

Municipality of Anchorage  
 Library Advisory Board Agenda  
 Microsoft Teams Virtual & In-Person Meeting  
 Muldoon Library

March 16, 2022, 5:30 to 7:00 PM

**Attendance**

- \_\_\_\_\_ Debra Bronson
- \_\_\_\_\_ Lo Crawford
- \_\_\_\_\_ Dennis Dupras
- \_\_\_\_\_ Travis Gularte, Secretary
- \_\_\_\_\_ Nancy Hemsath
- \_\_\_\_\_ Barbara Jacobs, Vice-Chair
- \_\_\_\_\_ Alice Qannik Glenn
- \_\_\_\_\_ Doug Weimann
- \_\_\_\_\_ Cristy A. Willer, Chair
- \_\_\_\_\_ Denali Tshibaka, Teen Liaison

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

**Agenda**

Topic	Leader	Time	Action
Call to Order	Cristy Willer	5:30	
Land Acknowledgement	Cristy Willer	5:30	
Roll Call and Check-In (current reading)	Cristy Willer	5:35	
Approval of Agenda and Minutes	Cristy Willer	5:45	
Persons to be Heard	TBA	5:50	
Director's Report	Judy Eledge	6:05	
Mission Moment: Muldoon	James Curran	6:20	
Board Comments and Adjourn	Cristy Willer	6:50	

Municipality of Anchorage  
February 16, 2022 Library Advisory Board Minutes  
(Subject to approval at the March 16, 2022 LAB Meeting)

Attendance	Member
X	Debra Bronson
X	Lo Crawford
X	Dennis Dupras
X	Travis Gularte, Secretary
X	Nancy Hemsath
X	Barbara Jacobs, Vice-Chair
X	Alice Qannik Glenn
X	Doug Weimann
X	Cristy A. Willer, Chair
X	Denali Tshibaka, Teen Advisory Board Liaison

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

**Staff Present**

Judy Eledge (Acting Director/Deputy Director), Jacob Cole (Assistant Director), Sarah Preskitt (Alaska Collection)

**Call to Order**

Cristy Willer called the meeting to order at 5:33pm.

**Land Acknowledgment**

Cristy Willer acknowledged that the Board meets on the traditional lands of the Dena'ina Athabascan people.

**Person(s) to be Heard**

- Karen Button voiced concerns about potential sale of materials, censorship, and the direction of the library in general.
- Jeff Raun arrived later due to Library website inaccuracies regarding phone and streaming attendance. He also has concerns which he will discuss at a later meeting.

**Approvals**

- Action: The agenda was approved (Lo/Nancy).
- Action: The January 2022 minutes were approved (Barb/Dennis). *Judy requested that minutes be circulated sooner. Secretary Travis said that he'd comply.*

**Director's Report (on file).** Highlights:

- Work on having a downtown library is moving quickly. Blythe Marston has formed a committee to assist. The Anchorage Library Foundation has passed a resolution in support of using the Old City Hall building.
- There are ongoing maintenance issues regarding the fountain in front of the library. Working with AWWU to develop a plan. The Anchorage Waste-Water Utility (AWWU) is assisting. We may need to install a barrier around the fountain.
- Laura Baldwin resigned as Collections Manager, after 14 years.
- The recent stabbing in the lobby was discussed. A safety [video] training around de-escalation and how to deal with violence is being prepared for staff. However, that wouldn't have helped with this situation. *Dennis requested that LAB members be notified when incidents occur so as not to learn about it through the media.*
- A question was raised about the numbers of position vacancies, Judy explained that she and Jacob are working with Cheryl Frasca and HR to fill several of the nine vacancies, with a concentration on those that dealt with patron services. The total number of APL staff is 78 FTE (in 98 positions). *The Board requested a written report on empty positions and strategies to fill them at the March LAB meeting.*
- A question was raised about the broken Dimond Kiosk. The company that maintains the kiosk covers all the northwest, and the repair parts haven't arrived.
- A question was raised about circulation statistics. *Jacob agreed to provide these stats to LAB on a quarterly basis.*
- A question was raised about the possibility of meeting at Branch Libraries in the future, as has been done in the past. *Judy will check with Branch Librarians to set this up.*

**Mission Moment:** Sarah Preskitt, Alaska Collection Librarian, gave a presentation about the Alaska Collection. Most of the collection was moved to the third floor after the 2017 flooding event (but this was in the long-range plan anyway; it was just expedited by the flood.) Rare books, maps, and microfilm are on the fourth floor and available by request. Archives are in the vault but without an archivist; the library is no longer collecting these. Muni archives, which are required by the city to house publications created for the public (e.g. land use plans), are housed in the storage area near the vault. In the future there will be a new room on the third floor, devoted to community engagement, including work with high school students regarding Alaska studies.

