

Municipality of Anchorage  
Library Advisory Board Agenda  
Z.J. Loussac Library  
Alden Todd Board Room  
January 17, 2018  
5:30 p.m.

1. Call to Order

2. Roll Call

	Barbara Jacobs		David Levy, Chair
EX	Lupe Marroquin		Nancy Hemsath
	Cristy A. Willer, Secretary	EX	Jonathan Bittner
			Lo Crawford
			Quincy Taylor, Teen Representative

1. Person (s) to be Heard

2. Mission Moment:

- a. Job Lab, Sarah McBryde

3. Consent Agenda

- a. January 17, 2018 Agenda  
b. December 20, 2017 Minutes

4. Discussion/Action Items

- a. Director's Report

5. Comments/Discussion

6. Potential Agenda Items for Next Meeting, February 21, 2018

7. Adjournment



**Municipality of Anchorage  
Library Advisory Board  
Minutes**

<b>Date:</b> December 20, 2017 <i>(Note: November 2017 meeting was cancelled)</i>	<b>Location:</b> Z.J. Loussac Library
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Board Members				Staff
X	David Levy, Chair	X	Nancy Hemsath	Mary Jo Torgeson, Director
X	Cristy A. Willer, Secretary	X	Lourdes Linato-Crawford	
EX	Jonathan Bittner			
X	Barbara Jacobs (by phone)		<i>(Note: Board Members Rose, O'Quinn sresigned.)</i>	<b>Guests</b>
X	Lupe Marroquin			

Topic	Information / Findings / Conclusions / Recommendations	
Call to Order	5:34 p.m.	
Person to be heard	None.	
Mission Moment	Visit to the Alaska Room to view flooded area.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved unanimously, as amended to include "(a) Nomination and..." and "(e) Zoom online platform."</li> <li>Minutes of 10.18.17 approved (Lo moved, Barb seconded).</li> </ul>	
Discussion/ Action Items	Discussion	Action
	(a) Nomination & election of officers (b) Budget outcome: ↓ \$75K collections, ↓ \$50K technology, ↓ 4 hrs/week; reinstated \$125K for positions. No layoffs but 3 positions eliminated (c) Director's Rept, written. Renovation continues; great open feeling; tile issues. Flooded AK Room due to 30-year-old plumbing. (d) Potential board appointments: suggested Pam Cravez, Victoria Chilcote, Merlin Hamre. Look for geographic diversity, young family. (e) Zoom online platform: can accommodate groups.	(a) Officers: <ul style="list-style-type: none"> <li><i>Chair:</i> David Levy (Lo nominated, Cristy close nom.)</li> <li><i>V Chair:</i> Nancy Hemsath (Dave nominated, Cristy close nom.)</li> <li><i>Sect'y:</i> Cristy Willer (David nominated, David close nom.)</li> </ul>
Comments	Lupe: could we get an app to read library cards, connect to My Alaska? Also: could we get better wifi out of GCI for less cost than ACS?	
Potential agenda items for January 17 meeting.	Prioritize work for 2019; downtown site; mini strategic plan exercise; job lab.	
Adjournment	Meeting adjourned at 6:25. Nancy moved, Lupe seconded.	



## **LIBRARY DIRECTOR'S REPORT**

### **December, 2017**

Loussac Building Updates: Still no date for tiles or completion of stairs from floor 2 to 3.

#### Branches:

##### **Muldoon:**

- Muldoon Job Labs on Thursdays—4-6:00pm: Our first event saw four participants and two brand new volunteers. All four Labs were well attended.
- YS Librarian had another capacity crowd for a youth event when Mrs. Claus joined her at Muldoon for an all-ages singalong.
- The Noon Year's Eve Party was a ton of great fun. Kristin outsourced some help transporting 30 helium-filled balloons to our Muldoon Program Room about an hour beforehand, and let families in at 11:30 am. Partiers picked out headwear and other party festoonery and proceeded to sip and snack, pop bubble-machine bubbles, dance, and ran around like kids. SUCCESS! Always thinking ahead, Kristin didn't hand out noisemakers until 11:58 am. The crowd counted down, made a lot of racket, and according to one discerning attendee, it was the "Best Party EVER!" 32 people attended--mostly storytime regulars. It was a really nice way to celebrate the coming New Year and the year gone by with our little library friends and families.
- From September to the end of November Early Literacy programming attendance has tripled! This speaks to the quality of both programs and hard work for the Muldoon community.

##### **Eagle River:**

- . DVR counselor Michaela Phelps came out for two afternoons to give computer users assistance in completing job applications online and answer employment questions.

##### **Mountain View:**

- A Job Lab participant and previous APL-MV volunteer has not only found a job but has paid cash for a car and is now saving for a down payment on a home.
- A complement to the entire library system: A patron came in wanting to thank all of us. He had placed 5 items on hold coming from LL, CE, and MD, the previous day. And they had all arrived together in only one day.

##### **Girdwood:**

- Three new volunteers helped with programs
- On the Gerrish Facebook page we have started a weekly hashtag #WhereIsBear where we use our very popular library bear and have him advertise different library features. It's a fun way to promote the library, and we get more likes! (see below)
- Program participants more than doubled over the previous December, with an average of 12 people coming to each program compared to 5 participants in 2016.

#### Youth Services

Programs: Presented a special storytime at the Festival of Trees, a non-profit event at Dimond Center Mall that helps non-profits that focus on issues relating to foster children and sex trafficking (separate issues, not foster children who are sex trafficked). Explore electronics, Spanish Bilingual storytime, Code Camp for Kid, Senshi Teens anime club

Partners for future programs: Cook Inlet Early Head Start, Alaska Afterschool Alliance  
Science grant; Pride Foundation



### Adult Services:

- The Alaska Room flood has occupied staff for much of the month, determining how to manage moving the collection and determining next steps.

### Pictures/Comments



Muldoon Noon Year's Eve Party

One of our younger MV patrons to participate in 3D printing – he's only in Second Grade – has completed his first project in the 3D Printing Club. We went and printed his project for free as part of the program, and I have the feeling he is going to be back to make more things very soon. Andy, the YS librarian pictured here, has worked hard to get the 3D Club going.







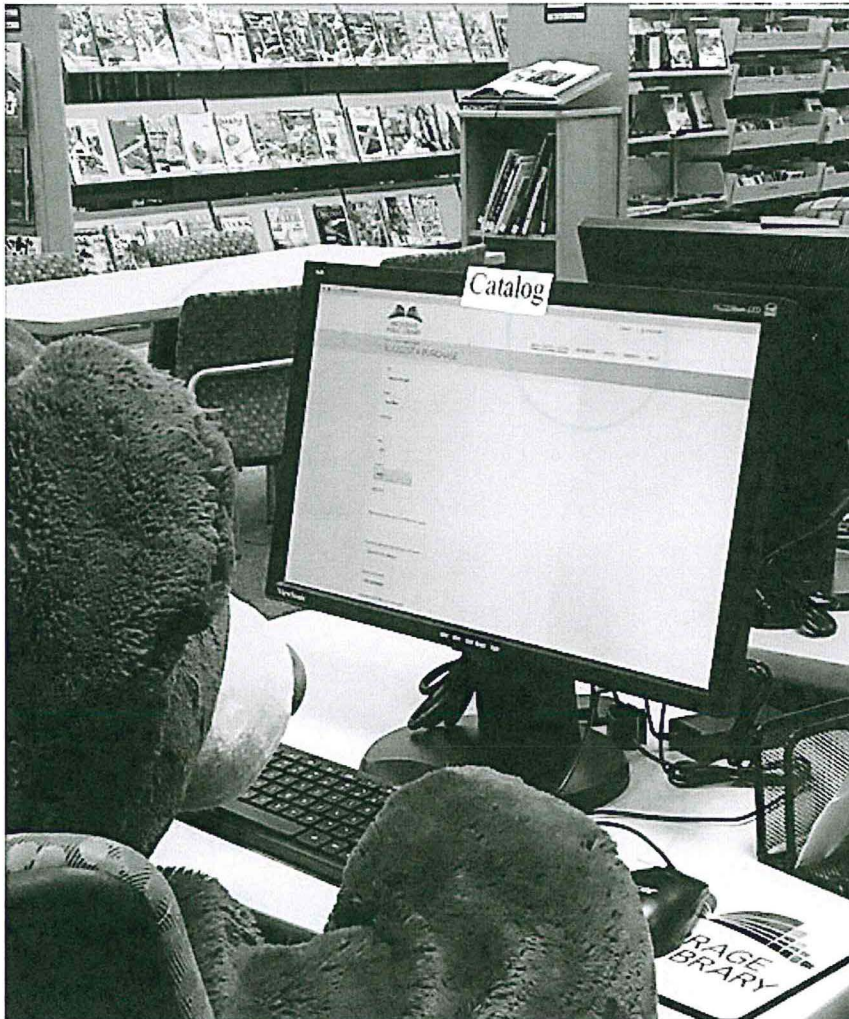
## APL - Scott & Wesley Gerrish Library

Published by CI Agni [?] - December 20, 2017 at 6:22pm · 🌐

...

#WhereIsBear? He's submitting a Suggest a Purchase request on our website! If there's ever an item that Anchorage Public Library doesn't own, and you think it should, put in a SAP! It's super easy, and it goes straight to a librarian who will consider buying it for our collection.

<http://www.anchoragelibrary.org/read-plus-watch-plus-lis.../.../>





## **ANCHORAGE PUBLIC LIBRARY 2017 PROGRESS REPORT**

### **Make the library easier and more efficient to use:**

- Created a new website that better fits the needs of library customers.
- Implemented online payment of fines.
- Completed the Loussac Renovation (well, almost), including update of Marston Theater equipment, moved two departments: Patron and Technical Services.
- Implemented Automated Handling.

### **Staff and Advocates**

- Review public services position descriptions to align them with a greater flexibility to work multiple desks.
- Conducted a community Charette to determine next steps for further Loussac renovation.

### **Programs, Services and Equipment**

- Continued improvement of WIFI in almost all location.
- Added self service check out of iPads for the public.
- Transitioned Summer Reading Programs to Summer Discovery for all ages, incorporating greater learning opportunities for all ages. More adults participated than ever before.
- Developed a workforce readiness program at Loussac, The Job Shop as well as stronger partnerships in Eagle River and Muldoon..
- Moved the Innovation Lab to the 3<sup>rd</sup> floor and created a new space for workforce readiness and computer lab.
- Storytimes expanded, focusing on non-English and children with autism.
- Completed a survey from the Alaska Mental Health Trust in order to learn if their beneficiaries used the library/

### **Library Board**

- Approved new policies for Code of Conduct and Internet Use.



## **WHAT TO LOOK FOR IN 2018**

### **Strategic Plan 2018-2020:**

- Work with a consultant to develop a new community driven Strategic Plan which will involve staff and Library Board as community facilitators. Library Advisory Board will be instrumental in determining community members to involve in the process.

### **Make the Library Easier to Use**

- Determine best location for Alaska collection within Loussac
- Increase the use of our meeting rooms and Implement meeting room payments online (carried over from 2015)
- Create service points on all floors to make it easier for the public to get card, answer questions about their account and information and services from any floor.

### **Develop a Marketing Plan**

- Hire a new Community Relations staff member to develop plan.
- Create a strong presence so that the public better understands the role of our public library.

### **Programs and Services**

- Creation of service points on all floors to make it easier for the public to obtain information and services from any floor. (Carried over)
- Explore alternative methods of material delivery in both public and private spaces.
- Implement customer applying for passports in all locations
- Explore the implementation of a community garden on Loussac property
- Grant application to better serve the business community

### **Staff and Advocates**

- Review and update position descriptions to ensure that they reflect present duties
- Conduct a staff day, training staff on a Code of Conduct
- Train all staff and technology and online catalog
- Continue new LEAN Sigma Six projects that will provide greater value to our customers



Municipality of Anchorage  
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Z.J. Loussac Library  
Alden Todd Board Room  
February 21, 2018  
5:30 p.m.

1. Call to Order

2. Roll Call

Barbara Jacobs	David Levy, Chair
Lupe Marroquin	Nancy Hemsath
Cristy A. Willer, Secretary	Jonathan Bittner
Viktoriya Chilcote	Lo Crawford
	Quincy Taylor, Teen Representative

1. Person (s) to be Heard

2. Introduction of new Board Member, Viktoriya Chilcote

3. Mission Moment:

- a. Downtown Library Branch – Clare Ross

4. Consent Agenda

- a. February 21, 2018 Agenda
- b. January 17, 2018 Minutes

5. Discussion/Action Items

- a. Circulation Policy Review and Vote
- b. Director's Report
- c. Prop 7 – Areawide Facility Improvement Bond
- d. LAB Retreat and Three Board Retreat

6. Comments/Discussion

7. Potential Agenda Items for Next Meeting, March 21 , 2018

8. Adjournment



**Municipality of Anchorage  
Library Advisory Board  
Minutes**

**% Util**

Date: January 17, 2018	Location: Loussac Library
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Board Members				Staff
X	David Levy, Chair	EX	Jonathan Bittner	Mary Jo Torgeson, Director
X	Nancy Hemsath, Vice Chair	X	Lourdes Linato-Crawford	
X	Cristy A. Willer, Secretary	X	Quincy Taylor, Teen Rep	
X	Barbara Jacobs			<b>Guests</b>
EX	Lupe Marroquin			None

Topic	Information / Findings / Conclusions / Recommendations	
Call to Order	5:42 p.m.	
Person to be heard	None.	
Mission Moment	Mary Jo explained the (attached) Friends of the Library budget request to Rasmusen (\$91,500)	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved unanimously, amended to remove "Job Lab, Sarah McBryde" from Mission Moment.</li> <li>Minutes of 12.20.17 approved as amended (no "O" in "O'Quinn"; no "s" in "sresigned") (Lo moved, Barb seconded).</li> </ul>	
Discussion/ Action Items	Discussion	Action
	1. <u>Director's Report &amp; 2017 Progress Report</u> (attached). Discussion centered on the flood in the Alaska Room, grants written with partners, movie night (libraries can't advertise movies by name [thereby competing with theaters]), low staff we have 77, should have 94), need for 3 more branches (downtown, south, west). 2. <u>Potential board members</u> : several individual and categorical possibilities were discussed.	1. None          2. Lo, Nancy and Quincy offered to talk to potential members.
Comments	Mary Jo briefly described a growing interest level in a downtown branch, which will be covered in more detail at the February meeting. She also mentioned the need to partner with others besides the muni, e.g. the museum.	
Adjournment	Meeting adjourned at 7:21 (Lo moved, Barb seconded).	
Next Meeting	February 21 at Loussac Library. The downtown branch will be on the agenda; Sarah McBride and Clare Ross will be invited guests. The March 21 meeting will be extended to include an Aspen Institute-type presentation.	





## **Circulation Policy**

This policy governs borrowing and using library materials and provides written guidelines for circulation and borrower registration procedures.

### **REGISTRATION FOR LIBRARY CARDS**

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#### **Anchorage Verified Resident Card**

Any combination of picture identification and proof of address must be provided to obtain a library card. Current address verification is required in the form of a postmarked piece of mail or a rental agreement. Emancipated minors may obtain an adult resident library card if they provide the above information and a copy of their emancipation decree.

Anchorage Public Library cards are not transferable. There is no charge for a resident library card. Replacement cards are issued for a nominal fee. The Library issues library cards to patrons regardless of age.

For full borrowing privileges for minor children under the age of 18, the parent or guardian must sign the registration application accepting responsibility for activity on their child's account and provide any combination of official documents providing photo identification and address verification for the parent. The juvenile card will expire on the child's eighteenth birthday at which time the child can register as an adult.

#### **Anchorage Resident Non Verified Card**

Adults and youth without a permanent residence or accepted forms of identification may be issued a limited card and may check out up to three items at one time. Library cards will expire after one year.

Youth under the age of 18 may be issued a limited card without their parent's signature. The youth will be limited to three items at one time until their parent or guardian signs for financial responsibility and displays an accepted form of identification.

#### **Alaska Resident Not Residing in Anchorage**

Applicants who live outside the boundaries of the Municipality of Anchorage (MOA) but pay property taxes will have the annual fee requirement waived upon presentation of a current MOA property tax bill or property tax receipt bearing their name as a property owner. MOA property owners are subject to the same identification requirements as Anchorage resident borrowers.

Alaska residents who do not own property in Anchorage will pay an annual non-refundable fee when issued an Anchorage Public Library card. The library card will expire one year from the date it is issued. Library cards are not transferable. For children under the age of 18, the parent or guardian must sign the registration application accepting financial responsibility. Alaska resident borrowers are subject to the same identification requirements as Anchorage resident borrowers. Current address verification is required.



## **Alaska Libraries Reciprocal Borrowing Program**

Anchorage Public Library participates in the Alaska Libraries Reciprocal Borrowing Program. Alaska residents who hold borrowing privileges with their home library within Alaska may borrow up to three items from any of the libraries within the library system of the Municipality of Anchorage. Guidelines may be found on the Alaska State Library web-site. Registration for the reciprocal borrowing program is subject to the same identification requirements as Anchorage resident borrowers. More information can be found from the link below.

<http://library.state.ak.us/recipborrow/home.html>

### **Visitor Cards**

Applicants, including those who are not residents of Alaska, may apply and receive an Anchorage Public Library visitor card. Visitor cards are subject to the same identification requirements as Anchorage resident borrowers. Any combination of official documents may be provided to confirm photo identification and address for the applicant. The visitor's out of state address must be included on the application. Visitor Cards shall be valid for three months. Visitors shall pay a non-refundable fee when they are issued an Anchorage Public Library card. There shall be a three item limit applied to visitor cards.

### **Corporate Cards**

Corporate cards will be issued to a business, association, institution, or non-profit group that is within the boundaries of the Municipality of Anchorage. A corporate card application must be accompanied by a letter of authorization, written on letterhead, from the director. The letter must provide the names of the persons who will be allowed to use the card. The organization's letterhead will serve to confirm the address of the organization. Corporate cards will expire one year from issue date and each organization must reapply annually. The organization will be financially responsible for all materials checked out on the card and any overdue charges that may accrue.

## **CIRCULATION OF LIBRARY MATERIALS**

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To checkout materials, patrons must be in good standing and present their library card, a valid form of photo identification or answer questions about their account, such as address and phone number or birthdate.

Patron borrowing privileges may be blocked for the following reasons:

- Overdue item(s)
- Unpaid fines
- Mail return
- Lost or stolen card
- Inactive or deleted card

### **Item Limits**

A patron may have 50 items checked out on their card with some material types having lower limits.

### **Loan Periods**

Items are not due on days the library is closed.

### **Renewals**

Items will be renewed up to two times if the item is eligible for renewal. Items not eligible for renewal include those being requested by other patrons, checked out for a special loan period, or materials owned by other libraries

### **Requests**

Patrons may request materials to be held for them at the library location of their choice. Requests can be



made in person or by using the online catalog. Requests are filled on a system-wide first come, first served basis. Patrons will be notified by an automated phone call or email when their request is available. Materials will be held for seven days from the date of notification.

### **Fines and Fees**

Overdue fines, damage, and replacement charges will be set by Library Administration and approved by the Library Board and Assembly. Patrons must provide a phone number or email address to receive bills for fines, damage and replacement charges. Overdue fines are not levied for days the library is closed. Unpaid bills of \$100.00 or more will be sent to the Municipality's delinquent collection office. Once an account is turned over to the collection agency the bill must be paid at the collection agency.

### **Reciprocal Borrowing Privileges with University of Alaska Anchorage Consortium Library**

The Anchorage Public Library system has an agreement with the University of Alaska Anchorage/Alaska Pacific University Consortium Library (UAA/APU), its South-central satellite campuses and the Alaska Resource Library and Information Services (ARLIS) which allows reciprocal borrowing, or "guest," privileges between cooperating libraries. In addition, materials from these libraries may be returned to any cooperating library. Library borrowers are responsible for all fines and fees on library materials from cooperating libraries as set by each library's policies.

### **PRIVACY**

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PATRON RIGHT TO PRIVACY - AS 40.25.140 A law of the State of Alaska regards the confidentiality of certain public library records.

To conform to this law, all library staff with no exceptions will adhere to the following.

1. Patron registration information and information concerning items checked out by any patron shall be considered confidential and will not be provided to anyone, including parents, guardians, spouses and law enforcement officers, without court order. Exceptions for parents noted in (3) below.
  2. Patrons requesting information about their own cards may be given the information by showing any combination of official documents to confirm photo identification and date of birth for the applicant
  3. Parents may be given the titles of books their minor children have borrowed only for the purposes of retrieving overdue materials for which the parent has accepted financial responsibility. . Any combination of official documents may be provided to confirm photo identification and date of birth for the parent. A minor's address and phone number are considered confidential and are not to be provided to anyone including a parent or guardian. Parents may be told if their child is registered. If for any reason, verification of correct name must be done using the address, the parent must give the address; staff shall not reveal it. The Alaska State Statute defines a minor child as anyone less than eighteen (18) years of age.
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Policy recommended for approval by Library Advisory Board and approved by Municipal Librarian, Date 9/18/02. Revisions approved 9/15/04 and 3/16/05 11/28/2012

Current version adopted for approval by Library Advisory Board,

Approved by Mary Jo Torgeson, Library Director,



# LIBRARY DIRECTOR'S REPORT

## January, 2018

### Loussac Building Updates:

- There is a \$1.6M claim against the city by Pinnacle construction. This is a very structured process and the City is working with legal to put together our response to the claim.
- No date for tile installation or finishing stairs

Library Technology: We are now able to text messages to our customers.

### Branches:

#### **Muldoon:**

- In addition to our Thursday Jobs, MD partnered with Muldoon Job Center's "rapid response rollout" at Sam's Club, supporting those employees affected by the sudden closure. Anne Velardi, Muldoon Job Center Manager, wrote: *"I didn't get a chance to thank you and your staff for participating at the Sam's Club Job Fair. Your assistance was much appreciated, as is your willingness to partner with the Job Center to assist Anchorage residents."*
- Kristin continues to partner with Muldoon KCI Head Start. Their Director, Emily Urlacher, wrote: *"I always tell my parents that we go to the library in a celebration of literacy, to encourage a love for books early on. We do read-a-loud sessions almost daily at school, and they aren't as excited as actually getting out of the school and hearing someone new read to them. We also have enjoyed exploring the children's book corner/area at the library. Giving them the chance to explore and experience the rules of the library is something that they can apply to everyday life, and they often role play the library environment at school after visiting."*

#### **Eagle River:**

- Program attendance in January 2018 increased by **25%** over January 2017 with the same number of programs presented.
- Branch Manager was asked to be a judge for the Poetry Out Loud recitation competition at Eagle River High School. As a result of contacts made during that event, she was asked to provide a monthly column for The ECHO about the library. CE is developing a reputation as a place for writers to meet, practice their craft, and learn about resources. A number of local writers come here regularly to use the group study rooms, to ask about writers' organizations, and for resources in finding agents and publishers.

#### **Mountain View:**

- 3D Printing continues to grow and has seen a full program this last month with youth creating multiple items.
- We recently put up a display on marijuana since this is a pretty hot topic for this neighborhood. Both pro and con POVs have been presented. We have had a number of patrons who are only interested in computer usage now engage in perusing books and having discussions around the display
- Circulation Counts: Growth in patron door counts and reference are also mirrored in circulations numbers January 2018 has seen a total 5043 items circulated for the month. Previous totals since August 2017 have been averaging 3431 (46.98% increase from the normal average).

#### **Girdwood:**

- Girdwood the first library to premiere the PBS Kids television show *Pinkalicious and Peterrific* in partnership with Alaska Public Media. The program went really well, with 21 in attendance, most coming from Anchorage (thanks to the radio ads).



- Program attendance (+67%), door count (22%) and circulation (+30) have all increased over the previous January
- Martina and Claire have started to plan Gerrish's annual seed exchange and spring gardening programs. Martina found a movie to show this year about seeds, and how giant corporations are dominating and poisoning the market. Because we are showing this movie to our patrons, we are going to make a conscious effort to not buy and distribute any Monsanto seeds at our exchange. For more information about Seed: The Untold Story: <https://www.seedthemovie.com/>

#### Community Relations/Foundation/Friends

- Our new Community Relations staffer started on Feb 12
- We have had discussions about future partnerships with Public Radio, Seattle U legal program,
- We continue to meet concerning the downtown library

#### Youth Services Highlights

Teen programs & events (Jon Ebron):

- STEM Craft day: smart glove
- Library tour for Mirror Lake middle school
- Magic the Gathering Tournament (partnership with Bosco's). Official National tournament that affects ranking. Participation increased 50% from last tournament
- Poetry Out Loud, ongoing partnership with National Endowment for the Arts and the Poetry Foundation, we provide space and an emcee, always a very successful partnership and a chance to show off our space and plug our events.

