

Municipality of Anchorage  
Library Advisory Board Agenda  
Z.J. Loussac Library  
Board Room, 4th Floor  
January 16, 2019  
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	
Consent Agenda, January 16, 2019	Chair	1 min	Vote to Approve
Approval of Minutes –Dec 12, 2018 Minutes	Chair	2 min	Vote to Approve
Policy: Programming	Director	10 min	Vote to Approve
Strategic Plan 2019-2021	Clare Ross	20 min	Discussion and Vote to Approve
Staff Updates Director Report	Director	20 min	Discussion
All Board Retreat <ul style="list-style-type: none"> <li>January 26, 9:00-12:30 Ann Stevens Room, 3<sup>rd</sup> Floor Loussac</li> </ul>	Director and Board Chair	5 min	
Next Board Meeting Feb 20, 2019, 5:30-7, Alden Todd Board Room, Board Training			
Board Comments and Adjourn			

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: December 12, 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	Lucy Flynn O'Quinn	David Adkins-Brown, MV Branch Librarian
X	Cristy A. Willer, Secretary	X	Sarah Switzer	
EX	Barbara Jacobs	X	Wei Cheng	<b>Guests</b>
X	Lourdes Linato-Crawford			Clare Ross

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:35 p.m.	
Person to be heard	None.	
Mission Moment	David Adkis-Brown led a discussion of the "Language Access Plan" (attached), designed to "help identify reasonable steps for providing language assistance to persons with limited English proficiency..." In partnership with UAA's Justice Center, staff can reach 240 languages for \$.63/minute to help patrons.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved (Lucy/Jamie).</li> <li>Minutes of 11.28.18 approved (Lo/Jamie).</li> </ul>	
Discussion/ Action Items	Discussion	Action
	<ul style="list-style-type: none"> <li>Clare Ross led a ppt discussion of the draft "APL Strategic Plan 2019-2021," which was developed with considerable community input and in partnership with the Aspen Institute. The board congratulated Clare and her team on a job well done.</li> <li>Director's Report (attached). Earthquake recovery continues.</li> <li>2018 Performance, Value, Results (PVR) Q3 (attached).</li> </ul>	Feedback should be sent directly to Clare via email. Final report will be available at the January Board meeting.
Comments	<ul style="list-style-type: none"> <li>Board orientation has been moved to February, to cover roles and responsibilities of Board members and roles of the three boards.</li> <li>Three-board retreat will be on January 26, 9-12:00.</li> </ul>	
Adjournment	Meeting adjourned at 7:13 (Lucy/Mei).	
Next Meeting	Location: Loussac, Alden Todd Board Room Date: January 16 Agenda: Strategic Plan approval.	

**ANCHORAGE PUBLIC LIBRARY**  
**PROGRAM POLICY**

**Definition**

A **program** is **defined** as a coordinated activity or event with a specific purpose, such as highlighting collections, services, learning about the community or sharing knowledge and expertise.

**Purpose of Library Programs**

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 community 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 and uses the following criteria in making decisions about program topics, speakers, and accompanying resources:

- Strategic focus areas and core services
- 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, cultural 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 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 programs; performers and presenters will not be excluded from consideration because of their origin, background, or views, or because of possible controversy.

The library will abide by the Municipality's public policy from Title 5 Equal Rights:

The public policy of the municipality is declared to be equal opportunity for all persons. The assembly finds that invidious discrimination in the sale or rental of real property, financing practices, employment practices, public accommodations, educational institutions, and practices of the municipality, based

upon race, color, sex, sexual orientation, gender identity, religion, national origin, marital status, age, or physical or mental disability, adversely affects the welfare of the community. Accordingly, such discrimination is prohibited. It is the express intent of this title to guarantee fair and equal treatment under law to all people of the municipality, consistent with federal and state constitutional freedoms and laws, including freedom of expression, freedom of association and the free exercise of religion

### 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 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 and can be obtained at any library. Requests for review of programs will be considered in the same manner as requests for reconsideration of library materials.

Any person needing an accommodation for a disability in order to access the benefits of the library's services, programs, or activities under the Americans with Disabilities Act should contact a library manager no less than five (5) working days prior to the program.

### 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 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 and will be paid within 30 days after 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.
- All programs must be respectful to all communities and must not espouse hatred or violence.
- 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.
- 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 programs should only use material for which they have permission to use. 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.
- Performers or contractors will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or physical or mental disability. The contractor will comply with all laws concerning the prohibition of discrimination including, but not limited to, Title 5 and Title 7 of the Anchorage Municipal Code.

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

**Approved by: Library Advisory Board,**

## LIBRARY DIRECTOR'S REPORT

December, 2018

Strategic Plan: staff committee is developing our "First Six Months" work plan and have selected 6 priority tasks to focus on:

- internal communication plan, staff/supervisor professional development, assessments of programs/partners, create a policy review schedule, volunteer program, and customer service

### IT and Patron Services

- Patron Services has welcomed a new Circulation Supervisor Jamie White.
- Library IT has finished work on the new Deployment server and Domain Controller. The new Public computer image will use Windows 10 and use Microsoft Office 2016 and will allow APL in conjunction with MOA ITD to more easily deploy all new computers.
- We are coordinating with our ERate consultant for our 2019 application and subsequent purchase of network equipment. With these federal funds, we save approximately 60% on all of our equipment.

### Collection Management Services

- We have added several new electronic resources to the website: RB Digital, Learning Express Library, Medline, Home Improvement Reference Center, and Hobbies & Crafts Reference Center and are promoting databases on facebook.
- Technical services completed a huge product to add a new collection, STEM KITS, for children.

### Branches:

#### **Muldoon:**

- Earthquake: minor damage, only closed several days. Volunteers helped on the following week with cleanup.
- A patron wanted help on a do it yourself bankruptcy, and after several reference interviews, and sending him to legal sources he would not have found on his own, he decided to hire an attorney.
- Winter Break youth programs increased attendance by over 100 children.

#### **Eagle River:**

- Earthquake: approximately 90% of the collection, over 60,000 items, were on the floor. We're still missing many ceiling tiles plus the metal grid to hold them up, and drywall cracks throughout and several shelving ranges came loose from their bolts and are now wobbly. Staff came from other locations to assist and Facilities Manager, Bill Fowler was a lifesaver, clearing out the debris and doing the lion's share of the shopvac work.
- Mike Chadwick (MOA Internal Audit) mobilized 25 volunteers from his church once we were able to get them in to help clean. Overall, 30 volunteers worked 120 hours on clean up, dusting books and shelves.
- We reopened on Friday, 12/21, three weeks after the earthquake. In preparation for all the stories that patrons would want to hear and tell, Dean Brovold created a photo slideshow for our digital screens to display pictures of the carnage and children were encouraged to write their story in the library.
- Rebecca Burke, Library Asst II, transferred to MV as of Dec 1, but continued to help at CE during the recovery efforts. Her in-laws donated funds via the Library Foundation to provide food and drink to library workers during the first week of the closure despite the fact that they live thousands of miles away.

#### **Mountain View:**

- Earthquake: MV had the least damage and was the only library open the day after the earthquake.
- Winter crafts saw a good number of people come through as well as the Christmas Horror Fest (nontraditional Christmas films) which had many people not from the MV area attend.
- This branch is considered a center for the Mountain View community. We had a woman recently come to the library early in the morning to not only drop off her DVDs but also have us call 911 for a health emergency. She had run low on a medication, waited for us to at least partially open for the morning, and made the trip to us. She said she trusted us to speak with EMTs as well as provide a safe place while she waited. It is quite evident that this library provides more for this neighborhood than just books and computer access.
- MVNL is happy to now have a STEM kit out for kids to use in conjunction with project build, a grant funded new youth program. We have been able to sit with kids and show them how to use the microscope to view mounted slide as well as their hair and paper. This is the first station, and a new station will arrive next month. (See picture below)

#### **Girdwood:**

- Earthquake: closed for several days and it took 3-4 hours to clean up fallen books and dust
- Had a DIY green adult craft program of making wax wrap, and even several Girdwood fire fighters joined in

- Girdwood held their first Grinch Storytime, where staff read *How the Grinch Stole Christmas* by Dr. Seuss and watched the original cartoon, 45 people came, and we hope to do this event yearly (see picture below)

### Community Relations

- Early December was consumed with communication regarding the Earthquake and recovery. We received a huge increase in patron engagement on social media including audience increases across all platforms. Our main APL and Eagle River page received the highest bump.
- Misty Rose also continued support for the "Libraries Mean Business" grant working with APL's Business Fellow to set up first quarter marketing including online ads and radio show prep.
- APL had a special screening of "We'll Meet Again" that featured the Library and reference librarian Stacia McGourty as part of the journey. We plan to re-run the screening in March if you missed it here or on PBS. The premier received media coverage. We also ran a commercial [LINK](#) for the Alaska Collection and Genealogy resources during the PBS show "We'll Meet Again" And also "Finding Your Roots".

#### **Media Coverage:**

- ADN- [Story on '64 vs '18 quake](#) including pre-promotion of Library "We'll Meet Again" event.
- KTUU- ["We'll Meet Again" 1964 Quake Survivor Story](#)
- ADN- Follow up on [7.0 quake impact for Eagle River](#)
- KTUU- Included ["Noon Year's Eve"](#) in their list of best things to do and sent a film crew to Loussac
- Last 28 Day Facebook snap shot includes: Now showing in numbers with increases "highlighted." Non-highlighted is either down or flat to previous track.

	Page Likes (+)	People Reached	Post Engagement	Audience(total likes/follows)
APL Main FB Page	51	13463	4284	9,167/8,877
Gerrish	6	700	159	383/384
Mountain View	19	1150	532	440/444
Loussac	67	13359	2380	631/647
Muldoon	3	205	53	37/37
CH-ER	50	3982	1009	336/349

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### Foundation/Friends

- **Downtown Library:** will meet with Sen. Begich to discuss our capital request and Andrew Halcro to revisit ACDA's ability to support this project; met with manager of 5<sup>th</sup> Avenue Mall – they are really interested in having us in the mall. There are some real possibilities, but their discounted rent is still out of our price range.
- Foundation hit or exceeded our fundraising targets for the year.

### Youth Services

- Meet the cast event with Cyrano's for their winter kids musical based on the *Diary of a Worm* books. It was our first such partnership with Cyrano's.
- Science with Cooperative Extension. Our first official partnered event with cooperative extension, they are doing evening school age science programs.
- Post Earthquake Events –When ASD, announced that they would be closed for a week, library staff immediately responded with a week's worth of events. We did a morning movie and an afternoon activity. Each day was a theme. These events garnered great participation (almost 100 people at some of the afternoons) and tons of positive comments from the public.
- Ready Set Create Stations launched at Loussac and all the branches. These areas are aimed at school age kids, 6 to 12, with a hands on STEM activity. The initial reaction from the patrons has been very positive. Every month we will rotate the activities – there are 10 activities so it will be nearly a year before we repeat! This is part of the Project Build grant.
- Because of the great publicity from our Earthquake week events, Bosco's called and asked if we wanted to do a Pokemon class. They brought staff and gave out card and taught a lot of very excited kids to play Pokemon.
- Volunteens helped with a number of events and were lined up for winter break events

- By comparison in 2017, we did 544 programs for 20,591 people. That is **82 more programs** for an extra **6,684 people**.
- Anecdote: A favorite 13-year-old disclosed to a staff member that she identifies as gender nonbinary and shared the name she prefers to be called, while still gave the option of calling her by her old name. Staffer asked her which one she preferred (she said the new one). She also mentioned she was thinking of buying a binder and she was asked if she had considered asking her parents-- she communicated that she wasn't quite ready to speak to them about it yet. A few minutes later (and knowing what a voracious reader she is), the YS Librarian brought up our new young adult non-fiction section and she was SO EXCITED by what we offered, she ended up checking out eight books, including some on sexuality and gender. The YS Librarian said: "Thie whole conversation reinforced why I do this job and why I love it so much: she may not have been ready to tell her parents but views me as a trusted adult, one she knows will react nonjudgmentally and respect the information she shares with me. Not only was I able to just listen to her and validate her feelings, I was able to connect her to valuable resources so she can continue discovering her identity and learning on her own".

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

- Presented live session for Modules 1 and 2 for my second cohort of Supercharged Storytimes for All (running through February)
- Submitted January book recommendations for the column in Best Beginning's new newsletter.

#### Adult Services

- The screening for We'll Meet Again with Anne Curry attracted more than 100 participants. Between the national viewing and the earthquake, we've noticed an uptick in people looking for material related to the 1964 earthquake.
- Cozy Up with a Good Book is our virtual reading group. We use Engaged Patron to provide a platform for patrons to share book reviews, September-April. Patrons that participate are eligible for a prize drawing.

#### Community Resource Coordinator

- 29 1:1s, 4 repeat clients
  - 3 ACMHS referrals
  - 5 SNAP applications
  - 3 therapy referrals (private clinicians)
  - 1 disaster assistance grant application (start to finish)
  - 1 Senior Benefits application
  - 4 resumes (start to finish)
  - 1 job search > application > submittal
  - 2 heating assistance applications
  - 1 General Relief application (utility assistance for APA recipients)
  - 2 Medicaid applications
- Materials: 200 business cards, 20 APA applications, 11 APA re-certifications, 7 heating assistance apps, 35 December food pantry schedules, 10 AK disaster assistance grant info pages, 20 Aetna post-earthquake mental health hotline referrals, 18 ADRC referrals)
- Top two needs this month: housing, mental health support (PTSD, anxiety)
- A patron who would be stereotypically the least likely to "engage with services" attended the "Community Resource Coffee" event and not only engaged with Assets (disability support), he also filled out their application and sent it in on his own.
- Two individuals who've camped for the last 6 years were able to walk into the CRC office Friday afternoon and leave with completed SNAP applications and a Monday appointment with CITC's outreach team.

