

Municipality of Anchorage
 Library Advisory Board Agenda
 Microsoft Teams Virtual & In-Person Meeting
 Chugiak – Eagle River Library
 May 19, 2022, 5:30 to 7:00 PM

Attendance

- _____ Debra Bronson
- _____ Dennis Dupras
- _____ 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: Chugiak – Eagle River	Nancy Clark	6:20	
Board Comments and Adjourn	Cristy Willer	6:50	

Municipality of Anchorage
 Library Advisory Board Minutes
 Microsoft Teams Virtual & In-Person Meeting: April 20, 2022
 (Subject to approval at the May 18, 2022 LAB Meeting)

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

X = Present, E = Excused, U = Unexcused

Staff Present

Judy Eledge (Acting Director/Deputy Director), Jacob O. Cole, (Assistant Director), Rayette Sterling (Mountain View Branch Manager)

Call to Order

The meeting was called to order by Cristy Willer at 5:35 pm.

Land Acknowledgment

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

Person(s) Acknowledgment

Cristy Willer acknowledged the recent passing of three important library champions: Wilda Marston, Lo Crawford and Arliss Sturgulewski.

Approvals

- Action: The agenda was approved (Barb/Debra).
- Action: The March 2022 minutes were approved (Barb/Debra).

Robert's Rules of Order

Cristy Willer introduced the Robert's Rules of Order guidelines which had been previously distributed. She highlighted the importance of (a) "speaking through the chair," so that others, especially those attending virtually, can better hear the conversations, and (b) that board members and staff should listen to, not challenge, members of the public who have come to speak.

Person(s) to be Heard

In person: Elaine Halse stated that she will send her comments in an email.

Virtual: Lynn Hallquist, Cheryl Lovegreen, and two others observed the meeting.

Director's Report (on file). Highlights:

- Downtown library. The committee is meeting to determine term contractors for conceptual design, and to discuss the Visit Anchorage lease and possible consolidation. There is continued conversations with State Historic Preservation Office and the Anchorage Historic Preservation Commissions on interior design.
- Vacancies. Linda Kline, Youth Services Librarian, has resigned. Eleven out of 16 vacancies are in the process of or have been filled.
- March Senior Event: Teresa Churchel of Mountain View led seniors in sharing stories on March 23. The next event is April 27.
- Hiland Road Avalanche: Misty Nesvick helped with the Municipality Emergency Response Team.
- Ms. Eledge asked that everyone be respectful of the board.

Mission Moment: Rayette Sterling, Mountain View Branch Manager

- Mountain View is located in a very diverse neighborhood. The library strives to be a safe, welcoming neighborhood library for the community. It's used as a gathering place, helps with job resource information, teen clubs, and other programs.
- They have many community partnerships. The library will be celebrating Dia del Niño (Children's Day) to support healthy communities at the Mountain View Library! Enlaces and other organizations will be hosting a health/wellness fair on April 30 from 11 AM – 3PM.

Adjournment

Action: The meeting was adjourned at 6:06pm (Dennis/Doug).

Education & Skills for Life

Recent Accomplishments

- The Gerrish Library held programs about beekeeping and composting in April to help meet information needs for patrons interested in self-sufficiency and sustainability.
- 82 children and parents attended Muldoon's Countdown 2 Kindergarten event on April 2nd. Almost all were first-time visitors to Muldoon Branch—many signed up for new cards! A big thank you goes to Samantha Blanquart for coming over from Loussac.
- Muldoon is fortunate to be able to absorb some of the Loussac Friday 11AM storytime crowd, beginning in April after Linda's departure. Storytimes are now consistently busy and exciting with regular family attendance.
- Nicole Levinson (Adult Services, Loussac) continued planning new model for Gardening program.
 - Put together part 1 kits.
 - Finalized in person dates and times for 3 participating locations
 - Loussac first Wednesday 12-1:30 PM
 - Mountain View first Wednesday 5:30-7 PM
 - Girdwood First Friday 12-1:30 PM
 - Confirmed 3 program partners
 - University of Alaska, Fairbanks Cooperative Extension Services will help with harvest portion.
 - Anchorage Museum will help with the harvest portion
 - Solid Waste Services will help with composting and pests
- Kristine Nelsen (Adult Services, Loussac) made and set up a slideshow for the new 2nd floor TV screen. After some initial setup issues, it is now running smoothly.
- Kristine Nelsen (Adult Services, Loussac) ordered replacement Department of Motor Vehicles manuals for all the branches from the printshop and got them to Technical Services for processing.
- Kristine Nelsen (Adult Services, Loussac) filled some interesting research requests this month, one from a professor in Denmark looking for information on the first Alaska court case to use DNA evidence, another looking for yearbook entries from the 1930's, and another looking for a scan of a poem by Alaska poet, Larry Beck.
- Youth Services staff systemwide began to advertise Summer Discovery (formerly Summer Reading). While most of the outreach will happen in May, Loussac Youth Services staff did three school visits and talked to over 100 people in April. (Elizabeth Nicolai, Kelsey Skrobis)
- 9 teens who participated in the VolunTEEN program in April earned 42.5 this month. (Jon Ebron)
- Loussac Teen programs (Jon Ebron):
 - Teens joined volunteer Lynn Lovegrenn to make crafty poems for National Poetry Month.
 - UAA Engineering hosted a series of engineering and STEM events for middle schoolers.
 - Total Loussac Teen programs: 9 programs with 75 people attending