[\[https://www.anchoragelibrary.org/resources/research/alaska-collection\]](https://www.anchoragelibrary.org/resources/research/alaska-collection)

**Adjournment**

The meeting was adjourned at 6:40 pm (Deb/Dennis).

## Education & Skills for Life

### Recent Accomplishments

- Chugiak-Eagle River's in-person storytime is bringing in 70+ kids and adults each week.
- Gerrish Library recently held a winter sowing program to help patrons learn how to start their seeds early outside.
- In-person storytime has returned to Muldoon, starting strong and continuing with 3-5 families per week.
- Art Lab became Muldoon's biggest draw in February. From yarn art to suncatchers it has been popular with entire families.
- 8 Teens joined Jon Ebron and Jody Young at Loussac to volunteer 40 hours on our Friday VolunTeens.
- Loussac Youth Programs, 1,322 people attended 45 programs including but not limited to:
  - Teen programs such as teen game time and teen crafting time brought 35 teens to 9 programs led by Jon Ebron at Loussac.
  - 90 people attended an e-week competition (engineering week) led by the UAA Engineering department. Jon Ebron coordinated for the library.
  - The Library's Scout Patch Program is back in full swing. Kelsey Skrobis led a tour for 25 people where 13 scouts earned their patch!
  - Storytimes continued in February. With 12 storytimes for 411 people (Linda Klein, Elizabeth Nicolai, Samantha Blanquart, Kelsey Skrobis)
  - Our "literacy games" program that encouraged phonics and sight words was expanded.
  - Special storytimes such as Start with Art and Bite-Sized Storytime brought 24 people in (Kelsey Skrobis, Samantha Blanquart)
  - Leap Into Science offered a STEM program to people during an ASD in-service day.
  - Scavenger hunts and other asynchronous programs continued to engage hundreds of people during their library visits to Loussac.
  - Countdown to Kindergarten events at Loussac and Mountain View had over 100 attendees (Samantha Blanquart)
  - 40 people participated in some Valentine's crafting (Jody Young and Kelsey Skrobis)
- Countdown to Kindergarten event at Mt. View library had 42 attendees.
- Mt. View Youth Services Librarian, Keelin Baughman had 10 attendees at the Valentine Craft program.
- Nicole Levinson (Adult Services) finished putting together the new leatherworking kits and sent them on to Technical Services for cataloging.
- SciFri Book Club program to go kits are ready thanks to help from the Volunteens. The first kit will be available until March 10, the second kit will be available from March 11-March 24 and the

last kit will run from March 25-April 7. This project is being coordinated by Kristie Nelsen (Adult Services).

## Next Steps/Coming Soon

- Spring Break will feature daily special events for elementary school age youth at Loussac
- Samantha Blanquart is partnering with ASD Migrant Education for playgroup events.

## Bridge to Information and Resources

### Recent Accomplishments

- Chugiak-Eagle River had 12 participating schools/programs at our School Fair. Participants requested that this becomes an annual event.
- Senior Saturdays continued through February with multiple participants each week—all receiving individualized assistance with computer/digital literacy and community resource navigation.
- Muldoon’s third Community Resource Event was a huge success with 26 participants.
- Elizabeth Nicolai led a tour for Anchorage Christian School fifth graders and taught them to do research in the catalog and databases. They all found great resources and one boy came back the next weekend. His mother said that he had been talking about how much he liked the tour and the library all week long!
- Jon Ebron coordinated with the AWAIC shelter to have a table at the Mountain View and Loussac Library.
- Samantha Blanquart continues to distribute the Welcome Baby cards to OBGYNs, birth centers, hospitals, and pediatricians. New parents who bring in the card receive a bag with a board book, toy, and early literacy information. So far 7 bags have been given out in 2022.
- Mt. View partnered with AWAIC for Teen Dating Violence Awareness Month tabling and information sharing
- Mt. View Library hosted People Mover tabling and information sharing about public transportation.
- Reference Statistics (Adult Services)
  - In-Person Questions – 5,386
    - Account Questions – 362
    - Computer Questions – 2903
    - Directional – 926
    - Ready Reference – 1156
    - Reference – 39
  - Telephone Reference
    - 301 handled
    - 347 presented
    - Answer Rate: 86%
  - LibAnswers: 120 tickets submitted, 113 closed
- Study Room Reservations: 17
- Adult Services hosted 19 programs with a total attendance of 268 people.