#### USAGE SNAPSHOT

	Loussac	Chugiak-Eagle River	Gerrish	Mountain View	Muldoon
Adult Print Materials	29%	28%	30%	21%	26%
Adult Media Materials	24%	21%	26%	50%	35%
Juvenile Print Materials	38%	41%	34%	18%	28%
Juvenile Media Materials	9%	10%	10%	11%	11%
	100%	100%	100%	100%	100%



**The Grinch and Max  
decided to join us!!!**

Girdwood Grinch



Mt. View Project Build microscope

**ANCHORAGE PUBLIC LIBRARY**  
**2018 PERFORMANCE, VALUE, RESULTS, QTR 4 AND TOTAL FOR YEAR**

**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 decreased 4.7% for 4th quarter 2018 compared to 2017 (closure during earthquake) and **increased by 6% over 2017.**
- Library Visits
  - Library visits decreased 46% for 4th quarter 2018 compared to 2017 and **increased by 3% over 2017.**
- Program Attendance
  - Program attendance increased 19% for 4th quarter 2018 compared to 2017, and **increased 61% year to date!** We had record breaking attendance at children's programs.
- Computer use, including WIFI use of Library technology
  - Computer and Wi-Fi usage in all locations increased by 4% for 4th quarter 2018. When considering all technology use, **2018 usage increased by 13%.**
- Virtual Library visits through website.
  - The new library website increase usage by over 300% over 2018. This website is easier to use and perhaps uses different metrics to capture usage.
- Periodic programmatic performance outcomes for specific programs and services, with this quarter focusing on the activities of the **Community Resource Coordinator:**

**Activities:** Grant funded, provides outreach, one-on-one consultation, information referral to vulnerable library patrons looking to apply for community resources.

**Outcomes**

- i. 60+ one-on-one meetings with patrons experiencing homelessness, mental illness and other vulnerabilities
- ii. Mental Health: Seven referrals to mental health services, presenting issues ranging from severe mental illness to PTSD, anxiety and stress management

- iii. Seniors: 20 referrals to the Health Department's Aging and Disability Resource Center, four completed Senior Benefits applications
- iv. Food: Nine SNAP applications
- v. Substance use: Two individuals referred to CITC Recovery Services
- vi. Other: Three heating applications, six resumes and nine job applications

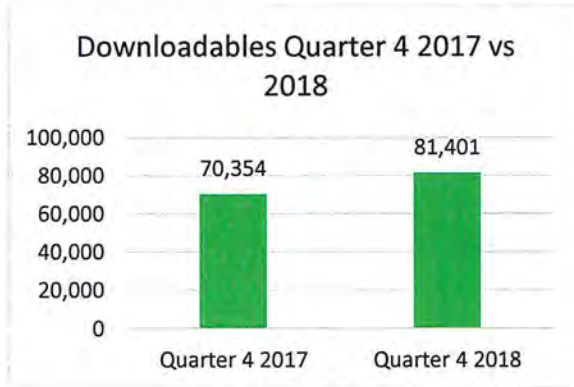
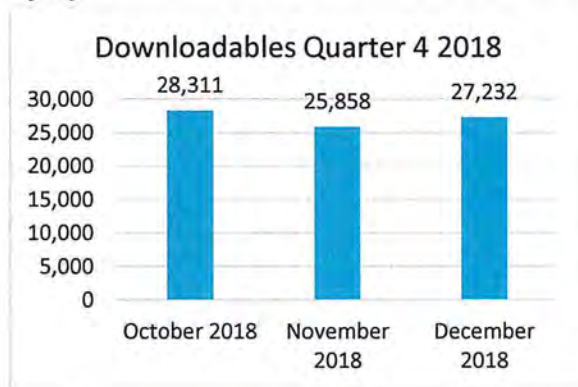
Narrative:

- "I'm so glad you're here, thank you, I feel so much better." Woman, age approx. 60, didn't understand a letter from AK Public Assistance asking her to pay back SNAP benefits awarded her in error (CRC showed her how to challenge the claim, and also the way she can pay back the benefits incrementally)
- "I hate these applications. I hate paperwork. I never do this because I'm slow at reading. Thank you for your help." Male, age 36, patron regular, living in camps for six years, no income, no public assistance. Now service engaged with CITC.

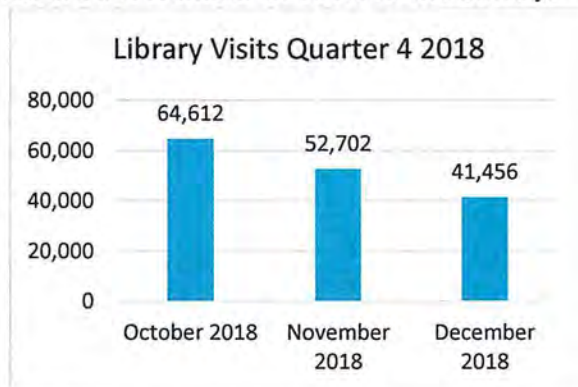
### Measure #1: Circulation of library materials.



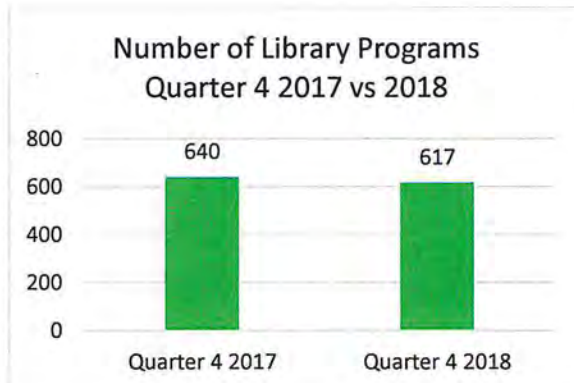
### Measure #2: Number of items downloaded from library (Alaska Digital Library, Freegal, & Hoopla)



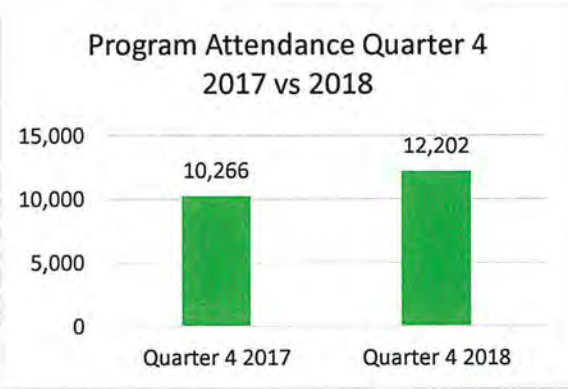
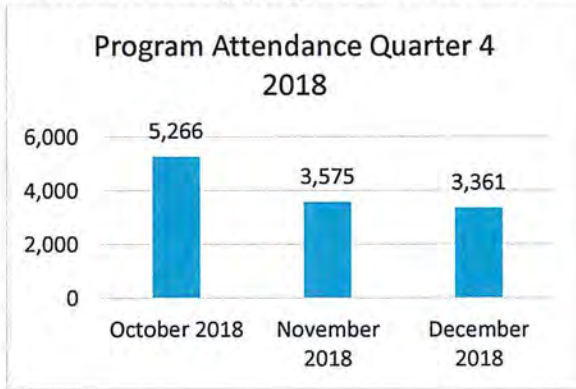
### Measure #3: Number of visits to the library. \*\*footfall not available for CE in December



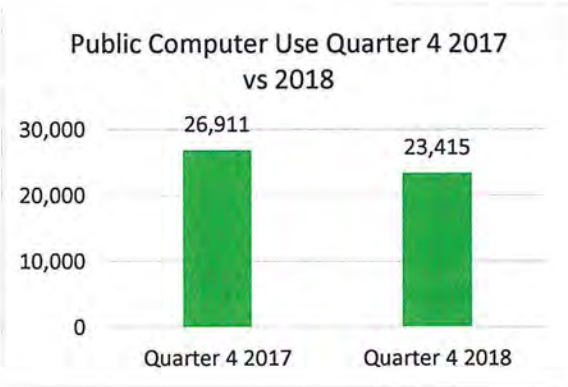
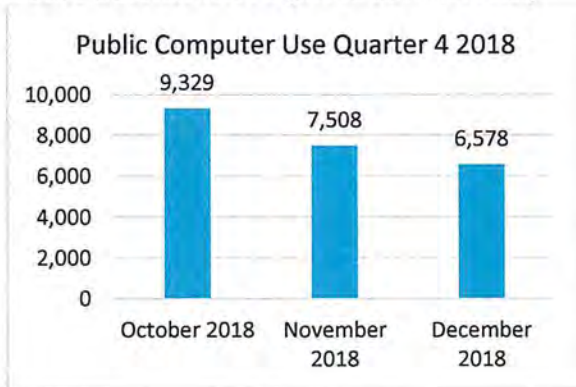
### Measure #4: Number of library programs.



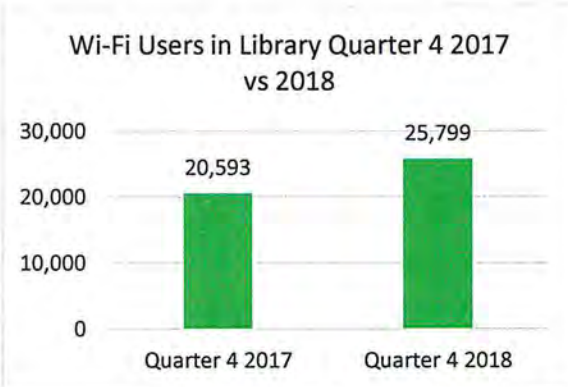
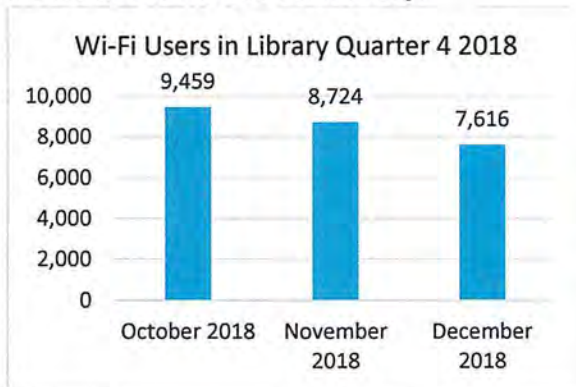
**Measure #5: Library program attendance.**



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



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



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



## SUMMARY OF LIBRARY USAGE 2012-2018

KEY INDICATORS	2013	2014	2015	2016	2017	2018
Visits/capita	3.13	3.03	2.88	2.81	2.43	2.54
Program attend/capi	0.24	0.20	0.20	0.15	0.13	0.21
Circulation/capita	5.88	6.09	6.06	5.36	5.36	5.87
Computer logins/caj	0.47	0.53	0.64	0.42	0.80	0.94
OTHER	2013	2014	2015	2016	2017	2,018
Circulation	1,520,188	1,504,025	1,374,918	1,166,700	1,129,360	1,203,357
Database use	150,098	207,481	214,054	184,061	180,709	223,357
Downloadable mate	101,115	122,760	221,624	251,941	285,165	299,420
Overall Circ	1,771,401	1,834,266	1,810,596	1,602,702	1,595,234	1,726,134
Library Card Holder:	119,619	117,939	100,065	114,288	135,828	122,964
New Youth	3,849	3,241	4,201	44,881	16,982	10,723
New Cards	18,101	26,992	14,453	54,860	25,949	20,892
Visits	942,873	913,304	860,751	839,170	723,180	748,395
Computer Reservati	141,856	158,104	190,131	180,452	126,846	128,654
Laptops/lpads					6,149	16,902
AWE childrens computers				17,144	21,409	15,896
WIFI Unique users					90,135	115,278
Total computer/device u		158,104	190,131	197,596	244,539	276,730
Website sessions	612,505	530,183	490,267	475,062	514,060	1,551,030
Programs						
Children	881	879	1005	1,054	838	1,266
Teen	412	482	426	195	388	347
Adult/All Age	201	426	501	534	698	839
TOTAL	1,494	1,787	1,934	1,783	1,924	2,452
Program Attendance						
Children	42,326	36,587	44,259	31,340	22,354	43,874
Teen	9,311	6,829	4,955	2,753	2,678	3,458
Adult/All Age	20,076	15,774	11,374	10,029	12,633	13,223
TOTAL	71,713	59,190	60,588	44,121	37,665	60,555
Reference Question	99,966	84,193	67,785	*54,306.25	63,144	78,883
Room booking hour	7,963	7,318	2,388			
ILLs filled	6,328	7,965	5,590	3,084	3,284	3,383
Volunteer Hours	13,278	9,992	6,904	7,690	6,185	4,893
Library Budget	\$7,679,793	\$7,904,331	\$ 8,178,245	\$ 8,404,201	\$8,494,211	\$ 8,760,147
Volumes					481,203	430,603
Library Staff FTE	78	78	78	77	77	76
Hours of Operation	10,208	10,208	10,208	10,366	10,310	10,587
Anchorage Populati	301,134	301,134	298,908	299,037	297,483	294,356

Municipality of Anchorage  
Library Advisory Board Agenda  
Z.J. Loussac Library  
Board Room, 4th Floor  
February 20, 2019  
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	
Consent Agenda, February 20, 2019	Chair	1 min	Vote to Approve
Approval of Minutes –January 16, 2019 Minutes	Chair	2 min	Vote to Approve
Board Orientation	MJ	25 min	
Policy: Reconsideration Form	Director	10 min	Vote to Approve
Strategic Plan 2019-2021	MJ	10 min	Discussion and Vote to Approve
Staff Updates Director Report	Director	20 min	Discussion
Development of Advocacy Committee and discussion of all Board retreat	MJ	15 min	Vote to Approve
Beyond the Stacks Table, FOL fundraiser	Chair	5 min	
Next Board Meeting <ul style="list-style-type: none"> <li>March 20, 2019, 5:30-7, Alden Todd Board Room</li> </ul>			
Board Comments and Adjourn			

## 2019 01 16 LAB Minutes

1730 call to order

Here: Barb, Jamie, Jon, Lo, Nancy, Lucy

Excused: Cristy, Sarah

Unexcused: Wei

No persons to be heard.

Agenda: Motion to approve: Lucy, Barb; amended to include discussion of meeting locations/MaryJo: Lucy & Barb; approved as amended.

