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

January 18, 2023, 5:30 to 7:00 PM

<table>
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<th>Attendance</th>
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<tr>
<th>Topic</th>
<th>Leader</th>
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<tr>
<td>Call to Order</td>
<td>Nancy Hemsath</td>
<td>5:30</td>
<td>Action</td>
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<tr>
<td>Land Acknowledgement</td>
<td>Nancy Hemsath</td>
<td>5:30</td>
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<tr>
<td>Roll Call and Check-In (current reading)</td>
<td>Nancy Hemsath</td>
<td>5:35</td>
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<td>Approval of Agenda and 11.16.22 Minutes</td>
<td>Nancy Hemsath</td>
<td>5:45</td>
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<td>Persons to be Heard</td>
<td>TBA</td>
<td>5:50</td>
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<tr>
<td>Director’s Report &amp; Strategic Plan Revision</td>
<td>Virginia McClure</td>
<td>6:00</td>
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<tr>
<td>Mission Moment</td>
<td>TBA</td>
<td>6:20</td>
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<tr>
<td>Board Comments and Adjourn</td>
<td>Nancy Hemsath</td>
<td>6:55</td>
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Municipality of Anchorage
Library Advisory Board Draft Minutes
Microsoft Teams Virtual & In-Person Meeting: Nov. 16, 2022
Loussac Library

(Approved at the Jan. 18, 2023 LAB Meeting)

Staff present:
Virginia McClure, Library Director; Brendan Farrell, Head of Facilities

Guests present: Adrienne Canino

Call to Order:
The meeting was called to order by Cristy Willer at 5:41pm.

Land Acknowledgment:
Cristy Willer acknowledged that the Board meets on the traditional lands of the Upper Cook Inlet Dena’ina Athabascan people.

Approvals:
● Action: The agenda was approved as presented (Dennis/Doug).
● Action: Minutes from the Oct. 19, 2022 LAB meeting were approved (Deb/Dennis).

Persons to be heard: none

Director’s Report: Virginia McClure
● All is going well on the public service side, including the branches. Computer access and servers at Loussac were closed down in October and rebooted. The library has adopted new procedures regarding computer use and around public printing, including removing coin towers and consolidating payment to the main floor, and reducing the cost of copies. Patrons will need a library card to use the computers, thus eliminating the use of guest passes. The library is moving to ChromeBoxes for public use.
• Staff is trying to spend down the remaining budget before the end of the year, but municipal procurement procedures may not make it entirely possible.

• Staff is working to fill all 20 open positions: focusing on candidates for Alaska Librarian positions first, then those they will supervise; next, the adult services supervisor; then making the Alaska Collection available to patrons in its designated space.

• Data lines are in place at the Dimond Center and staff is just waiting for vendor Biblioteca to come to Alaska to fix the machine. Once that’s done, the machine will be wrapped with the DTX logo. Afterwards, APL will change vendors from Biblioteca following the unsatisfactory service and performance.

Mission Moment: Brendan Farrell, Head of Facilities
• Mr. Farrell has been with the Anchorage Public Library 1-1/2 years, following a 20-year career with Hope Resources 20 years as its director of plant operations.

• His first goal is to protect staff and patrons who observe the Code of Conduct. He shared an example of the incident document created with the new security software in real-time and shared with supervisors and branch managers. It includes infractions as defined in the library’s Code of Conduct, a description of the incident, descriptions and/or images of the perpetrators (pulled from cameras), and any follow-up, as well as details reported by victims, witnesses, and staff. These reports are shared with branches in case perpetrators visit other locations.

• His next big challenge is the tech services room for which a bid has been awarded; plus replacing three long-awaited elevators.

• Board members suggest a monthly security report, along with any ongoing maintenance at Loussac and the branches.

Adjourn:
The meeting adjourned at 6:24pm (Dennis/Doug). The next meeting will take place Dec. 21, 2022.
Education & Skills for Life

Recent Accomplishments

- Meneka Thiru (Adult Services) attended the Career Expo at Hanshew Middle School. Several Students expressed interest in working in a library and asked great questions about challenges in the profession, qualifications needed to work in a library, and compensation.