- Passive Program: Who's Your Book Crush had 72 respondents. This display was created by Nicole Levinson (Adult Services).
- Andrew Allard (Adult Services) working with Misty Rose (Administration) to grow patrons' interest in book/movie adaptations. She wants current listing to link of social media so patrons can find movies/shows that are based on books that can be found in Anchorage Public Library's collection.
- Adult Services planned the second quarter of book displays for 2022.
- Sarah Preskitt (Adult Services) and Nate Howes (Adult Services) started a project to weed duplicate municipal publications before Nate Howes (Adult Services) was moved to Collection Management for an acting position. Sarah Preskitt (Adult Services) will continue this project.
- Meneka Thiru (Adult Services) and Jon Ebron (Youth Services) participated in a panel discussion hosted by the Anchorage Museum to talk about resources for learning more about Black history in Alaska. View the recording here: <https://www.crowdcast.io/e/virtual-lunch--learn-6>
- Meneka Thiru (Adult Services) contributed a booklist and book recommendations to a panel discussion hosted by the Anchorage Museum on the history of the Harlem Renaissance. View the recording here: <https://www.facebook.com/AnchorageMuseum/videos/462150992237548/>
- Meneka Thiru (Adult Services) created resource lists for a Black History Month event hosted by Jack & Jill at the library to encourage attendees to check out books related to the topics covered at the event. She also built a connection to hopefully make it a partnered library program next year.

## Next Steps/Coming Soon

- Resetting for Success workshop led by the state library and some youth services librarians around the state will offer training for our youth staff and other statewide youth staff in March.
- We are planning Summer Discovery/Summer Reading with a full slate of events, programs, and reading incentives for youth! It launches with Reading Rendezvous on Saturday May 14. (Elizabeth Nicolai)
- Sarah Preskitt (Adult Services) and Katie Fearer from the Alaska State Archives will meet to discuss partnership options to store digitized and born-digital municipal publications in an online archive accessible to the public.
- Sarah Preskitt (Adult Services) will explore digitization options for the municipal publications after the duplicates have been removed.
- Sarah Preskitt (Adult Services) is working with Rick Henderson (Facilities Use Coordinator) and Brendan Farrell (Facilities Coordinator) to move Alaska Collection materials from the former Technical Services room to alternate locations to facilitate the remodel of the room.
  - Yearbooks, rare books, and microfilm may be unavailable for a few days during the relocation.
- George Felder (Adult Services) is going through estate donations to determine which donated Alaskan books we already have on the shelf to determine if donations could help refresh worn copies.

- Stacia McGourty (Adult Services) arranged for a demonstration of North Star Digital Literacy. North Star Digital Literacy provides a complete digital literacy curriculum as well as online tutorials to libraries and adult learning organizations.
- Meneka Thiru (Adult Services) will be doing a presentation on resources for seniors to AARP in March.
- Meneka Thiru (Adult Services) coordinated with the Veteran's Administration for Adult Services to do presentations to the VA Job Club quarterly in 2022.

## Limiting Factors/Concerns

- Staffing desks has become increasingly difficult due to staff illness, preapproved leave, unavailable part-time staff, vacant positions, and redeployed staff in addition to increasing job duties redistributed by departing staff.
  - Thank you to all staff who helped with an additional 80 hours in February!