Minutes changes needed: David's last name: *David Adkins-Brown*. Under adjournment - names should be listed as Lucy & *Wei*. Lucy & Barb 1st and 2nd. Approved as amended.

**Policy reviewed for Program Policy.** The Muni Law Dept added Title V, ADA access language, and anti-discrimination language for contractors. Lo moved to approve; Jamie second. All approved.

**Strategic Plan** recap by Clare Ross for those who missed last month; updates include page numbers added, photo shoot happened but have not selected yet. Clare walked through the quarterly breakdown of how they will work through the Strategic Plan. Request change for page 9 - Anchorage Assemble - should be *assembly*. Discussion around "Lens" section. Jon believes page #3 is wrongly worded and public perception might change. Funding might be an issue based on this strategic plan. Altruistic mission versus a mission-driven mission. Maybe the language needs to be changed, words might need to be dropped, possible move Lens to the appendix. Suggestions for moving photos/graphs and making it more positive. Jon moved to approve verbiage, but reserves the right for LAB to approve layout at another meeting. Lo 2nd. All in favor as stated. All approved. The physical layout will come at a later date.

### **DIRECTOR'S REPORT** and Staff Updates by Mary Jo:

- The strategic plan was a massive amount of work - just look around at all the survey, focus groups, Aspen Institute <https://www.aspeninstitute.org/> community issues.
- IT work: best place we've ever been in.
- Collection: new items
- STEM kits: Mary Jo said it has been amazing. Body parts and skulls have been very interesting. Mary Jo likes skulls!
- Community Relationships lots of publicity after EQ.
- Check from Friends \$85,000
- Youth Services: pretty remarkable. EQ = a week of impromptu programs
- 13-year-old story - impressive.
- Community Resources Coordinator - lots of stuff going on.
- Usage snapshot: some discussion about how to get more kids reading - how do we reach the non-reading communities?
- Statistics were discussed

### **2019 Year planning:**

February, March, April at Loussac

May: Mountain View

June:

July: no meeting

August:

September: Muldoon

October, November, December: Loussac

**2019 TOPICS / Tentative and subject to change:**

February at Loussac: board orientation/overview topics

March at Loussac: YS & STEM Kit

April at Loussac: Overdrive digital training

May at Mountain View: Libraries mean business - maybe?

June at Girdwood:

August at Chugiak / Eagle River

September at Muldoon

October at Loussac Michael Stallins - Consortium discussion

Nov at Loussac

Dec at Loussac

All board retreat 1/26/19 from 9-12:30 at the Ann Stevens room. The purpose is for all of us to get to know each other, become stronger advocates, and for all of us to know each other better in our different groups as we move along.

Lo has gotten us donations for coffee and cookies.

Lunch will be provided.

All three Board presidents met in December - it was lovely!

Next meeting: 2/20/19 at 5:30 PM

Barb motioned to adjourn, Lucy 2nd. Approved. Meeting adjourned at 7:01.



3600 Denali Street  
Anchorage, AK 99503

## Request for Reconsideration

Please complete this form and return in person to any APL location.

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_ Library card # \_\_\_\_\_

Do you represent: ☐ yourself ☐ an organization? (check one)

What type of material  
or service are you  
commenting on?

- |                                                 |                                          |                                          |                                         |
|-------------------------------------------------|------------------------------------------|------------------------------------------|-----------------------------------------|
| <input type="checkbox"/> Book                   | <input type="checkbox"/> Magazine        | <input type="checkbox"/> Library Program | <input type="checkbox"/> Movie          |
| <input type="checkbox"/> Music CD               | <input type="checkbox"/> Display/Exhibit | <input type="checkbox"/> Newspaper       | <input type="checkbox"/> Audiorecording |
| <input type="checkbox"/> Internet Resource/Site | <input type="checkbox"/> Other _____     |                                          |                                         |

What item/program/  
display/exhibit are you  
commenting on?

If commenting on an item, what is the title and author/performer/producer?

\_\_\_\_\_

If commenting on a program/display/exhibit what is the title and date?

\_\_\_\_\_

How did this title/event/  
display/program/exhibit  
come to your attention?

(Recommended by staff member, review, friend's recommendation, found on shelf, visit library, library calendar, publicity announcement, etc.)

Did you read or listen to  
the entire work, stay for  
the entire program, view  
the entire display? If not,  
which selection or part  
did you read or view?

What is it that you find  
objectionable? Please be  
specific; cite pages,  
excerpts, or scenes  
whenever possible.

What action would you  
like the library to take?

Staff use only:

Date rec'd \_\_\_\_\_

Staff initials \_\_\_\_\_

Thank you for your comments. A staff member will review your concerns and will provide a written decision concerning this request. Please attach additional pages for comment if necessary. A written appeal of the staff decision may be presented to the Library Director within 14 days of the decision. A final appeal may be made in writing within 14 days to the Library Advisory Board. The Board will review the materials and supporting documentation and will make a final decision about this Reconsideration request within 14 days after the item is reviewed at a Library Board Meeting.

## LIBRARY DIRECTOR'S REPORT

### January, 2019

#### Building Updates:

- Tile engineering has been approved by the city engineers and is supposed to be installed by contractor by May as well as the final piece of art on the 2<sup>nd</sup> floor window in front of the library.
- The City is applying for FEMA dollars to complete earthquake repairs and it is unclear when we will be fully repaired at Loussac and Eagle River. The city has an immense job of clean up.

Staffing: We will be interviewing for an Adult Services Supervisor and Assistant Director in the next month.

#### Branches:

##### **Muldoon:**

- Muldoon library has consistently increased their outreach. Just in January, they visited numerous day cares, head start and schools and saw 60% more children than the previous 2018 January.
- Putt-a-Palooza at Muldoon. We had great turn out for this on the 4<sup>th</sup>—once again proving fun at the library is nothing to be poooh-Poohed.



**Muldoon Putt-a-Palooza**



**Mt View---Ruth takes a swing**

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

- There were 2 new outreach opportunities, an AARP-hosted forum on livable communities, and a CER Young Professionals mixer. The AARP forum was aimed primarily at infrastructure changes such as roads and sidewalks rather than businesses, but Nancy was able to talk to the people at her table about the library. The CER YP event was the first for that group, and the library was invited to attend. Nancy took some library literature to share, talking up Lynda.com, Mango, and Freegal as well as other services.

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

- Job Lab: an average of 8 people attend each Tuesday, with more professionals seeking assistance.
- Staff Theresa Churchel has taken over the coordination and implementation of our new service....providing passports.

##### **Gerrish Girdwood:**

- Staff has been pruning their collection and offering more programs and it shows through the monthly statistics for just the month of January between 2017 and 2019:

- Program attendance has almost doubled
- Circulation up by 48%
- Door count is by up 35%

### Community Relations

As part of core services we ran a month long campaign highlight a different database or electronic resource each day on the main APL Facebook page and on our website. You can see them all [HERE](#). Surprise favorites were “Hobbies and Crafts Reference Center” and the “International Music Score Library Project”

- Impact of Database promotion on social media, highlighting a different electronic resource each day on Facebook, LinkedIn and website as well as one week of radio with Magic 98.9
  - Results- 302% increase in use of Ancestry.com, 156% increase in use of Heritage Quest, 91% increase to World Book
- iHeartRadio Magic 98.9 Endorsement with Brian Ross, focused on core services especially audio and ebooks using Libby/Overdrive
  - Results- 35% increase in Listen AK check outs, 46% increase in Eaudiobook use, 28% increase in Ebook use

### **Media Coverage:**

- KTUU- “Spot Light on Youth” highlighting STEM kit launch.
- KTUU- Assembly Meeting Story on Drag Queen Storyt

### Library Long-Term Planning and Development

- **Downtown Library:** will meet with Renee Stewart, MOA facilities contracts, to discuss options for a pop-up branch or other partnership in an existing MOA facility (PAC, Egan, Dena’ina). Continuing discussions with 5<sup>th</sup> Avenue Mall to see if we can work out a deal.
- **Strategic/Community Plan:** Staff are diligently working on our internal improvements work plan
- **Muldoon Library:** working with MOA planning department to learn about requirements for site selection. In talks with Cook Inlet Housing Authority to explore a collaborative project on their land with the ASD Stream Academy.
- **Budget/Advocacy:** Clare will work with three boards to form an advocacy work group to hammer out details from our retreat session. Alaska Library Association is increasing their library advocacy work; Clare will coordinate with them on our Anchorage advocacy ideas.
- **Community Resource Coordinator:** submitted a grant for \$15K to the Alaska Community Foundation/Social Justice Fund for year two; will work with AMHTA on our timing for a year two grant submission

### Youth Services

We launched the STEM kits on Saturday January 12 at an event which drew in 70+ people. The STEM kits were all checked out within days and most have waiting lists now. The feedback in person, online, and through the surveys indicate that this is one of our most popular new collections ever. Said a patron: “First of all, WOW, and cool for first time users!”

- Tours: Rogers Park advanced placement fifth graders came for a tour and library instruction. Seeds of Change came in with 24 teens and adults for tour and Learning Express instruction.
- Linda Klein attended ALA midwinter in Seattle and met Caldecott committee for the first time of her service. This is a very prestigious national committee that picks the “best” picture book of the year.
- Collections: Thorndike Publishers are now offering a Large-Type Striving Reader collection for children and teens. In January, we ordered 40 juvenile and 20 young adult titles, most of which are now on the shelves. The titles are mostly popular series. This set of books supports not only visually impaired readers, but research has shown that these books are great for ESL/ELL patrons, beginning and reluctant readers, and students with ADD/ADHD or dyslexia. These books help students develop

reading comprehension and bring the joy of reading to children who might otherwise be intimidated by traditional text. Thanks to Laura Baldwin for bringing this vendor to our attention.

- C2K (Countdown to Kindergarten) was one of the largest yet this month – 60 people!
- Movies plus during winter break allowed people to watch a movie and try an activity. One such was pairing the movie *Aristocats* with building cat castles. From Kelsey, "At first, the families that showed up didn't want to build anything, just watch the movie. Then a community organization came in and the kids went straight for the cardboard pile and started making all sorts of contraptions, cat beds and otherwise. One of my favorites was a rocketship—a box with holes cut in the bottom for the legs and yarn acting as suspenders to hold them up"
- Started doing volunteer Fridays to let teens come in for a regular chance for volunteer hours.
- For the second month in a row, we had zero attendees at Sensory Storytime at Loussac. For now, we are putting the program on hiatus beginning in February. Kelsey Skrobis and Linda Klein will look into more outreach opportunities in the ASD special needs preschools which has been so successful at Nunaka Valley.
- The Putt-a-palooza was the most successful intergenerational event we have ever done. We had adults in their 50s coming with no kids, millennials, and families of all ages. Everyone was having an absolute blast and asked when we would do it again! My favorite are the two twenty-somethings who ended up playing in a threesome with a middle aged woman. They started as strangers but by the end they had exchanged email addresses and the older woman was giving career advice to the younger women! People were checking out books they wouldn't normally find in new sections of the library.



**Ready to Read**

- Completed course: "Meeting Needs: Assessing Effectiveness and Advocating for Early Childhood Services" from Library Juice Academy, completing requirements for the Early Literacy Certificate
- Presented live session for Modules 3 and 4 for my second cohort of Supercharged Storytimes for All (running through February)
- Submitted February book recommendations for the column in Best Beginning's new newsletter.

**Adult Services**

- Website: We were able to create a new page on the website for Kits. This link includes all of our kits, including the Citizenship kits and the Energy Saver kits.
- 34 programs in January 2019, with 384 participants.

**Community Resource Coordinator**

- Expanded services to Muldoon branch
- Implemented Housing Lab program
- Initiated collaboration with four community entities, Mental Health Consumer Web, UAA BSW class, Department of Vocational Rehabilitation & a collaborative team comprised of Samuel Johns (Forget-Me-Not) and representative from Native Movement, and member of HRAC (Coalition's consumer council) to improve outreach and support to houseless patrons
- Jessica: initiated collaboration with the Vet Center
- A father waiting for his little one outside of Youth Services had lost his construction job in the hotel fire. He received referrals to AHFC rental assistance, two apprenticeship programs, a SNAP application, heating assistance application, & food pantry calendars. Within the hour, he referred his cousin, studying at the library for her GED, to me for housing assistance. Next time I will refer both clients to CITC's TANF and Employment Services.

## **ANCHORAGE PUBLIC LIBRARY 2017-8 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.
- Moved the Alaska Collection to the third floor so that it is accessible anytime the library is open.
- Created consistent signage standards in all of our branches.
- Installed a drive up book drop at the Muldoon Library.

### **Staff and Advocates**

- Reviewed job descriptions to create greater flexibility to work multiple desks and ensure they reflect present responsibilities and duties.
- Conducted a community Charette to determine next steps for further Loussac renovation.
- Provided two all staff training days, 2017 emphasis on Code of Conduct and 2018 to involve all staff in the strategic plan.
- Through a partnership with DHHS and a grant from AK Mental Health Trust, added a Community Resource Coordinator that funnels people to relevant social services.
- Hired a Business Fellow to highlight library services to start ups and promote our meeting rooms.

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

- Continued improvement of WIFI in all locations and improved IT infrastructure and bandwidth to accommodate WIFI needs for the many devices brought into the library.
- 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: 1) a workforce readiness program at several library, The Job Shop and 2) "Libraries Mean Business" grant, which involved seven other libraries around the state to promote library collections that support business and entrepreneurs.
- Expanded storytimes, focusing on non-English, children with autism and drag.
- Completed a survey from the Alaska Mental Health Trust in order to learn if their beneficiaries used the library.
- Developed strong community partners, such as Alaska Public Media and ASD.
- Passed a bond for Loussac security cameras and automated handling at Chugiak Eagle River Library

- Received a grant for Project Build, to increase and enhance our youth science programming and materials for at-home learning.
- Revived Instagram account and launched Linked in to promote library services.

### **Strategic Plan 2019-2021**

- Worked with a consultant to develop a new community driven Strategic Plan and involved staff as community facilitators. Surveyed the community and interviewed over 500 community members to determine critical issues and hope and dreams for Anchorage. The information gathered helped staff to determine our future goals.