Youth programs & events

- Stuffed Animal Sleepover, 29 animals had a fun filled night in the library, the facebook video got a huge amount of views. Staff: Kelsey Skrobis, Linda Klein, volunteers
- Code Camp for Kids brings more children every week to learn about coding. (Staff Kelsey Skrobis)
- Sensory Storytime began in 2/2017. Since then we have doubled attendance at this special storytime geared for youth with sensory processing sensitivities such as autism spectrum disorder.
- At Loussac, Spanish Bilingual Storytime started in 10/2017 with 42 attendees, for 1/2018 the attendance jumped to 62. This is proving to be a popular destination program at many locations.

A woman came up to me at the reference desk as her daughter was checking out materials, singing our praises. She said they've been coming to the library for a little over a year and when they first started coming, her daughter (now a second grader) was reading well below her appropriate reading level. Now, just a year later and thanks to the books they checked out at the library, her daughter has moved up to reading at a 3<sup>rd</sup>/4<sup>th</sup> grade reading level. – Kelsey Skrobis

A library patron had a kindergarten son who was very interested in space. She took home a book from the library with pictures from the Hubble Space Telescope. Later that day as she was reading her own library book, she realized her 3 and 5 year old sons were using their LEGOs to build a spaceship that sends pictures back to Earth. (Staff: Elizabeth) *Libraries spark learning and creativity!*

- A donor made a direct donation to the Foundation for the Loussac Youth Area for \$800. We have put together an order of supplies to replenish our Play and Learn center and expand some of offerings as well.





### Ready to Read Resource Center (RRRC)

- Launched new RRRC website, hosted on Wordpress.
- Registered for four of six required courses to obtain certificate in early literacy
- Created new "Welcome Baby" brochure for parents, caregivers, and pediatricians
- Training at Crossroads High School on January 19 on early literacy practices and techniques that expecting and new mothers can do with their children
  - 5 attendees – 100% of attendees said that their knowledge and appreciation of early literacy skills and practices improved
- Training for preschool teachers from Chugach School District, Lake & Peninsula Borough SD, Bristol Bay Borough SD, and Lower Yukon SD on January 24 on early literacy practices and the RRRC kits available for circulation
  - 2 attendees
- AAEYC conference presentation on January 25 on bibliotherapy for toddlers and preschoolers
  - 40 attendees – 20 attendees completed surveys

### Adult Services

- We are starting to teach a series of Ole classes focusing on library resources: Hoople, Freegal, Ebooks and website
- Alaska collection has been moved to the 3<sup>rd</sup> floor to test and see if collection is used more. Staff did it all!
- The Alaska Collection area will not be opened for at least six month while carpet is ordered/installed. Our Facilities Manager and volunteers took down and moved ALL of the shelving, a herculean task!
- From Henry Fountain – New York Times Journalist, and author of "The Great Quake: How the Biggest Earthquake in North America Changed Our Understanding of the Planet", "I did research in a lot of different collections -- UAA, UAF, Valdez Museum, Anchorage Museum in addition to your collection at the Loussac building. There were some things about your collection that I found particularly useful -- you had a more complete collection of some of the books that I was interested in (some of the USGS and National Research Council reports), newspapers, and a few things I never saw anywhere else (among them a copy of Alaska Construction magazine, with a short story about the ship that was in Valdez harbor when the quake hit). I also used your vertical file (upstairs, if I remember) and found a few things in those."
- Programs compared to January 2017 to 2018: increased by 54%. This is an indication of just how much impact the renovation had on our services!



# SUMMARY OF LIBRARY USAGE 2011-2017

KEY INDICATORS	2011	2012	2013	2014	2015	2016	2017
Visits/capita	2.63	2.69	3.13	3.03	2.88	2.81	2.40
Program attend/capita	0.17	0.22	0.24	0.20	0.20	0.15	0.13
Circulation/capita	5.82	5.84	5.88	6.09	6.05	5.36	5.20
Computer logins/capita	0.49	0.47	0.47	0.53	0.64	0.42	0.42

OTHER	2011	2012	2013	2014	2015	2016	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2017 Total
Circulation	1,579,366	1,533,324	1,520,188	1,504,025	1,374,918	1,166,700	291,529	230,214	288,159	291,845	1,101,747
Database use	102,537	141,324	150,098	207,481	215,913	184,061	44,692	35,354	31,463	47,080	158,589
Downloadable materials	43,131	68,860	101,115	122,760	218,615	251,941	71,569	70,745	72,497	70,354	285,165
Overall Circulation	1,725,034	1,743,508	1,771,401	1,834,266	1,809,446	1,602,702	407,790	336,313	392,119	409,279	1,545,501
Library Card Holders	202,827	102,043	119,619	117,939	100,065						
New Youth Cards	3,245	3,264	3,849	3,241	4,201	44,881				16,982	16,982
New Cards Issued	22,414	20,088	18,101	26,992	14,453	54,860				25,949	25,949
Visits	780,351	804,323	942,873	913,304	860,751	839,170	141,907	142,501	196,414	232,810	713,632
Computer Reservations	145,919	141,638	141,856	158,104	190,131	124,154	38,787	23,800	37,348	26,911	126,846
Unique Wifi Users							15,890	16,461	20,465	20,593	57,519
Total Tech Users	145,919	141,638	141,856	158,104	190,131	124,154	54,677	40,261	57,813	47,504	200,255
Programs											
Children	693	797	881	879	1005	1,054	252	201	109	276	838
Teen	131	235	412	482	426	195	107	91	89	101	388
Adult/All Ages	104	163	201	426	501	534	193	56	186	263	698
TOTAL	928	1,195	1,494	1,787	1,934	1,783	552	348	384	640	1,924
Program Attendance											
Children	31,147	41,243	42,326	36,587	44,259	31,340	6,772	5,916	2,985	6,681	22,354
Teen	3,123	5,114	9,311	6,829	4,955	2,753	846	392	734	706	2,678
Adult/All Ages	15,333	18,887	20,076	15,774	11,374	10,029	1,430	4,464	3,860	2,879	12,633
TOTAL	49,603	65,244	71,713	59,190	60,588	44,121	9,048	10,772	7,579	10,266	37,665
Website sessions	573,374	572,028	612,505	530,183	490,267	443,583	182,821	181,482	193,446	197,050	754,799
Reference Questions	172,762	158,414	99,966	84,193	67,785	54,306	12,499	17,129	23,009	15,648	68,285
ILLs filled	8,245	7,780	6,328	7,965	5,590	3,084	804	915	318	3,913	5,950
Volunteer Hours	7,016	8,319	13,278	9,992	6,904	7,690	1,750	1,491	1,470	1,474	6,185
Library Budget	\$7,742,765	\$7,704,877	\$7,679,793	\$7,904,331	\$ 8,178,245	\$ 8,404,201				\$8,367,254	\$8,367,254
Library Staff FTE	79	78	78	78	78	78				60	60
Hours of Operation	9,828	10,140	10,208	10,208	10,208	10,366	2,538	2,609	2,674	2,617	10,438
Anchorage Population	296,167	298,576	301,134	301,134	298,908	299,037				297,483	297,483





# April 3, 2018 Ballot Proposition FACT SHEET

## Proposition #7 - Areawide Facilities Capital Improvements \$1,407,000

### Projects

Anchorage Senior Center Facility Improvements	\$100,000
Chugiak Senior Center Adult Day Services-Replace Fence and Deck with Concrete Patio	\$ 117,000
Chugiak-Eagle River Library Facility Improvements	\$ 90,000
Loussac Library Security Improvements	\$500,000
Animal Control Roof Replacement	<u>\$600,000</u>
Total	\$1,407,000

### Project Descriptions

#### Anchorage Senior Center Facility Improvements - \$100,000

This project will include carpet replacement, upgrades to restrooms to meet ADA standards and audio/visual equipment in the ballroom.

#### Chugiak Senior Center Adult Day Services-Replace Fence and Deck with Concrete Patio - \$117,000

This project will replace the degraded and difficult to use deck with a concrete patio and raised flower beds allowing clients to move safely. Repairs would also include replacement of the wooden fence enclosure.

#### Chugiak-Eagle River Library Facility Improvements - \$90,000

This funding will be used to purchase and install an Automated Materials Handling (AMH) system at the Chugiak-Eagle River Library, the second busiest library location. Due to the high volume of materials that come and go from the Chugiak-Eagle River Library, staff spend a disproportionate amount of time behind the scenes processing materials, and less time providing more in-demand services to the community. With the use of AMH the staff will have more time to give direct service to customers, such as: helping them find materials, use computers, developing programs, and conducting outreach to community partners namely schools, senior centers, and non-profits. Automated handling would save approximately 15 hrs/week of staff time and would pay for itself in four years.

#### Loussac Library Security Improvements - \$500,000

This project would include the installation of complete digital color cameras on each floor of Loussac Library. There are almost a million visits to Anchorage libraries each year, with most visitors going to the Loussac Library. In the first half of 2017, there have been double the number of trespasses, increases in theft and vandalism as the same period in 2016. Given the number of nooks and blind corners throughout the library it is not possible to physically patrol the entire building. An upgraded security system and an increase in the number of cameras would allow staff and security to catch criminal behavior and trespass offenders while assisting the Anchorage Police Department when they investigate incidences.

#### Animal Control Roof Replacement - \$600,000

The Animal Control Facility is thirty years old and has the original roof which has reached its useful life and is now in very poor condition. This roof has required numerous roof repairs to patch leaks in recent years due to its deteriorated condition and needs to be replaced.

### Costs Associated with Bond Approval

Bond Principal Amount	\$1,407,000
Estimated Annual Cost of Debt Service	\$101,251
Annual Increased Operations and Maintenance Costs	\$0

### Estimated Annual Property Tax Increase for \$100,000 of Assessed Property Value:

To Retire Debt	\$0.28
Operations and Maintenance Costs	\$0.00





## April 3, 2018 Ballot Proposition FACT SHEET

**For further information:** Melinda Freemon, Health & Human Services Director, 343-4650  
Alan Czajkowski, Maintenance & Operations Department, 343-8340  
Mary Jo Torgeson, Library Director, 343-2892

*It is the expectation of the Municipality of Anchorage that the general obligation bonds proposed for April 3, 2018 will be used to make capital improvements to facilities in each service area noted. Information contained herein describes how MOA expects to use the bond proceeds. However, as project development progresses, changes in scope, project feasibility, phasing, timeline, or estimated costs may occur that result in acceleration, delay, or adjustments related to the above projects.*



Municipality of Anchorage  
Library Advisory Board Agenda  
Z.J. Loussac Library  
Alden Todd Board Room  
March 21, 2018  
5:30 p.m.

1. Call to Order

2. Roll Call

Barbara Jacobs	David Levy, Chair
Lupe Marroquin	Nancy Hemsath
Cristy A. Willer, Secretary	Jonathan Bittner
Viktoriya Chilcote	Lo Crawford
	Quincy Taylor, Teen Representative

1. Person (s) to be Heard

2. Mission Moment:

- a. Sarah McBryde, Job Lab

3. Consent Agenda

- a. March 21, 2018 Agenda
- b. February 21, 2018 Minutes

4. Discussion/Action Items

- a. Service Animal Policy – Vote
- b. Rising to the Challenge Aspen Institute Executive Summary
- c. Foundation, Friends and LAB joint meeting
- d. Director's Report

5. Comments/Discussion

6. Potential Agenda Items for Next Meeting, April 18, 2018

Mission moment: Kristie Nelsen, Virtual Librarian; Misty Rose Nesvick,  
Public Relations Coordinator

7. Adjournment



# Service Animals

## Purpose

The purpose of this policy is to establish procedures for the use of service animals in Anchorage Public Library facilities.

## Policy

The library acknowledges its responsibility to permit individuals with disabilities to be accompanied by a service animal in its facilities and programs and intends to comply with all state and federal laws, rules and regulations regarding the use of service animals by library patrons with disabilities.

**Definitions** There are three different categories of animals you might see in your library:

- **Service animal:** A legal term covered by the ADA that describes an animal that is individually trained to perform disability-related tasks for a particular person, including a physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the individual's disability. Service animal is limited to the animals defined under the ADA and does not include any other species of animal, wild or domestic, trained or untrained. Service animal does not include an animal used or relied upon for crime deterrence, emotional support, well-being, comfort, or companionship.
- **Therapy animal:** An animal that has taken classes and/or passed a test that shows it is well-behaved and calm around a variety of people in a variety of situations, such as in nursing homes or schools. It does not have a legal standing, and standards for training are not regulated.
- **Emotional support animal:** An animal that helps support the emotional well-being of a particular person. Individuals can get a letter from a physician or psychiatrist verifying an emotional support animal, but the term has limited legal standing and is not covered by the ADA. While the library is sympathetic to the use of these animals, they do not fall under the category of a service animals and are not allowed.

## Procedures/Requirements

Any library customer requiring the accompaniment of a service animal for purposes of this policy is welcome in all areas of library facilities and programs that are open to the public unless there are situations that the animal would alter the nature of the program/service.

Animals, other than service animals assisting persons with disabilities or service animal trainees accompanied by a trainer, are not permitted inside library facilities, EXCEPT for an animal used in a library sponsored program

When it is not obvious what service an animal provides, library staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff will not ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

The responsibility for the care and supervision of the service animal rests solely on the patron. The library is not responsible for providing any staff member to walk the service animal or provide any other care or assistance to the animal. Issues related to the care and supervision of service animals will be addressed on a case-by-case basis in the discretion of the library administration.

Pursuant to federal law, the library retains discretion to exclude or remove a service animal from Library property if:

- a) The service animal is out of control and/or the service animal's handler does not effectively control the service animal's behavior;
- b) The service animal is not housebroken;



- c) The service animal poses a direct threat to the health or safety of others that cannot be eliminated by reasonable modifications; or,
- d) Permitting the service animal would fundamentally alter the nature of the service, program, or activity.

**Liability**

The customer will be responsible for any damage to library or personal property and any injuries to individuals caused by the service animal. The customer who uses a service animal on library property will hold the library harmless and indemnify the library from any such damages.

**Appeals**

Any person dissatisfied with a decision concerning a service animal can request a reconsideration to the Library Director. The Library Director will provide a written response within 10 days. The Library's response may be appealed by the Library Board, if the individual aggrieved files a written notice of appeal within 10 days after he/she received the determination. The Board has 30 days to respond to appeal.

Policy recommended for approval by Library Advisory Board and approved by Municipal Librarian, March 21, 2018

Approved by Mary Jo Torgeson, Library Director,



# EXECUTIVE SUMMARY

Expanding access to education, learning opportunities and social connections for all is one of the great challenges of our time. It is a challenge made more urgent by the rapid transition from old industrial and service-based economic models to a new economy in which knowledge and creativity are the drivers of productivity and economic growth, and information, technology and learning are central to economic performance and prosperity.

It is not only the economy but all of society that is being reshaped by these trends. Amid these changes, there are divides in wealth, digital inclusion and participation that threaten to widen if we as a nation do not commit to new thinking and aggressive action to provide these opportunities for all.

This is a time of great opportunity for communities, institutions and individuals who are willing to champion new thinking and nurture new relationships. It is a time of particular opportunity for public libraries with their unique stature as trusted community hubs and repositories of knowledge and information.



## THE PUBLIC LIBRARY IN THE DIGITAL AGE

Libraries are essential to success and progress in the digital age.

The process of re-envisioning public libraries to maximize their impact reflects:

- Principles that have always been at the center of the public library's mission—equity, access, opportunity, openness and participation
- The library's capacity to drive opportunity and success in today's knowledge-based society
- An emerging model of networked libraries that promotes economies of scale and broadens the library's resource reach while preserving its local presence
- The library's fundamental people, place and platform assets

The Dialogue's perspective on the 21st-century library builds on the public library's proven track record in strengthening communities and calls for libraries to be centers of learning, creativity and innovation in the digital age. No longer a nice-to-have amenity, the public library is a key partner in sustaining the educational, economic and civic health of the community during a time of dramatic change. Public libraries inspire learning and empower people of all ages. They promote a better trained and educated workforce. They ensure equitable access and provide important civic space for advancing democracy and the common good. Public libraries are engines of development within their communities.

### PUBLIC LIBRARIES AT THE CENTER OF THE DIGITAL AGE

Public libraries are poised to play a leading role in helping individuals and communities adapt to this changing world. Many libraries already are linking individuals to information and learning opportunities, driving development and innovation, and serving as community connectors. With nearly 9,000 public library systems and 17,000 library branches and outlets across the country, there is already a significant physical presence and infrastructure to leverage for long-term success.

Enabling all libraries to fulfill their new roles will require library leaders, policy makers and community stakeholders to re-envision the public library and take advantage of the opportunities it offers.

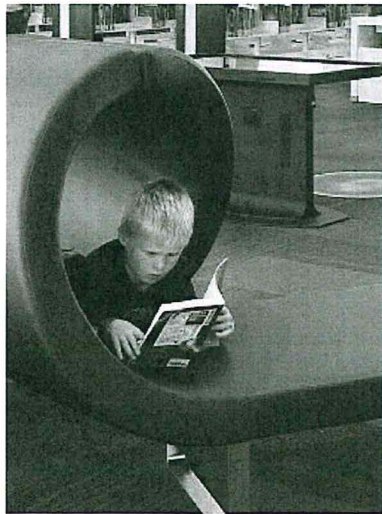


## PEOPLE, PLACE AND PLATFORM

The emerging value proposition of the public library is built around three key assets—people, place and platform:



- **PEOPLE.** The public library is a hub of civic engagement, fostering new relationships and strengthening the human capital of the community. Librarians are actively engaged in the community. They connect individuals to a vast array of local and national resources and serve as neutral conveners to foster civic health. They facilitate learning and creation for children and adults alike.



- **PLACE.** The public library is a welcoming space for a wide range of purposes—reading, communicating, learning, playing, meeting and getting business done. Its design recognizes that people are not merely consumers of content but creators and citizens as well. Its physical presence provides an anchor for economic development and neighborhood revitalization, and helps to strengthen social bonds and community identity. The library is also a virtual space where individuals can gain access to information, resources and all the rich experiences the library offers. In the creative design of its physical and virtual spaces the public library defines what makes a great public space.



- **PLATFORM.** The public library is user-centered. It provides opportunities for individuals and the community to gain access to a variety of tools and resources with which to discover and create new knowledge. The platform enables the curation and sharing of the community's knowledge and innovation. A great library platform is a "third place"—an interactive entity that can facilitate many people operating individually and in groups—and supports the learning and civic needs of the community.



## RIISING TO THE CHALLENGE

### *Re-Envisioning Public Libraries*



*Expanding access to education, learning opportunities and social connections for all is one of the great challenges of our time. It is a challenge made more urgent by the rapid transition to a new economy in which knowledge and creativity are the drivers of productivity and economic growth, and information, technology and learning are central to economic performance and prosperity.*

*Public libraries are essential institutions for meeting this challenge.*

# STRATEGIES FOR SUCCESS

## 1. ALIGN LIBRARY SERVICES IN SUPPORT OF COMMUNITY GOALS

Public libraries that align their services to support local community goals will find the greatest opportunities for success in the years ahead. This will require a level of flexibility and adaptability to change as community needs change.

It will also require collaboration among libraries, policy makers and community partners to redefine the role of libraries as institutions that inspire learning, drive development, grow social capital and create opportunities.

## 2. PROVIDE ACCESS TO CONTENT IN ALL FORMATS

As the public library shifts from a repository for materials to a platform for learning and participation, its ability to provide access to vast amounts of content in all formats is vital. Libraries face two immediate major challenges in providing access to content in all forms:

- Being able to procure and share e-books and other digital content on the same basis as physical versions
- Having high capacity, easily scalable broadband technologies in every library that deliver and help to create content

Stakeholders must work together to find solutions to these challenges that meet the community's needs and work for content creators, publishers and the public.

## 3. ENSURE LONG-TERM SUSTAINABILITY OF PUBLIC LIBRARIES

Public libraries need to transform their service model to meet the demands of the knowledge society while securing a sustainable funding base for the future. Achieving this means libraries need to:

- Identify reliable revenue resources for both daily operations and long-term planning and investment
- Explore alternative governance structures and business models that maximize efficient and sustainable library operations and customer service
- Become more skilled at measuring outcomes rather than counting activities
- Balance the local and national library value proposition to consider economies of scale in a networked world without compromising local control

## 4. CULTIVATE LEADERSHIP

Leadership is needed to build communities and public libraries that thrive and succeed together. Every community needs a vision and a strategic plan, with input from all stakeholder groups. Key steps include

- improving communications with community leaders
- developing community champions
- strengthening intersections with diverse communities and communities of color
- reaching out to and engaging with young-professional organizations and demonstrating the collective impact of partners working together



## RIISING TO THE CHALLENGE

### *Re-Envisioning Public Libraries*

*Everyone has a stake in the healthy, engaged community that the public library helps to sustain. There are specific steps that individuals and organizations can take to set their communities and libraries on a path to success in the 21st century knowledge society.*

## 15 ACTION STEPS for LIBRARY LEADERS

1. Define the scope of the library's programs, services and offerings around community priorities, recognizing that this process may lead to choices and trade-offs.
2. Collaborate with government agencies at the local, state and federal levels around shared objectives. This includes partnerships with schools to drive learning and educational opportunities throughout the community.
3. Partner with local businesses, chambers of commerce and community colleges to provide access to curricula and resources, to technology and certification programs and to job search resources to maintain a highly skilled yet highly flexible workforce.
4. Engage the community in planning and decision making, and seek a seat at tables where important policy issues are discussed and decisions made.
5. Connect resources from other agencies or libraries to the library platform rather than reinventing the wheel or always going solo.
6. Develop partnerships and collaborations with other libraries and knowledge networks that can contribute to efficiencies, using the opportunities provided by digital technologies.
7. Support the concept of a national digital platform to share collections nationally while continuing to maintain a local presence and focus; participate in content-sharing networks and platforms.
8. Deploy existing resources in new ways.
9. Collaborate in negotiations with publishers on reasonably priced and easily accessible access to e-content and develop win-win solutions like "buy-it-now" options.
10. Provide mobile devices for in-library, in-community and at-home use.
11. Measure library outcomes and impacts to better demonstrate the library's value to the community and communicate these outcomes to key partners and policy makers.
12. Communicate the library's story of impact directly to the public, partners, stakeholders and policy makers. Include the new vision built on the library's people, place and platform assets.
13. Develop a richer online library experience and stronger competencies in using digital and social media to demonstrate the library's role in the digital transformation.
14. Change long-held rules and operating procedures that impede the development of the library's spaces and platform.
15. Take proactive and sustained steps to brand the library as a platform for community learning and development.



## RIISING TO THE CHALLENGE

### *Re-Envisioning Public Libraries*

*Everyone has a stake in the healthy, engaged community that the public library helps to sustain. There are specific steps that individuals and organizations can take to set their communities and libraries on a path to success in the 21st century knowledge society.*

## 15 ACTION STEPS for POLICYMAKERS

1. Use the authority of office to bring together community stakeholders to create a comprehensive strategic plan for the library and other knowledge institutions in the community.
2. Define libraries as part of the community's priority infrastructure along with other established infrastructure priorities such as schools, transportation and parks, and make sustainable, long-term funding that reflects the library's value to the community a budget priority.
3. Develop strategic alliances and partnerships with local library leaders to advance educational, economic and social goals.
4. Leverage the economic development potential of the public library as a community platform.
5. Make access to government information a model for curating open data.
6. Integrate librarians and state library agencies into development planning and policy making in all departments and at all levels of government.
7. Reduce barriers to libraries' ability to access some funding sources in authorizing and appropriations legislation.
8. Review state-level policies that affect the public library's ability to transform itself for the future.
9. Support a study on funding and governance structures for public libraries to identify strengths, weaknesses and opportunities that will lead to the development of stronger, more efficient public libraries.
10. Support and accelerate deployment of broadband, including high-speed, scalable broadband, to all libraries
11. Develop local, state and national plans to address digital readiness.
12. Promote the deployment of wireless hotspots in libraries and other public places, especially in economically disadvantaged and minority communities where there are fewer Wi-Fi hotspots, to access the library's platform anytime, anywhere.
13. Support rural and small libraries to ensure that all residents have access to world-class resources regardless of where they live.
14. Promote and invest in the infrastructure for a national digital platform that is scalable, flexible and serves diverse needs and new uses.
15. Be an informed champion for the library and what it offers in the community.