## Building Community

### Recent Accomplishments

- Chugiak-Eagle River hosted 20+ community volunteers to help clean shelves and tables at the library after closing on February 25. Their efforts and support are much appreciated!
- Jon Ebron participated in a virtual panel about Black Lives in Alaska for the Anchorage Museum as well as a Snack Across the States program with a Teen Librarian on the East Coast.
- Elizabeth Nicolai continues to represent the library at the Early Childhood Working Group and the Children's Trust partners legislative updates meetings.
- Spenaudeville and Friends Juggling club and open rehearsal has returned. Every Thursday they welcome performers and jugglers of all skills to practice.
- Mt. View hosted Leadership Anchorage meeting focused on the topic "What is Community"
- Jim Curran (Muldoon), Meneka Thiru (Adult Services), and Kristie Nelsen (Adult Services) presented at the OPAG breakfast meeting on February 9. They discussed resources and programs for folks over 50. After their presentation they were available for individual questions and account maintenance.
- Kristie Nelsen (Adult Services) did a presentation on library services for the Gateway Rotary Club on February 18.
- Meneka attended the Refugee Assistance and Immigration Services partner meeting to get an update on clients that RAIS is serving.

### Next Steps/Coming Soon

- Meneka Thiru (Adult Services) met with Jimmy Riordan, who ran a Zine making fair, and Rebecca Pottebaum from the Anchorage Museum to learn more about the possibility of doing Zine making at the library in October. Meneka Thiru (Adult Services) is also connecting with the Consortium Library about the possibility of collaborating on these events.
- Meneka Thiru (Adult Services) is serving on the committee for planning an International Women's Day panel discussion and is working with the YWCA to support their Women's History Month events in March.

# Internal Goals and Strategies

## Recent Accomplishments

- Gerrish Library has filled their vacant Library Assistant II position. Their new staff member be starting work on March 28.
- Linda Klein and Samantha Blanquart presented at the Alaska Library Association Conference on creating and using flannel boards in storytime.
- Andrew Allard (Adult Services) will be taking over the reference statistic's while Nathan Howes is temporarily working in Collection Management Services.
- Sarah Preskitt (Adult Services) was accepted to participate in the Urban Library Trauma Study Design Forum, held in Brooklyn, NY from March 9-11.
  - The project seeks to design training, culture change, and resources in response to systemic issues present in expectations of library workers, including but not limited to additional duties with limited to no training, continually increasing demands on emotional labor, increased verbal and physical abuse and harassment, and instances of violence. These issues, experienced nationwide, are compounded by decreases in staff, support and funding and an inability for staff to process incidents before having to serve the next patron.
- Kristie Nelsen (Adult Services) worked with our website developers on couple of things related to the new calendar.
- Jacob Cole (Administration) coordinated a switch over to a new calendar software which should help make room reservations, event posting, and program reports easier.
- Kristie Nelsen (Adult Services) did lots of troubleshooting with patrons after catalog issues at the beginning of the month and Libby issues mid-month.
- Alaska Literacy Program presented at a February Adult Services meeting. The presentation covers their Adult Education services and is recorded for future viewing.
- Patron Services has filled their vacant Library Assistant III position. Their new staff member will be starting work on March 14<sup>th</sup>.
- The furniture and cell phone booths purchased with ARPA funds last fall have finally been delivered to Chugiak-Eagle River. We get many compliments on them.

## Next Steps/Coming Soon

- Elizabeth Nicolai will lead a session on programming for the statewide youth services workshop in March.
- The vacant Range 9 position, Library Assistant III, has been posted. Sarah Preskitt (Adult Services) and Stacia McGourty (Adult Services) will review potential candidates in late March 2022.
- Kristie Nelsen (Adult Services) will be preparing an entry for the PRX Change awards.

## Limiting Factors/Concerns

- Due to planned leave Muldoon will be down a staff member for six weeks (March and April).
- Due to a break in funding, Muldoon's Community Resource staff position was temporarily terminated on February 22<sup>nd</sup>. We are hoping to have this position restore soon.



## Library Board Updates

### Next Steps/Coming Soon

- The Friends of the Library will host their Beyond the Stacks fundraiser on Saturday, April 23, 2022 at the Anchorage Marriott. Tickets can be purchased at <https://librarychampion.com/donate/beyond-the-stacks/>

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# Anchorage Public Library

*Anchorage: Performance. Value. Results*

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## Mission

Connecting people to education, information, and community

## Values

- Access
- Community by Welcoming Everyone to Our Library
- Lifelong Learning and Literacy

## Core Services

- Access to a diverse collection of materials in various formats
- Knowledgeable and approachable staff
- Functional technology and connectivity
- Expert information and reference assistance
- Communal spaces for individual and group use
- Targeted programming that meets the needs of **all** our community

## Accomplishment Goals

- Improve economic advancement by providing equitable access to computing equipment, programs and resources.
- Improve public safety by providing safe and stimulating places and clean, well-maintained buildings for all. Review the Code of Conduct with staff for a more consistent enforcement from all library employees.
- Increase opportunities for our children's success when they enter school by supporting the foundations of reading, social skills and, creative skills through early learning educational activities.
- Improve civic engagement, cultural enrichment, and enhance the quality of life for all Anchorage residents through provision of life-long educational services including library materials, online resources and programs/events.