### **Library Board**

- Approved new policies for Code of Conduct, Internet Use and 3D Printing.

### **Friends of the Library**

- Donated \$178,175 for Library programs and projects over the last two years.

### **Foundation**

- Contributed \$312K through grants and targeted giving projects to our libraries.



# April 2, 2019 Ballot Proposition FACT SHEET

## Proposition # - Areawide Facilities Capital Improvements \$5,513,000

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### **Projects**

Anchorage Memorial Cemetery	\$ 350,000
Anchorage Senior Center Facility Improvements	\$2,222,000
Chugiak Senior Center Facility Improvements	\$ 791,000
Facility Safety/Code Upgrades at Fleet Maintenance Building and West High Pool	\$ 490,000
Girdwood Library Rehabilitation and Upgrades	\$ 135,000
Loussac Library Elevator Modernization	\$ 950,000
Mountain View Library Safety Rehabilitation and Upgrades	\$ 75,000
Porcupine Building Roof Replacement	\$ 500,000
Total	\$5,513,000

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### **Project Descriptions**

#### **Anchorage Memorial Cemetery - \$350,000**

The Anchorage Memorial Cemetery is in need of several major repairs and renovations to amenities within the cemetery. The requested funding and planned projects will go a long way towards preserving this historic site and provide a positive experience for visitors. The funding will be used to: repair & renovate the perimeter fence, replace damaged iron entry gates, replace single flag poles, upgrade visitor seating area, repair & renovate cemetery facilities, replace damaged retaining wall and renovate lawn markers.

#### **Anchorage Senior Center Facility Improvements - \$2,222,000**

This project includes renovation of the bathrooms to bring them to Americans with Disabilities Act (ADA) compliant; which includes commode height, railings, sink and door accessibility and flooring. Replacement and/or renovation of the aging roof on the senior center facility and garage facility. Also to include replacing approximately 8,000 sqft of flooring within the senior center that has become a safety hazard.

#### **Chugiak Senior Center Facility Improvements - \$791,000**

This project funding will replace flooring in the administrative and assisted living areas, repair/resurface the parking lot to include paving the gravel lot, and construct covered carports for residents to address safety hazards.

#### **Facility Safety/Code Upgrades at Fleet Maintenance Building and West High Pool - \$490,000**

With our older buildings constantly encountering safety and code issues it is beyond the scope of maintenance budgets to correct the problems. This funding will help install various safety and code upgrades to Municipal facilities to include: upgrading the welding bay and other code upgrades at the Fleet Maintenance Building and installing LED lighting at the West High Pool.

#### **Girdwood Library Rehabilitation and Upgrades - \$135,000**

To conduct building system repairs and updates needed after ten years of operation, this project will primarily address the heating, ventilation and air conditioning (HVAC) system that blows cold air and debris into the library; and to make other safety and code upgrades and repairs.

#### **Loussac Library Elevator Modernization - \$950,000**

The current elevators at the Loussac Library are 32-years old and are no longer supported by the manufacturer and parts are no longer available. This project is to modernize the four original elevators at the Loussac Library to include replacement of shafts, cars and other parts and updating to new code and safety requirements.

#### **Mountain View Library Safety Rehabilitation and Upgrades - \$75,000**

This funding will be used for upgrades and building safety issues to include removal of a cement structure in the rear of the library as well as upgrading the security system, to include cameras.



## April 2, 2019 Ballot Proposition FACT SHEET

### Porcupine Building Roof Replacement - \$500,000

The roof of the Porcupine Building located at 3001 Porcupine Drive has reached its useful life and needs to be replaced to protect the 12,000 sqft of interior space. The building is currently leased to a non-profit group that works with disadvantaged citizens and native youth for education in life and work skills. This non-profit entity is renovating the interior of the building and has painted the exterior. A new roof is needed to preserve the expected useful life of the building.

### Costs Associated with Bond Approval

Bond Principal Amount	\$5,513,000
Estimated Annual Cost of Debt Service	\$423,818
Annual Increased Operations and Maintenance Costs	\$0

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

To Retire Debt	\$1.25
Operations and Maintenance Costs	\$0.00

**For further information:** **Natasha Pineda, 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 2, 2019 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.*



## Anchorage Public Library Community Resource Coordinator Progress Report, January 2019

### OVERVIEW

The Anchorage Public Library Community Resource Coordinator (CRC) is a grant-funded pilot project that provides outreach, information and assistance services for patrons at the Loussac and Mountain View libraries, especially those experiencing vulnerabilities. A collaboration between the Anchorage Health Department and the Anchorage Public Library, the project began in September 2018 and will run through December 2020. If the project is successful, our goal is to transition it to a permanent municipal program at the completion of the pilot project.

The CRC connects library patrons with available community resources through direct outreach and innovative programs, community events, and collaborations with community partners. The CRC is supported by the UAA School of Social Work and coordinates with the Municipality of Anchorage Mobile Intervention Team (MIT) and the Anchorage Coalition to End Homelessness. The CRC also works with Library staff and security to identify and engage with vulnerable library patrons.

### OUTCOMES, SEPT - DEC 2018

- **Service to patrons experiencing vulnerabilities: 60+** one-on-one meetings with patrons experiencing homelessness, mental illness and other vulnerabilities:
  - Roughly 60% men 40% women (individuals and couples)
  - 50% are age 40-55
- **Food and utilities assistance: 9** individuals assisted with SNAP and **6** with heating applications.
- **Mental health referrals: 7** referrals to mental health services, with a wide range of presenting issues from severe mental illness to PTSD, anxiety and stress management.
- **Service to individuals not already engaged in Coordinated Entry: 5** individuals identified and served (both homeless & housed with severe behavioral health issues) who do not appear to be in the Mobile Intervention Team's database.
- **Substance misuse referrals: 3** individuals referred to recovery services (**2** to CITC Recovery Services and **1** pending referral to Akeela or Genesis).

## OUTCOMES, CONTINUED

- **Seniors: 20** referrals to the Health Department's Aging and Disability Resource Center; **4** completed Senior Benefits applications.
- **Job search assistance: 11** individuals assisted with resumes and **9** with job applications.
- **Materials distributed: 1000+** CRC business cards, **50+** Alaska Public Assistance (APA) applications and **30+** re-certification forms, **20+** heating assistance applications, **50+** monthly food pantry schedules, **40+** AK disaster assistance grant info flyers, **50+** Aetna post-earthquake mental health hotline flyers, **50+** Aging and Disability Resource Center handouts.
- **Note:** *our Mountain View MSW Intern left for personal reasons in December and did not submit statistics, so these numbers don't reflect the considerable amount of work she did before leaving.*

## NEXT STEPS

- Expand the program to include one day of service a week at the Muldoon Library.
- Host a 'Gamified Adulthood' class with Covenant House Alaska to teach teens life-skills.
- Launch a new collaboration with the Vet Center to create a Veteran Information Center at Loussac Library.
- Build on the weekly Housing Lab, which has turned out to be a high-demand, successful program that provides one-on-one assistance with housing and food applications.

## SUCCESS STORIES

*"I'm so glad you're here, thank you, I feel so much better."* Woman, age approx. 60, who didn't understand a Alaska Public Assistance letter asking her to pay back SNAP benefits awarded in error. She was shown how to challenge the claim and how she can pay back benefits incrementally.

*"I hate these applications. I hate paperwork. I never do this because I'm slow at reading. Thank you for your help."* Male, age 36, patron regular, living in camps for six years, with no income and no public assistance. Now engaged with services at CITC.

A patron who would be stereotypically the least likely to "engage with services" attended the "Community Resource Coffee" event and not only engaged with Assets (disability support), he also filled out their application and sent it in on his own.

*"Two individuals who've camped for the last six years walked into my office Friday afternoon and left with completed SNAP applications and a Monday appointment with CITC's outreach team."* – Rebecca Barker, CRC



Community Resource Coordinator Rebecca Barker

## COLLABORATIONS

- Municipal Mobile Intervention Team
- Anchorage Coalition to End Homelessness
- SNAP benefits program
- Cooperative Extension Service SNAP Education program
- Cook Inlet Housing Authority
- Recover Alaska
- Alaska Mental Health Consumer Web
- Forget-Me-Not
- Covenant House Alaska
- The Vet Center

## FUNDERS

- Alaska Mental Health Trust Authority
- Recover Alaska
- Alaska Community Foundation, Social Justice Fund

## PROJECT HOSTS

- Anchorage Health Department
- Anchorage Public Library
- Anchorage Library Foundation

## TIMELINE

### Fall 2017

- Initial funding secured from Alaska Mental Health Trust (\$75,000) and Alaska Community Foundation Social Justice Fund (\$15,000).

### Early 2018

### April 2018

- Funding secured from Recover Alaska (\$20,000).
- Our final funding application was rejected, so we trimmed the budget and used existing technology so we could move forward with the project in 2018.

### May-August 2018

- Worked with our partners in the Municipality to create the new position, set up accounting strings and determine the partnership structure with the Anchorage Health Department.

### September 2018

- Hired Rebecca Barker, MSW; Rebecca was our first Social Work Intern in the Library in 2016-17 and helped establish the program; the two 2018-19 Social Work Interns began year-long internships (one had to leave in December).

### October 2018

- Renamed the program from Social Worker in the Library to Library Community Resource Coordinator to more accurately reflect the nature of the program and to be more approachable for patrons.
- The CRC worked with the Library's Communications Coordinator to develop brochures, posters and other materials to promote the CRC, resources and programs. Materials are used while tabling, during outreach and at library site locations.

### December 2018

- Applied unspent Library labor funds to cover the program for 2018, allowing us to stretch grant funds to cover all of 2019; created a CRC office on the 2nd floor of Loussac next to security, which has high visibility for patrons and is easily accessible by staff in all locations of the building.

## QUESTIONS?

To learn more, contact Clare Ross at 538-2259 or [rossce@muni.org](mailto:rossce@muni.org).

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  
Board Room, 4th Floor  
March 20, 2019  
5:30 p.m.

1. Call to Order

2. Roll Call

x	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		1 min	
Consent Agenda, March 20, 2019	Chair	1 min	Vote to Approve
Approval of Minutes – Jan 16, 2019; Feb 20, 2019 Minutes	Chair	3 min	Vote to Approve
Mission Moment: YS STEM and review 2018 accomplishments	Nicolai	15 min	
Webinair: Fundamentals of Library Advocacy. Discussion of Future Webinars	Chair	70 min	
Staff Updates Director Report Bond discussion	Director	10 min	Discussion
Next Board Meeting • April 17, 2019, 5:30-7, Alden Todd Board Room			
Board Comments and Adjourn			

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: January 16, 2019	Location: Z.J.Loussac Library
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Board Members				Staff
X	Nancy Hemsath, Chair	X	Jonathan Bittner	Mary Jo Torgeson, Director
X	Jamie Lang, Vice Chair	EX	Sarah Switzer	
EX	Cristy A. Willer, Secretary	EX	Wei Cheng	
X	Barbara Jacobs	X	Lucy Flynn O'Quinn	<b>Guests</b>
X	Lourdes Linato-Crawford			Clare Ross

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:30 p.m.	
Person to be heard	None.	
Mission Moment	None.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved as amended to include discussion of meeting locations. (Lucy/Barb).</li> <li>Minutes of 12.12.18 approved as amended to change David's last name to Adkins-Brown and adjournment by Lucy and Wei (Lo, Jamie).</li> </ul>	
Discussion/ Action Items	Discussion	Action
	<p>1. <u>Program Policy Review</u>. Muni Law Dept added Title V, ADA access language; anti-discrimination language for contractors.</p> <p>2. <u>Strategic Plan 2019-2021</u>. Recap by Clare Ross. Updates: page numbers, photo shoot happened but not selected, request typo changed from "Assemble" to "assembly" on p. 9.</p> <p>3. <u>Director's report</u> (attached).</p> <p>4. <u>Discussion</u> about how to get more kids reading.</p> <p>5. <u>2019 schedule</u>:</p> <p>2/19 Loussac (board orientation)</p> <p>3/19 Loussac (YS &amp; STEM kit)</p> <p>4/19 Loussac (Overdrive digital training)</p> <p>5/19 Mt View (Libraries Mean Business)</p> <p>6/19 Girdwood</p> <p>7/19 no meeting</p> <p>8/19 Chugiak/Eagle River</p> <p>9/19 Muldoon</p> <p>10/19 Loussac (Michael Stallins: Consortium)</p> <p>11/19 Loussac</p> <p>12/19 Loussac</p> <p>6. <u>All-Board Retreat</u> 1/26, 9-12:30, Ann Stevens Room.</p>	<p>1. Approved (Lo, Jamie)</p> <p>2. Approve "Lens" verbiage but reserve right for LAB to approve layout at another meeting (Jon/Lo).</p>
Comments	All three Board presidents met in December!	
Adjournment	Meeting adjourned: 7:01 (Barb/Lucy)	
Next Meeting	Location: Loussac Date: February 20, 2019	

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: February 20, 2019	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	Sarah Switzer	
X	Cristy A. Willer, Secretary	X	Wei Cheng	
X	Barbara Jacobs	X	Lucy Flynn O'Quinn	Guests
X	Lourdes Linato-Crawford			

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:37 p.m.	
Person to be heard	None.	
Mission Moment	None.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved (Lucy/Wei).</li> <li>Minutes of 1/16/19 tabled until next meeting due to technical difficulties (Lucy, Jamie).</li> </ul>	
Discussion/ Action Items	<p>Discussion</p> <ol style="list-style-type: none"> <li><u>Board orientation</u>. Mary Jo led the board through APL Policies 2019. Some policies will undergo further reviews by staff, then referred to LAB.</li> <li><u>Reconsideration Form</u>. Discussion re: necessity for library card, distribution procedure of Request.</li> <li><u>Strategic Plan</u>. Standardize "library" &amp; "Library", attribute quotes on p.10, add date of approval on blue page, change spelling of "Jon." Any alternative to "stuff" on p. 5?</li> <li><u>Director's Report</u> (attached). Mary Jo is recruiting for Ass't Director and Adult Services.</li> <li><u>Beyond the Stacks</u>. April 6, 5:30, Marriott. Nancy will buy a table and send LAB links to reserve seats @ \$75.</li> <li><u>Advocacy Committee</u> is needed to lead effort to advocate for Library (support the bond issue); 2 people from each of the 3 boards. Jon, Jamie and maybe Barbara from LAB will attend.</li> </ol>	<p>Action</p> <ol style="list-style-type: none"> <li>Mary Jo will bring back with clarifications.</li> <li>Staff will make changes; bring back to LAB for approval.</li> </ol>
Comments	Jamie reported overhearing "My audiobook just arrived!!"; Sarah's friend raved about the drag queen reading group; Lo was excited about the Eyak Revitalization project.	
Adjournment	Meeting adjourned: 7:25(Lucy/Lo)	
Next Meeting	Location: Loussac Date: March 20, 2019 Barb asked to be Excused.	