## RIISING TO THE CHALLENGE

### *Re-Envisioning Public Libraries*

*Everyone has a stake in the healthy, engaged community that the public library helps to sustain. There are specific steps that individuals and organizations can take to set their communities and libraries on a path to success in the 21st century knowledge society.*

## 15 ACTION STEPS *for the* COMMUNITY

1. Collaborate on the development of a comprehensive strategic plan for the community's information and knowledge ecosystem, including the library and other knowledge institutions in the community.
2. Develop strategic partnerships and alliances with public libraries around content or specific organizational or community needs.
3. Bring diverse expertise to bear on helping libraries create and share technology tools.
4. Connect knowledge resources in the community to the library's knowledge networks.
5. Participate in the library's platform for curating local history and culture.
6. Leverage the economic development potential of the public library as a community platform.
7. Bring resources, including financial resources and technical expertise, to partner with libraries where objectives align well.
8. Volunteer organizational and technical expertise to mentor and support learning that takes place in library spaces and on its platform, including in innovation labs (especially those aimed at youth), maker and hacker spaces and resource-rich coworking spaces.
9. Structure grant opportunities in ways that small and rural libraries can take advantage of them; for example, not always emphasizing cutting-edge technology.
10. Leverage foundation or corporate donations to public libraries through the creation of a public-private trust for libraries.
11. Support the deployment of broadband, Wi-Fi and digital literacy skills throughout the community, especially to economically disadvantaged, underserved and other special needs populations.
12. Advocate on behalf of the long-term sustainability of public libraries.
13. Collaborate with libraries in areas of mutual interest.
14. Explore the library's people, place and platform assets.
15. Support efforts to re-envision and rebrand the library as a vital community institution in the digital era.



# LIBRARY DIRECTOR'S REPORT

## March, 2018

Loussac Building Updates: No updates concerning the contractor claim against the city. Likewise, no dates for tile installation or stair completion.

Budget: First quarter budget revision request included: another staff person to cover Sunday hours; materials budget reinstated; and dollars to pull our public computing network away from the city IT department. This would require us to hire a computer technician and outsource the management of our network.

Grants: Outstanding grant applications include:

- Social worker, FTE, MSW. We are currently short approximately \$15K for the grant. Position would be managed by DHHS and paid for with a library grant.
- Growing your Business: We are cooperating with seven other public libraries, SBA, and the Alaska Small Business Center to highlight services to the business community.
- Bringing Community Resources Together, an IMLS grant to bring together legal, social work and business resources together to provide a wide range of services to the community. We applied for a preliminary application.
- State grants for Ready to Ready, Public Library and ILL/Reference grant

Consortium: Both Univ. of Fairbanks/affiliates and Fairbanks Public are joining the consortium. This will bring together almost all of the public libraries in the state. Kodiak and Ketchikan libraries possibly will be the last two libraries to join. This will bring 90% of the state's population under one catalog. This has been a long term goal of UAA and APL and will save most of the systems a substantial amount of funds.

Branches:

### **Muldoon:**

- Muldoon's Teen Game Day has been broadened temporarily (combined with Afterschool Drop-In Day) to include 3-5<sup>th</sup> graders who enjoy coming in for pop-up Chromebook and iPad/tablet use in addition to the usual Xbox/Wii gaming and board games. The 15-20 regular participants get along well, even with a few mild disagreements about Xbox game tactics. It's gratifying to see so many kids with a wide age range (9-15) cooperate, compromise, share music, and dance in a library space where they're allowed to be themselves.

### **Eagle River:**

- Increase in circulation of materials, Feb 2017 to Feb 2018: **76%**.
- CE Library is now in a School-Business Partnership with Eagle River High School. As a result, we will be mentioned in their yearbook, and be invited to participate (as appropriate) in their events, including Back To School night.

### **Mountain View:**

- Alaska Public Media/PBS partnered with APL focusing on their new series: Pinkalicious and Peterific. This was a popular program and is one of many program partnerships that we will see with AK Public Media.
- A customer's prosthetic arm was stolen a few weeks ago, and he explored how to print out a new arm on our 3D printer. This was a totally new experience for him to explore the possibility of having a new prosthetic for a fraction of the cost for a professionally made one.

### **Girdwood:**

- Over previous year: door count up 10%; Circulation up 34% February 2017: program attendance up 43%.



- Staff at Gerrish Library Boosters are planning the building's 10<sup>th</sup> anniversary. The tentative party date is May 19. (It would be great to have some LAB members attend this event!)
- Family Storytime continues to be well-attended, with 4 occurrences in February with a total of 108 attendees. We were also able to re-start our monthly movie night with the help of a volunteer.

#### Community Relations/Foundation/Friends

- **Facilities Bond:** Our bond is Prop #7—spread the word! Ballots hit mailboxes around March 13. Info at: <https://librarychampion.com/projects/prop7/>
- **Downtown Library:** have met with several developers to discuss project. Hoping to get some proposals in soon. Working on a survey to send to downtown businesses.
- **Social Worker in the Library:** waiting for final funding. Working with DHHS and Mayor's Homelessness and Housing Services team to find best structure for housing the position.
- **APL website:** will do user testing with patrons and staff in late March.
- **Beyond the Stacks:** the Friends of the Library annual fundraiser is April 7 at the Anchorage Marriot. Reception at 5:30 and dinner at 7pm. The Friends hope that LAB will purchase a table. This year's event will feature local authors.
- **Partnerships with Alaska Native organizations:** in talks with Alaska Native Heritage Center, CITC, FAI, CIRI Foundation and others about potential collaborations. Foundation will host another First Alaskans Institute intern this summer.
- **Loussac Library:** working to purchase remaining signage and furniture needed to complete project using ALF donation. Meeting scheduled with Mayor and Rasmuson Foundation to talk about next steps for moving remaining renovation along given a lack of state funds.

#### Youth Services

In addition to the repeated regular programs (storytimes including ASL storytime and sensory-enhanced storytime, teen game time, teen tech time, senshi teens, teen writing society, teen underground task force)

- Pinkalicious – two programs at Loussac and one at every other library in partnership with AK Public Media. Showed a premiere of the new show, had art kits. Read the book. Super popular.
- Valentine's Day Card Making
- Bite Sized Science (STEM storytime and activity for kids 5 and under)
- Code Camp (computer coding for elementary school aged)
- Anti-valentine's program for teens (funny and ironic "anti-valentine" activities like black duct tape roses)
- FAFSA sign up night for teens going to college
- Battle of the Books movie event –showed Everything, Everything which is a battle book and a new movie
- Pianist Will Pickvance, visiting artist with Alaska Junior Theater, gave a small concert and showed attendees up-close the workings of a piano in the Wilda Marston Theater. Mr. Pickvance complimented the grand piano. We made tambourines for a craft.

#### Outreach programs:

- Northwood Elementary during parent teacher conference
- Cuddy Park Winter Jamboree in partnership with ASD. Had a snow painting session as title I students came to the park to try out different winter activities.
- Hosted the middle school district wide battle of the books finals
- Continued to recruit and use volunteers.
- Cosmic Creations: we had a great turnout for this highly interactive STEAM program related to space travel. We were also able to promote STEAM titles on Hoopla.



#### Ready to Read Resource Center (RRRC) Monthly Report

- Assisted Kristin Nevin with a storytime outreach with RurAL CAP Child Development Center.
- Completed numerous course and webinars on early literacy, Impact of Childhood Trauma, Youth Mental Health First Aid.

#### Adult Services

- We have finished evaluating the AK Room Damaged List and are ready to unfreeze damaged items to send to be repaired.
- Alaska Reads runs February through March. This year we're reading Nicole Stellon O'Donnell's Steam Laundry.
- Program attendance is steady, with 30% more programs, often partnered with other agencies.
- A comment from the public: a telephone reference call came in requesting information about a plane crash in Alaska. After researching on microfilm, we received the following grateful response by email:

"Thank you for your efforts in attempting to research and discover the images we had hoped for. Your dedicated and determined efforts to assist us in our search is deeply appreciated. The time you spent speaking with me was an honor. To me you are one of the unsung heroes who tirelessly, and selflessly serves the public interest and for that you have my deepest respect and gratitude. I wish you the very best in the times ahead. My Sincere Gratitude.... Former Alaska Air National Guard 1964"



## STRATEGIC PLAN TASKS: 2016

TASK	LAB MEMBERS	STAFF	INFORMATION NEEDED	TIMELINE
Mission moment topic	Lucy	MJ		Sept
Set data goals/indicators to inform work	Jon, Kirk	MJ	Current data collected	July
Develop Assembly, Community council and Mayorial topic for future presentations	Jon	MJ	Determine from Schuute possibilities, TBD priority community councils	August
One sheet talking points to use with community councils	Lucy	Sherri, Annie Reeves	Work with staff to include priorities	August
Review budget	David	MJ	Priorites from staff	June and July
Rotate LAB meeting locations		MJ		Ongoing
Review policies	Lucy, Lupe	MJ	Present a new policy each month to LAB, including staff recommendations for update	September
Increase communication with other Friends/Foundation leading to a unified voice	David, Lucy		Strategic plans for each group, including Library's short and long term plans	
Locate a student member	Tanya			August
Recruit ad hoc JBER member	Nancy		MJ for coordination	
Presentation to Assembly for Long Range plan		MJ	Guidance Chris Schutte	Late summer
Review Municipal code for LAB duties and description, including a rewrite	Cristy, Lupe	MJ	MJ coordination	
Succession for Board	All Board submit total of 5 names and discuss responsibilities with prospective member		Process of citizen placement on Advisory Board from city website	August
Develop Long Range Plan communication strategy	?	MJ/Chris Schutte		Oct planning for Jan implementation



Municipality of Anchorage  
Library Advisory Board Agenda  
Z.J. Loussac Library  
Alden Todd Board Room  
April 18, 2018  
5:30 p.m.

1. Call to Order

2. Roll Call

	Barbara Jacobs		David Levy, Chair
E	Lupe Marroquin		Nancy Hemsath
	Cristy A. Willer, Secretary		Jonathan Bittner
	Viktoriya Chilcote		Lo Crawford
			Quincy Taylor, Teen Representative

1. Person (s) to be Heard

2. Mission Moment:

- a. Misty Rose Nesvick, Community Relations Coordinator
- b. Kristie Nelson, Virtual Librarian

3. Consent Agenda

- a. April 18, 2018 Agenda
- b. March 21, 2018 Minutes

4. Discussion/Action Items

- a. Outcome of Proposition 7 and next steps - Discussion
- b. Approach to LAB Strategic Plan - Discussion
- c. Director's Report

5. Comments/Discussion

6. Potential Agenda Items for Next Meeting, May 16, 2018

This meeting will be a two hour meeting.

7. Adjournment



**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: March 21, 2018	Location: Loussac Library
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Board Members				Staff
X	David Levy, Chair	X	Jonathan Bittner (5:45)	Mary Jo Torgeson, Director
X	Nancy Hemsath, Vice Chair	X	Lourdes Linato-Crawford	
X	Cristy A. Willer, Secretary	X	Quincy Taylor, Teen Rep	
X	Barbara Jacobs	X	Viktoriya Chilcote	<b>Guests</b>
	Lupe Marroquin			Sarah McBryde, Job Lab

Topic	Information / Findings / Conclusions / Recommendations	
Call to Order	5:35 p.m.	
Person to be heard	None.	
Mission Moment	Sarah McBride, Americorp Vista volunteer, described her work at the Mt. View and Muldoon branches for the last 1½ years, working on Job Lab, DOL & 9Star partnership, SCF, Code for America. Total volunteer hours over 1,000 since June.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved as amended to add “Facilitator training” to Discussion (Lo/Nancy).</li> <li>Minutes of 2.21 approved as amended to include Executive Session in Mission Moment and change Ms. Chilcote’s position to “Language Interpreter” (Lo/Barb).</li> </ul>	
Discussion/ Action Items	Discussion	Action
	<ol style="list-style-type: none"> <li><u>Service Animal Policy</u> (attached).</li> <li><u>Rising to the Challenge Aspen Institute Executive Summary</u>. Focus groups to begin strategic planning will start in May.</li> <li><u>Foundation, Friends and LAB joint meeting</u>. Will occur in Sept or Oct.</li> <li><u>Director’s Report</u> (attached). Discussion: flooded Alaska Room may be repurposed as event area; Quincy will help find Teen Rep replacement (though filling her shoes will be difficult); Board urged to “like” Library on FB; need for tax or other new revenue stream; still vetting potential Board members.</li> <li><u>Facilitator Training</u> (scope of work attached). 2-day training (4/4-5) for APL staff on leadership.</li> </ol>	<ol style="list-style-type: none"> <li>Vote tabled until it can be reviewed by city ADA Coordinator.</li> <li>None.</li> <li>David &amp; Nancy will follow up.</li> <li>David &amp; Jon will talk to Assembly and Mayor re: needing a new revenue stream.</li> <li>None.</li> </ol>
Comments	Viktoriya initiated a discussion regarding the Library’s interest in Native languages, organizing their collection, participating in a conference, partnering with Native organizations, e.g. Heritage Center.	
Adjournment	Meeting adjourned at 7:10 (Viktoriya/Lo).	
Next Meeting	April 18, 2018 at Loussac Library. Potential Mission Moment: Kristie Nelsen, Virtual Librarian; Misty Rose Nesvick, Public Relations Coordinator.	



## LIBRARY DIRECTOR'S REPORT

### March, 2018

#### Loussac Building Updates:

- Loussac stairs open; tile brackets will be installed on tile and then shipped to Anchorage for some future 2018 installation.
- Creating sign standards and updating all signage at Loussac and eventually branches.
- Working on a business plan for the Alaska Wing as a space for event rentals and programs.
- Met with Rasmuson Foundation and Mayor on Phase2 of Loussac renovation. All parties agree that now is not a favorable time to do a large-scale renovation. Rasmuson wants to see us reduce our footprint at Loussac and use extra spaces like AK Wing and 4<sup>th</sup> floor for income-generation. They have asked for a list of our priorities for Loussac capital projects—we hope this signals their openness to doing some smaller projects in lieu of the full renovation.

#### Grants

- Project Build: Aimed at elementary school age children, this \$10K grant will be focus on STEM programs. We are in preliminary planning stages, one of our staff members is in Denver receiving training for this grant. We hope to partner with selected AK Native groups to promote additional learning opportunities.  
<http://www.starnetlibraries.org/portfolio-items/project-build/>
- Growing Alaska Through Business Startups: We applied for a \$49K grant with seven other AK public libraries, Alaska Small Business Development Center, Small Business Administration and UAA with a focus to promote Library's role in communities to help grow business. We will find out in May if we will be funded.
- Social Worker in the Library: We have about \$15K left to provide a Masters Level Supervisor. The position would monitor students, train staff, represent the library at social service meetings and work with the public.

#### Staffing:

- We hired a great trainer, Cheryl Gould, to work with our staff/Board Member to develop facilitation skills, which will be used to gather information from groups around the borough about issues in their community. The training was excellent and is the first step in our strategic planning process.
- Staff Day April 25. We will be closed and bring all staff together for in-house training including: Code of Conduct.

#### Branches:

##### **Muldoon:**

- We are in the process of installing a drive up book drop for a spring launch.
- While visits to the branch was down, circulation was up 58%
- Conducted their first Jobs workshop on resumes, in partnership with the Muldoon job center.
- Providence Pediatric Unit Dr. Seuss Party: Thanks to a referral by Nate Howes, Kristin was asked to attend a party for the siblings and family of patients at the NICU and PEDS & PICU. She gave a rebus style read aloud of *Green Eggs and Ham*, and led a rousing round of the Happy Birthday song in Theo's honor. She left Muldoon Library Calendars and invited folks to visit her at Muldoon or their own neighborhood library. It was a great APL marketing opportunity

##### **Eagle River:**

Increase in circulation of materials, March 2017 (11,612 items) to March 2018 (20,145 items):  
**73.5%.L**



- Branch Manager made the rounds of community councils to talk about Prop 7 and what it means for the library. This community tends to be very fiscally conservative, but also supportive of the library

#### **Girdwood:**

- GD had their first Spanish Bilingual Storytime and it was very well received and well attended.
- When comparing March 2017 to 2018, circulation increased by 27%; visits by 9% and program attendance by 20%

#### **Mountain View:**

- Circulation has increased by 92% in the last 5 months due to creating community centered displays, weeding and utilizing "Select a Purchase" on our website
- Chad Carpenter presented at Tundra Vision. We had around 88 people attend this event. He also gave everyone a sneak preview of his new movie: Sudsy Slim Rides Again: <https://www.youtube.com/watch?v=v6GsRW8iDX0&feature=youtu.be>
- We had the group leader for the Mountain View Neighborhood's Alcoholic's Anonymous stop by looking for new space. We had a wonderful talk and look forward to creating a program that meets the needs of our community, but we are on hold with program until we can get our movable partitions.

#### Collection Management Services

- Staff has been working on a new contract with a book vendor which takes an incredible amount of time, especially due to our new SAP software.

#### Community Relations/Foundation/Friends

- Beyond the Stacks raised around \$50K. Bidding seemed lower and it was nice to be in a new location.
- MOA Internal Audit: MOA did an audit of Library donation procedures in fall 2017 and made several recommendations for improvements. We have now implemented all of their recommendations, including signing Memorandums of Agreement with the Friends and Foundation.
- Downtown Library: no new updates—still waiting to hear back from some developers. Created a survey that we will send out in May to get more feedback on how people would use a downtown library.

#### Youth Services

##### ***Teens***

- Regular teen events that continued: teen game time, teen tech time, senshi teens, teen writing society (with volunteer help), teen underground task force, volunteens (Jon Ebron)
- FAFSA sign up night – partnered with ACPE (Jon Ebron)
- March Madness – month long passive contest where teens voted to decide the best YA book series. Maze Runner by James Dashner won (Jon Ebron)
- HEART (sex ed) – a healthy relationships and sex ed class conducted by a Health professional as part of a muni grant. 5 weeks of classes attended by 10 teens. (Jon Ebron)
- Teen Makerspace – During spring break, a week of teen centric crafts and makerspace activities. (Jon Ebron)
- Branden Kiely author visit (cross over adult program. Award winning YA author who talked to our Teen Writing Society and did an author talk for the public. (Elizabeth Nicolai & Jon Ebron)

##### ***Children:***

- Dr. Seuss Birthday/Alaska Literacy Day.
- UAA Astrophysicist Travis Rector held a talk on the solar system for all ages.



- Youth Art Week over spring break, four days of art attracted 227 people total, an average 57 a day!
- Staff attended a NASA @ My Library workshop for participants and we got a better idea about how to incorporate space science and citizen science into programs for all ages.. This relationship has opened up the door for a donation of \$10K from the Space Science Institute for STEM related materials and activities for youth from grades 2-5.
- Taught a class for homeschoolers on library resources (Elizabeth Nicolai)

### ***Outreach***

- Outreach to Romig Middle School (Jon Ebron)
- AKLA presentation on Sensory storytime by Linda Klein and Kelsey Skrobis
- Elizabeth Nicolai spoke on the summer reading panel at AKLA, spoke on the panel about Alaska Books for Alaska Kids, and presented with Ann Morgester about the school/library card project.
- Elizabeth and Jon spoke on the censorship panel at AKLA
- Sensory storytime was taken to a special ed preschool class at Gladys Wood Elementary (Kelsey Skrobis, Linda Klein)
- Tour groups of girls ages 11-12 visited the library
- AKLA conference attendance: Elizabeth Nicolai, Kelsey Skrobis

### ***Ready to Read Resource Center***

- Dr. Seuss's Birthday/ Read Across America event, Spoke with 30 grown-ups and their 32 kids about the RRRC early literacy kits
- Best Beginnings/ Imagination Library statewide conference, spoke to Imagination Library partners about early literacy. With 19 evaluations received, 68% indicated that their knowledge of early literacy improved and 95% rated the presentation as "high" or "very high"
- Baby Fair, sponsored by the Alaska Birth Collective: Had a table at the University Center and spoke to over 200 caregivers and expecting parents about RRRC kits and early literacy

### **Adult Services**

- AKLA was a success! Of particular interest was the preconference on helping and communicating with patrons experiencing homelessness and/or mental illness.
- 44 programs in March 2018, with 619 participants. In March 2017 we had 29 programs with 394 participants. The average attendance is about the same but we now have more partners and programmatic space.

### **Patron Services:**

- Patron Services prepared for and implemented responding to audio alarms from the security gates. They created signs on the self check out machines that better directed patrons on how to use them. As patrons have brought items that have set off the security alarms staff have fixed RFID tags and instructed patrons on how to better use the self check out machines.
- Patron Services also changed their holds configuration and process to use regular thermal paper instead of sticky paper to reduce costs for their department.
- We have been in contact with Passport Services and will institute this new service this summer

### **Technology:**

- Digital displays were created and installed.
- Telephone system main menu changes on 2975, now there are voicemail options for Patron Services and Adult Services lines.
- We are exploring options for server replacement, potentially with a contracted vendor.



Municipality of Anchorage  
Library Advisory Board Agenda  
Gerrish Girdwood Community Room  
June 20, 2018  
6:00 p.m.

1. Call to Order

2. Roll Call

	Barbara Jacobs		David Levy, Chair
	Lupe Marroquin		Nancy Hemsath
	Cristy A. Willer, Secretary		Jonathan Bittner
	Viktoriya Chilcote		Lo Crawford

1. Person (s) to be Heard

2. Mission Moment:

- a. Misty Nesvick, Community Relations Manager
- b. Claire Agni, Branch Manager

3. Consent Agenda

- a. June 20, 2018 Agenda
- b. March 21, 2018 Minutes (no quorum for April meeting)

4. Discussion/Action Items

- a. Director's Report
- b. Computer and Internet Policy
- c. Budget Preliminary Discussion
- d. Review of Strategic Plans
- e. Cook Inlet Historical Society letter

5. Comments/Discussion

6. Next Meeting, since we missed April meeting, will be July 18 meeting at Loussac Board Room. August 15 meeting at Chugiak-Eagle River Library.

7. Adjournment



**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: March 21, 2018	Location: Loussac Library
----------------------	---------------------------

Board Members				Staff
X	David Levy, Chair	X	Jonathan Bittner (5:45)	Mary Jo Torgeson, Director
X	Nancy Hemsath, Vice Chair	X	Lourdes Linato-Crawford	
X	Cristy A. Willer, Secretary	X	Quincy Taylor, Teen Rep	
X	Barbara Jacobs	X	Viktoriya Chilcote	<b>Guests</b>
	Lupe Marroquin			Sarah McBryde, Job Lab

Topic	Information / Findings / Conclusions / Recommendations	
Call to Order	5:35 p.m.	
Person to be heard	None.	
Mission Moment	Sarah McBride, Americorp Vista volunteer, described her work at the Mt. View and Muldoon branches for the last 1½ years, working on Job Lab, DOL & 9Star partnership, SCF, Code for America. Total volunteer hours over 1,000 since June.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved as amended to add "Facilitator training" to Discussion (Lo/Nancy).</li> <li>Minutes of 2.21 approved as amended to include Executive Session in Mission Moment and change Ms. Chilcote's position to "Language Interpreter" (Lo/Barb).</li> </ul>	
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Comments	Viktoriya initiated a discussion regarding the Library's interest in Native languages, organizing their collection, participating in a conference, partnering with Native organizations, e.g. Heritage Center.	
Adjournment	Meeting adjourned at 7:10 (Viktoriya/Lo).	
Next Meeting	April 18, 2018 at Loussac Library. Potential Mission Moment: Kristie Nelsen, Virtual Librarian; Misty Rose Nesvick, Public Relations Coordinator.	



## LIBRARY DIRECTOR'S REPORT April-May, 2018

### Library Long Term Planning:

- **Loussac Library:**
  - Alaska Collection: we'll do a survey and outreach over the summer and a summit in August to figure out the purpose and future of the Collection. Working on a business plan to market the Alaska Wing as a rental space.
  - **3<sup>rd</sup> Floor furniture:** We plan to move our computers into the newer area on the 3<sup>rd</sup> floor and Clare Ross is working with an architect and staff to also move the 3<sup>rd</sup> floor service desk. The purpose of the move is to improve sight lines and prepare for a future move of the AK collection. This will require the creation of a new desk configuration and furniture. All the computers will be in one area and should be much easier to monitor. The money is coming from the last of the Foundation's Loussac fundraising.
  - **Signage:** a team is developing signage standards and will finalize additional signs, now that we know how people are using the building.
- **Strategic/Community Plan:** formed committee and we will start planning for focus groups and survey in August and September.
- **Website:** conducted user testing for the new website with about 15 patrons and staff of varying tech skill levels. It has helped us discover a few areas for improvement and we will use info to make some small tweaks to terminology, etc. Overall, the public loves our new website

### Staffing:

- Hired and onboarded three VISTA summer associates, one for Loussac (Maureen Jackson), one for Eagle River (Rebecca Stamper), and one for Mountain View (Megan Walatka).
- We held a Staff day in April, where staff learned about better strategies to deal with people that have multiple challenges. In addition, staff gave us some input on strategic planning. This was another staff led Staff day and the staff committee did a wonderful job.
- We are facing retirement of several long term employees, Doug McCallister, AK Room Librarian, and Greg Hill, a long time Patron Services employee.
- We have two Library summer interns, who have either finished their masters or in the last quarter. One will focus on community assessment and the other will help us with our business grant, that was just awarded.
- The Foundation applied for a summer intern with First Alaska Institute, who will help assess improved pathways of bringing younger children and their parents into the library. The intern will be working with Kristin Nevin from Muldoon, Clare on fundraising and Loussac YS staff.