- **Loussac Youth Programs:**
  - Interactive display: 137 stars joined our night sky! See photo below.
  - Our Early Literacy Games time after Preschool Storytime is so popular that we had to expand the game choices.
  - Special storytimes continue to be a big hit including Start with Art (Marc Chagall and stained glass), Bite Sized Science (snow themed), and Wee Be Jammin (music).
  - The first week of winter break at the end of December included some special programs such as Short Stories for Short Days: Writing Exercises for Kids, Cozy Cinema, and LEGO build and movie time. The first week of January will continue with more daily offerings of winter break programming.
  - Teen programs include teen personal finance, teen lego engineering, and VolunTeen Thursdays.

- Muldoon Library saw an increase in attendance for both in-person and virtual storytimes—despite December’s challenging weather and the occasional power outage.

Next Steps/Coming Soon

- Kristie Nelsen (Adult Services) is coordinating with OLE for a 4-week library course in February.

- In partnership with the Alaska Department of Labor, Adult Services will be bringing Job Lab back to Loussac Library starting January 25.

- Celia Hartz (Automation) and Elizabeth Nicolai (Youth Services) coordinated the purchase and replacement of AWE computers for Loussac, Mountain View, Muldoon, and Chugiak Eagle River Libraries will receive upgraded versions of these very popular machines with expanded content that will now support pre-school through 6th grade math and literacy skills. They will be online late January, early February.

Limiting Factors/Concerns – None at this time

Bridge to Information and Resources

Recent Accomplishments

- Celia Hartz and Robert Zamarron (Automation) have installed 20 Chromeboxes on the 3rd floor at Loussac Library. There have been struggles with the vendor that supplies the timekeeping software, but patrons are once again able to use the computer for two hours with their library card.

- Mountain View hosted a Flu & Covid Vaccine Clinic in conjunction with the Anchorage Health Department (AHS). Several of those who got the vaccine are staying in congregate shelter at the Sullivan Area. They expressed gratitude for being able to get their immunizations at the library.
• Loussac Youth Services selectors (Kelsey Skrobis, Jon Ebron, Lisa Bricker) made several special orders which included new juvenile fiction, nonfiction and teen books. We are especially excited about expanding our playaway collection.
• Jon Ebron did library lunch drop ins at Bartlett High School and South High School issuing library cards and sharing the information about library resources.
• Despite multiple early closures/late opens and accessibility issues due to inclement weather, Chugiak-Eagle River circulated 11,133 items in December. When compared to December 2021 with 11,950 items circulated, it’s obvious that our hardy patrons are willing to brave wind, snow, sleet, and more snow to use our library.

Next Steps/Coming Soon

• The Winter Reading Challenge for Grown-Ups runs January 17-March 11. Join the fun and earn prizes!
• The Chat Box, a phone booth-style privacy pod, will be available for patron use starting in mid-January on the 3rd floor at Loussac Library. Adult Services has created a workflow to enable patrons to use this new resource to have private phone and computer conversations in a secure way.
• Express computers should be available in January to users who are ineligible for a library card. The furniture purchased to house these computers arrived damaged and must be replaced.
• Wonderbook collections are coming to APL! As part of the year end spending, Elizabeth Nicolai (Loussac Youth Services) ordered a pilot collection of Wonderbooks. These books combine print picture books with an integrated audio player for a fun and educational multimedia experience for children and families. The pilot collection will feature 150+ books and be at three locations (Loussac, Eagle River, and Muldoon). Coming this spring.
• Loussac Library will host its annual Community School Fair on January 28 featuring representatives from homeschool alternatives, private schools, Head Start, and the Anchorage School District.