**Education Stats, Patron Comments, Community Reports**  
**Gathered for the Strategic Plan committee – Anchorage Public Library**

Elizabeth Nicolai, October 2018

**GENERAL CONCLUSIONS:** Less than half our students in Anchorage are able to read on grade level by fourth grade. (Numbers vary depending which test we are looking at.) Less than half our children enter kindergarten with the necessary language skills to learn to read.

*In general I focused only on literacy/english language arts. Though math numbers are also atrocious. I also focused primarily on elementary (part one) and early literacy (part two) though high school graduation rates continue to be an issue. The library is best suited to help with early measures rather than the high needs remedial issues in secondary years.*

**Part One: Elementary Reading:**

Alaska fourth graders rank dead last nationally in reading.

<http://www.ktva.com/story/39189738/alaska-fourth-graders-rank-dead-last-nationally-in-reading>

In 2017 on the NAEP reading assessment, Alaskan fourth graders who performed at or above proficient level was 28% (not significantly different than 2015 at 30% of 2003 at 28%). Please see attached full report.

**2018 PEAKS (performance evaluation for Alaska's Schools) results**

<https://education.alaska.gov/tls/Assessments/AsmtVer2018/StatewideOverview.cfm?Test=PEAKS>

English Language Arts results (These numbers did not vary hugely from 2017)

Grade	Statewide		Anchorage School District	
	Advanced or proficient	Below proficient	Advanced or proficient	Below proficient
All grades	42.37%	57.63%	45.64%	54.36%
Grade 3	37.40%	32.60%	40.15%	59.85%
Grade 4	42.25%	57.75%	43.95%	56.05%
Grade 5	41.06%	58.94%	44.34%	55.66%
Grade 6	50.14%	49.82%	55.91%	44.09%
Grade 7	47.33%	52.67%	51.02%	48.98%
Grade 8	45.12%	54.88%	48.58%	51.42%
Grade 9	32.99%	67.01%	35.34%	64.66%

**Grade Four Peaks Results for Anchorage Schools for English Language Arts:**

Count and Percentage of Students by Achievement Level

Grade 4					
Subject	Advanced/Proficient	Below Proficient/Far Below Proficient	Enrollment	Participation Rate	
	Count / Percentage <sup>1</sup>	Count / Percentage <sup>1</sup>			
English Language Arts	1,598 / 43.95%	2,038 / 56.05%	3724	97.64%	Groups
Mathematics	1,914 / 52.35%	1,742 / 47.65%	3732	98.18%	Groups

## Results by Subgroups

Grade 4					
English Language Arts	Advanced/Proficient	Below Proficient/Far Below Proficient	Enrollment	Participation Rate	
	Count / Percentage <sup>1</sup>	Count / Percentage <sup>1</sup>			
Race/Ethnicity					
African American	54 / 27.27%	144 / 72.73%	203	97.54%	
Alaska Native/American Indian	73 / 21.73%	263 / 78.27%	346	97.11%	
Asian/Pacific Islander	149 / 25.73%	430 / 74.27%	589	98.30%	
Caucasian	939 / 61.86%	579 / 38.14%	1557	97.50%	
Hispanic	160 / 36.78%	275 / 63.22%	442	98.42%	
Two or More Races	223 / 39.12%	347 / 60.88%	587	97.10%	
Gender					
Male	785 / 41.29%	1,116 / 58.71%	1952	97.39%	
Female	813 / 46.86%	922 / 53.14%	1772	97.91%	
Special Populations					
Students With Disabilities	56 / 11.69%	423 / 88.31%	503	95.23%	
Disabled With Accommodations	32 / 7.39%	401 / 92.61%	N/A	N/A	
Students Without Disabilities	1,542 / 48.84%	1,615 / 51.16%	3221	98.01%	
Limited English Proficient	156 / 20.55%	603 / 79.45%	771	98.44%	
Not Limited English Proficient	1,442 / 50.12%	1,435 / 49.88%	2953	97.43%	
Economically Disadvantaged	578 / 28.50%	1,450 / 71.50%	2076	97.69%	
Not Economically Disadvantaged	1,020 / 63.43%	588 / 36.57%	1648	97.57%	
Migrant Students	91 / 32.50%	189 / 67.50%	287	97.56%	
Not Migrant Students	1,507 / 44.90%	1,849 / 55.10%	3437	97.64%	
Active Duty Parent/Guardian	208 / 56.99%	157 / 43.01%	368	99.18%	
Not Active Duty Parent/Guardian	1,390 / 42.49%	1,881 / 57.51%	3356	97.47%	
Homeless	21 / 15.00%	119 / 85.00%	146	95.89%	
Not Homeless	1,577 / 45.11%	1,919 / 54.89%	3578	97.71%	
Foster Care	6 / 16.67%	30 / 83.33%	38	94.74%	
Not Foster Care	1,592 / 44.22%	2,008 / 55.78%	3686	97.67%	

*\* Results cannot be published without releasing personally identifiable information.*

*<sup>1</sup> The percentage of students at each achievement level only includes students who participated in the content assessment.*

### **Part Two: Kindergarten Readiness**

The Alaska Developmental Profile is used to measure a child's readiness for school and usually given the first week or two of kindergarten. Results page here: <https://education.alaska.gov/assessments/results>

The Alaska Developmental Profile has 13 goals and students are measured as consistently demonstrating specific goals. For the library's purposes I have focused on Domain 5: Communication, Language and Literacy.

(These are the numbers of children who consistently demonstrate these things)

<b>Goal</b>	<b>Statewide</b>	<b>Anchorage</b>
9: Uses receptive communication skills	56.0%	50.2%
10: Uses expressive communication skills	51.7%	46.9%
11: Demonstrates phonological awareness	39.2%	35.9%
12: Demonstrates awareness of print concepts	43.8%	43.6%
13: Demonstrates knowledge of letters and symbols (alphabet knowledge)	45.5%	42.6%
<i>All 13 goals</i>	<i>17.6%</i>	<i>15.7%</i>
<i>At least 11 of the 13 goals</i>	<i>30.4%</i>	<i>26.8%</i>

### **Part Three: Some Patron comments**

A selection of representative comments from the patron surveys

7% of people chose "diverse educational opportunities" as a thing to value in Anchorage

Issues facing our community:

Education came up almost 400 times. 88% of the time as Issue 1, 74% of the time for issue 2,

Common words that came up with education were "lack of support", "lack of funding", "cuts to education", and early education.

# LIBRARY DIRECTOR'S REPORT

## February, 2019

Loussac Building: We have received computer tables/chairs (Foundation dollars) and are awaiting new reference desks to arrive in the summer. Once those have arrived, we will move all of the computers and information desk to the new area of the library. The next project will be to remove many of the carrels and finally, move the AK Collection.

### Collection Development

- Technical Services processed 4800 new items.
- CMS ordered additional business materials to support our business grant.
- CMS staff provided adult services training on weeding collections.

### Branches:

#### **Eagle River:**

- Branch Manager attended 2 community ASD forums to discuss the community surveys regarding the school closures for next school year. She made contact with the principals of the affected schools to offer support in any way appropriate.
- A newer attendee of the romance book club remarked on how much more broadly she is reading now that she has book recommendations suited to her taste and she drives in from South Anchorage for this monthly Romance Book Discussion Group event.

#### **Muldoon**

- People Mover was at Muldoon to hear from the Eastside about the changes made to bus service last year. Many Muldoon regulars came to share their perceptions.
- YS Librarian Kristin visited five outside schools and daycares, presenting to 12 storytime classes, 258 preschool children, their teachers, and families.
- We added our first Saturday Family Storytime (all ages) in February, catering to working families who are not able to attend weekday storytimes with their children. Our first program had 18 kids and caregivers!

#### **Mountain View:**

- Tundra Vision had 130 people in attendance that we were able to count. Due to a lack of seating, some people left before we could count all of them.
- Teresa Churchel has taken the lead at Mt View in rolling out Passport services, creating the infrastructure and communicating with all staff about this new service.
- We have seen a lot of interest in our Drive In Movie program where kids can come and create their own cars, planes, and other vehicles followed by a movie. This program elicits participant imagination through building and then lets them use their inventions as a safe place to watch movies, snack...and sometimes nap when play gets to be too much.
- A regular patron came in with a bruised face and indicated to staff that she was in an abusive relationship. The Branch Manager referred her to appropriate services to domestic abuse victims and also referred her to our Community Resource Coordinator. Patron came back two weeks later and informed us that she used the referrals and said she now feels confident that she can move to a safe living situation and has also had the courage to file for a divorce and confront her abuser about hitting her. She has support and feels safe because of the family she has here at the library.



Kids relax in their vehicles while watching a movie at Mt. View

#### **Girdwood:**

- Claire was invited by the Girdwood- K-8 Librarian to do some outreach and give tutorials on certain databases.
- Baby Time continues to be a worthwhile program for parents and caregivers in our valley. An average of 16 people come every week to bounce, tickle, read, and socialize with their babies and neighbors.
- February circulation increased by 40%, when comparing the same month in 2017



#### Community Relations

- Staff coordinated the efforts of our Business Fellow for the Anchorline Podcast “Libraries Mean Business”, as part of our statewide grant for promoting Library business resources. We received over 150,000 on-air impressions during our 4 week campaign on 650 KENI. We had statewide reach thru the iHeartRadio app and highlighted our partnership with the Alaska SBDC, SBA and Alaska Native Professionals Group. All 4 episodes are now linked from the APL Business resources page at <http://bit.ly/APLBusiness>

- We ran a social media contest for patrons visiting Marc our “Selfie Snowman”



### • Social Media Case Study

This is a cool example of how our intentionality on social media over the last year has paid off. We’ve not only grown our audience; we’ve worked hard to get them to engage with us. This post is basically the same content posted on the same date, 1 year apart.

People Reached 2,950 vs 19,535

Reactions, Comments, Shares 162 vs 1301

Post Clicks 118 vs 1107



### • iHeartMedia

Brian Ross on Magic 98.9. Continues to promote library core services with an emphasis on audio books. We continue to hear from the community that they “never knew they could get audio books from the library”. In January and February we have seen YOY growth in digital downloads through the Alaska Digital Library. Check out Brian’s 2<sup>nd</sup> blog at <http://bit.ly/BrianRossLibbyBlog>.

	Jan 18	Feb 18	Jan 19	Feb 19
<b>Alaska Digital Library (check-outs)</b>	11,424	10,155	15,513	13,934
<b>EAudioBook</b>	4,941	4,560	7,212	6,587
<b>EMusic</b>	0	0	0	0
<b>EBook</b>	6,483	5,595	8,301	7,347

### Long Term Planning/development/Foundation/Friends

- **Legacy Giving:** the Library Foundation put out an RFP for a consultant to help us design a legacy giving program. We’ll select the winner later this month.
- **Budget/Advocacy:** Clare and MJ will work with Jon Bittner to set up a work session in mid-April for the delegates from each board to better prepare our 10 year plan for future asks and prepare for state budget cut ramifications for 2020.
- **Alaska Room:** Library/MOA will engage a firm to do a space plan for the new Alaska Room. This will help us with our logistics this year and also is the first step for creating a capital campaign for a future renovatio

- **Proposition 3:** Girdwood, Mountain View and Loussac on Prop 3 on municipal election. More info at [www.LibraryChampion.com/Projects/Prop3](http://www.LibraryChampion.com/Projects/Prop3)
- **Muldoon Library:** finalizing date and agenda with Cook Inlet Housing Authority to do a brainstorming session regarding potential for a project on their property – likely the week of 3/11. We'll want a LAB member to attend. Created our vision for a new location.

## Youth Services

### Events:

- Drag Storytime – 400 people attended the two performances, including 267 at the family and children's show and 131 people at the adult and teen show. There were about 3 protestors against the program and around 20 protestors for the program. The remarks from people attending the program were uniformly positive.
- Partnership programs: American Sign Language teen class with Hope Community Resources, Cooperative Extension Science evening school age program
- Stuffed Animal Sleepover – Kelsey and Linda again hosted this program where children dropped off their stuffie for a night at the library.
- Once upon a tea time princess party – this event (a partnership with Princesses of Alaska) went viral on facebook with almost 700 responses. About 150 people showed up to drink some tea (lemonade), have some crackers, make some crafts, and meet the princesses. We took over the second floor living room and it worked perfectly.
- Teen recurring programs: Magic the Gathering, Pokemon, Teen Underground Task Force, Teen Writing Society, Teen Open Mic Night
- Poetry Out Loud – once again we hosted this event with the Alaska State Council of the Arts and Jon was a judge
- Chapter Book Readaloud – Linda has started offering these on Saturdays to appeal to families and school age kids. She reads a short chapter book while the attendees do a small project. This month was J. K. Rowling's *Tales of Beedle the Bard* which brought in 26 Harry Potter fans to drink warm butter beer and enjoy the book.
- Alaskan Author Storytime featuring two local authors with premiere picture books, Brooke Hartman and Matthew Lasley. Both books are from Alaska Northwest/West Margin Press
- Outreach: Linda Klein presented to 30 teachers at the Cook Inlet Council mini conference on literacy.
- Tours: Anchorage Christian School came in to learn about research with fourth and fifth graders, Pacific Northern Academy brought in fifth graders who had been working on brain development to do a mini science fair for storytime parents, Seeds of Change (a group working with at risk teens) had tour for 42 people included some electronic resources like Learning Express

### **Ready to Read Resource Center (RRRC):**

- Presented session at AAEEYC on February 8 about dramatic play and its connection to early literacy. 45 attendees. 22 surveys received.
  - Of those surveyed, 55% reported an increase in their knowledge of early literacy; 59% reported an increase in their appreciation for early literacy; 86% rated the presentation overall as "very high" or "high"
- Prepared 3 sessions for AKLA
  - Early Literacy Spaces @ Your Small Library
  - Bibliotherapy for Preschoolers: Using Books to Help
  - Supercharged Storytimes for All Wrap-Up
- Presented live session for Modules 5 and 6 for second cohort of Supercharged Storytimes for All
- Submitted March book recommendations for the column in Best Beginning's new newsletter.