### Branches:

#### **Muldoon:**

- YS Librarian Kristin continues to bring in capacity crowds for MD's youth services programs and for special events, with attendance increasing by 85% over 2017.
- May had Kristin out and about drumming up excitement for Summer Discovery 2018. *Muldoon Library DOES ROCK!* We also had over 200 students, teachers, and parent chaperones visit our library for an end of the year field trip/tour/storytime/Summer Discovery promo
- Muldoon Job Lab has had poor attendance and will hold them monthly, combine tech Saturdays with skills that fall under a more regular Job Lab.

#### **Eagle River:**

- For the 5<sup>th</sup> year in a row, the 20 LDS members came to clean the branch, including shelves, computer workstations and the kids' area, and vacuumed the upholstery.



- Nancy Clark has been featuring library resources and programs in a monthly column in The ECHO, an Eagle River community publication. It's not unusual for patrons to mention the articles when they come in to the library, and there is a rack for The ECHO right outside the library doors.
- There has been an increase in problematic encounters with members of the public in the ERTC, one resulting in a broken door when it was kicked. Staff are concerned about overall need for increased security.

#### **Mountain View:**

- The first ever Mountain View Social Service Fair went off with a success (128 attending). We saw a good number of people come to make contact and find information. We were also covered by Channel 2 News.
- This month saw the final Tundra Vision program for the season. We had representatives from the Native Youth Olympics come to speak and demonstrate some of the events. Many attendees also were able to participate and commented on how much they loved the interactivity of this program.
- Our programs provide a perfect opportunity for people to activate a yearning to learn more. While we had Tundra Vision going, an adult participant tried a variety of Native Youth Olympic events and told Katie Ringsmuth about his experience saying, "If this had never been here I would have never been able to try these things out. Now I want to make it to the actual NYO event this weekend and watch. I want to get involved with it next year."

#### **Girdwood:**

- April at the Gerrish Library is Gardening Month, and we had 2 adult gardening programs (32 attendees), 1 youth gardening program (41 attendees), and our annual seed exchange. We partnered with Neighborworks Alaska by showing the film, *Seed: The Untold Story*, we were committed to providing non-GMO seeds. We ended up giving away 633 packets of seeds. We were very happy with Gardening Month this year and are already looking forward to next year!
- Program attendance up by 24%; visits down by 15% over 2017.
- Sweet little Wyatt, a preschooler who comes to Family Storytime, came in one afternoon and wanted to show a book he made with his family. It was a book with no words in it, but it was beautifully illustrated with watercolors (he was inspired after he came to our watercolor program) and construction paper cutouts. He read the book, and his caretaker thanked staff for being such an inspiration to Wyatt and his family.

#### Community Relations/Foundation/Friends

- **Library Foundation:** passed revised budget to give \$5500 for marketing through end of year + \$8000 for strategic plan consulting and funds to purchasing remaining signage and furniture for Loussac. We will host a donor reception on 6/26 to christen the donor wall that was finally installed in late May. Conducted new member orientation for Chris Vaughan and Kenrick Mock, our newest board members.
- **Social Worker in the Library:** just about there! Didn't get funding from Providence, but we whittled down the budget and will use some existing Library labor funds to fill the gap. Working to get the money to MOA, finalize the position description. We hope to hire in late summer.
- **Mountain View:** applied for a grant to Wells Fargo to make improvements to the teen area in the back of the library
- Applied for a grant to Lowe's for furniture to move computers to main area of 3<sup>rd</sup> floor.
- Clare Ross is working with staff on a Foundation supported signage and furniture order.
- APL, along with seven other libraries across the state, applied for an interlibrary cooperative grant through the State Library and was awarded the grant, "Growing Alaska Through Small Business". The purpose of the grant is to align us with other agencies, learn more about the business needs in the community, and train the community on what the library has to offer.



### Collection Management Services

- A new selector has been hired and will start in late June
- We are starting to track metrics and now are able to track the amount of materials being sent out of Technical Services

### Youth Services

- Reading Rendezvous – our biggest year ever with 45 community booths and 3,100 people attending!
- Drag Queen Storytime! – We had two of them, with no incident on the first and Pastor David interrupting the second one during Pride Week. We have had nothing but support from the community and even had to turn away due to room constraints.
- Little Women Book Discussion in partnership with Adult Services and PBS.
- Even though this year we were not able to attend one of our largest annual school outreaches, we did more outreach and reached more people in 2018. We increased our outreach by over double the number of people we talked to!
- Popular Programs: Books on the bus was packed with three buses of people; Dinosaur storytime with HUGE Spike T Rex and 700 people.
- Elizabeth Nicolai taught an Olé class (continuing education for seniors and retired people) on "Children's Literature for Grandparents and the Young at Heart". One class review, *"I got so much more than I expected. I thought I would get a few recommendations, but instead I got a whole new perspective."*
- Linda Klein was elected to the 2020 Caldecott Committee! This is very prestigious nationally.
- Anchorage Public Library was selected as one of six libraries nationally to participate in Project Build. We will receive up to \$10,000 to cover the cost of these activities. Project is to be completed by December 31, 2019. This initiative has four parts:
  - Host a community dialogue with community members to gather information on providing STEM learning in the library to underserved/underrepresented populations
  - Provide a minimum of four programs with ASCE engineers for youth in grades 2-5 around STEM, particularly engineering. Four additional programs are required for 2019.
  - Create circulating STEM kits
  - Provide a Ready Set Create station (we hope to have one in every branch) where school age children can explore STEM activities.
- Anchorage Public Library was selected to receive a workplace breastfeeding support grant from the state of Alaska department of health and human services. We will use it to update the staff area lactation room and to create a breastfeeding space for the public.

### Ready To Read Resource Center

- Spoke with approximately 200 caregivers about the early literacy kits and the 1,000 Books Before Kindergarten program
- Presented session at the Small Library Institute of Management (SLIM) on early literacy for library directors via the OWL network, May 23
- Outreach and training including Thread Training, APHEA Homeschool Convention, Kids Corp Family Literacy Night, IDEA Homeschool Curriculum Fair and Anchorage Imagination Library Family engagement.

### Adult Services

- AK Collection: Organization of the Alaska Collection to the 3<sup>rd</sup> floor non-fiction area continues with accessibility and accuracy of shelving improving greatly. More regular users are finding their way there and are commenting positively on the collection. We have pulled all the frozen materials,



weeded and will soon send the final materials for salvaging. The work has not yet started on flooring, ceiling repairs and demolition of built in furniture.

- For National Library Week our own Sarah Preskitt gave a wonderful radio interview promoting Anchorage Public Libraries.
- The weekly job labs set up and assisted by Adult Services continues to be a success with approximately 10-15 in attendance each session. Some participants report that this program has helped them gain employment A patron came to a desk to thank us for computer assistance the previous week with a job application. She was in the uniform of her new employer and loves it!
- 40 programs in May 2018, with 502 participants. In May 2017 we had 25 programs with 369 participants, a 36% increase in participants!
- Vista Volunteer for the Job Lab, Sarah McBryde, finished her 2<sup>nd</sup> year with us. She has done an incredible job to move along this program.



# ANCHORAGE PUBLIC LIBRARY COMPUTER USE & INTERNET POLICY

## CHECKING OUT OR RESERVING COMPUTERS AND DEVICES:

The Anchorage Public Library offers public computers, electronic devices and internet access at all locations ~~that may be used for electronic communication, database searching, record creation and/or Internet access.~~ Although desktop computers are available at all locations, other devices may not be. ~~Please check with staff if you require a device other than a desktop.~~ If you have a verified library card, you have full privileges to use all of our services without restrictions, otherwise patrons may ask for a guest pass to use our desktop computers.

## APL DESKTOP COMPUTERS:

- One (1) hour continuous use with a library card
- 30 minutes continuous use without a library card
  - Additional time for computer usage may vary by demand.

**PORTABLE DEVICES:** All devices must not leave the building from which they were checked out. Return device to a staff person at the service desk from where it was checked out and wait for a staff person to check in the device before leaving the desk. Devices are due 15 minutes before closing regardless of when they were checked out. Any checkout of portable devices means that the patron accepts full liability for the device.

### • LAPTOPS:

- Checkout available to verified APL Library card holder 18 years or older
- Access subject to availability for two hours and can be extended an additional two hours depending on laptop availability
- ~~A two-hour session per device~~
  - ~~Can check out another for an additional two-hour session depending on availability~~
  - Laptops are due 15 minutes before closing regardless of when they were checked out
- ~~REQUIREMENTS:~~
  - ~~Patrons 18 years and older need to:~~
    - ~~Show a verified APL card, and accept liability for the device~~
- ~~CHECKING IN DEVICES:~~
  - ~~Return device to a staff person at the service desk from where it was checked out. Please wait for the staff person to clear you before you leave the desk.~~
- ~~NOTE: Laptops must not leave the APL library or the security gates for the location from where it was checked out.~~

### • CHROMEBOOKS:

- Checkout available to any verified APL library card holder, regardless of age
- Access subject to availability for two hours with an additional two hour extension, depending on chromebook availability
- ~~A two-hour session per device~~
  - ~~Can check out another Chromebook for an additional two-hour session depending on availability~~
  - Chromebooks are due 15 minutes before closing regardless of when they were checked out
- ~~REQUIREMENTS:~~
  - ~~Show a verified APL card, and~~
  - ~~Accept liability for the device~~
- ~~CHECKING IN DEVICES:~~
  - ~~Return device to a staff person at the service desk from where it was checked out and wait for a staff person to check in the device before leaving the desk. Please wait for the staff person to clear you before you leave the desk.~~
- ~~NOTE: Chromebooks must not leave the APL library or the security gates for the location from where it was checked out.~~

### • iPADS:

- Same usage rules as laptops and Chromebooks
- **PROCEDURE:**
  - Patrons must have a verified account that is not barred or delinquent.



- Users swipe their APL card at the iPad dispenser and enter their PIN.
- Patrons will need to agree to the APL Computer Use Policy on the check-out screen.
- ~~iPads must not leave the building from which they were checked out.~~

## APPROPRIATE COMPUTER AND INTERNET USE:

The Anchorage Public Library (APL) provides public access to the internet in support of its mission and ensures equal access to all. APL's computers are in public areas. Other guests may be involuntarily exposed to what you are viewing. We ask that you remain sensitive to the fact you are working in a public environment shared by people of all ages. If you disrupt other library patrons and/or services, or your behavior is inappropriate for a library setting, we reserve the right to ask you to stop viewing the disruptive material, or to end your session. Please refer to the APL Code of Conduct.

### Acceptable Use

Use of the Library's computers shall be guided by the following principles:

- Respect for the privacy of others.
- Adherence to the legal protection provided by copyright and license to programs and data.
- Consideration for the security and functioning of computers, networks and systems.
- Adherence to APL and MOA policies governing the security and functioning of computers, networks and systems.

### Unacceptable Use

- Any purposes which violate U.S., state or local laws.
- Transmitting threatening, obscene or harassing materials.
- Intentional or unintentional disruption of network users, services or equipment, harm to other computer systems including excessive bandwidth utilization.
- Tampering with computer or network security.
- Disconnecting library equipment, including monitors, network cables and electrical cords.
- Making unauthorized entry into any systems accessible via Library computers.
- Failing to follow library policies, including: signing up for an internet computer; failing to log in using your own library card number or guest card number, paying for printing and following time limits.
- Developing and/or propagating programs that harass other users or cause harm to other computer systems.
- Copying, file sharing, downloading or distributing commercial software or other works or materials (i.e. music, movies, etc) that violates copyright laws.
- Accessing or loading pornographic, obscene, or sexually explicit material.
- Other uses deemed inappropriate at the discretion of APL management.

Unacceptable uses by patrons of all ages include, but are not limited to:

- ~~Failing to sign up for an internet computer; failing to log in using your own library card number or guest card number.~~
- ~~Failing to comply with time limits.~~
- ~~Failing to pay for printing.~~
- ~~Refusing or ignoring staff's request to give up a computer.~~
- ~~Hacking into the library computer system or any other computer system.~~
- ~~Mishandling, damaging, or attempting to damage or interfere with computer equipment or software; tampering with computer settings.~~
  - ~~Tampering with the library hardware or attempting to disable security software will result in the loss of library computer privileges.~~
- ~~Violating copyright laws and software licensing agreements or the policies of individual websites that you view.~~

### Response to Unacceptable Use

- Illegal activities or activities that interfere with or disrupt the network, users, services, or equipment are prohibited and not protected by the library's privacy policy.
- We do not routinely monitor public computers but reserve the right to do so when a violation of this policy or illegal activity is suspected.
- Illegal acts involving the APL computers may be subject to prosecution by local, state or federal authorities.



- Staff is authorized to take immediate action to protect the security of computers and the network and to enforce all computer/Internet/Wi-Fi rules.
  - This includes confiscating any removable media, requiring a user to leave a computer or the premises, and contacting law enforcement.

## INTERNET SAFETY POLICY

The Internet provides access to a wealth of information far beyond our physical collection. Much of the information can be valuable and enlightening; however, some materials are unreliable, personally offensive, or illegal. APL cannot police a global network. As such, each individual user must be responsible for their own activities on the Internet and for the activities of any minor children they are responsible for. APL does not provide monitor privacy-screens and no expectation of privacy is guaranteed. ~~Monitoring a minor's access to APL's wireless network is solely the responsibility of the child's parent, guardian, or caregiver.~~

~~Anyone age 18 or older (proof of age may be required) may choose to have an unfiltered computer session.~~

All public access computers are filtered. You may opt for an unfiltered session if you agree to the library's regulations and are over 18. Persons requesting unfiltered sessions are responsible for preventing access by anyone 17 or younger

~~We reserve the right to intervene when activities on a library or personal device cause a disruption to library users or a complaint is received. Please refer to the APL Code of Conduct.~~

Internet access is subject to federal, state, and municipal laws as well as APL policies and procedures. Misuse includes but is not limited to:

- Viewing material that violates federal, state or local laws or regulations, including those regarding accessing, viewing, printing and distributing obscenity or child pornography.
- ~~Uses that violate the law or encourage others to violate the law.~~
- ~~Displaying pornography or any other content found to be harassing, disturbing, or offensive to others is not allowed.~~
- ~~Transmitting offensive or harassing messages.~~
- Offering for sale or use any substance the possession or use of which is prohibited by law.
- Downloading or transmitting confidential, trade secret information, or copyrighted materials.
- Patrons are expected to use APL computing devices and/or wireless access in a responsible and courteous manner.
  - Engaging in any activity that is deliberately offensive or creates an intimidating or hostile environment is prohibited.
  - Desktop computers are in public areas and APL does not guarantee privacy.
  - Displaying or printing materials that violate the Municipality of Anchorage policy on sexual harassment are prohibited.
  - It is a violation of federal law to knowingly receive visual depictions of minors engaged in sexually explicit conduct.
    - Anyone who does so is subject to federal criminal prosecution under the *Protection of Children against Sexual Exploitation Act of 1977 (18 USC 2252)*.
- Failure to comply with all laws, policies, and procedures may result in loss of computer privileges, library privileges, or prosecution in some cases.

## CONFIDENTIALITY AND PRIVACY

- When a computer session ends, all information about that session is ordinarily deleted. APL erases all patron use records except those essential for library business operations.
  - APL does not retrieve any information including websites visited, passwords, credit card numbers, or any other information a patron has entered.
  - APL will release records, including those relating to Internet usage, only as required by law.

## CHILDREN AND THE INTERNET

- To comply with federal regulations, all public access computers at APL are filtered.
  - Anyone age 18 or older (proof of age may be required) may choose to have an unfiltered computer session.
- Although filtering software aims to block access to objectionable sites, it cannot block all objectionable sites and it sometimes blocks useful sites.
- APL upholds and affirms the right and responsibility of parents, guardians, or caregivers to determine and monitor their children's use of library materials and resources including the Internet.



- Library staff is available to help identify and locate resources to help parents, guardians, and caregivers oversee their children's use of the Internet.

#### MUNICIPALITY OF ANCHORAGE AND APL'S ROLE

- Staff is available to provide assistance identifying sites and to help with issues specific to the library's procedures, e.g., how to print or reserve a computer.
  - Staff will provide this assistance as time allows.
- The Municipality of Anchorage, APL, and their Internet service providers do not control and are not responsible for Internet content.
- ~~Users are responsible for complying with copyright law, licensing agreements, and the policies of the individual websites accessed.~~

#### WIRELESS NETWORK ACCESS

APL offers wireless Internet access in all its libraries. By using our free wireless service (Wi-Fi), you agree to abide by the library's Internet use policy and APL Code of Conduct.

- The library's wireless network is public and not secure. Use of APL Wi-Fi is entirely at the risk of the user.
  - By choosing to connect to APL Wi-Fi, you signify understanding that there are risks associated with use (e.g., sensitive personal information being compromised and/or potential damages to your hardware or software caused by electric surges, security issues, or consequences caused by viruses or hacking).
  - APL disclaims all liability for loss of confidential information or damages resulting from intentional use of APL Wi-Fi.
- Library staff can provide general information for connecting your device to the wireless network, but cannot troubleshoot problems related to your wireless device or assist in making changes to your device's network settings and/or hardware configuration.
  - The library cannot guarantee that your device will work with the library's wireless access points.

*Recommended for approval by the Library Advisory Board and approved by Mary Jo Torgeson, Library Director. May 5, 2017.*



# ANCHORAGE PUBLIC LIBRARY

## COMPUTER USE & INTERNET POLICY

### CHECKING OUT OR RESERVING COMPUTERS AND DEVICES:

The Anchorage Public Library offers public computers, electronic devices and internet access at all locations. If you have a verified library card, you have full privileges to use our services without restrictions, otherwise patrons may ask for a guest pass to use our desktop computers.

#### APL DESKTOP COMPUTERS:

- One (1) hour continuous use with a library card
- 30 minutes continuous use without a library card
  - Additional time for computer usage may vary by demand.

**PORTABLE DEVICES:** Devices must not leave the building/ Return device to a staff person at the service desk from where it was checked out and wait for a staff person to check in the device before leaving the desk. Devices are due 15 minutes before closing. Any checkout of portable devices means that the patron accepts full liability for the device.

- **LAPTOPS:**
  - Checkout available to verified APL Library card holder 18 years or older
  - Access subject to availability for two hours and can be extended an additional two hours depending on laptop availability
- **CHROMEBOOKS:**
  - Checkout available to any verified APL library card holder, regardless of age
  - Access subject to availability for two hours with an additional two hour extension, depending on chromebook availability
- **iPADS:**
  - Same usage rules as laptops and Chromebooks
  - **PROCEDURE:**
    - Patrons must have a verified account that is not barred or delinquent.
    - Users swipe their APL card at the iPad dispenser and enter their PIN.
    - Patrons will need to agree to the APL Computer Use Policy on the check-out screen.

### APPROPRIATE COMPUTER AND INTERNET USE:

The Anchorage Public Library (APL) provides public access to the internet in support of its mission and ensures equal access to all. APL's computers are in public areas. Other guests may be involuntarily exposed to what you are viewing. We ask that you remain sensitive to the fact you are working in a public environment shared by people of all ages. If you disrupt other library patrons and/or services, or your behavior is inappropriate for a library setting, we reserve the right to ask you to stop viewing the disruptive material, or to end your session. Please refer to the APL Code of Conduct.

#### Acceptable Use

Use of the Library's computers shall be guided by the following principles:

- Respect for the privacy of others.
- Adherence to the legal protection provided by copyright and license to programs and data.
- Consideration for the security and functioning of computers, networks and systems.
- Adherence to APL and MOA policies governing the security and functioning of computers, networks and systems.

#### Unacceptable Use

- Any activity which violates U.S., state or local laws.
- Transmitting threatening, obscene or harassing materials.
- Intentional or unintentional disruption of network users, services or equipment, harm to other computer systems including excessive bandwidth utilization.
- Tampering with computer or network security.
- Disconnecting library equipment, including monitors, network cables and electrical cords.
- Making unauthorized entry into any systems accessible via Library computers.



- Failing to follow library policies, including: signing up for an internet computer; failing to log in using your own library card number or guest card number, paying for printing and following time limits.
- Developing and/or propagating programs that harass other users or cause harm to other computer systems.
- Copying, file sharing, downloading or distributing commercial software or other works or materials (i.e. music, movies, etc) that violates copyright laws.
- Accessing or loading pornographic, obscene, or sexually explicit material.
- Other uses deemed inappropriate at the discretion of APL management.
- Downloading or transmitting confidential, trade secret information, or copyrighted materials.
- Patrons are expected to use APL computing devices and/or wireless access in a responsible and courteous manner.
  - Engaging in any activity that is deliberately offensive or creates an intimidating or hostile environment is prohibited.
  - Displaying or printing materials that violate the Municipality of Anchorage policy on sexual harassment are prohibited.
  - It is a violation of federal law to knowingly receive visual depictions of minors engaged in sexually explicit conduct.
    - Anyone who does so is subject to federal criminal prosecution under the *Protection of Children against Sexual Exploitation Act of 1977 (18 USC 2252)*.

#### RESPONSE TO VIOLATIONS

- Illegal activities or activities that interfere with or disrupt the network, users, services, or equipment are prohibited and not protected by the library's privacy policy.
- We do not routinely monitor public computers but reserve the right to do so when a violation of this policy or illegal activity is suspected.
- Staff is authorized to take immediate action to protect the security of computers and the network and to enforce all computer/Internet/Wi-Fi rules.
  - This includes confiscating any removable media, requiring a user to leave a computer or the premises, and contacting law enforcement.
- Failure to comply with all laws, policies, and procedures may result in loss of computer privileges, library privileges, or prosecution in some cases.

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  - Library staff is available to help identify and locate resources to help parents, guardians, and caregivers oversee their children's use of the Internet.

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  - By choosing to connect to APL Wi-Fi, you signify understanding that there are risks associated with use (e.g., sensitive personal information being compromised and/or potential damages to your hardware or software caused by electric surges, security issues, or consequences caused by viruses or hacking).
  - APL disclaims all liability for loss of confidential information or damages resulting from intentional use of APL Wi-Fi.
- Library staff can provide general information for connecting your device to the wireless network, but cannot troubleshoot problems related to your wireless device or assist in making changes to your device's network settings and/or hardware configuration.
  - The library cannot guarantee that your device will work with the library's wireless access points.

*Recommended for approval by the Library Advisory Board and approved by Mary Jo Torgeson, Library Director.  
June 20, 2018*



## **Anchorage Public Library 2019-2021 Strategic Plan**

### **Purpose & Goal of Strategic Plan**

Since the Library Community Plan of 2009, the Library has done a remarkable job of carrying out the plan recommendations and has transformed itself into a community hub for education, exploration and self-improvement. However, since the plan was released, the Library's budget and staffing levels have decreased. We've reached a point where we've spread ourselves too thin and are trying to be all things to all people. We provide a lot of important services, but many people in the community don't know what we do and don't understand the Library's role in the technological age.

Our goal is to develop a 3-year strategic plan that is grounded in community input and data so that APL can better understand what our community needs, hone in on several key areas where we can be most effective in serving those needs, and then make sure community members (especially elected officials) have a strong understanding of the Library and value it as an essential community resource. The strategic plan should also help the Library figure out what services and projects to say 'no' to.

### **Output**

The final product will include:

- A 2-3 page strategic plan that contains:
  - Updated mission, vision and values.
  - Three strategic areas of focus (including our goals in these areas and examples of how we will address them).
  - APL core services that contribute to the three areas of focus.
- A short appendix detailing who we talked to and our process for developing the plan.
- A three year work plan and timeline that details how we will implement the strategic plan that can be updated annually by a staff committee.

### **Data Collection Methods**

- Online survey.
- Digital and physical comment boards for ongoing dialog and feedback.
- ~20 community focus groups/round tables.
- Analysis of past Library plans and existing community surveys and reports.



## Timeline

[illegible]



Municipality of Anchorage  
Library Advisory Board Agenda  
Chugiak Eagle River Library  
Aug 18, 2018  
5:30 p.m.