## Community Priorities and Desired Outcomes

- **Education and Skills for Life:** Children enter Kindergarten with the foundational skills for literacy and are supported by the Library in their literacy progression through elementary school; the Library supports teens and adults in learning the skills they need to be successful in life.
- **A Bridge to Information and Resources:** Anchorage is an engaged and well-informed community; the Library seeks to be the trusted institution that connects people to non-biased information, experts and materials, and adapts with the changing needs of our community.
- **Building Community:** The Library brings Anchorage residents together.

## Performance Measures

- Cardholders and Library Visits
  - Registrations have been strong, but we have been losing cardholders due to expiring cards. We are looking for new ways to engage patrons and improve our renewal rate.
- Circulation of Materials
  - Circulation of physical materials is up by 4% from the same period in 2019. This is the first time, since the beginning of the pandemic, it has been better than the same period 2019.
  - Circulation of digital materials is higher than 2019 but not higher than 2020. It seems that some users are going back to using physical items as they return to visiting the library in-person.
- Library Visits
  - Library buildings fully reopened in April and we saw steady growth in the number of visits, then a plateau, and then a small decrease. It is an increase compared to 2020 (buildings were closed), but 29% less than 2019. Point of fact: Loussac does not count attendance at the Assembly meetings as Library attendance. The electronic gates we use to count are at the doors that separate the atrium and the main part of the library.
- Program Attendance
  - The number of programs is down by 40% and program attendance is down by 55%. Attendance decline is partially due to less programs but also due to COVID discouraging in-person activities.
  - In addition to regular in-person programs like storytime, youth services systemwide launched literacy-based scavenger hunts. For pre-readers they focus on letter recognition and encourage children and caregivers to find letters and things that start with that letter throughout the library. Readers have a scavenger hunt focused on learning to use the library catalog and exploring different collections in the library. They've become very popular – one mother shared her daughter learned to use the catalog and now looks up all her own books! 1,070 kids have participated so far.
  - December saw the launch of "Leap into Science". This program is part of a grant and uses curriculum developed by The Franklin Institute. Locally it is administered by Alaska Afterschool Network. The workshops, held at four library locations, start with a storytime and then feature a series of stations with scientific activities. The combination of children's literature and science is both fun and educational. APL has had two very well attended events in cooperation with the Municipal Community Engagement Department and hope to continue this coordination.
  - Loussac Library began offering study rooms on the second and third floor. They have been extremely helpful in providing patrons a quiet place to conduct virtual interviews and appointments, as well as group study. In the 4<sup>th</sup> quarter, we have had 68 study room reservations.
  - Adult Services hosted United Way Healthcare Navigators during Affordable Care Act open enrollment on Tuesdays, Thursdays, and some Saturdays. Healthcare

- Navigators are able to assist patrons in finding affordable health insurance through the marketplace.
- Loussac Library hosted seven COVID 19 vaccination clinics and one flu shot clinic. We partnered with Visit Healthcare for COVID shots and Anchorage Health Department for the flu shots. Each clinic saw people getting first, second, and booster vaccinations. Our flu shot clinic was especially popular with about 100 people getting vaccinated in one day.
  - Adult Services, along with help from partners, started a new program series entitled “Golden Afternoons” which provides senior focused programming in the library. The first event had about 15 attendees. Future programs will occur monthly.
- Computer use, including Wi-Fi use of Library technology
    - Wi-Fi was used by 12,105 patrons in the fourth quarter and followed the trend of in-person visits.
    - APL checked out 315 Mi-Fi devices (cellular hotspots) and had 300 holds. The Library has seen the need for these devices sustained even though Library locations are open for business. Library patrons have complained that they cannot renew these items and that it takes so long to get these devices, but APL has as many devices as it can afford to pay for service on. Staff continue to look for grant opportunities to pay for additional devices and to replace grants that will end in 2022.