### Adult Services

- Interviews began for the Alaska Librarian position. We had eighteen candidates, interviewed fifteen of them, and narrowed the selection down to three. A selection has been made.
- Staff are developing a training for the Foundation Directory for local non-profits through the Foraker Group. This is a new database and we are the only location that is currently providing it.
- Staff Sarah was part of a panel representing APL at AkLA as part of Earthquake Debrief panel with other Anchorage librarians.
- 35 programs in February 2019, with 711 participants. In February 2018 we had 42 programs with 590 participants.

**Preserve the Past and Invest in the Future - Vote Yes on Prop 3 for  
Senior Centers, Libraries, and More!  
Request Submitted to Commentary at ADN**

In the upcoming municipal election, there is a small, but significant bond measure that rehabilitates nine essential municipal facilities. At just \$5.5M, Proposition 3 repairs and upgrades the Anchorage Senior Activity Center, Chugiak Senior Center, Anchorage Memorial Cemetery, West High Pool, several municipal-owned buildings, and the Mountain View, Girdwood, and Loussac Libraries.

These facilities have served us well. We must fulfill our obligation to maintain them so that they can continue to serve us and the next generation.

Buildings can last a long time with proper maintenance, and the appropriate health and safety upgrades. As tax payers we want to reduce the cost to the Municipality to make this relatively modest investment now rather than a larger expense in the long-term. Delaying these repairs will negatively affect services now and require significant additional costs in the future. As we experience with our own homes and businesses, reduced maintenance now means higher costs later.

When you get your ballot in the mail, look for **Proposition 3**, titled "AREAWIDE FACILITIES CAPITAL IMPROVEMENT PROJECT BONDS," and vote yes to ensure that our public facilities are safe and operational for the thousands of people who use them every day.

Ballots will be mailed March 12 and may be returned to a secure drop box, an Accessible Vote Center, or mailed with a first class stamp. Additional instructions will be included with the ballot and can be found at [www.muni.org/VotebyMail](http://www.muni.org/VotebyMail). Ballots are due by April 2, 2019.

**Anchorage Senior Center**

- A 36-year-old building, it needs to replace its' leaky roof, upgrade restrooms to be ADA compliant, complete carpeting, and expand the garage to provide a safe place to work on vehicles.

**Anchorage Public Library**

- **Loussac Library:** upgrades and safety repairs to the four original elevators from 1986.
- **Mountain View Library:** building safety upgrades, including outdoor patio and security camera updates.
- **Girdwood Library:** building system repairs and updates, including the heating and ventilation (HVAC) system.

**Municipal Owned Buildings**

- West High Pool LED lighting energy efficiency upgrade.
- Fleet Maintenance building code upgrades.
- Porcupine Building (Mountain View) roof replacement.

**Chugiak Senior Center**

- Replace flooring in the administrative and assisted living areas, repair/resurface the parking lot to include paving the gravel lot, and construct covered carports to address safety hazards to residents.

#### **Anchorage Memorial Cemetery**

Repairs and renovations needed to preserve this 104-year-old historic site and provide a positive, serene and dignified place for all: repair fencing and entry gates, repair damaged columbarium wall and seating areas, repair and renovate cemetery facilities, grounds and infrastructure, and renovate and recast overgrown lawn markers.

These facilities are well loved and they can serve our community for many years if we care for and invest in them. As fellow tax payers, we ask you to vote for Prop 3 to preserve these assets for today and for future generations.

Gordon Glaser, Anchorage Senior Activity Center Board President

Nancy Hemsath, Anchorage Public Library Advisory Board Chair

Kim Hays, Anchorage Library Foundation President

Mary Rasmussen, Friends of the Library President

*The individuals listed above are speaking and acting as individuals and not on behalf of the Municipality or on behalf the municipal boards and commissions.*

-30-

*Submitted by Nancy Hemsath. Cell 230-0641*

Municipality of Anchorage  
Library Advisory Board Agenda  
Z.J. Loussac Library  
Board Room, 4th Floor  
April 17, 2019  
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	
	Consent Agenda, April 17, 2019	Chair	2 min	Vote to Approve
	Overdrive and Downloadable Review		30 min	Information
	Approval of Minutes –March 20 Minutes	Chair	2 min	Vote to Approve
	Discussion of Loss of Proposition 3	Torgeson	10 min	Discussion
	Discussion of Presentation of Strategic Plan to Assembly	Torgeson	10 min	Discussion
	Request for Reconsideration Form	Director	10 min	Vote to Approve
	Staff Updates Director Report	Director	15 min	Discussion
	Next Board Meeting <ul style="list-style-type: none"> <li>May 15, 2019, 5:30-7, Mt View Library Community Room, 120 Bragaw St</li> </ul>			
	Board Comments and Adjourn			

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: March 20, 2019	Location: Z.J.Loussac Library
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Board Members				Staff
X	Nancy Hemsath, Chair	X	Jonathan Bittner	Mary Jo Torgeson, Director
X	Jamie Lang, Vice Chair	X	Sarah Switzer	Elizabeth Nicolai, Youth Serv. Coord.
X	Cristy A. Willer, Secretary	EX	Wei Cheng	
EX	Barbara Jacobs	X	Lucy Flynn O'Quinn	Guests
X	Lourdes Linato-Crawford			

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:37 p.m.	
Person to be heard	None.	
Mission Moment	Elizabeth Nicolai, Youth Services Coordinator, described the Youth STEM (Science, Technology, Engineering, Math) project, which will provide a variety of activities and presentations for kids this summer.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved (Lucy/Jamie).</li> <li>Minutes of 1/16/19 and 2/20/20 approved (Lucy, Lo).</li> </ul>	
Discussion/ Action Items	Discussion	Action
	<ol style="list-style-type: none"> <li>"Fundamentals of Library Advocacy" (Patrick Sweeney) was viewed by the board: message was that it's librarians that draws people to libraries and engage in their support.</li> <li>Bond discussion followed re: having a concerted effort with 3 boards to support the library bonds. Lucy suggested adding librarians' pictures on the website; MJ said she'd look into it but that privacy issues are a problem (Included handout).</li> <li>Director's report (attached).</li> </ol>	<ol style="list-style-type: none"> <li>MJ will get the link to other webinars in this series.</li> <li>Jamie, Lucy and Jim will meet in a work session in mid April re advocacy.</li> <li>There will be training on digital resources on 4/17. (Online scavenger hunt created by Lucy?)</li> </ol>
Comments	<ol style="list-style-type: none"> <li>Jamie overheard someone appreciating the "Drag queen storytime" at Polaris.</li> <li>A humanist objected to Bible Stories at storytime.</li> <li>Events are not getting posted on the website.</li> <li>Beyond Stacks will be 4/6 at the Marriott.</li> </ol>	
Adjournment	Meeting adjourned: 7:28 (Lucy/Jon).	
Next Meeting	Location: Alden Todd Board Room Date: April 17, 2019	

# LIBRARY DIRECTOR'S REPORT

## March, 2019

Loussac Building Updates: The tile has been shipped from New Jersey and installation dates are unknown.

Bond: Proposition 3 lost by 4231 votes, or 46% no. The wording was the same as the previous year (which passed). The Senior Center staff felt that the loss might have been due to the ballot verbage not highlighting any facility.

### Collection Management Services (CMS)

- CMS provided Youth Service grant funds to order multiple system copies of the Battle books
- We negotiated Freegal renewal at the same price as previous year.
- We are working on a pilot project at Loussac to purchase multiple copies of hot titles/series (think Harry Potter) in paperback and unprocessed (will be lightly processed in house) in order to meet demand over the summer and be able to discard as needed.
- We received a challenge for Smokey by Bill Peet for racist images of Native peoples and a committee has been formed. They determined to remove the book. (Memo included to remove the title)
- Staff are working on a huge project of putting RFID Stingray tags on the feature DVDs. They have applied over 5,000 stingrays since the project began.

### Staffing:

- Several staff won city wide employee awards: Clare Ross received executive employee of the year and Jacob Cole was awarded supervisor of the year. Kate from Patron Services was also nominated for Employee of the year. In addition, several teams were nominated for their response to the earthquake, including Youth Service department and the Mountain View Library staff.
- Jacob Cole has been selected as the new Assistant Director and we are recruiting for a new IT Patron Services Coordinator.
- Sarah Preskitt accepted the Alaska Librarian position. Sarah has done a variety of jobs with APL, including interim branch manager, and as a reference librarian. She has spearheaded initiatives including the Community Resource Coordinator and the Bikemobile.

### Branches

#### **Muldoon:**

- A family came in for passports and the father wrote on a comment card, "Our family visited the Muldoon branch APL for the purpose of apply for (3) children's passports. The process was swift, and the service was stellar! Dino did a great job with receiving our applications, and Jim took extra time to help my daughter with opening a library account. While this was our 1<sup>st</sup> experience at this library, we will be regulars now thanks to their service and professionalism."
- Branch Manager attended a two-day training: Nonviolent Crisis Intervention. The course teaches crisis prevention techniques and de-escalation to aid increasing care, welfare, safety, and security. The course emphasized practical methods—verbal and physical—when working with high-risk populations. In fact, within an hour of returning to Muldoon from training he found himself applying the skills taught, and was able to de-escalate a difficult situation.

#### **Eagle River:**

- We had 38 attendees for the Henry Fountain event, the largest we've had for an adult program. We received feedback from more than one person that the CER community appreciates and values author events at this location rather than having to drive into town whenever an author
- Branch Manager was guest presenter for a disaster preparedness class in the Library & Information Management program at Emporia State (Kansas).

### Mountain View:

- PBS partnership Ruff Ruffman Family Workshop has been seeing the same families come to the program with 13 people attending. They are really excited to have a family learning event where parents are learning alongside kids. See picture below.
- Ballot Box Bash, a neighborhood event to highlight voting, saw 75 people attend. We also ended up with news coverage from two different news groups show up. Amazing coverage and kids are getting involved too!
- The Drive-In movies MV has been going for 3 months and is going great. The program is attended by new families that have not come to the MV branch before. We will continue this fun, interactive program into the summer.

### Girdwood:

- March 2019 program attendance more than doubled from March of 2017. Correspondingly, there is also a circulation increase of 47% between March, 2017 and March 2019.
- Another taste test during spring break, see picture below

### Community Relations

- We heavily promoted the following special events: Henry Fountain- both Loussac and Eagle River events and Earthquake Escape Rooms (3 locations)
- Nesvick was a guest on a [Library Marketing Podcast "Library Figures"](#)

### Social Media Highlight

March was a great month for patrons highlighting our collection across social media. Books. They're still a thing.

**Facebook:** "I read this sweet book this week ("How to Not Always Be Working: A Toolkit for Creativity and Radical Self-Care" by Marlee Grace) A quick, insightful read for those of us looking to lead our best creative lives. (Shout out to Anchorage Public Library for housing inspiration in their New Book section)

**Twitter:** "I just checked this book out from the @anchlibrary!"

**Instagram:** "Librarian recommended this bok to my wife. They know us so well. #librarianlove #booklove #amreading"



### iHeartMedia

Brian Ross on Magic 98.9 wrapped up his endorsement of the library with a focus on Lynda.com. Check out Brian's bonus blog at <http://bit.ly/BrianRossLyndaBlog> and audio attached.

### Library Long term planning and development/Foundation/Friends

- **Downtown Library:** Sarah Switzer, LAB Board member, was added to our exploratory committee; met with JJ Brooks, developer of the Rustic Goat, to talk about a possible project downtown – waiting to hear back; committee will meet with the Chang Family (owner of Key Bank Building) in late April to hear their latest plans. Put together a vision for a pop-up library – waiting for committee and staff feedback.
- **Strategic Plan:** staff are getting a lot done on our internal improvements work plan – new internal communications plan, kicking-off a training series for supervisors, new program assessment and partnership application, and more. Final plan is posted at: <http://www.anchoragelibrary.org/about/about-apl/strategic-plan/> We'll work on external promotion next.
- **Muldoon Library:** Beginning stages of talking to a potential developer about a project to bring in Library, CITC and STREAM ASD Academy into a potential project. Lo Linato-Crawford represented LAB. We came up with some rough site plans and partnership vision.
- **Budget/Advocacy:** Library Foundation created Alaska Library Champions on Facebook. Scheduling an advocacy work session with the three boards in late April/early May.
- **Library Foundation:** enlisted Foraker Group to help put a legacy giving plan together this year.
- **Friends Beyond the stacks:** grossed \$67,392, \$3K more than the previous year.