1. Call to Order

2. Roll Call

	Barbara Jacobs		David Levy, Chair
	Lupe Marroquin		Nancy Hemsath
	Cristy A. Willer, Secretary		Jonathan Bittner
	Viktoriya Chilcote		Lo Crawford
	Jamie Lang		

1. Person (s) to be Heard

2. Mission Moment:

- a. Nancy Clark, CE Branch Librarian

3. Consent Agenda

- a. Aug 18, 2018 Agenda
- b. June 20, 2018 Minutes

4. Discussion/Action Items

- a. Eliminating Fines on Children's Materials – Discussion and Vote
- b. Review of Budget
- c. Develop an Advocacy plan discussion and follow up to July Board Meeting
- d. LAB hosting of All Board meeting in September
- e. Discussion of Officers
- f. Downtown Library Correspondence
- g. Director's Report

5. Comments/Discussion

6. Potential Agenda Items for Next Meeting, September 19, 2018 at Muldoon Library

7. Adjournment



**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: June 20, 2018	Location: Gerrish Girdwood Library Community Room
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Board Members				Staff
X	David Levy, Chair	EX	Jonathan Bittner	Mary Jo Torgeson, Director
X	Nancy Hemsath, Vice Chair	X	Lourdes Linato-Crawford	
EX	Cristy A. Willer, Secretary	X	Viktoriya Chilcote	
X	Barbara Jacobs			Guests
X	Lupe Marroquin			

Topic	Information / Findings / Conclusions / Recommendations	
Call to Order	6:00 p.m.	
Person to be heard		
Mission Moment	Misty Nesvick, Community Relations Manager Claire Agni, Gerrish Girdwood Branch Manager Summer Interns were not available.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved as revised to add Cook Inlet Society letter as Discussion item e (Lupe moved, Viktoriya seconded).</li> <li>Minutes of 3.21.2018 approved as amended (Viktoriya moved, Lo seconded).</li> </ul>	
Discussion/ Action Items	Discussion	Action
	1. Director's Report (written report attached) 2. Computer and Internet Policy 3. Budget Preliminary Discussion 4. Review of Strategic Plan 5. Cook Inlet Society letter	1. See attached. 2. See attached. 3. Boost technology & staffing, including custodial. 4. Viktoriya & Misty attended Facilitator training. 5. David & Mary Jo will write a response letter.
Comments	<ul style="list-style-type: none"> <li>Misty gave a great presentation about our steps in Community outreach. Her experience in public relations, and her sharp, and well organized, sensible and fluid insight into present and effective technology, combined with her succinct presentation showed our effective and logical presence in the most used platforms.</li> <li>Claire gave an informative, interesting and exciting presentation about the 10 year life of GG Library. The Community engagement with the many events presented by the library, was inspiring and refreshing. Most notable was their combined community accomplishment of paying their original capital bond in just 5 years.</li> </ul>	
Adjournment	Meeting adjourned at –8:02 Lupe moved, Lo seconded.	
Next Meeting	July 18, 2018 meeting was agreed upon. August 15, 2018 meeting will be held at Chugiak – Eagle River Library	



## WHITE PAPER

### ELIMINATION OF FINES FOR CHILDREN'S MATERIALS AT ANCHORAGE PUBLIC LIBRARY

AUGUST 1, 2018

#### Purpose

In partnership with the Anchorage School District, APL has provided 40,000 children with library cards. While we are promoting children using their public library, we also charge overdue fines, often to the detriment of the use of the library. We should be promoting literacy and making it as easy as possible for children to use their library cards for children's materials without incurring debt. Finally, the library's mission is to encourage use and reduce barriers, NOT to raise revenue.

#### Financial Considerations

- Declining fine revenue as more people use e-materials, loss of over 60% in the last ten years
- Cost of staff time for each cash transaction
- Average amount of revenue received over last four years is \$62K annually on children's cards
- Average of 69% of youth card fines are paid yearly, and 31% are not paid and lost revenue
- We would "forgive" \$94,085 worth of fines currently on children's cards, some of which would never be realized
- Parents would continue to have to pay for lost/damaged materials

#### Social Implications

- Parents reluctant to have children use library because they are concerned of cost of fines or they stop using the library
- Positive customer interaction for both staff and customers; fines cause a negative interaction between staff and public
- Positive feedback from customers
- Children in lower income neighborhoods are impacted the most
- More libraries in the US are eliminating fines on overdue materials
- Libraries in the US that have eliminated fines have seen usage increase
- Reflects APL mission to remove barriers to library borrowing from blocked card privileges due to fines and to provide equitable access to as many patrons as possible
- Small decrease in income is worth an increase in meaningful access. Taxpayers already pay for their library and we should not be looking to make money on the backs of a public that has already paid for the library through their taxes

#### Metrics

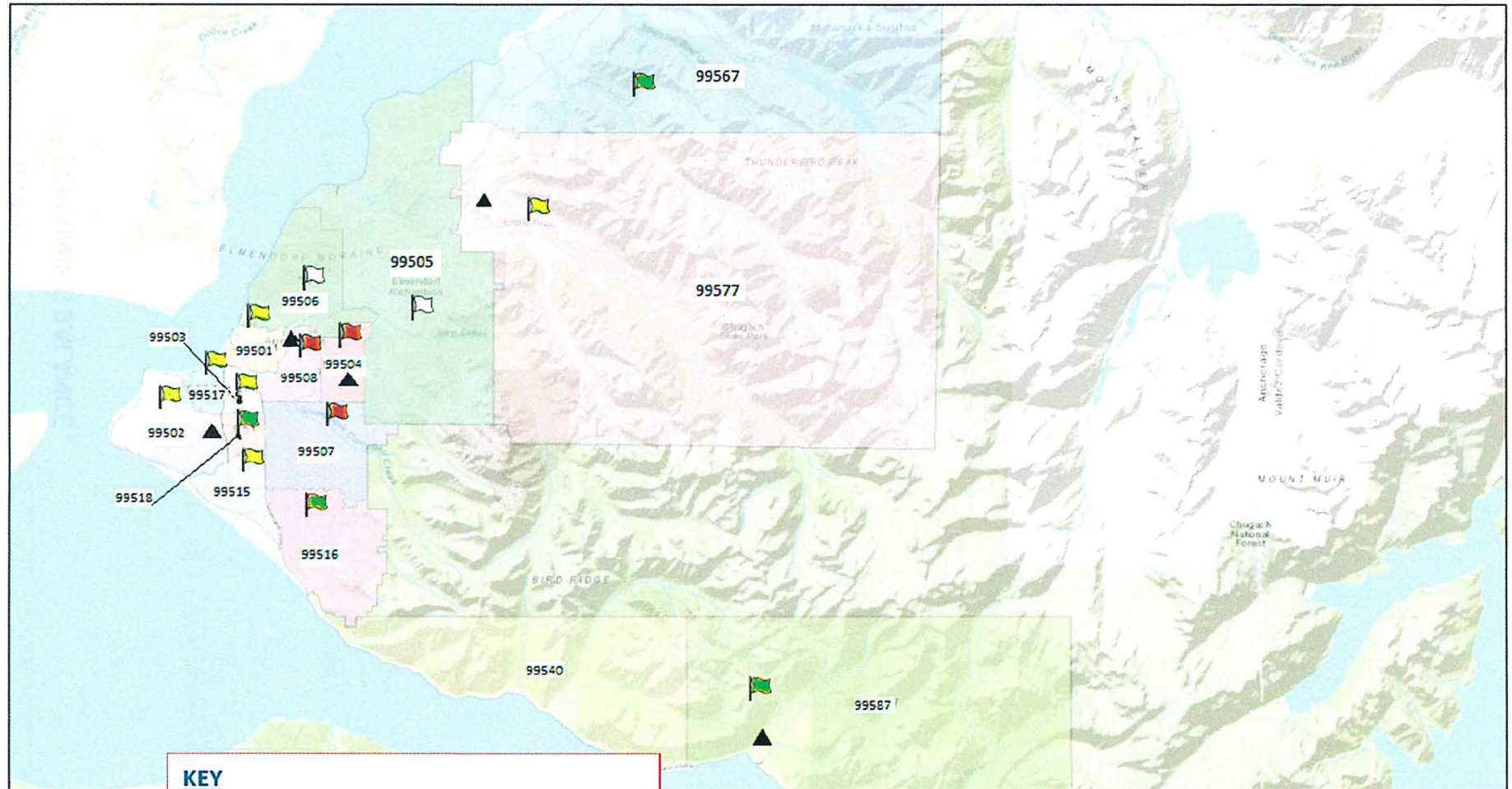
- Currently we have over 3000 children with blocked cards, most of them in lower income neighborhoods
- Impact of .05% reduction of overall \$13M library budget

#### Effectiveness of Fines

- Research does not show any meaningful connections between fines and effective borrowing. In fact, many users stopped using the library when they earned a fine or from fear of getting a fine
- Return rates are roughly the same between libraries with fines and those without








# MOA MapIt!

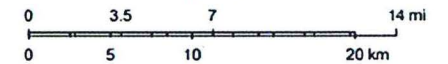


7/3/2018, 2:23:11 PM

## KEY

-  Library locations (5)
-  High risk (over 200 Blocked Juveniles)
-  Moderate risk (100-199 Blocked Juveniles)
-  Below Moderate risk (20-99 Blocked Juveniles)
-  Low risk (below 20 Blocked Juveniles)

1:577,791



MOA, GDIC, Sources: Esri, HERE, Garmin, Intermap, increment P Corp., GEBCO, USGS, FAO, NPS, NRCAN, GeoBase, IGN, Kadaster NL, Ordnance Survey, Esri Japan, METI, Esri China (Hong Kong), swisstopo, © OpenStreetMap contributors, and the GIS User

MOA GDIC

Jamie Young | MOA, Land Records | GDIC, Land Records | MOA, GDIC | GICD | MOA, Planning | GICD | MOA GDIC, Parks and Recreation | MOA GDIC, Parks and Recreation |



Anchorage Library Foundation  
ATTN: Board of Trustees  
PO Box 244714  
Anchorage, AK 99524-4714

Sigrid Brudie, President  
Kim Hays, Vice President  
Deborah Mole, Secretary  
Amanda Keates, Treasurer  
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Susanne Fleek-Green; Karl Kaufman; Shannon Kuhn; Mary Rasmussen;  
Clare Ross; Roe Sturgelewski; Chris Vaughn

Dear Board of Trustees for the Anchorage Library Foundation—

My name is Sandy Harper. I am the owner of the historic 1915 Building/Loussac Building property at the corner of 4<sup>th</sup> and D in downtown Anchorage.

Some of you may already be aware of my passionate interest in having my property chosen as the site of the downtown public library. There are many reasons—both historic and practical—for this site selection and I have decided to mount a campaign to see if other citizens in Anchorage will agree with my position.

I wanted you to be aware of this campaign. To that end, I have enclosed the letter requesting advocacy support for your perusal. I have compiled a list of citizens to whom I wish to send this letter and plan to do so within the next two weeks. I am requesting that, should they agree with my belief that my property makes good sense for the library, they send letters of support addressed to the Board stating their reasons for agreeing with my position. I am also requesting that the campaign supporters send me a copy of their advocacy letter.

I would be most grateful if all the members of the Board would take the time to review these letters of support. I would be happy to provide copies for each Board member of any of the letters I do receive from supporters, if you wish. Please feel free to contact me for copies.

Respectfully,

Sandy Harper  
907-222-1566 (home office- preferred line)  
907-278-5932 (cell phone)  
cyrano@ak.net



Dear \_\_\_\_\_,

**This is a request for your advocacy in support of the property at 4<sup>th</sup> & D (the 1915 Building/Loussac Building) being chosen as the site for the proposed downtown library.**

A longtime Anchorage resident's dream of bringing a public library back to downtown is inching closer to reality and certainly would be an important part of rejuvenating the heart of the city. Janet Goetz, who lived downtown for decades and died in 2009, specified that her and her husband John's estate should be dedicated to creating a downtown library.<sup>1</sup>

### **Location, Location, Location**

4<sup>th</sup> & D's immediate surrounding area is home to art galleries, restaurants, the 5<sup>th</sup> Avenue Mall, the Performing Arts Center, the Anchorage Museum of History and Art, and other amenities that make a vibrant downtown. Across the street is the Wendler Building, which houses the offices of the Anchorage Symphony and the Fur Rondy Headquarters. In addition, 4<sup>th</sup> & D is the unofficial iconic start of the famous Iditarod. Jim Huettl is in the process of creating an Anchorage Mushing District.<sup>2</sup> This District would attract both visitors and tourists to the downtown library at 4<sup>th</sup> & D.

The buildings at 4<sup>th</sup> & D could certainly conveniently tie in with the creative economy that is a successful magnet for many downtowns and could be a viable part of Anchorage's "Design District", which is the works. A downtown library at the 4<sup>th</sup> & D property would attract teenagers and be an inter-generational hub, in a place that is inclusive of all the communities and cultural heritages of Anchorage.

**There are pragmatic reasons for this site selection, as the property meets the criteria stated in the library's business plan.**

The property is located in the downtown core with ground-level storefront entrances and plenty of windows for maximum visibility from the street. The property is situated with easy access to bus routes and nearby handicap parking. The café and box office lobbies were completely renovated in 2010 and feature four handicap-accessible bathrooms.

There are spaces of varying sizes and a café could be reestablished on the premises. Presently, there are twelve apartments which generate revenue. If the library wished, these could be converted into smaller conference rooms or offices, each with its own kitchen and bathroom.<sup>3</sup>

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<sup>1</sup> The Goetz trust became available about three years ago. It was \$7.8 million, but the value has probably increased. I understand that the Anchorage Library Foundation, the non-profit that raises money for the library system, may have close to \$2 million for this project and that, as part of the project, money is needed for operational costs.

<sup>2</sup> I had had a similar vision to have paw prints of famous dogs and foot prints of famous mushers (a la Graumann's Chinese Theatre in Hollywood), but Huettl has gone much further than that and is well on his way to finding the underwriting for an Anchorage Mushing District that promises to become a reality in the near future.

<sup>3</sup> It would be fun to name each room after famous iconic Alaskans, such as Norman Vaughn, Elizabeth Peratrovich, and even Jack London and Robert Service, etc. The library could also take the opportunity to honor living Alaskans, such as Vic Fischer and Jane Angvik, with rooms named in their honor.



There is mixed retail space as part of the property, including the popular Bubbly Mermaid, which also enjoys a national reputation and would be an asset. Of course, there is a large, open floorplan in the auditorium space on the ground floor which could be filled with reading chairs, tables on wheels, etc. Soon, there will also be a large space available downstairs below the lobby, as the owner of the Chilkat Art Gallery plans to retire in the near future. Below the auditorium is a large space available and complete with functioning sprinkler system. Since the property was a public gathering space, it is already in compliance with current fire codes.

There is plenty of space for displaying art and for being a part of First Fridays. There is also space to curate exhibits—perhaps on a rotating basis in partnership with the Anchorage Museum of History and Art, the Alaska Native Heritage Center, the Jewish Museum, and other entities.

It is exciting that the library would feature state-of-the-art technology, but this would likely require the installation of more power outlets, internet connection points, and a stronger broadband signal.

The January 2018 Business Plan for the downtown library branch indicated several scenarios under consideration. Scenario #2, which involved the Muni owning the building and the Anchorage Library Foundation funding 100% of operational costs through an endowment, sounded promising.

I personally share a lifelong passion for the importance of libraries. Obviously, Zack Loussac did as well.

### **Zack and Ada Loussac: History 101**

Zack Loussac was at the land auction in 1915 and bought the property at 4<sup>th</sup> & D at that time. By June of 1916, he had built his first drug store. Ultimately, his success as a businessman allowed him to become one of Anchorage's first major philanthropists and to create the downtown library, located where the Egan Center is today.<sup>4</sup>

### **Contemporary History of the Property**

When we inherited the property in 1986, then-Mayor Tony Knowles was working toward downtown urban renewal and successfully convinced us to borrow \$1 million and completely renovate and upgrade the property.<sup>5</sup> By 1992, we had invested another \$25,000 to convert the space previously occupied by the police department into Cyrano's Off Center Playhouse. The

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<sup>4</sup> Jerry Harper, with his mother Ada, came to Anchorage in 1944. She became the manager of the Colonial Dress Shop, which was located where the theatre café was until recently. She also rented an apartment upstairs. Long story short, she and Zack married. Cyrano's Off Center Playhouse produced a world premiere play in their honor, called "The Courtship of Zack and Ada", which told the story of their romance as well as the quest for Statehood. When Zack established The Loussac Foundation in 1947, his treasurer was Elmer Rasmuson.

<sup>5</sup> The ink was not dry on the loan before the economy tanked in Alaska. There was an anchor tenant in place at the time—the Anchorage Police Department—but they vacated as soon as their lease was up, as they could get virtually free rent anywhere. As part of their tenant customizations, the windows on 4<sup>th</sup> Avenue are made of bulletproof glass. For this reason, we always liked to say that Cyrano's Off Center Playhouse was the safest theatre in town!



COP became a prestigious and successful venue for a number of theatre companies, including resident Eccentric Theatre Company (later Cyrano's Theatre Company).

Since 1987, the property housed the previously established bookstore, café, and "cultural mini-mall", which included a cinema, art shows, music, and a myriad of special literary events.<sup>6</sup> 4<sup>th</sup> & D became well-established as a cultural/arts hub and community gathering place for many organizations, such as Sisters in Crime, the World Affairs Council, and the Alaska Humanities Forum.<sup>7</sup>

The bookstore was also the initiating springboard for the Alaska Center for the Book, now celebrating its 25<sup>th</sup> year. The property has a longstanding history of community engagement and as a venue for fostering stimulating dialogue on a variety of issues of social significance.<sup>8</sup>

If this site should be chosen for the downtown library, I know that Zack and Ada Loussac would take pleasure and pride in that fact. I hope you will join me in advocating for a downtown library at 4<sup>th</sup> & D by sending your letter of support in the envelope enclosed (addressed and stamped for your convenience).

Respectfully,

Sandy Harper  
907-222-1566 (home office – preferred number)  
907-278-5932 (cell phone)  
cyrano@ak.net

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<sup>6</sup> These events included literary brunches, where actors portrayed famous authors, and international dinners reflecting the growing cosmopolitan population of Anchorage.

<sup>7</sup> Many well-known groups got their start at this location, including "Scared Scriptless" and "Arctic Entries" and Black Feather Poets. It was also the home of poetry slams and the Storyteller Guild's original Tell-a-bration. It was also a gathering place for diverse organizations. The 4<sup>th</sup> & D site could also become the downtown home and downtown presence of organizations such as Sister Cities, Welcome Anchorage, Keys to Life, BridgeBuilders, and others. It could also be part of creative place-making activities that support artists and non-profits. Since libraries foster opportunities for inspiration and expanding horizons, it would also be ideal to offer opportunities for marginalized populations, such as the Clemente courses developed by Earl Shorris. The purpose of Shorris' Clemente courses is to recognize there is no poverty of the mind, only poverty of experience and knowledge. These Clemente courses serve as a catalyst for individuals to open doors to their potential and a more positive vision for their future.

<sup>8</sup> Cyrano's Off Center Playhouse championed many extraordinary events, including celebrating Alaska's Statehood with five world premiere plays by Alaskan playwrights on Alaskan themes and, more recently, a celebration of Anchorage's centennial with a series of original plays each highlighting a different decade in Anchorage's history every week for ten weeks.



# LIBRARY DIRECTOR'S REPORT

## Jun and July, 2018

Bequest: We have been contacted by the estate of Lowell Thomas Jr that the Library is a recipient of books and approximately \$200K, with a stipulation that we name an area of the library in memory of Mr. and Mrs. Thomas. We have met with his daughter, she provided a list of books that could potentially be added to the AK Collection, and we discussed the entire bequest helping us to redefine the Alaska Collection onto the 3<sup>rd</sup> floor. We do not expect the funds for at least a year.

### Loussac Building:

- We have new signage and are using templates to make sure all signage is uniform.
- We do not know when the tile will be installed.
- We now have a contractor to repair the damage caused by the leak in the Alaska collection. The work should be completed by November and once, completed, we will start to lease out the space.
- We are in discussion with Cooperative Extension to lease programmatic space to them for a year in the area adjacent to the Learning Commons. As part of the "price", they will provide some free programs and will be a good fit since both the Library and Extension provide programs and information.

### Staffing

- Doug McAllister retired as the Alaska Librarian on July 31, 2018. He had been with Anchorage Public Library for more than 22 years.

### Branches:

#### **Muldoon:**

- Muldoon Library is participating in a Library Pen Pal program, and has been getting lots of mail from the lower 48, and have sent about 15 pen pal letters to our assigned pen pal partner library in Plainville, CT.
- The Muldoon team finished our first large LEAN project. Staff focused on the main work area using a technique called 5S. 5S focuses on workplace organization (sort, shine, set in order, standardize, and sustain) and is "considered a 'foundational' lean concept" that opens the way for more initiatives and continued improvement. The practical outcome is a more open, functional, efficient, and safer work area.
- Muldoon Library has had five committed VolunTeens this summer. All are courteous, conscientious, punctual, and hard working. Two of the five didn't pass the shelving test, but were valuable in helping with Summer Discovery events, organizing craft and supply materials, cleaning, posting pen pal letters, and counting/sorting the loads of new children's books donated to Muldoon by Donna Helmer (former College Gate Elementary Librarian). Those VolunTeens who did shelve kept book carts empty. It would be difficult to keep up with the shelving without these VolunTeens.
- MD participated in the Chanshtnu Muldoon Park grand opening Saturday June 16<sup>th</sup> and 180 people came to our table with questions and to sign up for Summer Discovery. We followed the very next Saturday with a table at the Muldoon Farmer's Market—now in the new park.
- At the end of the report is a pie chart that depicts how MD staff divides their time with patrons at the main desk (not including circulation).

#### **Eagle River:**

- Staffed a table at the Teddy Bear Picnic on the Friday of Bear Paw Festival and had a simple craft for kids to do/take with them, information on library programs/services, and signup for Summer Discovery. This is a great way to catch families in the community who may not have made it to the library yet.
- We got 89 attendees for Books with the Chinooks, and coverage from KTUU Channel 2 Sports. Also, one of the players who read for us in 2016 and 2017, Preston White, has been drafted by the MLB San Francisco Giants. We're taking our reading connections to the big leagues!
- Joy Kim, an intern with APL, came out to CE to do community surveys. She was here for two afternoons during the Bear Paw Festival, and there was concern that we wouldn't have many patrons for her to speak with. The information gathered will help us to determine future services as part of our strategic plan.
- Leah Maltbie, the new ASD Fine Arts Coordinator, will be touring the library and talking to Nancy about the annual student art display hosted at CE each year for Youth Art Month.



### **Mountain View:**

- MV partnered with 4As and DHHS to hold an HIV/Hep C Testing event for National HIV Testing Day. We ended up with 85 participants, 53- opted to test. Participants were able to reconnect with services and several tested positive for either HIV or Hep C. DHHS and 4A's both expressed partnering with us in the future for larger programming.
- Magic by Robbie had 29 kids attend to watch Robbie do amazing feats. He had fire and live animals involved which made for an intricate show that many people in Mt View do not often get the opportunity to
- A homeless identified patron had been asking about treatment for alcoholism for the last month. This week she wrote staff from Juneau saying she has been in treatment for the last few weeks and is thankful for the support and referrals MV librarians and staff were able to provide her with for the past two years.
- A student who has never had a high involvement in library programming nor checked out many items recently approached staff to try and check out an item. His account had several hundred dollars of fines accrued when he was around the age of five. Working with Loussac circulation supervisor, Deb Fitzgerald, staff forgave his fines and he is now a deeply committed VolunTeen for Mountain View and is looking into becoming a part of the Teen Advisory Board with Jon Ebron.

### **Girdwood:**

- Our Summer Discovery programs have been well-attended, and well-received. Author Nathan Hale was a huge hit.
- Girdwood is doing taste tests, with June being Oreo and July being potato chips as a new way to "discover". See below for the rating for potato chips. We bought 10 different flavors of Oreos and people ranked each one from 1 to 10. What was funny about the Oreos was there were 2 or 3 flavors that people either loved or hated – it would be someone's favorite flavor, and another person would have it ranked last.
- For the first time staff participated at the Girdwood Forest Fair. The first day was slow, so we decided to rebrand ourselves as a free charging and Wi-Fi station on Saturday. That brought in more people, both fair visitors and those working at the fair.
- This comment received through the Summer Discovery survey: "We love Gerrish Library! The librarians are awesome. They are friendly and help the kids feel confident asking for help and using library services."

