

Municipality of Anchorage
Library Advisory Board Agenda
TEAMS Virtual Meeting
February 17, 2021
5:30 p.m.

1. Call to Order

2. Roll Call

Barbara Jacobs	Nancy Hemsath
Cristy A. Willer, Secretary	Lucy Flynn O'Quinn
Jamie Lang, Chair	Sarah Switzer, Vice-Chair
Lo Crawford	Wei Cheng
Alice Qannik Glenn	

X=Present, E=Excused, U=Unexcused, PH=Phone

TOPIC	Leader	Time	Action
Call To Order			
Land Acknowledgement	Chair	1 min	
Person (s) to be Heard		3 min	
Consent Agenda, February 17, 2021	Chair	1 min	
Approval of Minutes – January 20 Minutes	Chair	2 min	
Mission Moment: Equity Diversity and Inclusion 2021-2 Plan	Sterling & Ross	20 min	Approval
Racial and Social Equity Policy	Director	10 min	Approval
Circulation of Library Materials Policy	Director	10 min	Approval
LAB Strategic Plan Review, Mayoral Candidates Advocacy	Chair	10 min	
Staff Updates Director Report <ul style="list-style-type: none"> PVR Progress Report 	Director	20 min	Discussion
Next Board Meeting <ul style="list-style-type: none"> March 17, 2021, 5:30-7, TEAM Virtual Meeting 			
Board Comments and Adjourn			

**Municipality of Anchorage
Library Advisory Board
Minutes**

Date: January 20, 2021 (1.20.21)*	Location: TEAMS meeting
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Board Members				Staff
X	Jamie Lang, Chair	X	Lucy Flynn O'Quinn	Mary Jo Torgeson, Director
X	Sarah Switzer, Vice Chair	X	Nancy Hemsath	Jacob Cole, Ass't Dir for Publ Services
X	Cristy A. Willer, Sect'y	X	Wei Cheng	Sarah Preskitt, Alaska Room Librarian
X	Barbara Jacobs	X	Alice Glenn	Stacia McCourty, Adult Services Manager
X	Lourdes Linato-Crawford			of "Alaska Reads"

X= Present, EX=Excused, U=Unexcused, PH=Phone

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:33 p.m.	
Land Acknowledgement	The Chair acknowledged that we meet on the traditional land of the Dena'ina people.	
Person to be heard	None.	
Mission Moment	<ul style="list-style-type: none"> Sarah Preskitt, Alaska Room Librarian, explained the damage-history of the Alaska Room (2017 pipe burst, books moved to 3rd floor) and plans (\$1.6M received to repair and renew the collection; still need \$500K.) It will be welcoming & accessible. Stacia McCourty discussed "Anchorage Reads" supported by many partners; current book is National Book Award winner <i>Stamped from the Beginning</i> (Ibram X. Kendi). 	
Consent Agenda	<ul style="list-style-type: none"> Agenda approved (Lucy/Nancy). Minutes of 12.16.20 approved (Lucy/Wei). 	
Discussion/ Action Items	Discussion	Action
	<ol style="list-style-type: none"> <u>Welcome</u>. LAB members exchanged introductions with new member, Alice Glenn. <u>Strategic Plan</u> was reviewed. This standing item may be shifted from monthly to quarterly, but also include scheduling around special events. <u>Exhibit Policy Update</u>. Staff decided not to update at this time. <u>Director's Report (attached)</u>. Highlights: Computers ordered last summer haven't arrived. 100 mifi's are circulating. Staff are concerned about covid and death threats against Assembly members (by state law, guns are allowed at Loussac). <u>Bond discussion</u>. \$2M in projects are requested: solar panels, Alaska Room repairs, etc. 	<ol style="list-style-type: none"> None. Nancy will bring Alice up-to date. LAB will review the Strategic Plan next month, prior to the all-board retreat. None. None. None.
Comments	Happy End of 2020!	
Adjournment	Meeting adjourned 6:58 (Lucy/Nancy & Barb).	
Next Meeting	February 17, 2021 LAB meeting February 27, 2021, 9:30-12:00, All-Board Retreat	

*For the Palindromically-inclined.

GOALS

What this plan hopes to achieve:

- Staff have an increased understanding of institutional and systemic discrimination
- Create an environment that encourages difficult conversations
- Develop training and mentorship for staff to increase leadership opportunities
- Staff treat each other and our patrons with increased kindness, empathy and respect
- Implement concrete actions/policy changes that make APL more equitable, diverse and inclusive
- Collections, resources, and programs reflect the communities they serve

STRATEGIES

These are the main ways we will achieve our goals:

- Coordinate quarterly presentations with subject matter experts for all staff with opportunities to debrief
- Offer variation in presentation and meeting styles for people who learn/process in different ways
- Review, update, and evaluate Administrative practices – when implementing new policies and practices, consider the impacts on a broad range of people i.e. eliminating overdue fines in 2020
- Focus on the growth and development of staff
- Develop a recruitment plan that reflects the diversity of our community
- Develop process for collection audits

AREAS OF FOCUS/PROJECTS

This is how we will organize our work:

Internal Culture

- Define and communicate our evolving understanding of equity, diversity and inclusion
- Hold ongoing trainings and conversations with staff
- Assess and prioritize staff feedback on EDI plan

Leadership and Staffing

- Update HR practices to be more equitable and to broaden our pool of applicants
- Working with staff, supervisors and administration, build opportunities for staff development and growth into the annual staff evaluation process
- Work with high schools and colleges to inform cultural communities about a career in libraries

Patron Access

- Update policies and procedures to remove barriers to access
- Make it easier to use the Library

Creating a Welcoming Library - Programs, Services & Collection

- Build community relationships and engagement to guide us to provide materials, services and programs that truly meet their needs
- Develop Racial Equity and Social Justice evaluation form for programs and services
- Audit collection for community relevance
- Create a welcoming patron experience inside our buildings

Community Relationships

- Develop relationships with multicultural organizations to help with program development and staff recruiting

MEASURES OF SUCCESS

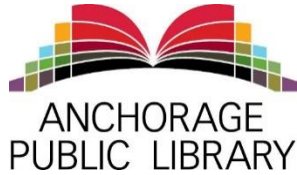
If this plan is successful, we will see...