### Youth Services

- **Special Events:**
  - Alaska Reads Day; Saturday 3/2. Held programs all day for the second annual event including a Dr. Seuss storytime and build-a-book workshop
  - Glow in the Dark Storytime, STEM storytime, & Wee Be Jammin Storytime
  - Spring Break daily events included art, movies, building, and science
  - In Partnership with Alaska Junior Theater, meet the cast and make a craft with Moon Mouse
  - Teens: Magic the Gathering, Teen Open Mic Night, been book march madness (Jon)
  - Volunteer Fridays is popular with 4 to 11 kids showing up for 2 hour shifts to volunteer
  - Partnered teen programs: Pokemon the Gathering the card game (Bosco's partnership), FAFSA sign up event (ACPE partnership), Magic the Gathering official teen tournament (Bosco's)
  - Science with cooperative extension/4H continues to bring in nearly 30 people in the evening hours. A great school age program
  - Family Literacy Night, evening storytime with Ready To Read
- **Outreach:**
  - presented sensory storytime to special needs preschoolers at Gladys Wood Elementary
  - Multiple school tours: Pacific Northern Academy, Denali Montessori Kindergarten and Anchorage Montessori
  - North Star Family Night (Kelsey)
  - In March, we did 67 events that were attended by 2,285 people.
  - Storytimes are the most popular (35 events & 1,696 people
  - School age events, especially for Spring Break, are growing in popularity (11 events, 315 people)

### Ready to Read Resource Center

#### Outreach/Presentations:

- Presented 3 sessions at AK Library Association: Early Literacy Spaces @ Your Small Library, Bibliotherapy for Preschoolers and Supercharged Storytimes for All
- Staffed a table at the spring Baby Fair hosted by Alaska Birth Services on March 23 and spoke to 250+ parents/ caregivers about early literacy and the free kits available for checkout.

- Assisted with the March 30 Family Literacy Event hosted by the Anchorage Imagination Library at the Campbell Creek Science Center.

#### Other:

- Submitted Talk Story grant on behalf of the Anchorage Library Foundation to the American Indian Library Association
- Submitted April book recommendations for the column in Best Beginning's new newsletter

#### Adult Services

- We had a big spike on Lynda database usage from the promotions January-March. Going from 30+ hours viewed in December to 300+ hours each January-March. Anecdotally, at least three patrons mentioned learning about Lynda on the radio.
- Intern interviews were successful and our top choice has accepted the position for the summer marketing intern.
- 51 programs in March 2019, with 623 participants. In March 2018 we had 43 programs with 586 participants.
- "A donation of \$20 received from an North Carolina man who requested obituaries. Recently, an article request from the Anchorage Times from Anchor Point, AK (800# Ref Backup statistic) connected me to an old friend whom I worked with in 1980."



The Girdwood Goldfish Taste Test before the patrons descended.



p

Olivia at the Family Ruff Ruffman program at MV w/Alaska Public Media



3600 Denali Street  
Anchorage, Alaska 99503  
Phone: 907-343-2975  
Fax: 907-343-2930  
[www.anchoragelibrary.org](http://www.anchoragelibrary.org)

April 12, 2019

Ms. Katie McKay Bryson  
2531 Northrup Place  
Anchorage, AK 99508

Dear Ms. McKay Bryson,

Thank you for taking the time to submit a "Statement of Concern about Library Materials" form for the picture book Smokey by Bill Peet. The Library values input from the community about our collections.

A committee of three librarians was convened to consider your request. After reading Smokey, we all agreed with your sentiment that the result of reading/viewing this work could 'perpetuate disrespectful ideas about Native people among non-Native people, make Native parents + kids hurt/embarrassed and possibly less comfortable at the library'. That is absolutely the last thing we want to do.

Anchorage Public Library welcomes all, we are here for everyone, and we strive to build and maintain collections which reflect our community. Thank you for participating in that process. We have decided to discard the two copies of the book held by the Library.

Please let your sister-in-law know we have many exceptional culturally appropriate materials, for all ages and in all formats, for Native people and the Library welcomes the opportunity to share those resources with our public. Thank you for supporting your public library.

Sincerely,

  
Laura S. Baldwin  
Collection Management Services Coordinator

cc: Mary Jo Torgeson, Director  
Elizabeth Nicolai, Youth Services Coordinator

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Municipality Of Anchorage





ANCHORAGE  
PUBLIC LIBRARY

3600 Denali Street  
Anchorage, AK 99503

## Request for Reconsideration

Please complete form and **return in person** to staff at any APL location

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_ Library card # \_\_\_\_\_

Do you represent: ☐ yourself ☐ an organization? (check one)

What type of material  
or service are you  
commenting on?

☐ Book

☐ Magazine

☐ Library Program

☐ Movie

☐ Music CD

☐ Display/Exhibit

☐ Newspaper

☐ Audiorecording

☐ Internet Resource/Site

☐ Other \_\_\_\_\_

What item/program/  
display/exhibit are you  
commenting on?

If commenting on an item, what is the title and author/performer/producer?

If commenting on a program/display/exhibit what is the title and date?

How did this title/event/  
display/program/exhibit  
come to your attention?

(Recommended by staff member, review, friend's recommendation, found on shelf, visit library, library calendar, publicity announcement, etc.)

Did you read or listen to  
the entire work, stay for  
the entire program, view  
the entire display? If not,  
which selection or part  
did you read or view?

What is it that you find  
objectionable? Please be  
specific; cite pages,  
excerpts, or scenes  
whenever possible.

What action would you  
like the library to take?

Staff use only:

Date rec'd \_\_\_\_\_

Staff initials \_\_\_\_\_

Thank you for your comments and attach additional pages as needed. A staff member will review this request and provide a written decision within 14 days. A written appeal of the staff decision may be presented to the Library Director within 14 days. The Library Director has 14 days to provide a written decision; a final appeal may be made in writing within 14 days to the Library Advisory Board, who will review the materials and supporting documentation and make a final decision. A written decision will be sent to the patron within two weeks of the discussion at the Board meeting.

Municipality of Anchorage  
Library Advisory Board Agenda  
Mt. View Library Meeting Room  
120 Bragaw St  
May 15, 2019  
5:30 p.m.

1. Call to Order

2. Roll Call

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

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

TOPIC	Leader	Time	Action
Call To Order			
Person (s) to be Heard		3 min	
Mission Moment: Libraries Mean Business, Samantha Aamot, Urban Fellow	Aamot	15 min	
Overview of the Mt. View Library, David Adkins-Brown	Adkins-Brown	10 min	
Consent Agenda, May 15, 2019	Chair	1 min	Vote to Approve
Approval of Minutes –April 17minutes	Chair	2 min	Vote to Approve
Staff Updates Director Report	Director	15 min	Discussion
Next Board Meeting <ul style="list-style-type: none"> <li>June 19, 2019, 6:00-7:30, Gerrish Girdwood Library</li> </ul>			
All Board and Staff Potluck May 31, 6:00-8:00 pm			
Board Comments and Adjourn			

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: April 17, 2019	Location: Z.J. Loussac Library
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Board Members				Staff
X	Nancy Hemsath, Chair	U	Jonathan Bittner	Mary Jo Torgeson, Director
X	Jamie Lang, Vice Chair	X	Sarah Switzer	Kristie Nelson
E	Cristy A. Willer, Secretary	X	Wei Cheng	
X	Barbara Jacobs	X	Lucy Flynn O'Quinn	Guests
X	Lourdes Linato-Crawford			

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:30pm	
Person to be heard	None.	
Mission Moment	Kristie Nelson, Virtual Services Librarian, presented about the Overdrive platform, Libby app, Hoopla access, Freegal, and other subscription services.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda Approved (Jamie/Lo)</li> <li>Minutes of 3/20/2019 approved as amended (Lucy/Jamie)</li> </ul>	
Discussion/ Action Items	Discussion	Action
	<ol style="list-style-type: none"> <li>Request for reconsideration form is examined and edited for 14-day review periods.</li> <li>Discussion about loss of Proposition 3. Was it too vague about projects? Can we do a single-item bond and does the library have support?</li> <li>Discussion of presentation of strategic plan to the Assembly.</li> <li>Director's Report (attached)</li> </ol>	<ol style="list-style-type: none"> <li>LAB votes to approve.</li> <li>Sr Center is gathering feedback on the loss, ask for copy.</li> <li>Ask for study session and in chambers presentation (general public would be able to see it too).</li> <li>Tour newly elected Assembly members through libraries.</li> </ol>
Comments	Staff is holding a potluck @ May 17, Nancy will respond that LAB wishes to participate.	
Adjournment	7:13pm (Jamie/Lo)	
Next Meeting	May 15, 2019 - Mountain View Branch	

# LIBRARY DIRECTOR'S REPORT

## May, 2019

Loussac Building Updates: No news is bad news....no tile update!

IT and Patron Services: With the assistance of IT city staff, the IT Manager completed the coordination of replacing a major server, installing a new print management system and moving public computers to a new location. This was a HUGE job and is the first step to a 3<sup>rd</sup> floor rearrangement.

### Collection Development:

- included in the packet is a pie chart on how quickly materials moved thru Technical Services
- staff are currently purchasing materials that are aligning with the Mayor's initiatives
- Our urban fellow staffer was able to highlight Decolonizing Wealth by Edgar Villanueva, on our LinkedIn because the Foraker Group invited the author to their Leadership Summit. It's great to be able to offer the book to people going to the summit and for Anchorage's nonprofit community.

Staffing: It is summer and we numerous staff moving, retiring or staff transferring to other libraries.

### Branches:

#### **Muldoon:**

- Branch Manager met with Demetria Veasy, Midtown Job Center Manager, and discussed our evolving relationship. Muldoon had been hosting multiple, monthly Job Center workshops until State retirements, promotions, and transfers occurred. Demetria felt that once new staff was trained we would restart workshops in September.
- Kristin Nevin is fast approaching finishing her work with Leadership Anchorage. Her team's project—Houses to Homes—was well received by their sponsor Cook Inlet Housing Authority. In brief, the project involves assisting newly housed families acquire the basic necessities to create a livable space (bedding, appliances, furniture, etc.)
- A patron came in mid-April to delete her and her children's accounts and create new accounts with their new names. What unfolded during our exchange was that after escaping domestic abuse in California her husband had tracked her on the Web to Anchorage. She had to quit her job, find shelter, and change her entire family's names before feeling safe enough to move on with her life. We were one of her last stops in completing the process.

#### **Eagle River:**

- We began taking passport applications on April 6.
- We have a week of employment events April 9-12: a resume workshop, an interview workshop (with mock interviews), and a job fair. This will help the CER community in light of still-closed businesses from the earthquake.
- The Branch Manager taught a class on romance novels for OLE (UAA) in April. There was total attendance of 62 students over 4 weeks. It was a great opportunity to showcase the collection, online resources like Overdrive/Hoopla and NoveList, and readers' advisory assistance.
- Staff retirement of long time staffer Maureen Howard.

#### **Mountain View:**

- We recently had a young dog who was lost, sneak into the library. I came out of my office to find the dog bounding back and forth between the stacks. We placed the pup in an office and contacted animal control. The owner was found via a neighborhood communication and she picked up her dog at Animal

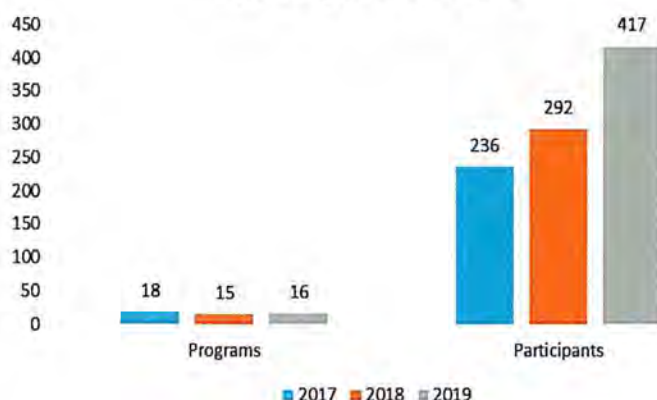
Control. The owner of the pup came crying tears of happiness to the Mountain View Neighborhood Library to thank us for connecting her to her dog.

- Let My People Go: The Pains of Payday Loans was cohosted by the MVNL and the Mayor's Office. There were a surprising number of people in attendance for this event from the neighborhood. We were happy to see people excited to ask questions about the predatory nature of payday loan businesses.
- Tundra Vision hosted Russ Vanerlugt. He spoke on Exploring Allen's Environment, one of the last great exploratory expeditions in North America. It led to a greater conversation with librarians online about the nature of modern day journaling and diary writing as well as a reference to our new Alaska Librarian – Sarah Preskitt.
- Branch Manager David Adkins-Brown said specifically to the Board, "As of this last week I have tendered my resignation to Mary Jo and will vacate my post as Branch Manager and Librarian for Mountain View on the 29<sup>th</sup> of May. This has been a difficult decision for me, but one I have made in concert with my husband. We will be moving to be closer to family and friends in the Puget Sound area. We both appreciate your understanding in this change. I want to thank all the board members for their support and dedication you have extended the Mountain View community through your support of this branch. It can and will continue to act as a nexus for the community through your efforts.

#### Girdwood:

- April was Gardening Month at the Scott and Wesley Gerrish Library. We had our annual Seed Library, and gave away 1,004 packets of seeds this year! Last year we gave away 633 packets of seeds, so that's a 58.6% increase between years! We also had a successful slideshow of local gardens, and had a great time during our 3<sup>rd</sup> annual Paint and Plant program. We also did a Peeps taste test and KTUU came down to do a story on it! They broadcasted live from our kids' area, and outside the building after we closed. A customer told a staff member that they've come to depend on our Seed Library. They know it will be happening every year, and that they know they can get seeds for their garden from our library.
- Circulation has increased by 43% between 2017 and 2019; program attendance has increased by 76%!