- Loussac Youth Services Programs:
 - 14 storytimes for 435 people.
 - PenPal program launched in partnership with a library in Virginia. (Kelsey Skrobis)
 - We began offering a monthly Art Club for elementary school age children one Saturday a month. (Kelsey Skrobis)
 - 28 programs for 903 people

Next Steps/Coming Soon

- Meneka Thiru (Adult Services, Loussac) is working with the Community Resource Coordinator team to revamp Job Labs leveraging community partners that can help with job resources.
- Misty Rose Nesvick (Community Relations) will be coordinating marketing for Summer Discovery, promoting the benefits of fighting “summer slide” and preparing students for the upcoming school year.

Bridge to Information and Resources

Recent Accomplishments

- In April Senior Saturdays continued at Muldoon. 25 senior residents were given individualized assistance.
- The Gerrish Library has handed out over 1000 seed packets from its Annual Seed Library. Patrons also received information on how to plant, care for, and harvest their vegetables, herbs, and flowers. Thank you to the Girdwood Library Boosters for supporting this project.
- Mountain View staff participated in a Youth Resume Workshop at the Mountain View Boys & Girls club sponsored by Junior Aumavae, Chief Equity Officer.
- Mountain View library hosted two Tax Aid workshops with Spanish language translation available.
- Reference Statistics
 - In-Person Questions – 5655
 - Telephone Reference
 - Handled – 210
 - Presented – 237
 - Answer Rate: 89%
 - LibAnswers: tickets submitted 102, 98 closed
- Study Room Reservations: 27
- Adult Services hosted 17 programs with a total attendance of 258 people.
- Jim Curran (Muldoon) and Meneka Thiru (Adult Services, Loussac) presented to the Senior Center Social Hour to promote library resources and programming for seniors. 40 people attended.
- Meneka Thiru (Adult Services, Loussac) tabled at an Out North fringe festival play centering mental health with the same resources shared at the Mental Health Mosaics art show.
- Kristine Nelsen (Adult Services, Loussac) and Celia Hartz (Patron Services, Loussac) rearranged the patron use computers to increase the number of stations available and maintain an appropriate amount of personal space. There has been an immediate reduction in reservations and wait times.

Next Steps/Coming Soon

- Meneka Thiru (Adult Services, Loussac) is working with Parks & Rec to do some collaborations to co-promote library resources and outdoor activities with parks, including a presence at Bike to School Day in May.