- Increased familiarity among staff with concepts of Equity, Diversity and Inclusion
- Staff are more willing to enter into dialog on difficult conversations
- Staff report feeling welcome and supported at work
- Full adoption of Land Acknowledgment practices across the organization
- Collection audit process completed by 2022
- Implementation and evaluation of practices to achieve a more diverse staff
- Staff at all levels take leadership roles in committees and initiatives

TIMELINE

These are the major milestones and key dates for this project:

- Ongoing:
 - provide opportunities for staff discussion and debrief
 - monitor, update, and adopt hiring practices and position descriptions to reflect changing needs
- Jan:
 - Finalized this plan; brainstormed EDI topics for 2021
- Q1:
 - Assess 2020 group discussions using staff feedback received in January 2021
 - outline quarterly presentations for Q2-Q4
 - messaging and encouraging staff at all levels to explore committee roles
 - incorporate feedback from BIPOC staff assessment into plan
 - Library Advisory Board reviews and approves EDI Plan
- Q2:
 - Schedule quarterly presentations outlined for Q2-Q4
- Q3:
 - Complete collection audit process outline
- Q4:
 - Assign pilot projects in small sections of collection
 - assess in 2022
 - assess and evaluate makeup of committees
 - identify barriers to participation
- By end of Q4
 - full adoption of Land Acknowledgement practices including program introduction and signage.
- Dec/Jan
 - evaluate progress and plan for 2022



RACIAL AND SOCIAL EQUITY POLICY

Anchorage Public Library embraces and supports the diversity of our workforce and community to include differences in race, ethnicity, language, culture, religion, gender, sexual orientation, gender identity or expression, socioeconomic status, military status, physical or mental ability or disability. We are committed to achieving racial and social equity by contributing to a more just society in which all community members can realize their full potential.

The Library demonstrates its support by:

- Engaging the board, leadership, and staff in ongoing inclusion training, education, and professional development;
- Eliminating racial and societal equity barriers in library programs, services, collections, policies, and practices;
- Creating a safe workplace environment in which employees' voices can be included, heard, valued, and treated with respect;
- Developing and implementing collections, programs and services that incorporate the differences that make us a community, ensuring fair and equitable treatment with access to appropriate resources and opportunities.

Recommended for approval: Mary Jo Torgeson, Library Director

Approved by: Library Advisory Board, x

Equity, Diversity, Inclusion: An Interpretation of the Library Bill of Rights

The American Library Association affirms that equity, diversity, and inclusion are central to the promotion and practice of intellectual freedom. Libraries are essential to democracy and self-government, to personal development and social progress, and to every individual's inalienable right to life, liberty, and the pursuit of happiness. To that end, libraries and library workers should embrace equity, diversity, and inclusion in everything that they do.

"Equity" takes difference into account to ensure a fair process and, ultimately, a fair outcome. Equity recognizes that some groups were (and are) disadvantaged in accessing educational and employment opportunities and are, therefore, underrepresented or marginalized in many organizations and institutions. Equity, therefore, means increasing diversity by ameliorating conditions of disadvantaged groups.

"Diversity" can be defined as the sum of the ways that people are both alike and different. When we recognize, value, and embrace diversity, we are recognizing, valuing, and embracing the uniqueness of each individual.

"Inclusion" means an environment in which all individuals are treated fairly and respectfully; are valued for their distinctive skills, experiences, and perspectives; have equal access to resources and opportunities; and can contribute fully to the organization's success.

To ensure that every individual will feel truly welcomed and included, library staff and administrators should reflect the origins, age, background, and views of their community. Governing bodies should also reflect the community. Library spaces, programs, and collections should accommodate the needs of every user.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

Library collections, in a variety of material formats, should include a full range of viewpoints and experiences, serving the needs of all members of the community. Historically, diverse authors and viewpoints have not been equitably represented in the output of many mainstream publishers and other producers. It may require extra effort to locate, review, and acquire those materials.

Therefore, libraries should seek out alternative, small press, independent, and self-published content in a variety of formats. Libraries may benefit from cooperative arrangements and other partnerships to share in the work of locating and acquiring diverse materials. Interlibrary loan may complement but not substitute for the development of diverse local collections.

All materials, including databases and other electronic content, should be made accessible for people who use adaptive or assistive technology.

To provide equitable and inclusive access, libraries must work closely with diverse communities to understand their needs and aspirations, so that the library can respond appropriately with collections and services to meet those needs. All community members will feel truly welcomed and included when they see themselves reflected in collections that speak to their cultures and life experiences.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

Beyond merely avoiding the exclusion of materials representing unorthodox or unpopular ideas, libraries should proactively seek to include an abundance of resources and programming representing the greatest possible diversity of genres, ideas, and expressions. A full commitment to equity, diversity, and inclusion requires that library collections and programming reflect the broad range of viewpoints and cultures that exist in our world. Socially excluded, marginalized, and underrepresented people, not just the mainstream majority, should be able to see themselves reflected in the resources and programs that libraries offer.¹

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

By challenging censorship, libraries foster an inclusive environment where all voices have the opportunity to be heard. Inclusive materials, programs, and services may not be universally popular, but it is the library's responsibility to provide access to all points of view, not just prevailing opinions. Libraries should prepare themselves to deal with challenges by adopting appropriate policies and procedures. Libraries should respectfully consider community objections and complaints, but should not allow controversy alone to dictate policy.