Limiting Factors/Concerns – None at this time

Building Community

Recent Accomplishments

• Muldoon tabled at the East High Diversity Fair along with Mountain View and Loussac. Over 50 contacts were made during Muldoon’s 4 hour shift.
• Meneka Thiru and Nicole Levinson (Adult Services) represented the library at the Winter Solstice Celebration with the Parks and Recreation Department. They handed out hot chocolate and managed the music at the horse sleigh ride station on a night when the temperatures hovered in the single digits.
• Andi Haley hosted another successful Read What You Want book club in Dec. with 3 patrons in attendance.
• Mountain View Library hosted the Mountain View Community Council Holiday Potluck. Fifteen neighbors attended including the district’s new Alaska State Representative and State Senator.
• Muldoon Library went “viral” in the internet book loving community with their post about a “secret book” earning almost 700,000 views and almost 15,000 interactions (likes and reactions). See post below

Next Steps/Coming Soon

• Golden Afternoons at Loussac Library will take a break in January and return in February with new themes to encourage seniors to socialize and enjoy library resources.

Limiting Factors/Concerns – None at this time
Internal Goals and Strategies

Recent Accomplishments

- Virginia McClure was unanimously confirmed as Library Director by the Anchorage Assembly on December 20. Watch her introduction and welcome video, produced by Misty Rose Nesvick (Community Relations) and Kenny Friendly (Mayor’s Office), at anchorangelibrary.org or on APL’s YouTube channel.
- APL continues to increase staffing levels across departments.
- Andi Haley was promoted in December to Adult Services Supervisor and will begin in that position on January 2. They will be responsible for supervising Adult Services staff as well as leading various projects in the Alaska Collection. Congratulations Andi!
- APL held a staff holiday party, with support from the MOA Employee Incentive program, on Sunday December 18 at the Alaska Aviation Museum. Bene Galligan, Virginia McClure, Jody Young, Mary Crosby, Rick Henderson, and Andi Haley all helped plan and set up for the event. Thank you to all the staff that attended. We are reforming the Staff Activities Committee and hope to have more great parties in the future.
- Elizabeth Nicolai (Youth Services Coordinator) started leading a committee on statistics to evaluate and rework how we collect library data and how we share that with our community.
- A committee was formed to plan a move of the teen collection to the second floor of Loussac Library and the media collection to the third floor. This will allow more ease for children transitioning for juvenile to teen reading levels as well as grouping most of adult materials on one floor.
- Misty Rose Nesvick (Community Relations) helped coordinate extending and updating the Library Strategic plan to include timely language and new Mayoral priorities, with input from the current Strategic Plan Committee.

- Collection Management Services “By The Numbers” for December

<table>
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<tr>
<th>Task</th>
<th>Number of Items</th>
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<tr>
<td>Collection Maintenance- Updates to existing items</td>
<td>456</td>
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<tr>
<td>Donations- Added to the collection from community donations</td>
<td>55</td>
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<tr>
<td>New Item Processing- Books, movies etc, added to the collection</td>
<td>927</td>
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Next Steps/Coming Soon

- Thanks to the support of the Anchorage Library Foundation, Loussac Library is planning a refresh of the Youth Services section in early 2023. This will include a new service desk, new early learning computers (purchased with regular funds) and a few more fun surprises!
- Many departments will be fully staffed by January with a hope to re-open on Sundays once staffing and security levels are in place.

Limiting Factors/Concerns – None at this time

Library Board Updates

Recent Accomplishments

- The Friends of the Library committed to providing an initial $80,000 in support for APL in 2023, with an opportunity to apply for another $10,000. Funds will support all departments with an emphasis on youth and adult programming, materials, and library communications.
Next Steps/Coming Soon

- The library strategic plan extension will be presented to the Library Advisory Board for approval at their January 18th meeting

Limiting Factors/Concerns – None at this time

Social Media/Photos

L) Patron led Youth Services display at Loussac Library

R) Muldoon “viral” Facebook post

Text: Someone found our secret book! In August 2021, we hid two books with a secret compartment somewhere in the library and didn’t tell anyone. This week, the first book was found by a person who claimed the modest prize and prefers to remain anonymous. Of course, there’s still one left...