Building Community

Recent Accomplishments

- Chugiak-Eagle River Library hosted children's book author Brooke Hartman for an event featuring her new book, *The Littlest Airplane*, and accompanying crafts.
- The Gerrish Library held a week-long haiku contest for patrons of all ages to help promote and celebrate poetry month.
- The Gerrish Library held a library-to-library letter swap with the Dedham Public Library in Massachusetts and received our package of letters from them in April. Their letters, artwork, pictures, and more have been on display at the library. It was a fun opportunity for patrons to make connections with other library users on the opposite side of the country.
- Mt. View library hosted a Dia Del Niño - Children's Day Wellness fair. Over 250 people attended and interacted with our 18 community partners. Partners included Enlaces, Providence's mammogram van, Anchorage Health Department's Mobile clinic provided childhood vaccinations, and Fairweather health provided Covid vaccinations. Activities included bounce houses, bilingual Storytime, piñata making, fire engine explorations and a special appearance by Molly of Denali.
- Nicole Levinson (Adult Services, Loussac) created Patron Response bulletins board to encourage passive patron participation outside regularly scheduled programs.
 - February – "Book Crush" 72 responses.
 - March and April – "What's on Your Playlist" 94 responses.
 - Spread sheet and playlist to come with recommendations from display.
 - May – "Now Playing"
- Misty Rose Nesvick (Community Relations) coordinated APL marketing efforts for May events including: Reading Rendezvous and the First Lady's Book Club.
- APL celebrated National Library Week with the return of limited-edition "Baby Yoda" library cards. Cards helped raise funds for the Friends of the Library as well as increased card holder signups by 6.32% over the same period last year.
- APL's Q1 2022 active cardholders (have used their card within 12 months) increased by 4,700 individuals, representing 1,400 households. This gave APL 28% market penetration up from 27% in Q4 and 26% in Q3. 1% is considered excellent by industry standards.

Next Steps/Coming Soon

- Meneka Thiru (Adult Services, Loussac) is working with the Anchorage Museum and the Young Women's Christian Association to do a program with Patrice Gopo, an author who spent her childhood in Anchorage, to do a virtual program around memoir writing.
- Meneka Thiru (Adult Services, Loussac) is exploring partnership ideas with the University of Alaska Anchorage/Alaska Pacific University Books of the Year program.

- Meneka Thiru (Adult Services, Loussac) is planning to collaborate with Jimmy Riordan, who ran a Zine making fair, Rebecca Pottebaum from the Anchorage Museum/Seed Lab, and Consortium Library on a series of Zine making events at the library in October.
- Misty Rose Nesvick (Community Relations) will be implementing automated campaigns to move patrons from youth to adult cards when they turn 18 as well as re-vamping APL's new card holder e-mails.

Internal Goals and Strategies

Recent Accomplishments

- Chugiak-Eagle River circulated 15,097 items in April. This represents 29.8% (50,064) of the circulation for Loussac, and 19.8% (76,197) of the circulation for all APL.
- Stacia McGourty (Adult Services, Loussac) has purchased a two-year subscription to NorthStar Digital Literacy.
- The Library Assistant III, Range 9 (Adult Services Loussac) position has been offered. We are waiting on the candidate's acceptance. If accepted the proposed start date will be May 31.
- Patron services staff have been trained and have been able to help with Interlibrary Loans when the Interlibrary Loan staff is out on leave. This keeps the patron requests coming into the library going out to the patrons. This also helps the backlog of requests when the Interlibrary Loan staff returns to work. The Adult Services Range 9 will take over when they are hired.
- Brendan Farrel (Facilities Manager) coordinated a half day staff safety training provided by APD. The training covered the topics of de-escalation and active threats.

Next Steps/Coming Soon

- Stacia McGourty (Adult Services, Loussac) is working to schedule staff training with NorthStar Digital Literacy.
- Ariel Murrills, full time Library Assistant II at Chugiak-Eagle River, will be transferring to Adult Services as a Library Assistant III. We congratulate her on this promotion.
- Loussac will be closed on Sundays starting May 22 for efficiency and to provide better service during the remainder of the week.

Limiting Factors/Concerns

- Wendy Leseman (Adult Services, Loussac) submitted her notice. Her last day will be on May 11.

Library Board Updates

Recent Accomplishments

- Mountain View Library hosted the Library Advisory Board's April Meeting.
- Friends of the Library had a very successful Beyond the Stacks event raising \$63,000

MEMORANDUM

To: Mayor Dave Bronson
City Manager Amy Demboski
Cc: Anchorage Municipal Assembly
Library Advisory Board
From: Cristy Willer, Chair, Library Advisory Board
RE: Request for Information
Date: May 15, 2022

In addition to its role under the Charter as “the planning body in charge of all library activities of the municipality...,” the Library Advisory Board has the responsibility to “[m]ake recommendations to the administration and assembly for the adoption, change, repeal or alteration of rules, regulations, restrictions on library services, and all other matters directly or indirectly affecting the municipal library program.”

Of late, the LAB has not been able to effectively meet these responsibilities due to lack of information. Perhaps we have not asked firmly or explicitly enough; perhaps we are simply experiencing informational supply-chain issues. In any case, several serious matters have been brought to our attention upon which, with your assistance, we will be able to appropriately make informed planning and policy recommendations.