Governing bodies, administrators, and library workers must discourage self-censorship. Fears and biases may suppress diverse voices in collections, programming, and all aspects of library services.² Libraries should counter censorship by practicing inclusion.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

American society has always encompassed people of diverse origin, age, background, and views. The constitutional principles of free expression and free access to ideas recognize and affirm this diversity. Any attempt to limit free expression or restrict access to ideas threatens the core American values of equity, diversity, and inclusion.

Libraries should establish and maintain strong ties to organizations that advocate for the rights of socially excluded, marginalized, and underrepresented people. Libraries should act in solidarity with all groups or individuals resisting attempts to abridge the rights of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

In the Library Bill of Rights and all of its Interpretations and supporting documents, the principle of inclusion is clear and unambiguous.

"Origin" encompasses all of the characteristics of individuals that are inherent in the circumstances of their birth.

"Age" encompasses all of the characteristics of individuals that are inherent in their levels of development and maturity.

"Background" encompasses all of the characteristics of individuals that are a result of their life experiences.

"Views" encompass all of the opinions and beliefs held and expressed by individuals.

Libraries should regularly review their policies with the goal of advancing equity of access to the library's collections and services. Identification requirements, overdue charges and fees, or deposits for service are examples of traditional approaches that may exclude some members of the community.³

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Libraries should not merely be neutral places for people to share information, but should actively encourage socially excluded, marginalized, and underrepresented people to fully participate in community debates and discussions.

Libraries should welcome diverse content in their exhibit spaces and diverse ideas, individuals, and groups in their meeting rooms, even if some members of the community may object or be offended.⁴

Conclusion

To uphold the Library Bill of Rights and serve the entire community, governing bodies, administrators, and library workers should embrace equity, diversity, and inclusion.

Adopted June 27, 2017 by the ALA Council.

LIBRARY BILL OF RIGHTS APPROVED BY LIBRARY ADVISORY BOARD AUGUST 19, 2020



CIRCULATION OF LIBRARY MATERIALS POLICY

PURPOSE

The Anchorage Public Library strives to provide current and future users with the fullest possible access to library materials and services. The intent of this policy is to enhance access for our public and to clarify loan periods and possible fees. APL circulation policies are intended to be in accord with the American Library Association's Library Bill of Rights.

DEFINITION

A loan period is the total number of days a customer can keep a specific item. A loan and holds limit is the number of items that can be on loan or on hold at one time.

POLICY

1. To checkout materials, users must be in good standing and present their library card, a valid form of photo identification or confirm two pieces of personal information in their library account.
2. Checkout limits and lending periods
 - a. Patrons with a verified or non-resident card may check out 50 items on their card.
 - b. Patrons with non-verified or visitor cards may checkout 3 items at a time.
 - i. In each instance some material types may have lower checkout limits.
 1. Books — 21 days
 2. Magazines — max 10 for 7 days
 3. DVDs — max 10 for 7 days
 4. CDs/Audio Books — max 10 for 21 days
 5. Book Club Bags — max 2 for 42 days
 6. Adult Kits Library in a Box -
 7. Beginner Reader Bag — for 21 days
 8. All other Youth Services bags and kits — max 1 each for 21 days
 9. Chromebooks and MiFi — max 1 for 14 days, **renewals available if no one else is waiting to check a MiFi out**
 10. Holds — up to 10 holds at a time **for verified cardholders; 3 holds for nonverified**
 11. Partner library lending period and limits will vary by location.
 - c. Items are not due on days the library is closed.
3. Renewals
 - a. Items may be renewed up to two times if the item is eligible for renewal.
 - b. Items not eligible for renewal including items on hold by other patrons or institutions, checked out for a special loan period, or materials owned by other libraries.
4. Requests
 - a. Patrons may request materials to be held for them at the library location of their choice.
 - b. Requests can be made in person, on the phone or by using the online catalog.
 - c. Requests are filled on a system-wide first come, first served basis.

- d. Patrons will be notified by an automated phone call, text message, or email when their request is available, unless in the rare event they have asked to not be notified.
 - e. Materials will be held for seven days from the date of the hold being processed and put on the shelf for user pickup.
5. Lost/damaged materials
- a. Items over 17 days late or returned with damage will be charged a replacement fee, plus a \$5 processing fee per item.
 - b. Bills may be paid through a patron's online library account or at a library desk (when possible); replacement fee payments can only be made at home libraries or online.
 - c. Fines or fees of \$1000 and more that includes lost or damaged materials are sent to a collection agency.
 - d. Materials owned by partner libraries are subject to the owning libraries fines, fees and limits.
6. Reciprocal Borrowing Privileges with Alaska Library Consortium and the statewide Alaska Borrowing Program
- a. The Anchorage Public Library system has an agreement with the Alaska Library Consortium that the patrons of Consortium Libraries can check out APL items and APL users can check out their items.
 - b. Materials from these libraries may be returned to any participating consortium library.
 - c. The Alaska Borrowing Program allow reciprocal borrowing privileges with anyone in Alaska with a library card from another library.
 - d. Library borrowers are responsible for all fines and fees on library materials from cooperating libraries as set by each library's policies.
 - e. Patrons disputing the return of items and fines or fees need to contact the owning library directly.