EDIT: Wow! Our first viral post. It’s so awesome to see folks excited about books from all over the world. We hope you visit your own libraries often.

For the folks concerned about us cutting into this book, we did not sacrifice any readable books for this project—we used some that were loved-to-death/falling apart. Consider it a grand adventure and second life for a well loved volume destined to leave our shelves in tatters on its next circulation.

-- Red @ Muldoon
Anchorage Public Library
Extended Strategic Plan
2023-2024
Library resources—funding, staff and time—will be allocated first to core services and then to the three community priority areas, with a portion of time left open for opportunities and innovation.
MISSION
Connecting people to education, information, and community.

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.

CORE VALUES
ACCESS & EQUITY
- We ensure all people have free and equal access to information and Library spaces
- We are committed to racial and social equity and a just society

COMMUNITY
- We maintain a Library that is safe, welcoming, and responsive to community needs
- We provide excellent service that is confidential, nonjudgmental and nonpartisan

LEARNING
- We actively facilitate and promote literacy and life-long learning

CORE SERVICES
As a vital city resource, the Library supports our community by providing:
- 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 our community

COMMUNITY PRIORITIES & DESIRED OUTCOMES (ORIGINAL)
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 to build a more inclusive and accepting community.
**PLAN OVERVIEW***

Over the first four years of the plan (2019-2022), all APL activities centered around our core services and three community focus areas. Library programs and services were developed with intentionality to ensure that all of our activities deliver outcomes that move the needle in the community priorities – **education & skills for life**, a **bridge to information and resources**, and **building community**.

With this extension, we drill down in these focus areas, we will also keep in mind the issues that our community identified as the most pressing. It is important that we are attuned to the broader issues that are important to our community. To give us context as we plan new programs and services, we will give additional consideration to the following themes:

- Healthy lives
- Diversity, equity, inclusion
- The Mayor’s Priorities for the library*:
  - **Economic Recovery**
    - Improve economic advancement by providing access to computing equipment and robust resources.
    - Improve public safety by providing safe, stimulating, clean, and well-maintained buildings for all.
  - **Increased Development**
    - Increase opportunities for our children’s success when they enter school by teaching 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.

**MEASUREMENTS OF SUCCESS**

If this strategic plan is successful, we will see:

- The majority of staff, volunteers, and partners can name our three community priorities
- Our programming is developed with intentionality to meet this plan’s goals
- Core services maintained
- Staff and infrastructure levels maintained or increased
- Our collection is dynamic and responsive to community need
- An improvement in scores on staff culture surveys
- An increase in the community’s ranking of the value of the Library in our patron surveys (85% of users and 67% of non-users in 2018 believe that the Library provides good value for the tax dollar invested)
- We are able to demonstrate to the community that we have focused in the areas that are most important to them.
- Even if faced with external challenges such as funding shortages, we are able to operate efficiently and make a difference for our community because this plan helps us focus on what is most important.

**PLAN UPDATES AND REVISIONS**

The Strategic Plan Committee will meet in the fourth quarter of each year for a strategic plan review to track measurements of success and update the lens for the following year.
Education & Skills for Life

Desired outcome: 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.

Strategies:

Early Literacy
- Ensure high quality early literacy programs and materials are offered within the Library.
- Outreach to early learning centers showcasing library resources (materials and programs) to the children and staff.
- Support and educate parents, caregivers, and early childhood professionals on early literacy concepts and programs to help them create a toolbox to help the children in their care.

Elementary School Literacy Progression
- Offer literacy encouragement and resources for students during out of school time.
- Support education systems by expanding partnerships and interactions between the library and the staff and students.

Skills for Life
- Provide programming and resources to help teens and adults navigate life’s milestones and challenges.
- Curate displays, reading lists and partnerships focused around defined milestones or skills.
- Focus on areas of need for our community
  - Household Skills- budgeting, cooking
  - Job Readiness- interviewing, how to apply
  - Future planning- health care, retirement

“I want a city that loves its children and educates fairly and respectfully.”
A Bridge to Information and Resources

**Desired outcome:** 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.

**Strategies:**

**Staff**
- Ensure Library staff are knowledgeable in issues that are important to the community.
- Offer research assistance within library resources.
- Provide a Community Resource Coordinator.