### **Explaining the Metrics below:**

Cardholders as percentage of the population is a commonly used performance metric. It is highlighted in the book Municipal Benchmarks: Assessing Local Performance and Establishing Community Standards 3rd Edition by David Ammons. It is also commonly used in reports that libraries use to compare their performance with others. Anchorage Public Library (APL) has selected 48% because that is what the Library was at pre-COVID in 2019.

Circulation is a metric used by the Institute for Museums and Libraries Services, the federal government department in charge of grants and standards for libraries and museums. They have great data comparison tool available here: <https://www.ims.gov/search-compare/> Circulation per capita has been what data analysis staff, at many libraries, have used to put this traditionally in context of the population that they serve. APL chose a target based on what libraries with the same service population were achieving before COVID.

Downloaded content measurement is included to observe the shift from traditional materials such as books and DVDs to streaming or downloaded content. Especially with the onset of the COVID pandemic this has seen a large growth. The target selected is the high point of digital materials use during COVID.

Collection spending per capita is a metric that puts our circulation numbers in a fiscal context. APL may not be performing at the same level as comparable libraries that serve the same service population because it is underfunded in this area. In part, the Library cannot afford to buy enough digital items to circulate because it is often difficult to keep up with the cost of ordering as digital items have higher costs associated with them. As observers see patrons switch to digital resources there is an added strain to this budget. APL has been working on fundraising through grants and assistance from the Anchorage Library Foundation and Friends

of the Library. APL chose a target based upon the average collection spending per capita of other libraries our size <https://www.ims.gov/search-compare/>

Visits, program attendance, public service hours, number of programs, program attendance, are all historically used by libraries to track use of facilities and in-person services. APL's goal has been to be back at pre-COVID numbers. Once the Library gets back to that level, plans are to use numbers from libraries with service populations of similar size. Comparable statistics can be found at the IMLS search and compare tool previously mentioned but also state-wide statistics <https://library.alaska.gov/dev/plstats.html>

FTEs/1000 capita, full time equivalent staff per 1000 residents, is a metric that shows how much labor support there is for the above mentioned in-person services. APL's performance can only truly be compared to those with both an equivalent service population and staffing. Another source of great comparative data in this area is Library Journal; this can be found by looking at additional tools section of article <https://www.libraryjournal.com/?page=americas-star-libraries-2020>

Public Technology use has been a statistic that is relatively new to libraries, it started in earnest in 2018 but has quickly been adopted by several states. Unfortunately, Alaska is not one of the states that asks for or reports that data, but it can be seen in the aforementioned Library Journal data. APL's "public technology use" data includes computer use inside the Library, check-out of Chromebooks and Mi-Fi devices (cellular hotspots), use of library devices laptops and iPads, and unique Wi-Fi users. Website session data is tracked at the state and federal level. These statistics illustrate that technology and virtual services are areas of library service that have had growing importance for over two decades. APL's goal is to reach highest usage numbers of late 2018.

**Notable Statistics** section was added to look at data that is of particular interest to staff either due to COVID caused changes or because the usage has been extraordinary in some way. Non-digital circulation was higher than fourth quarter 2019, pre-COVID levels, which is great. This means that while visits are still below where they were prior to COVID, staff has been showcasing our collections in ways where patrons are checking out more items. APL's social media engagement has had significant growth with great numbers especially on Facebook this quarter. Our social media helps encourage visits, program participation and circulation.

<b>Public Library Performance Measures</b>	<b>Q4 2020</b>	<b>Q4 2021</b>	<b>Target</b>
Cardholders as % of population	48%*	39%*	48%
Circulation/capita	.33*	1.22*	1.3
Downloaded content (Alaska Digital, Freegal, Hoopla, etc.)	123,597*^	122,218*^	120,000
Collection spending/capita	\$2.97^~	\$2.97^~	\$6.94
Visits/capita	0*	.35*	.75
Program attendance/1000 capita	16.70*	25.46*	58.35
Public Service hours/1000 capita	8.27*	9.15	9.5
FTEs/1000 capita	.2604^	.2692^	.3368
Number of Library Programs	103*	434*	580
Program Attendance	4,827*	7,375*	20,000
Public Technology Use (Wi-Fi and devices)	8,511*	20,070*	55,000
Website Sessions	202,494*	237,461*	350,000
<i>^ = Item is budget / funding dependent</i>			
<i>* = Item has been affected by COVID-19 event</i>			
<i>~ = MOA budget funds only (no donations)</i>			
<i>Anchorage Population</i>	291,247	289,697	
<b>Notable Statistics</b>	<b>Q4 2020</b>	<b>Q4 2021</b>	
Non-digital Circulation	95,182	231,932	
<b>Facebook Reach</b> (percent increase from previous quarter)		60%	
<b>Instagram Reach</b> (percent increase from previous quarter)		20%	
<b>Twitter Reach</b> (percent decrease from previous quarter)		14%	