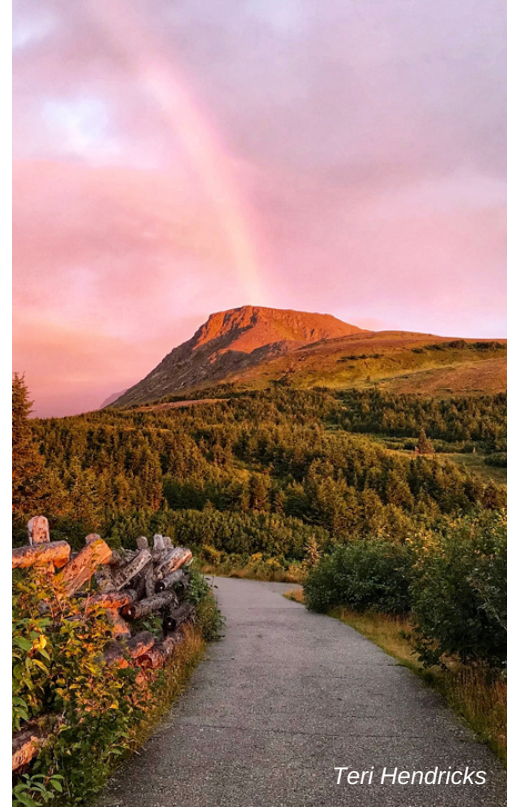
Recommended for approval: Mary Jo Torgeson, Library Director

Approved by: Library Advisory Board, December 18, 2019

Approved by: Library Advisory Board, August 19, 2020

Approved by: Library Advisory Board,

Frank Flavin



Teri Hendricks



Roy Neese



Anchorage Public Library

LIBRARY DIRECTOR SEARCH 2021



LIVE, WORK & PLAY IN ANCHORAGE

Anchorage is a vibrant and growing city where you can live close to work, make a good living, develop a close circle of friends, and have a plethora of options for entertainment and outdoor activities.

Anchorage might appear at first glance to be a typical American city, but closer exploration shows some surprising facets of urban life in Alaska. The city's 290,000 human residents share their space with an estimated 1,500 moose, not to mention bald eagles, bears, beavers, Dall sheep, and the occasional lynx.

Nestled between the Chugach Mountains and Cook Inlet, Anchorage is filled with parks and trails. 10,946 acres of municipal parkland and 250 miles of trails and greenbelts to be exact. It is only a short drive or walk from just about anywhere in Anchorage to a trail or park.

While Anchorage is best known for trails and wildlife, it also has a strong cultural scene. Anchorage is home to the world-class Anchorage Museum and Alaska Native Heritage Center, and has a symphony and opera that predate statehood.

Any night of the week, you can find art shows, lectures, concerts, and more.

With an abundance of local seafood and produce, fresh ingredients go into a cuisine scene that covers familiar comfort food, Thai, Himalayan, Polynesian, German, and all points in between. There are also a dozen breweries, a cidery and a handful of distilleries filling glasses in Anchorage.

While our scenery and culture are noteworthy, it is the people who make Anchorage special. Our community is built upon the traditional homeland of the Dena'ina people who arrived in the area over a thousand years ago and continue to be leaders of our community. Today, members of other Alaska Native tribes live here as well; an estimated 7.27% of Anchorage's population identifies as Alaska Native.

People from all over the U.S. and the world call Anchorage home - some who've been here for generations and others who've only just arrived. Alaskans are friendly and have a strong sense of adventure and community. It's a place where neighbors look out for each other. A place you can call home.

To learn more about Anchorage, please visit:
anchorage.net/
aedcweb.com/business/relocating-anchorage/
anchagemuseum.org
alaskanative.net/



Ken Graham Photography

ANCHORAGE PUBLIC LIBRARY

This is an exciting time for the Anchorage Public Library! We have a small, but mighty staff with a ton of energy and passion for serving our community.

As a department of the Municipality of Anchorage, we serve a community of 290,000 with five locations from Eagle River to Girdwood (in a region the size of Delaware!).

APL is an asset to the community to build strong, educated people and is constantly evolving to meet our patrons' needs. Our programming is inclusive of all backgrounds, and the library is a place where people can meet others who are different from them, spreading ideas and cultures across different communities.

We have five locations: Gerrish (Girdwood), Muldoon, Mountain View, Chugiak-Eagle River and the main Loussac Library.



Storytime at the Gerrish (Girdwood) Library

Our departments include Patron Services, Collection Management Services, Youth Services, Adult Services and Administration.

Our Team

- Staff: 61 FT, 28 PT = 76 FTE
- Library Advisory Board: 9 members - liaison between Library, Community, Mayor & Assembly
- Anchorage Library Foundation: long-term funding - capital projects & new initiatives. Donated \$211,000 in 2019
- Friends of the Library: immediate needs - materials & youth programs. Donated \$92,000 in 2019
- Volunteers & VolunTeens: 8K+ hours of service in 2019

Our Mission

Connecting people to education, information, and community

Our Values

*Access & equity
Community
Learning*

Our Vision

Our vision for Anchorage is an educated and connected community where our Library is an essential center for learning, inspiration, and community pride for people of all ages, backgrounds, and cultures.

APL 2019-21 STRATEGIC PLAN

The 2019-21 Strategic Plan focuses APL on core services and three community focus areas – **education & skills for life**, a **bridge to information and resources**, and **building community**. To carry out this plan, in 2019 the Library committed to a more intentional development of programs and services to ensure that all library activities strengthen core services and deliver outcomes in the three community focus areas.

The first step was to improve internal practices and infrastructure to ensure that we are adequately positioned to address the goals of the plan. This was accomplished by forming cross-departmental work groups to tackle projects such as internal communications, policy reviews, and staff training and development. Nine work groups undertook projects in 2019 with four new groups formed in 2020; over 35% of staff have participated in a work group.

2019-20 Highlights

The focus on internal improvements led to improved staff satisfaction scores, an organization-wide commitment to professional development and personal growth, and the achievement of many new practices that make APL a more efficient and enjoyable place to work. The Library has a strong, cohesive, and well-trained staff that consistently delivers high quality programs and services.

We've also made strides in our public-facing work - realigning community partnerships to better address our community focus areas, eliminating overdue fines as part of our equity and inclusion lens, and improving public communications to increase usage.