### Foundation/Friends

- Loussac Library:
  - Alaska Collection: released a survey on the Alaska Collection and created a project website: <http://www.anchoragelibrary.org/resources/research/alaska-collection/alaska-collection-redesign/>
  - Working with an architect to create design plans for new computer area on 3<sup>rd</sup> floor and hopefully a rough sketch-up of where the new Alaska Collection will go (NE corner of 3<sup>rd</sup> floor).
- Strategic/Community Plan: committee has narrowed down who we want to talk to and we are scheduling focus groups and meetings for August. We will send periodic updates to boards on the process.
- Anchorage Library Foundation: Clare Ross and Foundation president attended the 2<sup>nd</sup> annual Public Library Fundraising Conference in Denver in June and got a lot of great ideas and feedback on our work.
- First Alaskans Institute Internship: Renee Avugiak (early education major at UAF) is helping us determine what are existing barriers to Library's early literacy resources and how to make them more accessible and welcoming to Alaska Native families. She's also speaks Yup'ik as her first language, so she is helping translate some of our storytime songs and materials into Yup'ik.
- Social Worker: funding is being transferred from ALF to MOA and the position paperwork is going through MOA Employee Relations. We hope the position will start by late August or early September

### Communications

- Links to publicity:
  - Books with Chinooks- KTUU- ([Link](#))
  - Fighting Summer Slide- KTVA ([Link](#))
  - Millennial Library Use is Up- KTUU ([Link](#))
  - Summer Reading/Alaskan Author/ Book Talk on "Home Town Alaska" – KSKA ([Link](#))
  - Great American Read Favorite Book Highlight/Doug McAllister ([Link](#))



- Harry Potter Day Anchorage Daily News- Photo Story 7/30/18
- Reading and the Importance of Libraries/Great American Read on "Talk of Alaska"- KSKA ([Link](#))
- Facebook Viral Video of Stacia- 9,000+ Views (shared by local radio stations) – ([Link](#))

- Social media tracking for last 28 days:

APL Main FB Page- Reach up 219%, Page Likes up 46%, Post Engagement Up 223%  
 Gerrish- Reach up 105%, Page Likes down 25%, Post Engagement up 91%  
 Mountain View- Reach down 79%, Page Likes down 50%, Post Engagement down 66%  
 Loussac – Reach up 401%, Page Likes up 225%, Post Engagement up 95%\*  
 Muldoon – Reach up 4,340% , Page Likes up 150% ,Post Engagement up 350%\*  
 CH-ER- Reach down 42%, Page Likes down 25%, Post Engagement down 48%\*

\*Note bottom three branch pages are "new" within the last 6 months and will fluctuate pretty wildly as we build audience and determine content flow. Also "down likes" can be due to Facebook purges vs anything to do with our content but we do monitor it just in case.

### Youth Services

- Weekly youth services summer discovery programs have been very popular with Nathan Hale being hugely popular at each location. For the first time we had a visiting author do a workshop and kids ADORED the comics workshop.
- Quarter 2 of 2018 had a total of 163 programs attended by 10,654 people. That is a 14% increase in the number of programs and a 39% increase in attendance over the previous year
- This last NASA @ My Library program was art-focused and it was great to see how creative the kids got! They were instructed to find a space image (from some ones that Linda had pre-printed) and use a variety of tools (oil pastels, markers, crayons, chalk) to make art inspired by that photo. The results were varied and amazing. One kid had a bit of a meltdown (tears, shouting, refused to come out from under the table) because he didn't think his artwork looked *just* like the picture but we were able to bring his art supplies to him and encourage him to make whatever he wanted and by the time he came out from under the table, he had drawn an elaborate space scene and had a huge grin on his face!

### Teen Services

- We had a summer VISTA handle 21 volunteers who donated 224 hours
- Started a teen open mic programs for Summer Discovery

### Ready to Read Resource Center

- Presented information about early literacy and brain development to 7 caregivers at Building Blocks Early Learning Center
- Met with First AK Institute Renee Avugiak to talk about the RRRC, early literacy efforts in the state, and how we can appeal to more Alaska Native families

### Adult Services

- Live @the Library kicked off on June 7<sup>th</sup>. We have had better attendance, partially due to renovation completion and access to the theater for days when it rained.
- The last of the damaged Alaska materials have been sent to Texas for repair.
- 37 programs in June 2018, with 1507 participants. In June 2017 we had 23 programs with 804 participants.
- We started experimenting with using an office on the 4<sup>th</sup> floor as a study room, the Spruce Room. We had three people use it in July – for testing, interviews, and a private diabetes study group. We are also offering it to people wanting to learn AK Native languages.
- Staff spent a considerable amount of time with a patron who had recently moved to Anchorage from rural Alaska, helping her print her work contract, getting it scanned and sent to where it needed to go, and introducing her and her teenaged son to the website and the programs and resources they would find there. She and her son were so excited to get a library card and to be able to check out books, and said that this library was better than the libraries she grew up with in the lower 48
- We received a grant to work with 7 libraries from around the state to promote products and services the library has for people starting or building their small business. In addition, we have a Fellow intern that will



- We received a grant to work with 7 libraries from around the state to promote products and services the library has for people starting or building their small business. In addition, we have a Fellow intern that will begin in September, whose focus will be working with business group and partners to highlight library offerings.
- Our 1800# ILL grant use is increasing over the last two year over 100%, with more calls requesting materials and answering reference questions



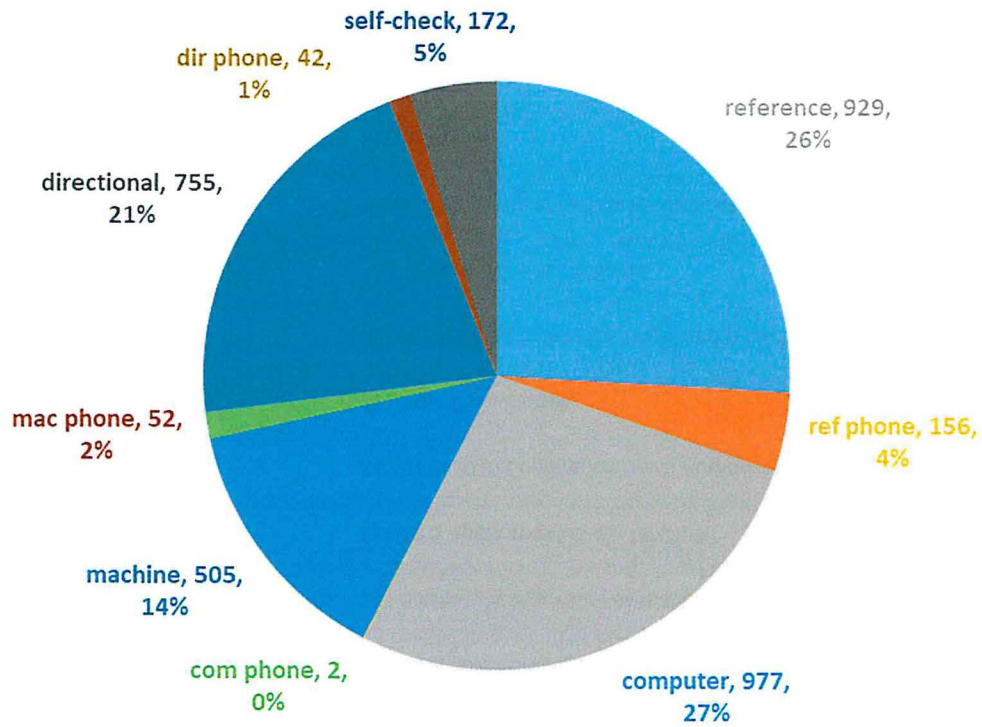
Nathan Hale signing books at GD



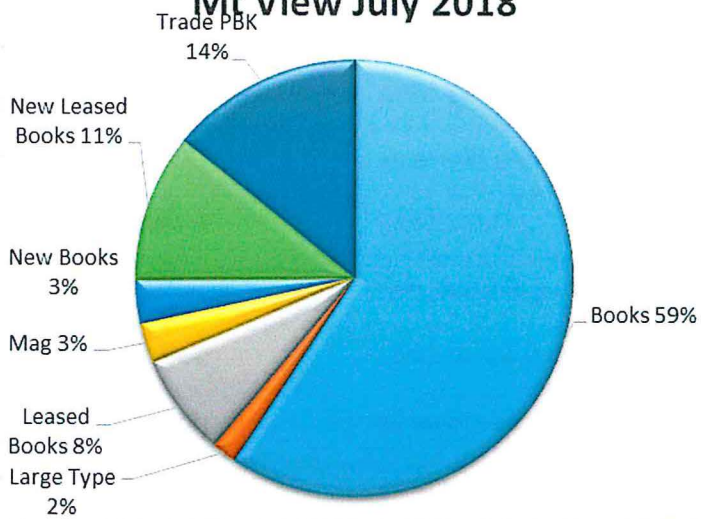
Conga! – DJ Spencer Lee's Dance Party



## MULDOON Q 2



## Mt View July 2018





Municipality of Anchorage  
Library Advisory Board Agenda  
Muldoon Library  
October 17, 2018  
5:30 p.m.

1. Call to Order

2. Roll Call

	Barbara Jacobs		David Levy, Chair
			Nancy Hemsath
E	Cristy A. Willer, Secretary		Jonathan Bittner
	Jamie Lang		Lo Crawford

1. Person (s) to be Heard

2. Mission Moment:

- a. Jim Curran, Muldoon Branch Manager

3. Consent Agenda

- a. October 17, 2018 Agenda
- a. September 19, 2018 Minutes
- b. New Board Appointments and Recruitment discussion
- c. Director's Report
- d. All Board Retreat – Review of past retreat minutes and determine date for future meeting with Foundation and Friends

4. Potential Agenda Items for Next Meeting, November 28

5. Adjournment



**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: September 19, 2018	Location: Z.J.Loussac Library
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Board Members				Staff
EX	David Levy, Chair	X	Jamie Lang	Mary Jo Torgeson, Director
X	Nancy Hemsath, Vice Chair	X	Lourdes Linato-Crawford	Elizabeth Nicolai, Youth Services Coord.
X	Cristy A. Willer, Secretary	X	Jonathan Bittner	
EX	Barbara Jacobs			<b>Guests</b>
EX	Lupe Marroquin			Betty Charnon, Girdwood

Topic	Information / Findings / Conclusions / Recommendations	
Call to Order	5:35 p.m.	
Person to be heard	None.	
Mission Moment	Elizabeth Nicolai, Youth Services Coordinator, described Summer Discovery program, which is newly unified. Next will be Spanish storytime (Sept/Oct), Yup'ik Storytime (Nov). They have a \$10K grant for Project Build; partner with the museum and work with the ASD STEM coordinator.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved (Jon moved, Jamie seconded).</li> <li>Minutes of 8.15.17 approved as amended (Jon moved, Lo seconded).</li> </ul>	
Discussion/ Action Items	<p>Discussion</p> <ol style="list-style-type: none"> <li><u>Director's Report</u> (written report attached) Highlights : <ul style="list-style-type: none"> <li>AK Collection flooding</li> <li>Muldoon relocation</li> <li>Strategic Plan</li> <li>Meeting with mayor</li> <li>Homeless coalition</li> </ul> </li> <li><u>Slate of officers</u></li> <li><u>Collaborative Group Formation</u></li> </ol>	<p>Action</p> <ol style="list-style-type: none"> <li><u>Slate of officers</u> --Jon moved and Lo seconded: <u>Chair</u> – Nancy <u>Vice chair</u> – Jamie <u>Secretary</u> – Cristy</li> <li>Jon will be provided a list of all 3 library groups, all other partners/stakeholders &amp; community councils and will send out a plan.</li> </ol>
Comments	Betty Charnon supports grassroots advocacy. She's glad we provide a safe haven for homeless people.	
Adjournment	Meeting adjourned at 7:15 (Jon moved, Jamie seconded)	
Next Meeting	<p>Location: Muldoon.</p> <p>Agenda:</p> <ul style="list-style-type: none"> <li>Jon's report on the Collaborative Group.</li> <li>Report from the Mayor's meeting (9/27)</li> <li>2016 funding levels</li> </ul>	



## **LIBRARY DIRECTOR'S REPORT**

### **September, 2018**

Budget: We received support from the Mayor's budget to include all but two lost positions (cut in 2018). We need to encourage the Assembly Members to adopt the Mayor's budget as it currently stands. In order to facilitate additional meeting room bookings and payment, our Facility Coordinator will go from a .75 to FTE in January.

#### Strategic Plan:

- A working staff committee has spent the last three months on focus groups, community visits and meeting one-on-one with targeted individuals, gathering information about the community. In addition, 1600 people completed a survey.
- We worked with a consultant for a two day process, first day with supervisors to review gathered input; 2<sup>nd</sup> day with all staff to explain the process.
- Staff completed an all staff culture survey that will be used to determine ways to improve our organization. Like the strategic plan, we will use this input to develop improved systems for communication, training, and creating a stronger culture to manage the changing roles of today's public library.

#### Branches:

##### **Muldoon:**

- Youth Services at Muldoon has implemented a storytime incentive card to encourage the somewhat lower attendance at the weekly Preschool Storytime. The incentive has been successful and now have 18 participants from a low of four at the beginning of the month.
- Providence Nurse Family Partnership set up a quarterly visit as part of the organization's goal to offer support for first-time, low-income moms. 14 new faces joined us for a regularly scheduled storytime event. The Providence Nurses introduced themselves, greeted their participants at the door and then stayed to enjoy storytime with their partner families.
- Finally, staff attended another Muldoon Farmer's Market and talked with over 100 community members.

##### **Eagle River:**

- Our Between the Covers romance book club debuted on Sat, Sept 15.
- September 2017: 10,405; September 2018: 15,619. Increase: 50%. Door count: September 2017: 7,247; September 2018: 7,600. Increase: 4.8%. There does not seem to be a direct correlation between patron visits and circulation. Another possible factor is the addition of the Fairbanks and other partner libraries in that time.

##### **Mountain View:**

- This month we started the new 21 and Under Open Mic for the East Side. This is a partnered event with the Anchorage Music Co-op. We hope to see this grow over time.
- We also had a voter registration event that saw 40 people attend. This was a partnered event with the YWCA, Senator Begich's office, Rep. Tarr's office, and The Alaska Center.
- The popular Alaska history program, Tundra Vision began this month with a bang, with 70 people attending.
- Andrew Allard, the MV Youth Services Librarian, brought in the Unmasking Brain Injury art exhibit. We had many people stop by to look at the various masks people had created to represent their brain injury or that of someone close to them. There were a few people who were very emotionally touched by seeing this and mentioned how one of the stories brought to mind their father who had a similar injury and passed away this last summer. Patron connections to the display were touching. We will be looking to bring in more art type displays to MV because of this event.

##### **Girdwood:**

- We started our fall block of storytimes – Family, and Baby; and added an Xbox 360 to our weekly gaming program for kids thanks to Muldoon.  
Sept 2017: 20 programs with 153 participants; Sept 18: 17 programs, 185 participants



- Bear (our incredibly popular giant teddy bear) was cleaned for free by Alaska Stone Care. The Boosters told them that they had a budget and could pay, but they insisted on gifting us the cleaning.

### Community Relations

- **Strategic Plan:** Ran support campaigns for the strategic plan on-line survey, had almost 1600 people respond. We picked a few different collectors and ran targeted Facebook and Instagram ads directing those groups to the on-line survey link.
- **iHeart Media Advertising Campaign:** We're heading towards the end of our 8 week radio endorsement campaign with 101.3 KGOT Malie D. We were able to extend the program for a ninth week to specifically promote the Job Shop program. We'll be going dark after this with a 2019 proposal currently with the Foundation. The goal of this campaign has to been to increase general awareness and image of the Library as well as hitting on a few select programs and events.
- **Social Media Updates for September:** Last 28 Day Facebook snap shot includes: Now showing in numbers vs % RED is down over previous month, Green is up over previous month

	Page Likes (added)	People Reached	Post Engagement	Audience(total likes)
APL Main FB Page	76	13,216	3166	8867
Gerrish	9	535	121	374
Mountain View	15	306	222	395
Loussac	50	5185	5185	466
Muldoon	3	16	39	24
CH-ER	7	881	71	56

### Youth Services

- STEM community dialog for Project Build and NASA grant was well attended by both industry and educational community members. It was a good discussion with a lot of learning that is already resulting in new partnerships. The end message was that the library can act as a clearinghouse for STEM information and activities in the community – our strength is our expertise in information literacy.
- Spanish bilingual storytimes started this month as well as our regular toddler, preschool, family and baby storytimes and special events like Wee Be Jammin, Bite-Sized Science, and Sensory Storytime.
- Youth services did outreach at Parking Day and at Senshi Con.
- Hosted a tour for Anchorage Montessori school where we taught databases and information literacy (staff Elizabeth Nicolai)
- Loussac Staff (Linda Klein) went to do Space Rock Sherlock events at Mountain View and Eagle River, this is part of the NASA @ my library project.
- Linda Klein did sensory storytime at Nunaka Valley special needs preschool with Kristin Nevin
- Locker Hacks – repeated our successful program for kids returning to school to create locker decorations (Jon Ebron)
- Teen Open Mic Night to let teens have a chance to play/practice in front of a crowd (Jon Ebron)
- Renewed our school business partnership contract with Polaris K-12 (Jon Ebron)
- Outreach an Hanshew Middle School for 258 7<sup>th</sup> graders about digital resources (Jon Ebron)

### **Stories**

- At our Project Build event, I overheard a kid reading aloud as he filled out his survey: "Someone like me could be an engineer" —OH YEAH!"
- At the Project Build event, one of the activities was to create a structure out of newspaper and tape that could support multiple books on top. One kid spent a lot of time meticulously getting his design ready and, when he was finished, he was able to sit on his structure without it buckling!

### Ready to read

- Completed live session for Supercharged Storytimes for All Module 1 on September 19
- Staffed Park(ing) Day table showcasing downtown library branch on September 21
- Table at Alaska Birth Collective's Fall Baby Fair at Palmer Community Center, September 23



- Spoke with ~110 people about book kits available for checkout @ their local library
- Submitted October book recommendations for the column in Best Beginning's new newsletter.

#### Adult Services

- We marked National Breast Cancer Awareness month with a display of bras on the 3<sup>rd</sup> floor. The bras were decorated at the library on October 7<sup>th</sup>, and will be donated to the AK Run for Women in November.
- Senshi Con partnered with us to provide an introverts' lounge. We were able to check out material, provide library card sign ups, and promote library resources – especially Hoopla. Next year we plan to bring more middle grade materials as Senshi Con has a lot of family participation.
- Carola Dunn visited September 5-6. We had events at Nerd Nite, Chugiak-Eagle River Senior Center, and Loussac Library. She was able to reach over 100 Anchorage residents, and the FOL sold over 30 books.
- Anchorage Public Library participated in Welcoming Week along with the Municipality of Anchorage. We were able to provide tabling and outreach during Park(ing) Day, Design Week, the Civics Fair, and a Citizenship Ceremony. We also hosted the Daughters of the American Revolution bell ringing on Constitution Day. As part of Welcoming Week, Kristie was able to introduce our Citizenship Kits. These kits include study guides for the Citizenship test, flash cards, and an MP3 player for audio lessons. We currently have two kits available – one at Loussac and the other at Mountain View.
- Our Business Fellow has started and will be working on our grant, "AK Libraries Mean Business" where we are working with other libraries around the state to market business products and create better partnerships with business organizations, Small Business Administration, AK Small Business Development Center and UAA Business Librarian for training.

#### Foundation/Friends

- Continued meetings about a downtown library location. There are very few projects that seem to be starting up.
- The stock market has been better and the Foundation increased their donation to the collection budget from \$5K to \$25K.
- The Friends of the Library are experimenting with pop up books sale and had the first one this month and made \$5K





Anchorage Public Library (Scott & Wesley Gerrish Library) ...

Published by Claire Agni 12 · 2 hrs · 🌐

Unlike Pigeon, Bear took a bath this week! Thank you so much Alaska Stone Care for taking care of our precious Bear!





LIBRARY ADVISORY BOARD  
STRATEGIC PLANNING NOTES  
APRIL 18, 2016

## CORE VALUES

### Who are we

- Community members for all Anchorage
- Life long learners
- Mensas
- Ambassadors, connectors, mavens

### What are we passionate about

- Access
- Education
- Support kids
- Open doors
- Community building
- Strong successful library
- Community

### Core values

- Support of the library and intellectual freedom
- All need to be heard
- Freedom to explore
- Better living through library giving

## PURPOSE

### Fundamental purpose

- Advocacy
- Bridge between city administration, users and staff
- Support for services
- Protect the library system
- Welcoming all

### What are we “selling”

- Library as a public space for all
- Fun, family, investment in the future
- Democracy: equal opportunity, privacy, intellectual freedom
- Curiosity
- Peace and love
- ROI for library investment
- Information, imagination, free wifi
- Workforce development for the city



## **AUDIENCE**

### Whom do we serve

- Everyone
- Library/muni
- Alaska
- All sectors of the community
- Worldwide community and connectivity

### What drives our “business”

- Hours open at public’s convenience
- Community growth/strength
- Need: community access to information, space, “commons”
- Community needs
- Literacy
- The growth and sustainability of our town
- Belief that access to knowledge will be a defining issue of the future

## **THE FUTURE**

### Next year

- Collect stories about the library and be a mouthpiece
- Measure outcomes not output
- Rotate locations
- Set data goals to inform work
- Develop indicators showing why libraries matter
- Talking point for visiting community councils
- Friends, Foundation
- Student member
- JBER member
- Open communication with mayor and assembly
- Define LAB roles and responsibilities

### Five years

- Independent board with independent director
- Girdwood member
- Virtual/video conference meetings
- Statewide presence
- Pivot public perception of library

### Ideal organization

- Well defined, active and strong
- Regular part of assembly meeting schedule

### Best in the world

- Global network with libraries
- Bend legislature to our will



## TASKS

- Mission moment – what to learn LUCY
- Set data goals to inform work MJ, JON, KIRK
- Develop assembly, community council and mayorial ???plans JON
- Develop indicators showing why libraries matter
- One sheet talking points to use with community councils LUCY
- Review budget DAVID, MJ
- Rotate locations
- Review policies MJ, LUCY, LUPE
- Increase communication with other groups leading to a unified voice DAVID  
LUCY
- Student member TANYA
- Recruit ad hoc JBER member NANCY
- Finish long range plan MJ
- Review municipal code CRISTY



Municipality of Anchorage  
Library Advisory Board Agenda  
Z.J. Loussac Library  
Alden Todd Board Room  
November 28, 2018  
5:30 p.m.

1. Call to Order

2. Roll Call

	Barbara Jacobs		Nancy Hemsath, Chair
	Cristy A. Willer, Secretary		
	Jamie Lang		
	Jonathan Bittner		
	Lo Crawford		

**X=Present, E=Escused, PH=Phone**

TOPIC	Leader	Time	Action
Call To Order			
Person (s) to be Heard		3 min	
Consent Agenda, Nov 28, 2018	Chair	1 min	Vote to Approve
Approval of Minutes – October 17 Minutes	Chair	2 min	Vote to Approve
Policy: 3 D Printer Policy	Director	5 min	Vote to Approve
Policy: Programming Policy	Director	25 min	Discussion and possible Vote to Approve
Retreat planning date and topics	Director	10 min	
Staff Updates <ul style="list-style-type: none"> <li>New Library Board Members Appointment</li> <li>Director Report</li> </ul>	Director	15 min	
Next Board Meeting 2018, 5:30-7, Alden Todd Board Room			
Potential Agenda Items for Next Meeting			
Board Member Comments and Adjourn			



**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: October 17, 2018	Location: Muldoon Library
------------------------	---------------------------

Board Members				Staff
X	David Levy, Chair	X	Jamie Lang	Mary Jo Torgeson, Director
X	Nancy Hemsath, Vice Chair	X	Lourdes Linato-Crawford	Jim Curran, Muldoon Branch Mgr
EX	Cristy A. Willer, Secretary	X	Jonathan Bittner	
X	Barbara Jacobs			Guests

Topic	Information / Findings / Conclusions / Recommendations	
Call to Order	5:50 p.m.	
Person to be heard	None.	
Mission Moment	Jim Curran, Muldoon Branch Manager, talked about the new signage and drive-up book return (at minor cost but with major cooperation). New program potential with new manager at Boys & Girls Club. Demographics change but include neighborhood users, daycares, elders, job seekers, transients, teens. Concerns: how to publicize their existence? Lease ends in 2018; if all things equal, would prefer to be on other side of busy Muldoon Rd.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved (Jamie moved, Jon seconded).</li> <li>Minutes of 9.19.17 approved (Jamie moved, Barbara seconded).</li> </ul>	
Discussion/ Action Items	<p>Discussion</p> <ol style="list-style-type: none"> <li><u>Board Recruitment</u> <ul style="list-style-type: none"> <li>2 names forward to Mayor; need one more</li> </ul> </li> <li><u>Director's Report</u> (written report attached) Highlights : <ul style="list-style-type: none"> <li>Budget first hearing, 10/23</li> <li>Staff strategic planning and next steps: community, connection, education</li> <li>Alaska Fellow Samantha XXXX</li> <li>Alaska Collection</li> </ul> </li> <li><u>All Board Retreat</u></li> <li><u>Dimond Center</u> <ul style="list-style-type: none"> <li>David met with owner who offered dropbox for returns; free space for programs; future lease space.</li> </ul> </li> <li><u>Congratulations to Lo – BP Women of Achievement</u></li> <li><u>Appreciation to and recognition of David Levy</u></li> </ol>	<p>Action</p> <ol style="list-style-type: none"> <li>Suggest additional members</li> <li>Look at January for an all-board retreat. With reps from each, create a consistent advocacy strategy for all three to use.</li> <li>Nancy to send info about tickets to LAB.</li> </ol>
Comments		
Adjournment	Meeting adjourned at 7:25 (Jamie moved, Barbara seconded)	
Next Meeting <b>Nov. 28</b>	Location: Loussac Library. Agenda: <ul style="list-style-type: none"> <li>Jon's report on the Collaborative Advocacy Group.</li> </ul>	





**Anchorage Public Library**  
**3D Printing Policy**

**Definitions:**

3D printers are being used for educational, workshop, and programming purposes to make three-dimensional objects in plastic using a design that is uploaded from a digital computer file.