**Stuff**
- Curate programs, displays, reading lists and partnerships that further meet the information needs of the community.
- Maintain a diverse collection of books and media, hard copy and digital.
- Maintain a comprehensive web-site at AnchorageLibrary.org that acts as a portal to information, resources and services.
  - Online learning tools
  - Ask A Librarian
- Provide access to computers and internet for community use and education.
- Maintain the Library’s Alaska Collection for active use.

**Space**
- Provide meeting rooms for community use.

“I hope for a community where everyone is able to contribute to their full potential and everyone is seen as a valued member of the community.”
Building Community

**Desired outcome:** Connect Anchorage residents to each other to build a more inclusive and accepting community.

**Strategies:**

- Our collection will reflect our community through proactive selection while being responsive to purchase suggestions and language needs.
- Create opportunities for conversations and face-to-face interactions that promote community connections.
  - Anchorage Reads
  - Civic Dialogue
  - Meeting spaces
- Promote acceptance, empathy, and understanding.
  - Staff training in mental health and cultural topics
  - Welcoming buildings
  - Municipal Language Access Plan
- Increase civic pride and ownership - we’re all Anchorage.
  - Support Mayoral priorities
  - Welcome new residents
  - Provide volunteer opportunities to bring more people into the Library and engage as a team.

“I hope we can all learn to treat each other with respect and create a community where everyone can thrive.”
Internal Goals and Strategies

Be a Great Place to Work

**Desired outcome:** Foster an internal culture that promotes inclusion, teamwork, accountability and opportunities for growth.

**Strategies:**

- Create a culture of inclusion and accountability for staff across all divisions and hierarchies.
  - Develop and maintain an internal communication plan that is efficient and effective for all staff
  - Develop internal and external customer service standards that emphasize caring, respect, and collaboration
  - Recruit a diverse staff and volunteers
- Develop competencies and train staff in order to reach APL’s mission; foster learning and discovery for staff.
  - Create training modules for all positions
  - Create a staff training committee
  - Provide core service training (reference interview, readers advisory, AK Collection, customer service, and databases)
  - Mentor/provide opportunities for professional development; provide pathways for staff to advance in the organization

Expand and Engage the Library Community

**Desired outcome:** Ensure that APL is a culturally responsive library that engages the community in our work.

**Strategies:**

- Promote racial and social equity and be open and inviting to all members of the community
- Increase public and private funding and support for programs and services
- Develop an enhanced volunteer program, ensuring that volunteers are well trained in order to represent APL
- Create ongoing marketing campaigns and initiatives that inform residents of programs and services
  - Continue to implement updated visual identity and brand standards across the system.
**Strengthen Our Operations**

**Desired outcome:** Run an efficient system, continually look for areas for improvement, and engage all levels of staff in the process.

**Strategies:**

- Assess workflows and processes to ensure the best service to the public.
  - Improve user experience and self-service options
  - Regular updates of policies
  - Look for opportunities for continual improvement, LEAN assessments

- Use data to evaluate our programs and processes.
  - Provide staff training in data collection and analysis
  - Look into implementing an evaluation tool like Project Outcome or RIPL
  - Create standards and procedures for developing new programs
  - Assess how the public uses the Library through market segmentation, demographic studies, surveys and industry best practices
  - Increase use of Savannah by Orange Boy*

*“I use the library to get out of the house and feel like a part of the community.”*
APPENDIX

OVERVIEW OF PROCESS*

In 2018 Anchorage Public Library designed a 3 year strategic plan centered around community feedback. The committee heard from a broad range of voices that included members of the faith community, teens, seniors, refugees, and people with disabilities—ranging in age from 5 to 102.