Patrons in the new book section at Loussac Library

2021 Goals

In 2021 we will focus on reintroducing services and programs, and respond to the educational and economic needs of the community during the pandemic recovery. We will also focus on meeting the technology needs of the unconnected in our community and continue our work to become more equitable and diverse.

2021+ Goals

- New Alaska Room at Loussac Library
- Grow materials budget to \$2M incrementally over next 4-5 years
- Equity, diversity and inclusion work
- Expand early literacy outreach to families most in need
- Create Downtown and South Anchorage express libraries
- Add staff positions to increase capacity:
 - Volunteer Coordinator
 - Branch staff to expand branch hours
 - Additional fundraising staff

THE POSITION

The Director is responsible for developing, coordinating and administering the functions of the Anchorage Public Library, as well as carrying out substantive library program policy determination and its public advocacy.

- Plan, implement, direct, and evaluate all Library areas of activity
- Oversees personnel, financial management, library operations, promotion and community relations
- Develop and monitor operating and capital budgets, grant applications and gifts
- Work with Library support boards to solicit funding from other sources
- Develop policies and plans to address the needs of the Library
- Coordinate with Municipal agencies, Administration and community groups
- Represent the Library at the community, state and national level

Compensation

Salary \$xxx,xxx to \$xxx,xxx commensurate with qualifications and experience. Robust benefits include medical, vision and dental insurance; employer contributions to the Public Employees Retirement Plan; personal leave; options for 401K, life insurance and disability.

How to Apply

Submit a letter of interest and a resume to Chris Schutte, Director of the Office of Economic and Community Development at chris.schutte@anchorageak.gov



Anchorage kids love their library!

Qualifications

Minimum qualifications include a Master's degree in Library Science from an American Library Association accredited college or university and seven years of professional library experience, with three of those in an administrative capacity in a moderate to large library system. Highly qualified candidates will have:

- A second degree in Business, Public Administration or HR (Bachelor's or Masters) preferred
- Management experience in a public library system with multiple sites
- Successful experience with fundraising and library elections
- Experience providing library service to diverse communities

More information can be found under *About* at: www.AnchorageLibrary.org

THE IDEAL CANDIDATE

Committed to Staff Development

- Engages with all staff and empowers them to have a voice in the organization
- Creates a safe and trusting environment where staff feel valued as individuals
- Encourages innovation and excellence, while recognizing healthy boundaries
- Committed to consistent communication that is mindful, timely, accurate, and kind

A Visionary Leader

- Has a true passion for libraries and can articulate an inspiring, yet grounded, vision of a modern public library
- Willing to reach out to others for help solving problems and finding answers
- Commitment to lifelong learning

A Community Builder

- Takes a team-building approach, builds strategic partnerships, and engages with the community
- Demonstrates cultural competence and is committed to equity, diversity, and inclusion
- Experienced working with a diverse community with a broad range of needs
- Is an advocate for staff and the Library

A Skilled Administrator

- Demonstrates a track record of effective fiscal, change, and project management
- Experienced in creating a positive people-centered, customer-service oriented culture
- Experienced in managing multiple branches in a diverse community
- Strong understanding and skills in technology and library automation systems
- Understands how to track and analyze data to make decisions and improvements
- Has experience with capital projects and renovations, as well as private fundraising



APL staff are friendly and hardworking

Opportunities and Challenges

- Encourage and support staff development and foster leadership at all levels of the organization
- Uphold the Library's commitment to access and equity through the Library's Equity, Diversity and Inclusion initiative
- Provide vision and leadership for the 2019-21 Strategic Plan; anticipate and prepare for future community needs and technology
- Support efforts to secure Municipal bonds, private funding, and legislative grants for capital improvement projects
- Work with the community, Municipal Administration and Anchorage Assembly to secure operation funds for future goals
- Establish and nurture partnerships with local organizations, businesses, and community stakeholders to create a more engaged community

Education & Skills for Life

Recent Accomplishments

- Youth Services staff systemwide distributed 640 program to go packets to youth and teens.
- Sue Sommers and Linda Klein (Youth Services) launched their first Kids Book Club. 16 participants received packages with a copy of the book and supplies for crafts for each week. At the first online meeting, all participants were there! (Ages 6 to 9)
- Storytime stats: This month there were 12 virtual storytimes with 197 people watching for at least one minute. Assuming many of those were children and caregivers together, we can assume close to 400 people attended a virtual storytime.
- Meneka (Adult Services) began hosting series Facebook Live sessions about tax-related issues in partnership with United Way of Anchorage January – April 2021.
- Keelin (Mountain View) worked with South High School 9th Grade Honors English classes, highlighting the Points of View database and NewsBank Special Reports.

Next Steps/Coming Soon

- Jon (Youth Services) has been coordinating the teen version of Anchorage Reads 2021 by giving away copies of the young readers edition (*Stamped*). Many schools are planning to use this for book groups and Jon is leading a teen book group too.
- Andy (Adult Services) is creating programs for the Anchorage Job Fair in April. Look forward to more information next month on programs and times.
- Keelin (Mountain View) is working with South High on researching historical themes from literature. Students are reading *Of Mice and Men* and *I Know Why the Caged Bird Sings*.

Limiting Factors/Concerns

- Need to clarify scheduling for challenge program so as not to conflict with possible civics challenge occurring around the same time.

Bridge to Information and Resources

Recent Accomplishments

- Nany (Chugiak-Eagle River) attended 2 CER Chamber of Commerce meetings (with legislative briefings) and the South Fork Community Council meeting. Shared information about circulating MiFis and why that's important for the community.