**Policy:**

The Anchorage Public Library's 3D printers may be used only for lawful purposes. Users will not be permitted to use the Library's 3D printers to create material that is:

- a) Prohibited by local, state or federal law.
- b) Unsafe, harmful, dangerous, poses an immediate threat to the well-being of others, or is otherwise inappropriate for the Library environment.
- c) In violation of another's intellectual property rights.
- d) Obscene or otherwise inappropriate for the Library environment.

The Library reserves the right to refuse any 3D print request.

Supervision of the use of the 3D printer by Library staff does not constitute knowledge, or acknowledgement, of any unapparent final use of the 3D product, and the Library specifically disclaims any knowledge thereof.

By submitting content, the customer agrees to assume all responsibility for, and shall hold the Library harmless in, all matters related to patented, trademarked, or copyrighted materials. The Library is not responsible for the functionality or quality of content produced on the 3-D printer.

**General Terms and Conditions of Use and Operations:**

- While the Library will maintain the confidentiality of users' printing history in accordance with Library policy, the prints themselves may occur within public view, and the Library makes no guarantee that any particular print will not be seen by members of the public.
- Each print file will be reviewed by Library staff before it is printed.
- Library customers may be charged for printed items. The Library will determine such charges in order to recover costs.
- Library customers may be limited to a specific number of print jobs based upon demand, as determined by Library staff.
- The Library does not guarantee a successful print. Unless the print fails to finish, the cost of the completed print, regardless of quality, will still be charged.
- Refunds are not permitted.
- If the Library declines a 3D-print request, the user will not be charged.
- Printing is available on a first-come, first-served basis and is coordinated by the Library staff. Priority printing is given to library programs and events.



- Customers will be notified when their print job has been completed, and all files will be deleted from the system at that time.
- Projects that are not picked up within seven (7) calendar days following notification will not be retained.

**Recommended for approval: Mary Jo Torgeson, Library Director**

**Approved by:**



## **ANCHORAGE PUBLIC LIBRARY**

### **PROGRAM POLICY**

The Anchorage Public Library provides programs that supports our core values of access, equity, and building a community of learners. Programming is an integral component of library service that:

- Expands the Library's role as a community resource
- Introduces customers and non-users to Library resources
- Provides entertainment and learning opportunities
- Expands the visibility of the library
- Attracts new library customers
- Promotes social skills and language development
- Gives the community opportunities for engagement, community involvement, collaboration and learning

Library staff will use their expertise, collections, services and facilities in developing and delivering programming. The Library's staff use the following criteria in making decisions about program topics, speakers, and accompanying resources:

- Strategic focus areas and core services
- Community needs and interests
- Availability of program space
- Treatment of content for intended audience
- Presentation quality
- Presenter/Partner background/qualifications in content area
- Budget
- Relevance to community interests and issues
- Historical or educational significance
- Connection to other community programs, exhibitions or events
- Relation to Library collections, resources, exhibits and programs

In addition, the Library draws upon other community resources in developing program partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for Library programs; performers and presenters will not be excluded from consideration because of their origin, background, or views, or because of possible controversy.

#### **Access**

While most Library programs are free and open to the public, a fee may be charged for certain types of Library programs and approved by the Library Director. Attendance may be limited due to space, or when safety or the success of a program requires it. Limits will be accomplished on a first come, first served basis either with advanced registration or at the door. The Library's philosophy of open access to information and ideas extends to Library programming, and the library does not knowingly discriminate through its programming. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants, and program topics, speakers and resources are not excluded from programs because of possible controversy.



The Library welcomes expressions of opinion from customers concerning programming. If a customer questions a library program, he/she should first address the concern with a Library staff member. Customers who wish to continue their request for review of Library programs may submit a Request for Reconsideration form to the Library Director. Requests for review of programs will be considered in the same manner as requests for reconsideration of library materials.

#### Library Program Guidelines

- All individuals, groups or organizations who are interested in conducting an event or class at the Library should submit the Library's Program Proposal Form
- Library events are typically scheduled a minimum of three months in advance.
- Presenters are expected to supply their own materials or handouts, unless discussed in advance with Library staff. External organizations or individuals partnering with the Library on programs must coordinate marketing efforts with the Library's Public Relations Department.
- Presenters who are being paid to present must submit a presenter agreement, invoice, and W9 form annually in advance of their program.
- The library may co-sponsor programs with entities whose mission and goals are compatible. Co-sponsorship decisions are made on the basis of shared interest, responsibility and benefits.
- Program suggestions from the public and/or unsolicited offers from individuals or organizations to present programs will be evaluated by the same standards used to select library-initiated programs.
- Program presenters will be paid within 30 days after their program.
- Items directly related to Library events may be sold, as long as the sales are approved by the Library and benefit the Library through an agreed amount donated to the Friends of the Library. Library staff may not assist with sales.
- Performers and musicians who use music, movies or other copyrighted materials in Library programs should only use material for which they have permission to use, however they intend to use it. The Library expects that performers and musicians will obtain any necessary copyright permission and/or license for any non-original works used for any Library event. This includes works performed live and/or use of recorded music.
- Presenters that use animals in their programs must submit proof of liability insurance and be approved by the Library Director.
- The Library does not sponsor events that promote businesses or for-profit enterprises. This does not mean, however, that representatives of businesses and for-profit enterprises cannot be presenters in library-sponsored events. Any information must be of general interest to the intended audience and applicable to situations that do not require purchasing a specific product or enrolling in a specific fee-based program. Enrollment for these programs will not be allowed. Presenters are permitted to have business related brochures, flyers, or other informational items available for attendees to pick up if interested. Such materials cannot be distributed as part of the event.

**Recommended for approval: Mary Jo Torgeson, Library Director**

**Approved by:**



**LIBRARY DIRECTOR'S REPORT**  
**October, 2018**

**Loussac Building Updates:**

- The City has written a letter to the Bonding Company to discuss contractors lack of response and next steps. Still no definitive date for Loussac completion.
- Loussac furniture: finalizing a purchase for a new computer lab on 3<sup>rd</sup> floor of Loussac and some improvements to the patron services lobby. The Foundation is paying for half of the furniture and the remainder is coming from the Library's budget.

**Branches:**

**Muldoon:**

- Our new drive up bookdrop opened on 10/24 (pictures below), and it will make it easier on staff the public to manage item returns.
- YS Librarian Kristin Nevin attended a UAF workshop for tribal and community libraries which was an in-depth look into the ways in which libraries in Alaska, both urban and rural, can craft their libraries to fit their communities and to work with local and regional agencies to enhance Alaska Native cultural activities and collections. Participants heard about how several libraries and museums have taken significant steps toward identifying people and information about images of Alaskan Natives in their collections, best practices in how to digitize donated material in Alaskan Native languages, and how to work towards being culturally responsive in and outside of our library spaces.

**Eagle River:**

- We hosted a tour for the Raven Correspondence school, showing a group of homeschool students and their parents what the library has to offer. We have another homeschool group coming in November.
- Circulation of materials at CE: October 2017: 10,709; October 2018: 17,792. Increase: 66%. Circulation has increased 50-80% since January 2018. The AMH equipment will be most welcome here.
- With three NaNoWriMo events at CE in November, we hope to become a writing hotspot. Social media is increasing awareness of our programs here.
- Our Between the Covers romance book club has only met twice, but we've already been mentioned on a popular romance podcast with international reach and received emails from an author wanting to get her book into the club, a patron wanting to know if we would like a bunch of donated romance hardcovers, and a librarian wanting to emulate the club at her library.

**Mountain View:**

- We had a flu drive with 55 people coming in to get their free shot.
- The Mountain View Job Fair saw 95 people come through. We are in the process of gathering stats from employers as to how many applications, interview, and hires occurred.
- Having the MSW internship at MV has been really positive. We recently had a woman who has been on disability for many years and had no confidence in getting into the workforce. Through Job Lab she has had help getting ready to apply for jobs, but now she is also able to enter into services, specifically Division of Vocational Rehabilitation. She pointed out that this has been the most help she has received concerning any social services and was thankful for the information and direction Greta Kopperud (MV MSW Intern) has provided her with as well as the help that has come from Job Lab. This really speaks to the coordinated efforts between Job Lab and the MSW Intern Program.

**Girdwood:**

- Book sale, books donated by Friends, 210 people came and Boosters raised \$924.17



- We also had our fourth taste test, this time with M&M'S. We had ten different flavors, and the original milk chocolate won!
- October 2017: 22 programs with 323 participants. October 2018: 23 programs with 526 participants, due to book sale attendance.
- All GR staff members were certified in CPR and AED this month. Thanks to the Girdwood Fire Department for inspiring us and testing us for certification.

#### Community Relations/Foundation/Friends

- **Anchorage Library Foundation** will focus on planned giving, Downtown, Muldoon and Alaska Room in 2019.
- **Downtown Library:** met with Atwood Foundation – While interested in supporting with a small donation, they (and Rasmuson) will want to see MOA financial investment in the project before they invest. Met with the manager of the 5<sup>th</sup> Avenue Mall and had a very productive discussion about what it would look like to have the library in the mall. They are very interested and we will keep talking. This project continues to be illusive – even with \$10M, we're \$4M short of being able to do a full project.
- **Strategic/Community Plan:** strategic planning committee anticipates having a draft plan by the end of this month and will begin circulating it among stakeholders for feedback in December and Board approval
- **Library Foundation fundraising:** fall fundraising in full motion. Donors of \$100+ will get a special Library Champion library card with an octopus design.
- **Friends** reduced the amount to be given to the Library to roughly \$87K.
- **Last 28 Day Facebook snap shot includes:** Now showing in numbers vs % RED is down over previous month, Green is up over previous month

	Page Likes (added)	People Reached	Post Engagement	Audience(total likes)
APL Main FB Page	100	27,309	6,589	8936
Gerrish	8	992	211	377
Mountain View	18	4082	415	415
Loussac	25	406	754	489
Muldoon	7	1,567	136	31
CH-ER	9	120	137	63

Big win! 7 Day average for main APL Page: Likes Up 184% People Reached up 641% Post Engagement Up 646%. Thanks to: This Video: Watch it [HERE](#) just like 14,000 of your closet internet friends did,





### Youth Services

- Continued to do outreach to Nunaka Valley special needs preschool for sensory storytime. (Staff Linda Klein, Kristin Nevin)
- Tours with Pacific Northern Academy first graders and UAA education students
- Outreach at West/Romig Library, Covenant House, Polaris, Dimond High School
- Anne Frank House – a fantastic display was at Loussac led by a homeschool student guide and other student guides. It brought lots of people in on a weekend.
- Great teen events include the oreo taste test and the teen open mic night with 25 attending! And the FAFSA sign up (partnership with ACPE) where 14 people attended
- Drag Storytime was again a success, people were especially interested in the teen and adult time with two rows of teenagers attending.
- Other special events for the under 5 crowd: Read with Royalty, Bite Sized Science, and Wee Be Jammin
- We partnered with Bird TLC to host Owl-o-ween which had 305 attendees!
- People have been routinely using our new breastfeeding area, all appropriately. Recently I noticed a mom with an older child (about 4) in there. She later shared with me that he is autistic and was in overload/meltdown mode and she really appreciated the space that had limited sensory input to allow him to calm down.
- Project Build: Tor (our engineer) brought two visiting engineers with him, and they were so patient with the kids, letting them discover for themselves but providing guidance . One girl tried an experiment four times before she was satisfied with the result (building a structure that would survive a storm surge), which shows that kids can engage with the plan, design, test process of engineering. One mom was planning to do more engineering experiments at home with her kids. *Staff: Linda Klein*

### **Ready to Read Resource Center**

- Provided training at thread to 12 participants
- Presented live session for Modules 2, 3, and 4 for my cohort of Supercharged Storytimes for All

### Adult Services

We marked National Breast Cancer Awareness month with a display of bras on the 3<sup>rd</sup> floor. The bras were decorated at the library on October 7<sup>th</sup>, and donated to the AK Run for Women for their June event.

The Anne Frank Exhibit was available in the library atrium on October 13 and 14. There was a volunteer docent giving tours and it was well received by the public.

Stacia has been meeting with the Reentry Coalition subcommittee on Employment and Workforce Development, as well as the Partners for Progress subcommittee on the All City Job Fair. It is our hope that being involved with these meetings will allow us to target our workforce development programs to events being held in the city, and allow for more cross promotion with committee partners.

We partnered with the Department of Health and Human Services to offer free flu shots at Loussac Library – 77 people were able to receive free flu shots.

42 programs in October 2018, with 507 participants. In October 2017 we had 39 programs with 684 participants.



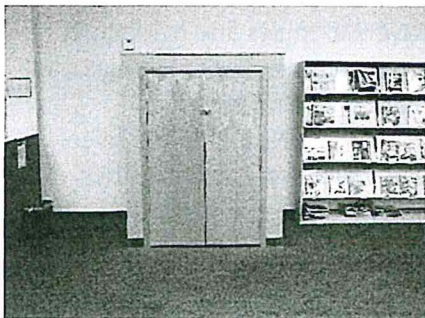
### Community Resource Coordinator

- Mobile Intervention Team (behavioral health crisis team) made contact, provided training & is looping the CRC team in to their efforts to contact and connect the most vulnerable people experiencing homelessness with services in the community
- MIT & Securitas teams are in beginning stages of coordinating & creating procedures to bring CRC into behavioral health issues with patrons
- Myself and Mountain View intern (Greta) now formally trained as SNAP outreach volunteers, integrating with city-wide SNAP outreach
- Continuing to network with 211, Southcentral Foundation (behavioral health div.), Access Alaska (TAB training for staff?), & patron interested in forming talking circles
- My very first staff referral was on behalf of a gentleman with no ID, no familiarity with Anchorage, and fewer than 30 days left on his (sober) shelter stay. He originally wanted to camp in Anchorage all winter, but we worked on reaching an understanding of how dangerous it can be to be unsheltered in Anchorage over winter, resolved some problematic family communication, encouraged future substance use & mental health treatment. On October 28 he left Anchorage, was reunified with his family outside of Alaska and is no longer in the Anchorage shelter system. He intends to return to AK to work in the spring, and work with the Midtown Job Center.

#### 1. Data Analysis:

- 25 one-on-ones (2 repeat clients)
- Max number of meetings with individual: 4
- 1 minor (age 13-18, at Mt. View)
- Equal recruitments from staff referrals & tabling
- Top two needs so far: Job search, housing

Muldoon new books drop



How it used to look





## Library-Initiated Programs as a Resource

### An Interpretation of the *Library Bill of Rights*

Library-initiated programs support the mission of the library by providing users with additional opportunities for accessing information, education, and recreation. Article I of the *Library Bill of Rights* states, "Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves."

Library-initiated programs utilize library staff expertise about community interests, collections, services, and facilities to provide access to information and information resources. Library-initiated programs introduce users and potential users to library resources and the library's role as a facilitator of information access. The library may participate in cooperative or joint programs with other agencies, organizations, institutions, or individuals to facilitate information access in the community the library serves.

Library-initiated programs include, but are not limited to, lectures, community forums, performing and visual arts<sup>1</sup>, participatory workshops, technology programming, creative learning programming, wellness programs, storytimes, continuing education, fairs and conventions, book clubs, discussion groups, demonstrations, displays, and presentations for social, cultural, educational, or entertainment purposes. Library-initiated programs may take place on-site at the library, offsite in other locations, or online and may be delivered by library staff, library volunteers, or library partners.

Libraries should not discriminate against individuals with disabilities and shall ensure they have equal access to library resources.<sup>2</sup> Library-initiated programs should comply with all applicable laws, including the standards and requirements of ADA and state or local disability accessibility guidelines. If a program is held in a location not controlled by the library, the library should assure that the space is accessible to all library users. If users overflow designated event areas during library events, libraries should protect accessible public spaces (i.e., ramps, pathways, and emergency exit routes) to ensure access and safety for everyone. Reasonable accommodations should also be made to have interpretation or real-time captioning for the deaf or hard-of hearing at library-initiated programs when needed or requested by library users.

As stated in "Equity, Diversity, Inclusion: An Interpretation of the *Library Bill of Rights*," "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."<sup>3</sup> Libraries should actively seek to include a variety of programming options representing diversity of genres, formats, ideas, and expressions with a multitude of viewpoints and cultural perspectives that reflect the diversity in our communities. Library-initiated programs that cross language and cultural barriers introduce underserved populations to the library's resources and provide access to information. Libraries serving multilingual or multicultural communities should make efforts to accommodate the information needs of those who speak and read languages other than English.



Libraries should have a policy guiding the development and implementation of programs, similar to material selection and building use policies, which has been approved by their policy-making body after consultation with legal counsel. These guidelines should set forth the library's commitment to free and open access to information and ideas for all users. Article II of the *Library Bill of Rights* states, "Materials should not be proscribed or removed because of partisan or doctrinal disapproval." Likewise, programs should not be canceled because of the ideas or topics of the program or the views expressed by the participants or speakers.<sup>4</sup> Library sponsorship of a program does not constitute an endorsement of the program content or the views expressed by the participants or speakers, any more than the purchase of material for the library collection constitutes an endorsement of the material content or its creator's views. Libraries should vigorously defend the First Amendment right of speakers and participants to express themselves. Concerns, questions, or complaints about library-initiated programs are handled according to the same written policy and procedures that govern reconsiderations of other library resources.

Article V of the *Library Bill of Rights* states, "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." The "right to use a library" encompasses all the resources the library offers, including the right to attend library-initiated programs. Libraries create programs for an intended age group or audience based on educational suitability and audience interest; however, restrictions on participation based solely on the gender, chronological age or educational level of users violates this right and should be enforced only when it would adversely impact the safety of the participants. Parents and guardians may restrict their own children's access to library programs, but no person or organization can interfere in others' access and participation.

Libraries should not deny access to library-initiated programs if patrons owe the library for overdue fines or other fees, nor should program attendees be required to share their personal information in order to attend a library program. Any collection of program participants' personal information should be on an opt-in basis only. If libraries charge program participants for supplies used, they should make every effort to reduce economic barriers to participation.

1. "Visual and Performing Arts in Libraries: An Interpretation of the *Library Bill of Rights* (<http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/arts>)," adopted February 13, 2018, by ALA Council.
2. "Services to People with Disabilities: An Interpretation of the *Library Bill of Rights* (<http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/servicespeople>)," adopted January 28, 2009, by the ALA Council; amended June 26, 2018.
3. "Equity, Diversity, Inclusion: An Interpretation of the *Library Bill of Rights* (<http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/EDI>)," adopted June 27, 2017, by the ALA Council.



4. "Responding to and Preparing for Controversial Programs and Speakers Q&A (<http://www.ala.org/advocacy/intfreedom/controversialprogramsqa>)," Intellectual Freedom Committee, June 2018.

Adopted January 27, 1982, by the ALA Council; amended June 26, 1990; July 12, 2000; June 26, 2018.

Printable PDF: Library-Initiated Programs as a Resource: An Interpretation of the *Library Bill of Rights* (</advocacy/sites/ala.org/advocacy/files/content/lbor16.18.pdf>)



## 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, age, 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.<sup>1</sup>

**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.<sup>2</sup> 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.<sup>3</sup>

**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.<sup>4</sup>

**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.



# ALA American Library Association

## Religion in American Libraries

### An Interpretation of the *Library Bill of Rights*

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The courts have consistently held that for the freedom of the press and speech guaranteed by the First Amendment to the United States Constitution to be fully meaningful, people must also have the right to receive information: that is, to read, view, hear or access what they choose. In addition, the First Amendment guarantees the right of individuals to believe and practice their religion or practice no religion at all (the "free exercise" clause) and prohibits government from establishing or endorsing a religion or religions (the "establishment" clause). Thus the freedom of, for and from religion, are similarly guaranteed.

In most cases involving religion and libraries, these latter freedoms of, for and from religion are not at issue. Rather, the constitutional principles at stake are usually freedom of expression and the corollary freedom to access the expression of others. For instance, most challenges to materials with religious content potentially infringe on the rights of other persons to access constitutionally protected speech rather than limiting the challenger's own beliefs or the practice of his or her own religion.

For the purpose of this interpretation "religion" refers to all that touches on the infinite, a supreme deity or deities or one's understanding of the ultimate meaning or purposes of life. It includes formal organized systems of belief and practice and informal individual spiritualities. It also refers to adherents of older religions, newer religions, and no religion. While this interpretation is most clearly applicable to public libraries, it should in most cases also be appropriate for school and academic libraries. Private libraries, especially those associated with religious institutions, should apply these guidelines as appropriate in relation to their institutional mission.

Librarians have a professional responsibility to be inclusive rather than exclusive in collection development. Libraries serve all members of their communities and within their budgetary constraints should address all information concerns of all members—including their religious information needs. Collections should reflect those needs by providing access to diverse religious thought without becoming a proponent of any of them. Articles I and II of the Library Bill of Rights are clearly inclusive regarding audience ("all people of the community the library serves") and materials ("all points of view on current and historical issues"). This includes both fiction and non-fiction materials regardless of format.

Collection development and materials selection should be done according to standards set forth in library policy that incorporates professional standards established in the Library Bill of Rights and Code of Ethics of the American Library Association and that are tailored to the community that the library serves. These may include but are not limited to contemporary significance or permanent value, community interest and/or demand, artistic and literary excellence, cost and format. The policy may include a reference to the role of the library as a limited public forum providing access to the marketplace of ideas. For example, it may state that the library provides unfettered access to different points of views and ideas. Above all, collection development should be content-neutral, assuring that the library reflects a diversity of ideas including controversial or unorthodox points of view.

The selection, shelving and labeling (especially the use of religious symbols in labeling) of religious fiction are particularly sensitive. Nevertheless, excluding religious fiction would be a violation of the Library Bill of Rights: "Materials should not be excluded because of origin, background, or views of those contributing to their creation." Librarians should distinguish between providing access to religious fiction and the appearance of supporting or endorsing a particular religious point of view. Religious content is no more or less protected than any other type of speech. While libraries and librarians should respect the diverse religious traditions of their communities, libraries exist to serve the information needs of all users in their communities.

Library policy should be applied equally to shelving of religious books, to storage or display of religious objects, or to access to religious Web sites as they would be to any other shelving, storage, display, or Web access. Privileging one religious tradition over others could violate the establishment clause of the First Amendment. Placing specific materials according to religious point of view or status within a given faith community rather than according to the cataloging system used in the library can make it difficult for users to locate such materials. It could be a violation of the Library Bill of Rights to give special treatment to a specific sacred text or object or to limit access to such a text or object.



On the other hand, it is appropriate to add additional titles or versions of a text or objects to the collection to meet community needs or interest but not to remove or sequester them. The scriptures or religious materials of all religions should be treated respectfully and equitably.

If a library sets aside tables or shelves for specialized materials or purposes such as atlases, directories, college guides, dictionaries or local history, it would be appropriate to set aside shelving for scripture, as long as all scriptures are treated equally, including texts that occupy a similar status among other groups (e.g., The Humanist Manifesto II).

Regarding meeting rooms, courts have consistently held that libraries may not exclude religious groups from their meeting rooms solely because the group is religious in character or because the meeting may include religious activities. Many precedents exist for the use of public facilities (e.g., school auditoriums or park pavilions) by all types of community groups, including religious groups. Courts that have considered the question have consistently held that libraries are limited public forums for the receipt of information. In turn libraries may designate areas within their facilities as limited public forums for use by the community for the exchange of information and may create rules for their use. No court has ever ruled that a library must exclude religious groups. The safest course of action is to provide the same access and apply the same rules of use to all community groups. As with collections, these rules should be content-neutral and address only behavioral restrictions (time, place and manner). Consistency is crucial: all groups should be treated the same and subject to the same rules, such as rental fees, frequency restrictions, noise policies or food bans.

With regard to displays, libraries are not required to open display or exhibit space to community groups. If libraries choose to open their exhibit and display space to community groups, space should be provided on an equitable basis to all groups that request it, regardless of the beliefs or affiliations of individuals or groups requesting their use. A library may wish to consider the amount of such space and its location when deciding whether to open it to community groups. Article II of the Library Bill of Rights states, "Materials should not be excluded because of the origin, background, or views of those contributing to their creation" and "Materials should not be proscribed or removed because of partisan or doctrinal disapproval." For additional details, see "Exhibit Spaces and Bulletin Boards: An Interpretation of the Library Bill of Rights."

If a library provides space for community groups to distribute literature to the public, religious groups should be allowed to do so on an equitable basis with all groups that use the distribution space, regardless of the beliefs or affiliations of individuals or groups distributing such literature. Policies covering the number of individual items of literature, the size and definition of such items and the length of time that items will be left out for distribution should be considered.