1. Unfilled positions. Members of the public have expressed concern regarding what is perceived as a staff exodus from the library. Some have even implied that vacancies are being intentionally left unfilled. These allegations are quite concerning, and the LAB has had no specific data to either refute or support them. Therefore, to enable us to address these concerns—to respond to rumors with the facts of the matter—several requests were made to Ms. Eledge to provide the LAB with information regarding empty positions, how long they’ve been empty, and steps being taken to fill them. On March 16, she provided the following chart, which included a list of recruiting notes on each, but the information was incomplete and nine months old.

Department/Branch	Openings	Filled	Waiting Approval
Administration	1	1	
IT	1	0	
Patron Services	2	1	
Collections	2	0	2
Tech Services	2	1	
Adult Services	1	1	
Youth Services	2	2	
Eagle River	3	1	

Girdwood	1	1
Mt View	N/A	N/A
Muldoon	N/A	N/A
TOTAL-as of 8/27/21	15	8

However, we have been able to compile what appears to be a more current and complete list of openings based on information from library staff and other sources. Dates listed with each position indicate when they were initially vacated or created.

Library Director (pending) 11/8/21
Collection Development Coordinator 2/17/22
Collection Librarian (in recruitment stage) 11/20/21
Library Assistant 2 – Technical Services 1/4/22
Library Assistant 2 – Technical Services 3/7/22
(4) Family Service Counselor positions 6/24/21
Family Service Specialist 3/18/22
Information Center Consultant 5/19/21
Library Assistant 1 (Patron Services) 3/7/21
Library Assistant 2 (Patron Services) 7/12/21
Library Clerk (Patron Services) 5/14/21
Library Assistant 2 (Eagle River) 12/20/21
Library Assistant 1 (Eagle River) 6/12/20
Professional Librarian 1 (Adult Services) 4/6/22
Library Assistant 3 (Adult Services) in hiring status 2/1/20
(2) Part-Time Professional Librarian 1 (Adult Services) in recruitment 8/2/21
Professional Librarian 1 (Youth Services) 5/24/21
Professional Librarian 2 (Youth Services) 4/6/22
(2) Part -Time Professional Librarian 1 (Youth Services) 10/25/20

Assuming this list is reasonably accurate, it indicates 24 current vacancies, of which only four appear today on the municipality’s HR posting page. In addition, several senior staff have recently resigned their long-held positions (Adult Services Supervisor, Collection Development Manager, Assistant Director of Public Services, and Adult Services Manager among them), so the actual number may be higher.

We have been unable to discern what actions are being taken to fill these positions, though we understand that they are fully funded in the 2022 operating budget. If any of these statements or charts are incorrect, please let us know, so that we can appropriately offer any advice and assistance regarding the library’s human resources situation. And please let us know if there is any formal or informal policy or practice relating to filling these positions, whether the idea is not to fill them at all, or to delay filling them, or a system for prioritizing them.

2. The decision to close the Loussac Library on Sundays “to improve patron services for more frequently used days” was revealed last week. This decision was made without LAB input—and without even prior notice to the LAB before it was announced in a press release—despite the fact that we are charged with making recommendations to the administration and assembly regarding “...restrictions on library services... .” Please let us know how and why this decision was made, and if, in fact, it was deemed necessary because of the lack of suitable personnel.

3. We are glad to know that there is progress in finding a new Library Director, though we are disappointed at the administration’s decision to not include LAB in the search process. We are very interested in meeting with the newly appointed Director. Ideally, we’d like to schedule Mr. Hudson into our next meeting, which is this Wednesday, May 18th at 5:30 p.m. If he is unable to meet with us due to the short notice, we would like your assistance in finding a suitable time and method to talk to him in the coming weeks, so that we can fulfill our legal mandate to make recommendations, as there are few things on the horizon that will so critically affect our municipal library. For the same reason we are asking the Assembly to notify us in advance of any interviews or work sessions that it may schedule relating to Mr. Hudson’s confirmation.

Above all, it is our aim to have the Library Advisory Board act as a forum and welcoming site for work-sessions with your staff on any matters of budget, personnel, or community services that affect the future of our library. Transparent, free exchange of information is, I believe, the best way to serve our patrons and the larger community. We are proud to be part of the Anchorage municipal team and proud to serve the people of this city.