- Kelsey (Youth Services) presented at two virtual Countdown to Kindergarten events (hosted by ASD), reaching 40+ families.
- Youth Services staff at Loussac (Kelsey and Jon) hosted virtual browsing to show off recent additions.
- Personal librarian stats: In January staff filled 97 transactions, providing 1,045 items.
- Kristie finished Database-a-Day. Still compiling data, but preliminary numbers are down over previous years due to current events in January and changes to the Facebook algorithm.
- Meneka (Adult Services) continues to work with the Alaska Literacy Program and ASD staff to connect community members to library cards and MiFis.
- Nicole (Adult Services) completed two out of three in a Vaccine Information educational program series. The first program (01/20) 59 views. The second program (01/27) had 56 views.
- Loussac Library will be a Volunteer Income Tax Assistance Intake Center (AARP) on Saturdays (10-5pm) and Sundays (12-4pm) in the Assembly Chambers starting on February 20th.
- AS provided 12 programs with a total of 299 attendees.
- Mountain View patrons have expressed gratitude for the MiFi program. They place holds as soon as they return them. If we had more were available, they would circulate.

Next Steps/Coming Soon

- Working with Anchorage Imagination Library on a postcard inviting all their “graduates” (children who turn five and no longer receive the free books) to come get a library card.
- Gerrish Library has started preparing their annual spring seed giveaway.
- Meneka (Adult Services) will present to Poor People’s Campaign and city-wide case managers meeting on library cards and resources.
- Working with the VA to determine ways of connecting veterans to library resources.
- The Food Bank will be distributing information about MiFis, printing, and other library resources.
- With Meneka Thiru’s help, Sarah Preskitt will present resources on February 4 from 12pm-1pm as part of a partnered program with the Anchorage Museum and the Alaska YWCA. The theme, *Extra Tough Women and Activism*, the Museum’s current exhibition about Alaskan women.

Building Community

Recent Accomplishments

- Between the Covers book club discussed Netflix’s hit show *Bridgerton* and its source novel.
- Teens have been sending in book reviews for “volunteent” volunteer hours.
- Jim (Muldoon) attended the Northeast Community Council on the 21st updating attendees on Muldoon’s physical upgrades.
- Adult Services database cards and information about library cards to Native Student Services at UAA to assist students in accessing materials available through the public library
- Continued conversations with the staff and patrons of Thomas Memorial Library in Cape Elizabeth, Maine, to help our patrons connect during the long and dark winter while we must also remain home due to COVID.

- Donations from the Anchorage Education Association, NAACP, and United Way have enabled us to buy 240 copies of *Stamped: Racism, Anti-Racism, and You* by Ibram X. Kendi and Jason Reynolds. Each book will have a bookplate acknowledging the donating partners.
- Stacia (Adult Services) gave an interview with Danny Preston (KNBA, Morning Line) about Anchorage Reads.
- Barnes and Noble agreed to advertise Anchorage Reads with in-store displays, a poster, and bookmark distribution.
- Rayette (Mountain View) is working with a Leadership Anchorage project team on Anchorage Reads. LA Project team is working on assessment, community outreach, and identifying potential speakers.
- Anchorage Alliance for Violence Prevention is creating a resource packet for domestic violence resources that can be handed out at libraries. Mountain View will include with our curbside/pickup resources.
- Mountain View has window displays for PFD form availability. Request for paper forms is steady.

Next Steps/Coming Soon

- Jon is developing a virtual teen advisory board model where teens can receive short surveys monthly to provide feedback on programs and policy. Also developing VolunTEEN program for the summer with program assistants at outdoor programs.
- Jon is working with the social media team and the shelveers to develop TikTok content.
- Participating in a Read Across America event hosted by a library in Maryland. Librarians are reading short storytimes reflective of their communities, especially Indigenous tribes, to be recorded and shared with participants.
- Future program to go packets are being developed in partnership with the Girl Scouts of Alaska and Campbell Creek Science Center.
- Planning collaborative events in conjunction with the Extra Tough Exhibit at the Anchorage Museum for February – May 2021.
- Working with the Alaska Black Caucus Allies for Change Economic working group to find ways that the library can support the Black community in Anchorage
- A new Alaskan Native bead program is in the works as both a tutorial and takeaway kit based program (50 kits) with a continued single larger kit that will be able to be checked out to patrons.
- We partnered with Out North Radio and the Alaska Bookmobile to provide drive in movies at Loussac in February.

Limiting Factors/Concerns

- The pandemic makes it a challenge to connect and maintain relationships with community partners.

Internal Goals and Strategies

Recent Accomplishments

- Met with the MOA Facilities team to review Library's 2021 facilities maintenance wish list – they did a lot of projects to make our buildings look nicer in 2020 and will continue this year
- Completed 2020 Strategic Plan Progress Report – check your inbox for a copy
- Created a recruitment brochure for director position
- Staff in Youth Services attended EDI trainings and worked on evaluating the collection and selection areas to ensure a diverse group of voices are included.
- Training: Elizabeth Nicolai attended the ALA Midwinter conference virtually. She was recognized as an I Love My Librarian award winner, one of 10 chosen annually from a field of over 2000 nominations.
- MD Manager launched the Muldoon Art Project for 2021. The stated goal is to commission a local artist or artists to create art that will enhance the library space, visually connect with the community, and express Muldoon's diversity.

Next Steps/Coming Soon

- Changing Loussac staff restrooms on the 1st and 4th floors to single-use, unisex
- Collecting input from staff on what they want from a new director as part of the transition process
- Elizabeth Nicolai working on the planning committee for the 2021 Alaska Library Association Virtual Conference
- Kristie is continuing webinars and trainings on accessibility.
- Working towards implementation of chat reference software.

Limiting Factors/Concerns

- We need to work with the developer to place the chat widget on our website.