**SUMMARY OF APL LIBRARY USAGE 2013-2019**

<b>KEY INDICATORS</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Visits/capita	3.13	3.03	2.88	2.81	2.43	2.54	2.58	0.55	0.95
Program attend/capita	0.24	0.20	0.20	0.15	0.13	0.21	0.23	0.09	0.07
Circulation/capita	5.88	6.09	6.06	5.36	5.36	5.87	6.27	4.35	5.22
Computer logins/capita	0.47	0.53	0.64	0.42	0.80	0.94	0.35	0.07	0.12
<b>OTHER</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Circulation	1,520,188	1,504,025	1,374,918	1,166,700	1,129,360	1,195,029	1,113,821	446,410	760,912
Database use	150,098	207,481	214,054	184,061	180,709	222,577	351,355	342,862	565,892
Downloadable materials	101,115	122,760	221,624	251,941	285,165	299,460	364,023	468,444	184,523
<b>Overall Circulation</b>	<b>1,771,401</b>	<b>1,834,266</b>	<b>1,810,596</b>	<b>1,602,702</b>	<b>1,595,234</b>	<b>1,717,066</b>	<b>1,829,199</b>	<b>1,257,716</b>	<b>1,511,327</b>
Library Card Holders	119,619	117,939	100,065	114,288	135,828	122,964	111,468	138,341	108,038
New Youth Cards	3,849	3,241	4,201	44,881	16,982	10,723	11,250	9,522	43,782
New Cards Issued	18,101	26,992	14,453	54,860	25,949	20,892	22,449	15,524	51,444
Visits	942,873	913,304	860,751	839,170	723,180	748,395	752,889	159,427	276,568
Computer Reservations	141,856	158,104	190,131	180,452	126,846	128,654	103,131	21,378	36,485
Laptops/Ipads					6,149	16,902	13,785	3,275	1,005
AWE childrens computers				17,144	21,409	15,896	16,746	2,518	-
WIFI Unique users					90,135	115,278	114,051	48,115	55,470
<b>Total computer/device users</b>		<b>158,104</b>	<b>190,131</b>	<b>197,596</b>	<b>244,539</b>	<b>276,730</b>	<b>247,713</b>	<b>75,286</b>	<b>92,960</b>
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	609
Teen	412	482	426	195	388	347	244	51	347
Adult/All Ages	201	426	501	534	698	839	866	333	118
<b>TOTAL</b>	<b>1,494</b>	<b>1,787</b>	<b>1,934</b>	<b>1,783</b>	<b>1,924</b>	<b>2,452</b>	<b>2,476</b>	<b>861</b>	<b>1,074</b>
Program Attendance									
Children	42,326	36,587	44,259	31,340	22,354	43,874	48,527	19,712	13,353
Teen	9,311	6,829	4,955	2,753	2,678	3,458	2,187	338	2,102
Adult/All Ages	20,076	15,774	11,374	10,029	12,633	13,223	16,729	5,217	5,209
<b>TOTAL</b>	<b>71,713</b>	<b>59,190</b>	<b>60,588</b>	<b>44,121</b>	<b>37,665</b>	<b>60,555</b>	<b>67,443</b>	<b>25,267</b>	<b>20,664</b>
Reference Questions	99,966	84,193	67,785	*54,306.25	63,144	78,883	40,006	25,512	44,172
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	694
Volunteer Hours	13,278	9,992	6,904	7,690	6,185	4,893	5,755	164	3,517
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	\$ 8,754,225
Volumes					481,203	430,603	401,900	395,533	397,626
Library Staff FTE	78	78	78	77	77	76	76	79	79
Hours of Operation	10,208	10,208	10,208	10,366	10,310	10,587	10,383	7,596	10,593
Anchorage Population	301,134	301,134	298,908	299,037	297,483	294,356	291,845	288,970	289,697

2019 # amended from data entered in IMLS state report

Door counter issues