That plan helped the library weather the worst of the COVID-19 Pandemic from 2020-2021, and was extended 1 year for 2022 as the library transitioned leadership. This two year extension remains largely the same with an update to the Mayoral priorities of Mayor Dave Bronson (elected 2021). Changes to the original plan are noted with an *.

GROUPS CONTACTED IN 2018

The committee prioritized groups who are not always heard from for our in-person outreach and relied upon recent community surveys and data to gather broader community information.

Groups Targeted for In-Person Outreach:
- Refugees/immigrants/ESL
- Cultural groups/People of Color
- Alaska Native groups and individuals
- Teens struggling in high school/dropouts, in treatment, homeless, foster care
- South End residents
- Military/veterans
- Religious groups
- Individuals with disabilities and their caregivers
- Historical societies and researchers
- Anchorage Assembly members and Mayor
- Artists: grassroots and organizations
- Millennials: not in college/career

Community Data Assessment:
- OCLC Voter Perceptions of Libraries Report, 2018
- Mayor Berkowitz Priority List
- Anchorage Talks Transit Plan, 2016
- Anchorage Economic Development Corporation (AEDC): Comprehensive Economic Development Strategy and Millennial Workforce Reports, 2018
- Foraker Group Nonprofit Economic Report, 2018
- Mountain View Neighborhood Plan, 2016
- Welcoming Anchorage Roadmap, 2017
- Urban Library Council, statistic on Veteran use of libraries, 2015
- Anchorage Library Foundation and Library Advisory Board Aspen Plan Work Sessions, 2017&18
OUTREACH METHODS
The committee spoke with over 500 people in our target audiences through 31 outreach events, using a variety of methods and placing high priority on meeting people where they are at and having conversations in places they feel comfortable.

- Online survey shared with APL cardholders and our target audiences (1,600 responses)
- Presentations at community meetings (community councils, coalitions, etc.)
- Tabling at community events and high-traffic locations (Dimond Mall, Fred Meyer)
- One-one-one interviews with community leaders
- Focus groups (Covenant House, Pioneer Home, First Alaskans Institute)
- Online survey to staff and follow-up one-on-one interviews of staff
- Strategic Plan work session with staff at annual staff day

QUESTIONS ASKED
We asked everyone the following questions:

- What are the most critical issues facing your community/organization today?
- What do you see happening in the next five years that will impact your community/organization considerably?
- What skills will individuals and communities need to thrive as Anchorage changes?

If time and format allowed for additional questions, we also asked:

- What are your hopes and dreams for your community?
- What are barriers to achieving the aspirations we envision for Anchorage?
- What do you feel are unique characteristics of the Municipality of Anchorage?/What words come to mind when you think about your community?
- What do you think Anchorage should prioritize right now?

The online survey also asked library cardholders questions on what library services they use/value how they rank the library’s services and if the library is a good value for the tax dollars spent.

IMAGES AND QUOTES
The quotes shared in this report were gathered from patron responses to our online survey. The photograph on page four is from Pixabay; all other photographs are from the Anchorage Public Library collection.

ORIGINAL COMMITTEE MEMBERS
Mary Jo Torgeson, Director
David Adkins-Brown, Mountain View Library
Nancy Clark, Chugiak-Eagle River Library
Jacob Cole, IT & Patron Services
Bill Fowler, Facilities
Stacy Gordon, Technical Services
Audrey Jo Malone, Administration & Budget
Virginia McClure, Assistant Director
Stacia McGourty, Adult Services
Kristie Nelsen, Virtual Services
Misty Nesvick, Community Relations
Elizabeth Nicolai, Youth Services
Erika Nielsen, Patron Services
Sarah Preskitt, Adult Services
Clare Ross, Planning & Development
This extended plan was adopted by the Library Advisory Board on December 21, 2022

Cristy Willer, Chair
Barbara Jacobs, Vice Chair
Debra Bronson
Dennis Dupras
Nancy Hemsath
Alice Qannik Glenn
Doug Weimann