Library Board Updates

Recent Accomplishments

- Library on the facilities bond with senior centers for \$1.1M – working with a coalition to hire Northern Compass Group to run the campaign similar to last year
- Alaska Room project: Mayor's Task Force on Alaska Room convened on 1/27. Great meeting – a very enthusiastic group.

Next Steps/Coming Soon

- Alaska Room/Bond campaign promotion
- FOL Beyond the Stacks will be a virtual event on 4/24; ALF will run a campaign for Library Giving Day on 4/7

SUMMARY OF APL LIBRARY USAGE 2013-2019

KEY INDICATORS	2013	2014	2015	2016	2017	2018	2019	2020
Visits/capita	3.13	3.03	2.88	2.81	2.43	2.54	2.58	0.55
Program attend/capita	0.24	0.20	0.20	0.15	0.13	0.21	0.23	0.09
Circulation/capita	5.88	6.09	6.06	5.36	5.36	5.87	6.27	4.35
Computer logins/capita	0.47	0.53	0.64	0.42	0.80	0.94	0.35	0.07
OTHER	2013	2014	2015	2016	2017	2018	2019	2020
Circulation	1,520,188	1,504,025	1,374,918	1,166,700	1,129,360	1,195,029	1,113,821	446,410
Database use	150,098	207,481	214,054	184,061	180,709	222,577	351,355	342,862
Downloadable materials	101,115	122,760	221,624	251,941	285,165	299,460	364,023	468,444
Overall Circulation	1,771,401	1,834,266	1,810,596	1,602,702	1,595,234	1,717,066	1,829,199	1,257,716
Library Card Holders	119,619	117,939	100,065	114,288	135,828	122,964	111,468	138,341
New Youth Cards	3,849	3,241	4,201	44,881	16,982	10,723	11,250	9,522
New Cards Issued	18,101	26,992	14,453	54,860	25,949	20,892	22,449	15,524
Visits	942,873	913,304	860,751	839,170	723,180	748,395	752,889	159,427
Computer Reservations	141,856	158,104	190,131	180,452	126,846	128,654	103,131	21,378
Laptops/Ipads					6,149	16,902	13,785	3,275
AWE childrens computers				17,144	21,409	15,896	16,746	2,518
WIFI Unique users					90,135	115,278	114,051	48,115
Total computer/device users		158,104	190,131	197,596	244,539	276,730	247,713	75,286
Website sessions	612,505	530,183	490,267	475,062	514,060	1,551,030	1,634,089	815,617
Programs								
Children	881	879	1005	1,054	838	1,266	1,366	477
Teen	412	482	426	195	388	347	244	51
Adult/All Ages	201	426	501	534	698	839	866	333
TOTAL	1,494	1,787	1,934	1,783	1,924	2,452	2,476	861
Program Attendance								
Children	42,326	36,587	44,259	31,340	22,354	43,874	48,527	19,712
Teen	9,311	6,829	4,955	2,753	2,678	3,458	2,187	338
Adult/All Ages	20,076	15,774	11,374	10,029	12,633	13,223	16,729	5,217
TOTAL	71,713	59,190	60,588	44,121	37,665	60,555	67,443	25,267
Reference Questions	99,966	84,193	67,785	*54,306.25	63,144	78,883	40,006	25,512
Room booking hours	7,963	7,318	2,388					
ILLs filled	6,328	7,965	5,590	3,084	3,284	3,383	1,625	901
Volunteer Hours	13,278	9,992	6,904	7,690	6,185	4,893	5,755	164
Library Budget	\$7,679,793	\$7,904,331	\$ 8,178,245	\$ 8,404,201	\$8,494,211	\$ 8,760,147	\$ 8,578,048	\$ 8,754,225
Volumes					481,203	430,603	401,900	395,533
Library Staff FTE	78	78	78	77	77	76	76	79
Hours of Operation	10,208	10,208	10,208	10,366	10,310	10,587	10,383	7,596
Anchorage Population	301,134	301,134	298,908	299,037	297,483	294,356	291,845	288,970



**2020
PROGRESS
REPORT**

January 2021

Anchorage Public Library Strategic Plan 2019-2021

EXECUTIVE SUMMARY

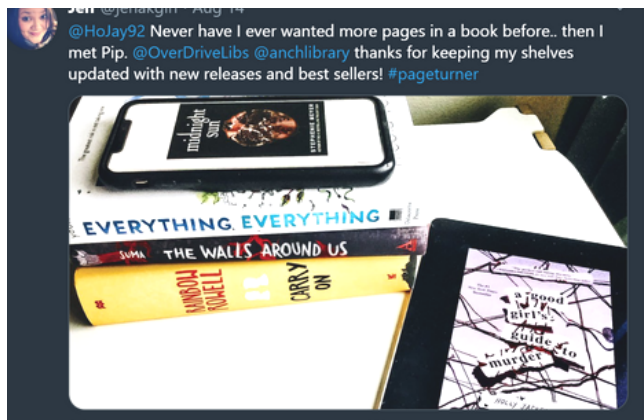
The 2019-21 Strategic Plan focuses APL on core services and three community focus areas – **education & skills for life, a bridge to information and resources, and building community**. After a strong year of foundation-building and internal development, the Library began to focus outward in 2020 on outreach and community-building. While many projects were sidetracked due to the pandemic, we used the strategic plan to help guide our "COVID pivot," and while the way we delivered programs and services changed, our attention to the three focus areas did not waiver.