The religious views that patrons and employees bring with them into the library are more community relations and employment issues rather than intellectual freedom issues and are addressed in the Intellectual Freedom Committee's "Religion in American Libraries: Questions and Answers."

Precisely because religion is such a sensitive and sometimes controversial concern of library users, it should be accorded the full protections promised to its myriad forms by the First Amendment of the United States Constitution and the American Library Association's Library Bill of Rights.

Adopted June, 2016, by the ALA Council.

[www.ala.org/advocacy/intfreedom/librarybill/interpretations/religion](http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/religion)



Municipality of Anchorage  
Library Advisory Board Agenda  
Z.J. Loussac Library  
Alden Todd Board Room  
December 12, 2018  
5:30 p.m.

1. Call to Order

2. Roll Call

Barbara Jacobs	Nancy Hemsath, Chair
Cristy A. Willer, Secretary	Lucy Flynn O'Quinn
Jamie Lang	Sarah Switzer
Jonathan Bittner	Wei Cheng
Lo Crawford	

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

TOPIC	Leader	Time	Action
Call To Order			
Person (s) to be Heard		3 min	
Introductions of Staff and Board		10 min	
Consent Agenda, Dec 12, 2018	Chair	1 min	Vote to Approve
Approval of Minutes –Minutes, Nov 28, 2018	Chair	2 min	Vote to Approve
Mission Moment – MOA Translation Initiative	David Adkins-Brown	15 min	Discussion
Review of Strategic Plan Draft, Mission and Vision	Clare	40 min	Discussion
Staff Updates <ul style="list-style-type: none"> <li>Director Report</li> <li>PVR Review, 3<sup>rd</sup> Quarter</li> </ul>	Director	20 min	Discussion
Next Board Meeting <ul style="list-style-type: none"> <li>January , 5:30-7, Alden Todd Board Room</li> </ul>			
Potential Agenda Items for Next Meeting <ul style="list-style-type: none"> <li>Strategic Plan Approval</li> <li>Board Review of Policies</li> <li>Programming Policy</li> </ul>			
Board Comments and Adjourn			



**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: November 28, 2018	Location: Z.J.Loussac Library
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Board Members				Staff
X	Nancy Hemsath, Chair	EX	Jonathan Bittner	Mary Jo Torgeson, Director
X	Jamie Lang, Vice Chair			
X	Cristy A. Willer, Secretary			
X	Barbara Jacobs			Guests
X	Lourdes Linato-Crawford			

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:45 p.m.	
Person to be heard	None.	
Mission Moment	None.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved as amended to add date of next meeting. (Jamie/Lo).</li> <li>Minutes of 10.17.28 approved as amended to add Samantha's last name: Aamot (Nancy/Lo).</li> </ul>	
Discussion/ Action Items	Discussion	Action
	<ol style="list-style-type: none"> <li><u>3D Printer Policy</u> (attached)</li> <li><u>Programming Policy</u> (attached). Policy was discussed: issues re the role of LAB in "reconsideration" disputes, e.g. the place of religious slants in programs, allocation of space for partners vs non-partners, etc.</li> <li><u>Retreat Planning</u>. LAB's turn to host the annual 3-board retreat, which will include a presentation of our strategic plan. Nancy, Lo, and Mary Jo will be the planning team.</li> <li><u>New LAB members</u>: Jamie Lang and Lucy Flynn O'Quinn will be new members after approval by the Muni at their 12.4.18 meeting.</li> <li><u>Director's Report</u> (attached).</li> </ol>	<ol style="list-style-type: none"> <li>Policy Approved (Jamie/Cristy)</li> <li>Mary Jo to take Policy to Legal and return with their review in January.</li> <li>Retreat will be 1.26.19, possibly in the Ann Stevens room or AK Room.</li> <li>MJ will conduct a board orientation for everybody on 1.16.19.</li> </ol>
Comments	Lo reminds LAB of the Bridge-builder potluck on Saturday.	
Adjournment	Meeting adjourned at 7:07 (Jamie/Barb)	
Next Meeting	Location: Loussac, Alden Todd Board Room on Date: December 12 Agenda: Strategic Plan review with Clare Ross.	



# LIBRARY DIRECTOR'S REPORT

## November, 2018

### Loussac Building Updates:

- Earthquake: thousands of books were displaced and all departments came together to help shelve the materials, empty the garbage cans catching the water leak and getting the library cleaned by volunteers. It was a testament to the dedicated crew we have working for the library!

### Information Technology/Patron Services:

- The IT overarching goal is to finish APL's refresh of technology infrastructure. We have recently replaced the DHCP server, Domain Controller, and updated all out of date Wireless Access Points. APL and MOA ITD are in the middle of replacing the Deployment server, core Loussac switches, and entry level switches. We hope to finish the switch refresh in 2019. Between 2018-2019, we will have almost completely new IT infrastructure.
- We have interviewed and hired a new Patron Services supervisor and she will start on Dec 24.

### Branches:

#### **Muldoon:**

- Signco installed our new external signage on 11/8. (Photos below.)
- A new hallway door was installed, which will redirect Boys & Girls Club traffic to their new north-side entrance. There has already been a significant drop in hallway/foyer incidents and noise since the door has been installed. Our youth program attendance has held steady.
- Earthquake: The building owner inspected the building and it was found to be safe. The library itself had only minor damage—two new wall clocks were broken; Jim's computer flipped three feet from his desk to the floor (it still works!); and a great deal dust/grit covered everything. About a third of the collection ended up on the floor.

**Eagle River:** Earthquake damage was the worst at this branch. Staff from all locations have been helping Eagle River staff with the slow cleanup of around 30K worth of materials on the floor. There has been damage to some aluminum struts that hold up the tile and there are some areas that will need to be repaired before we reopen. It is not clear, at this point, when Eagle River will be able to reopen.

#### **Mountain View:**

- Earthquake: MV experienced very little damage from the earthquake and was the only location open on Saturday the 1<sup>st</sup> with full services and programs. The earthquake only did a slight amount of damage to the walls of the library, which have been inspected and deemed safe. We were able to reshelve the stacks within only five hours
- Yupik Storytime was a huge success with families from the Southside coming to the MVNL for the first time. They were very surprised by how nice the library was and happy to see a cultural program being offered to children.
- Tundra Vision pulled in 107 people to listen and learn about the Japanese-American internment camp here in Anchorage. It was a wide mix of seniors and college students. People came out expressing surprise at how the US has treated members of community in the past which translated to concerns around situations of today.
- Restorative Justice had 55 people attend the evening event. There were people from every segment of the community present to listen, share, and learn. We thank Representative Tarr and Senator Begich for partnering with us to make this program happen.
- IDP, Intensive Discharge Program Plus: MV provides a space where people can meet with new people coming out of prison or new to parole. Intensive Discharge Program Plus works with parolees in the



neighborhood towards reintegration into the surrounding community, reducing recidivism, and creating and maintaining life-long learning and goals. It removes the interaction with parolees from the high-conflict space of the parole offices and interacts with participants as individuals included in, and with a stake in, their community. This is a self-identifying need program which has allowed even casual members of the MV community to enter and interact with Social Workers.

- Over this past year, starting in February, this program has seen 96 participants. The month of November saw 14 people participate in the IDP+ program. In the past month alone this program has seen five participants released from parole with successful integration into community. Additionally, participants continue to return of their own volition, checking in with social workers who can get access to needed services.

#### **Girdwood:**

- Earthquake: We had a lot of books fall, and some new damage to the building. Overall, it wasn't too bad, and we were able to clean up in just a few hours. We did have to close on Friday and Saturday due to losing heat because of a broken pipe in the Fire Department. They fixed it over the weekend, and we were back to normal on Tuesday
- The Anchorage Department of Health and Human Services came down to provide free flu shots to the community. They were very happy with the turn out, and we both agreed to do events like this in the future.
- Nov 2017: 14 programs, 136 participants; Nov 2018: 14 programs, 219 participants, increase due to flu shots

#### Community Relations/Foundation/Friends

- Early November was consumed with communication regarding Jim Minnery's campaign against Drag Storytime.
- Misty Rose also continued marketing support for the "Libraries Mean Business" grant.
- End of year marketing spend out activities included a campaign for the genealogy resources and the Alaska Collection that will air on Alaska Public Media (PBS)
- Media Coverage: KTVA Channel 11 reported on Loussac for Earthquake damage/recovery efforts.

Social Media Updates for November: Highlighted social across platforms attached including day of earthquake posts.

#### Twitter Summary

- 20 Tweets; 17.6K Tweet impressions; 76 Profile visits; 64 Mentions; 16 New followers

**Last 28 Day Facebook snap shot includes: Now showing in numbers vs % RED is down over previous month, Green is up over previous month**

	Page Likes (added)	People Reached	Post Engagement	Audience(total likes)
APL Main FB Page	233	54163	13540	9141
Gerrish	5	507	130	379
Mountain View	19	1150	532	432
Loussac	68	5986	3017	564
Muldoon	3	199	92	34
CH-ER	220	15978	3755	282



- Big win! We saw HUGE increases in our Facebook audience over the 7 days of the “Earthquake Window”. Technically December but these numbers really contributed to November being strong as Friday 11/30 was a VERY busy day in Social Media. This helps us end the year with the majority of spages at a good level for audience engagement.



Jessica Thacker recommends Anchorage Public Library (Z. J. Loussac Library)

4 mins · 🌐

The staff was excellent help!!!! This library is so nice!!! My daughter had so much fun! PLENTY of books and movies to choose from! VERY clean, EASY to navigate, and EASY to find! HIGHLY recommend! I also love that you can check out books at any of the 5 locations and can pick them up here. I love the self checkout area!!! Also, that you can link your library card to the LIBBY App (free app) to read ebooks/listen to audiobooks/music for free!

“Thanks for all of the help, you all were AMAZING!”

📍 Anchorage Public Library

1 Comment



Love



Comment



Share



### Youth Services

- Created and distributed a “tough topics” bookmark to help people find info they might be embarrassed to ask about. (Kelsey Skrobis)
- Franken-toys, a joint family-teen program to use broken toys to make new crazy creations brought in 45 people. (Staff Jon Ebron & Kelsey Skrobis)
- Outreach at Covenant House, where we issued library cards to teens. (Staff Jon Ebron)
- Project Build at Loussac was the highest attendance yet, children learned how water gets polluted and how it can be filtered. They designed their own filtration methods! (Staff Linda Klein and Kelsey Skrobis)
- For Bite-Sized Science in November, we had a “poop” theme. The craft afterwards was to model playdough into the shape of different animal droppings. One little boy was excitedly showing me what he was making and even held it out to another girl, asking her, “What kind of poop is this?” The mom then confided in me that this boy was normally relatively withdrawn-- it took him 3-4 months to feel comfortable talking to his teacher at school and he normally doesn't engage with strangers but because we were talking about his FAVORITE topic, he opened up right away. She was so grateful that they happened to come to this program and impressed by the program itself.
- At our Yup'ik storytime we had several families that spoke Yup'ik who attended, including multigenerational families with grandparents. Many of them recorded our presenter singing Twinkle Twinkle Little Star in Yup'ik. One family that came brought their child they had just adopted. The child is Yup'ik and they don't speak the language so they were very excited about the opportunity to introduce him to the language.

### **Ready to Read Resource Center**

- Assisted with Anchorage Imagination Library event at the Alaska Museum of Science and Nature on November 3
- Submitted December book recommendations for the column in Best Beginning's new newsletter.



### Adult Services

Our volunteer appreciation event was held on Thursday, November 1. That event gave us an opportunity to thank our exiting volunteers and provide information about our volunteer program to interested people. Since that event, we have had two new volunteers start in adult services.

The United Way began providing Health Insurance Navigators for ACA open enrollment. So far they have been able to assist over 100 people sign up for health insurance. Open enrollment ends on December 15<sup>th</sup>.

47 programs in November 2018, with 520 participants. In November 2017 we had 36 programs with 325 participants.



Muldoon





**ANCHORAGE PUBLIC LIBRARY  
2018 PERFORMANCE, VALUE, RESULTS, QTR 3**

**Mission**

Anchorage Public Library provides resources to enrich the lives and empower the future of our diverse community, while preserving the past for generations to come.

**Library Core Services:**

**Excelling As a Community Learning Center**

- Education: Self-directed and classes, both virtually and in person at the library
- Information: Materials, research and instruction
- Technology: Computing access and services
- Exploration: Programs, reading, viewing, listening
- Meeting Place: Convening to bring the community together

**Major Use Indicators and Performance Measures**

- Circulation of Materials, including downloadable items
  - Total materials circulation increased 27% over 3rd quarter 2017 and **12% increase year to date.**
- Library Visits
  - Library visits increased 36% across all locations over 3rd quarter 2017 and **22% increase year to date.**
- Program Attendance
  - Program attendance increased 82% over 3<sup>rd</sup> quarter of 2017 numbers, and **increased 76% year to date.** We had record breaking numbers attending children's programs.
- Computer use, including WIFI use of Library technology
  - Computer and Wi-Fi usage in all locations increased by 8% over 3rd quarter 2017 and **increased 46% year to date**
- Virtual Library visits through website.
  - The new library website received an average of 300,000 visits per month in 3<sup>rd</sup> quarter 2018.
- Periodic programmatic performance outcomes for specific programs and services, with this quarter focusing on our summer learning activities:

**SUMMER DISCOVERY LEARNING PROGRAM FOR**

The Anchorage Public Library Summer Discovery provides programs for the family to encourage summer learning and reading. The purpose of this program is to encourage reading for the family, and especially the student, so that they continue to grow in reading abilities over the summer.

**Outcomes**

- 65% of caregivers said their family read more because of summer discovery



- 80% of caregivers said their child was a stronger reader because of summer discovery

Families with children under 5 did these early literacy practices that research shows is VITAL to developing reading readiness:

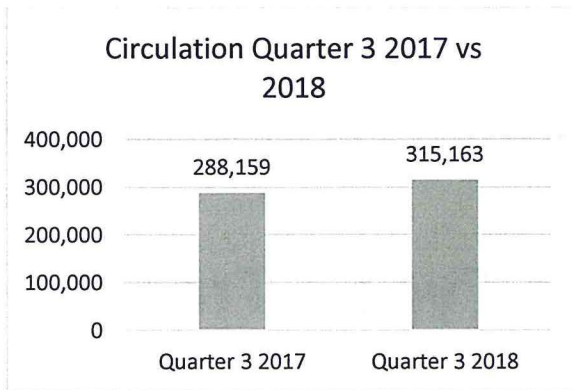
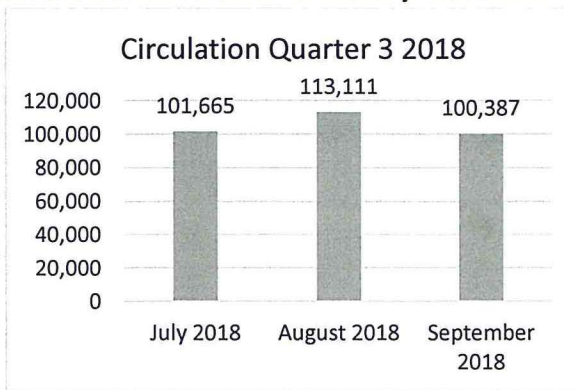
- 100% of families read
- 61% of families sang
- 74% of families played together
- 66% of families talked together in an intentional way
- 39% of families wrote (did writing practice) with their child under 5

**Department Goals that Contribute to Achieving the Mayor's Mission:**

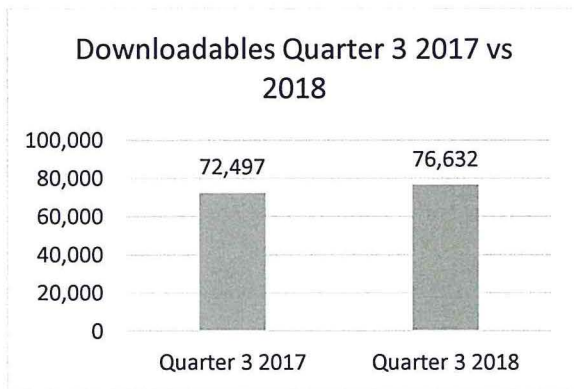
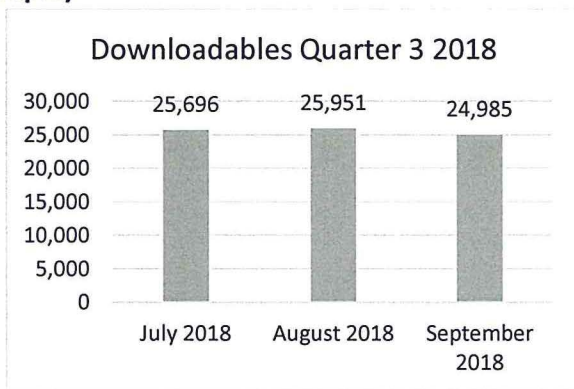
- Aid the public who are homeless to find resources that will help to improve their lives
- Make city government more efficient, accessible, transparent and responsive
- Build a city that attracts and retains a talented workforce, is hospitable to entrepreneurs, small business and established companies and provides a strong environment for economic growth



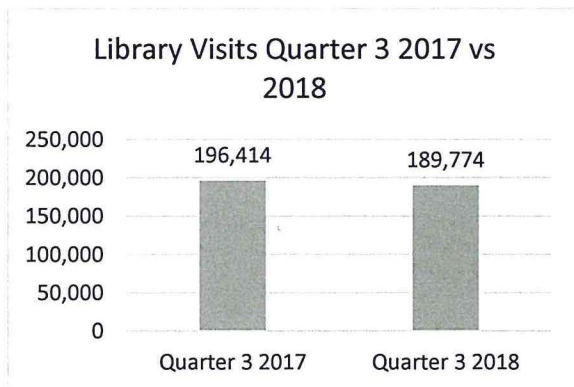
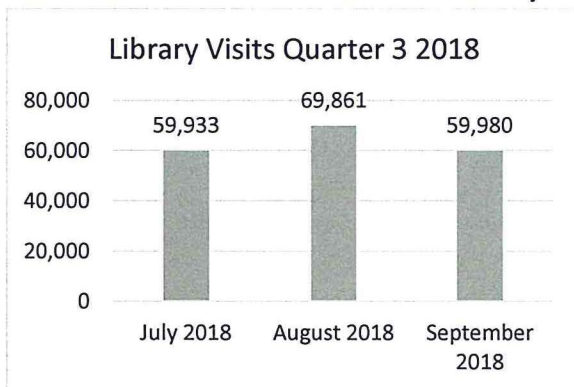
### Measure #1: Circulation of library materials.



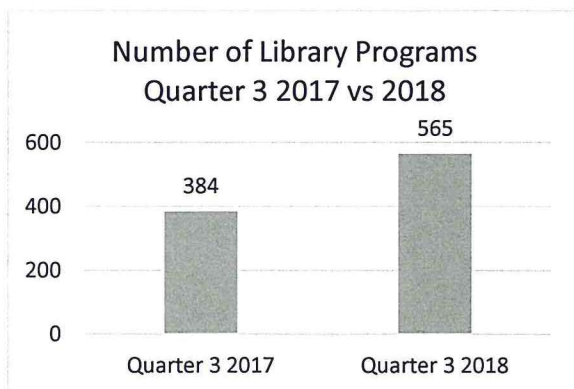
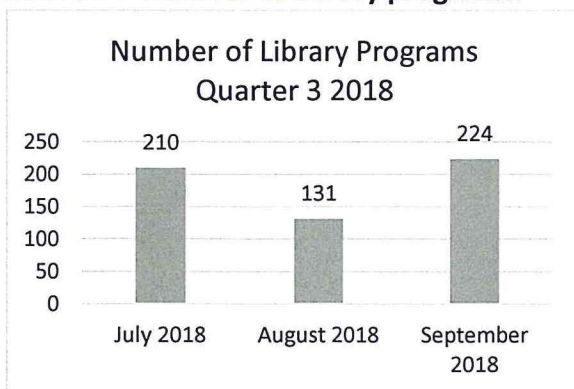
### Measure #2: Number of items downloaded from library (Alaska Digital Library, Freegal, & Hoopla)



### Measure #3: Number of visits to the library.

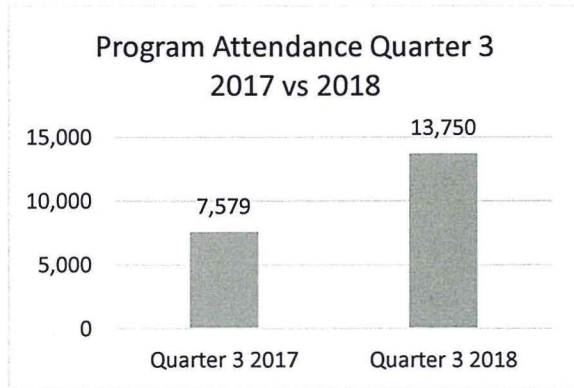
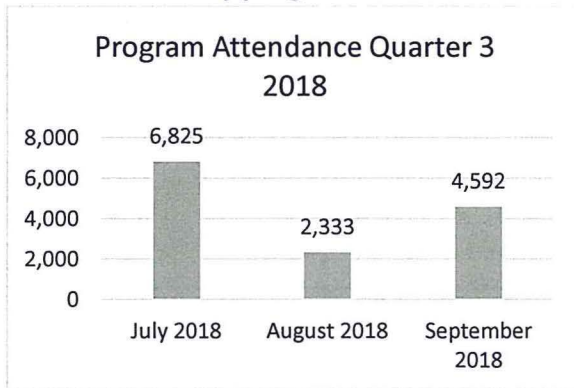


### Measure #4: Number of library programs.

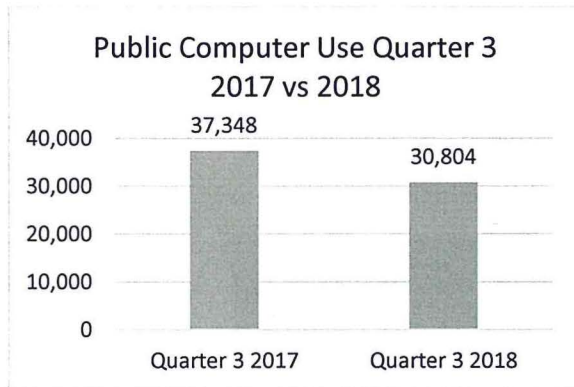
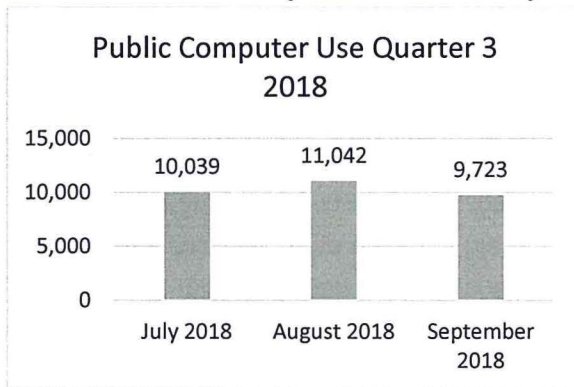




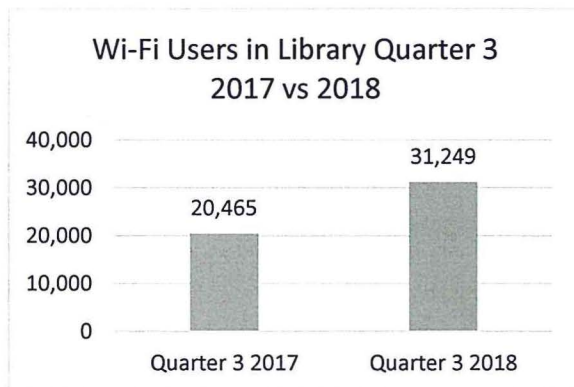
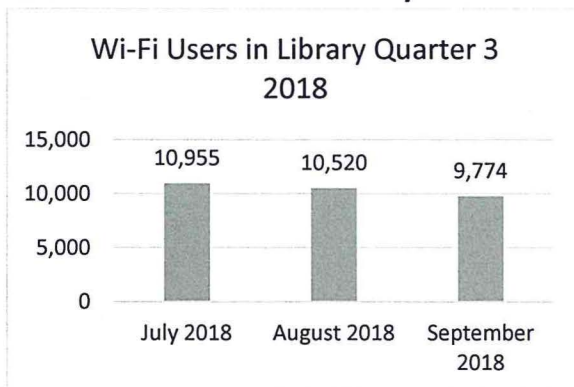
**Measure #5: Library program attendance.**



**Measure #6: Public computer use in library.**



**Measure #7: Wi-Fi users in library.**



**Measure #8: Website visits (anchoragelibrary.org).** \*new website launched December 2017. The new website is hosted on a new platform and the data is collected differently. \*\*technical issues in August