2020 Highlights

- We responded quickly in the COVID shutdown to launch many new services
- We supported educators, students and families to navigate the new and quickly-changing education system, and also helped families with opportunities for fun and learning away from books and screens
- Our commitment to Equity, Diversity and Inclusion has become infused in more aspects of our work
- We upped our game in Reader's Advisory, providing a host of new services and behind-the-scenes work to help patrons connect with exactly the materials they are looking for
- We increased community support and engagement – passed a bond, added hundreds of new donors, and secured new sources of funding

2021 Goals

- Be mindful and intentional as we reintroduce programs and services, and provide meaningful opportunities for staff input and engagement
- Meet the community where they are at and respond to their educational and economic needs during pandemic recovery
- Respond to technology needs of the unconnected - expand digital-access resources and investigate a community-wide connectivity initiative
- Continue the innovation and flexibility that we learned through COVID to continue to make it easier to get a card and use the library
- Create an Equity, Diversity, Inclusion plan that includes improving our hiring and development practices for BIPOC staff, and engagement with communities to develop programs and services that meet their needs



MEASUREMENTS OF SUCCESS

Metric

Results as of December 2020



Majority of staff, volunteers & partners can name our community priorities

70% of staff named the priority areas correctly on Fall 2020 staff survey; 43% of board members (LAB, ALF, FOL) in Feb 2020 pop quiz.



Our programming is developed with intentionality to meet this plan's goals

- Departments pivoted to online programming with focus on economic recovery, information literacy and civic engagement in adults, and focus on homeschool and distance learning for youth
- 7,142 Program to go packets were delivered in the second half of 2020



Core services are maintained

Pivoted during pandemic to ensure access – added curbside pick-up, doorbell services, Personal Librarian, and MiFis, and enhanced discovery and access to materials and databases.



Staff and infrastructure levels are maintained or increased

- 4 FTE additional staff positions in 2021 budget + Early Literacy Outreach Librarian in alcohol tax
- Passed a library bond for new elevators at Loussac and Mountain View landscape/safety upgrades
- Upgraded two positions



Our collection is dynamic and responsive to community need

- Increased access to digital materials (including online resources and MiFis), added distance learning and homeschool resources, and increased selection of resources on current events, health, and equity
- 2020 circulation of digital items increased 36.5% over 2019



An improvement in scores on staff culture surveys

- 65 staff took the survey in 2020 over 63 in 2019 and 54 in 2018
- Improved in 17 categories, 3 stayed the same, 7 had slight declines
- Biggest changes: resources provided during times of change ↑11%, opportunities for staff training ↑17%, being completely focused while on the job ↓8%



An increase in the community's ranking of the value of the Library in our patron surveys

No update in 2020 - did not conduct survey. In 2018, 85% of users and 67% of non-users believed that the Library provides good value for the tax dollar invested; will resurvey in 2021.



We are able to demonstrate to the community that we focused in the areas that are most important to them

Responded to community demand for digital materials during the pandemic by increasing Hoopla borrowing limits, increased digital materials spending by 188% over prior year; increased resources for distance learning; added MiFis; amplified public health and economic messages.



Even if faced with external challenges, we are able to operate efficiently and make a difference because this plan focuses us on what is most important

This plan helped us get through a major pandemic and adapt to an entirely new business model, as well as wisely deploy resources during a time of stress and change.



Communications with the public are developed with intentionality to meet this plan's goals

- Honed COVID-19 messaging, especially around Library openings/closings/service model changes
- Amplified partner messages around pandemic, such as public health and economic assistance
- Deliberate matching of channel to audience to meet diverse populations

HIGHLIGHTS

COMMUNITY PRIORITIES

Education & Skills for Life

- Supported educators and students – promoted homeschool and early literacy resources, created program-to-go kits, expanded STEM Kits, launched new online educational tools, and provided resources and COVID safety guidelines to teachers and librarians
- Created Fact or Fake and Library how-to video series
- Helped plan a citywide Career Fair and hosted career workshops

Building Community

- Hosted popular online programs – discussions with a Maine Library on earthquakes, Alaska Common Ground ballot measure debates, Community Connects dialogs, Writer's Guild workshop, Poetry Socials
- Hosted online book clubs and expanded Book Club Bags with new titles on current topics
- Hosted an online Civic Engagement Challenge and Books Get Our Vote campaign, and created a Scout library patch
- Delivered library book donations to people in quarantine

A Bridge to Information and Resources

- Resource fairs and events – School Fair, United Way affordable health care registration, Grow with Google business event, and job readiness with the VA Domiciliary and YWCA
- Launched portable wireless devices (MiFis) for check-out
- Increased staff knowledge of designing communications for visually impaired readers
- Amplified pandemic public health and economic recovery messages
- Expanded Community Resource Coordinator program

INTERNAL IMPROVEMENTS

Be a Great Place to Work

- Staff completed over 1,700 hours of training during the hunker down and quarantines
- Created a Land Acknowledgment Plan and all staff participated in monthly Equity Diversity and Inclusion small group discussions
- Created staff orientation checklist and staff intranet
- Updated position descriptions to reduce barriers for entry for several positions

Expand and Engage the Library Community

- Helped launch a community group to discuss community equity issues; worked with the Municipality on advancing Equity, Diversity and Inclusion initiatives citywide; hired a Community Engagement Librarian
- 400+ new donors joined the Anchorage Library Foundation
- Supporters successfully passed a bond and advocated for an increased library budget and new positions through the alcohol tax

Strengthen our Operations

- Adopted Teams video meetings and chats to increase staff access to meetings, committees and projects
- Developed operations emergency procedures for each location and cross-trained staff in many areas for more flexibility in operations
- Created new reports and metrics for measuring success, including launch of Savannah to improve tracking of patron experience and usage

CORE SERVICES

- Amid a pandemic, pivoted to provide core library services in completely new ways, including new service points, shifting to online programs, putting magazines into circulation, increasing the budget for digital and homeschooling materials, and selecting materials tied to current events
- Increased Reader's Advisory – virtual browsing videos, Personal Librarian, staff recommendation videos, posts and book lists, teen book reviews
- Cleaned up shelves to make room for face-out books and better browsing; reorganized and promoted databases to make them more accessible