April Programs 2017-2019





The Seed Library



KTUU came down to do a story on Peeps

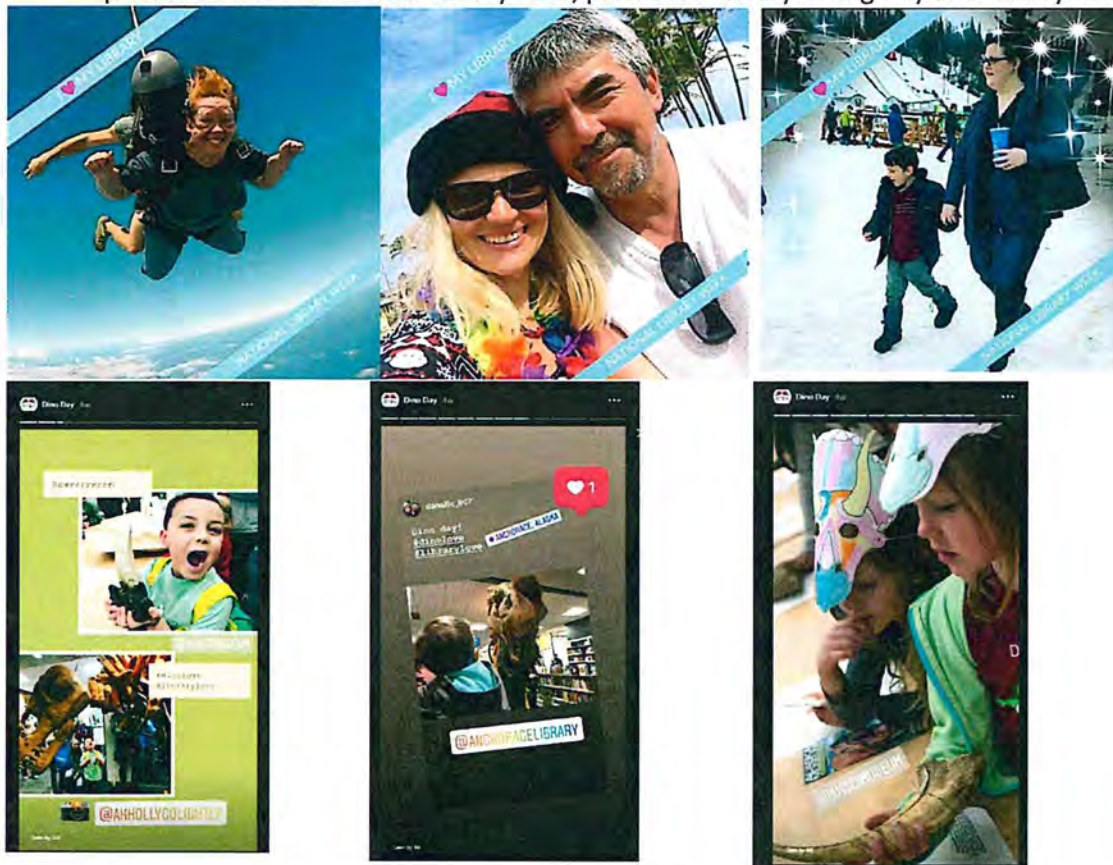
## Community Relations

We publicized the following special events.

- National Library Week
- Dinosaur Day and Books on the Bus
- Gardening and Financial Literacy Month s
- Friends Support- Beyond the Stacks

### ***Social Media Highlight***

April started with National Library Week and our awesome "[Library Card Video](#)" which had a collective 8,200+ views reaching over 13,000 people on FB, IG and Twitter. We also did a Facebook contest for patrons to show their #907Library Love, promoted Library Giving Day and Library Advocacy day.



**HeartMedia** Malie D on 101.3 KGOT kicked off her endorsement with promotion of our meeting rooms. Check out vlog highlighting Mountain View and the new Loussac Event space. <http://bit.ly/MalieDRoomsVlog>

## Foundation/Friends/Strategic Initiatives

- **Downtown Library:** met with Derrick Chang of Peach Investments (owner of Key Bank Building) to hear their latest plans, which sound promising. They hope to have a building renovation project started this fall, so we'll learn more as they move through that process. We're also looking at what a small pop-up library might look like and what kind of financial impact that will have on our project savings fund over time.
- **Strategic Plan:** moving along. We'll start promoting to the public in May and June.

- **Muldoon Library:** will have internal MOA meeting with CIHA to review potential costs and funding mechanisms, met with Forrest Dunbar to get his thoughts on project funding.
- **Alaska Room:** McCool Carlson Green is developing a space plan for a new Alaska Room and will give us a cost estimate so we can begin fundraising for the project (est. construction in 2021).
- **Budget/Advocacy:** Library advocacy work session – created draft plan for MOA budget cycle and ideas to build on for the next 1-3 years – more to come.
- **Library Foundation:** awarded \$15K from ACF Social Justice Fund for Social Worker in the Library; working on applications to the Mental Health Trust and Rasmuson for the rest of year 2 funding.

#### Youth Services

- Dino Day, with storytime, a partnership with the Alaska Museum of Science & Nature, crafts, fossils, and a volunteer in a trex costume had over 750 attendees. Said one staffer: "Seeing children in awe of the dinosaur at Dino Day was one of the biggest highlights last month. Kids were so fascinated, intrigued, and scared by it (especially when it moved) but OH it was magical to see kids get SO EXCITED about a REAL DINOSAUR".





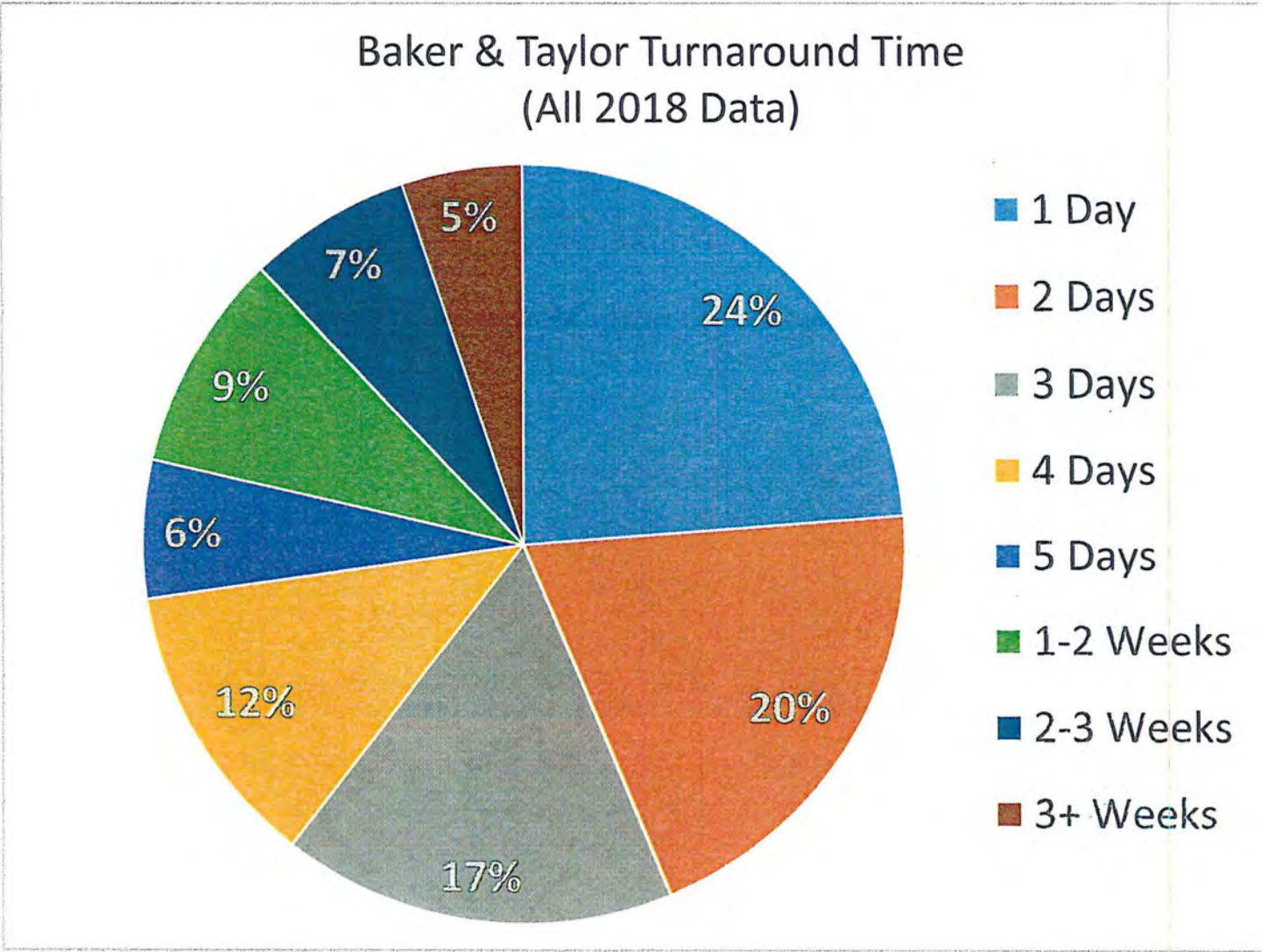
#### **Ready to Read Resource Center**

- Presented training session at thread on early literacy and brain
- Hosted STEM activities for preschoolers and school-aged children at Pacific Northern Academy's STEM
- Sent early literacy posters to grocery stores in town for placement near changing tables in store bathrooms to encourage grown-ups (who may not come to the library) to read with their young children.

#### **Adult Services**

- The new computers were installed on April 29<sup>th</sup>. We are currently experiencing some installation bugs. We've had days when printing was unavailable and we've had issues with the external speakers, among other things. We're expecting a more intensive staff training on the new system the week of May 6.
- Jill attended the Spring Genealogy Summit on April 27<sup>th</sup>. She spoke with 35 people at the summit. She will be following up with a beginning Ancestry class on May 11.
- We partnered with Foraker to present a class on Foundation Directory Online on April 18. We'll be presenting that class again in the fall.
- 48 programs in April 2019, with 611 participants. In April 2018 we had 40 programs with 496 participants.

Chart Data (All)	
3901	1 Day
3281	2 Days
2743	3 Days
2009	4 Days
980	5 Days
1523	1-2 Weeks
1142	2-3 Weeks
841	3+ Weeks



YOU ARE INVITED!

# APL Staff & Board Party

MAY 31, 2019 | 6-8 PM

LOUSSAC LIBRARY EVENT CENTER  
(ALASKA WING)

Families welcome - bring the kids!

**Board members - please bring a potluck item.\***

Bring your specialty or follow this guide:

Last name A-D: appetizers, snacks, bread

Last name E-J: salads

Last name K-Q: soups, casseroles, meat, etc.

Last name R-Z: dessert

\*Optional for staff to bring an item. Foundation will provide drinks and some main items.

**ANCHORAGE PUBLIC LIBRARY**  
**2019 PERFORMANCE, VALUE, RESULTS, QTR 1**

**NEW STRATEGIC PLAN: 2019-2021**

The Library Staff has devoted much of their energy during the first quarter to starting the work on our new Strategic Plan, with the first quarter devoted to developing a stronger infrastructure.

**New Mission**

Connecting people to education, information and community

**Library Core Services:**

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

**Community Priorities and Desired Outcomes**

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

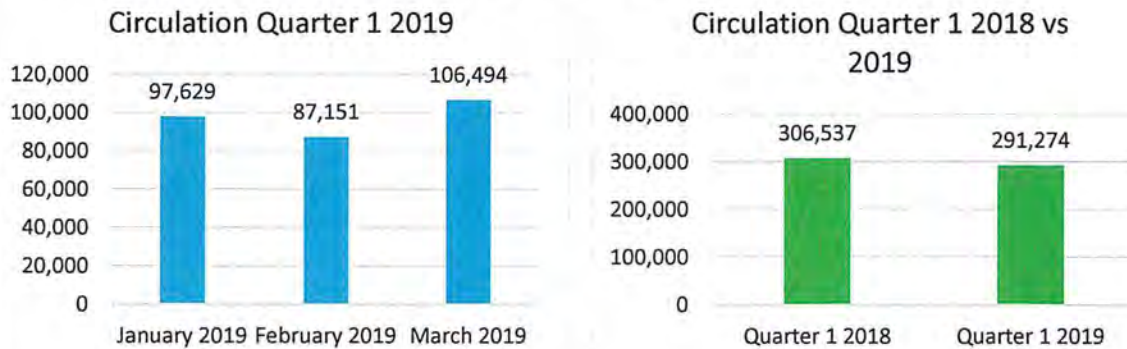
**Major Use Indicators and Performance Measures**

- Circulation of Materials, including downloadable items
  - Circulation of physical and virtual materials stayed almost the same between 2018 (374,588) and 2019 (374,390)
- Library Visits
  - Library visits decreased 11% for 1<sup>st</sup> quarter 2019 compared to 2018
- Program Attendance
  - Program attendance increased 29% for 1<sup>st</sup> quarter 2019 compared to 2018, with the average number of attendees per program increase by 20%
- Computer use, including WIFI use of Library technology
  - Computer usage decreased with more people bringing in their own devices. Wi-Fi usage roughly stayed the same between 1<sup>st</sup> qtr 2019 and 2018. Virtual Library visits through website.
  - The library website increases usage by over 225% over 2018. More people go to website for meeting room information and to find out about programs and materials.

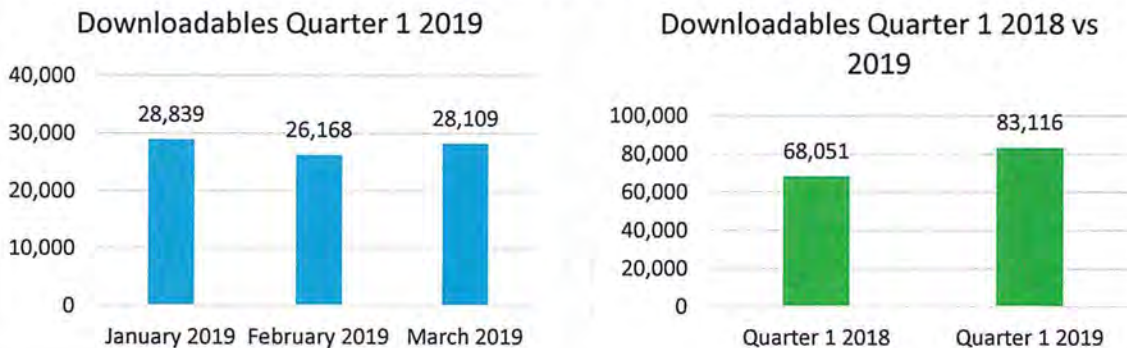
- Increased use of promoted databases, due to facebook promotion and paid advertising, more usage equals a larger return on investment (ROI)

DATABASE	Cost per use 2018	Cost per use 2019
Ancestry Genealogy	\$ 8.42	\$ 2.07
Alaska Digital Library (Audio/Ebooks)	\$ .59	\$ .44
Newsbank Newspapers	\$14.29	\$10.82
Worldbook Encyclopedia	\$ 2.50	\$ .33

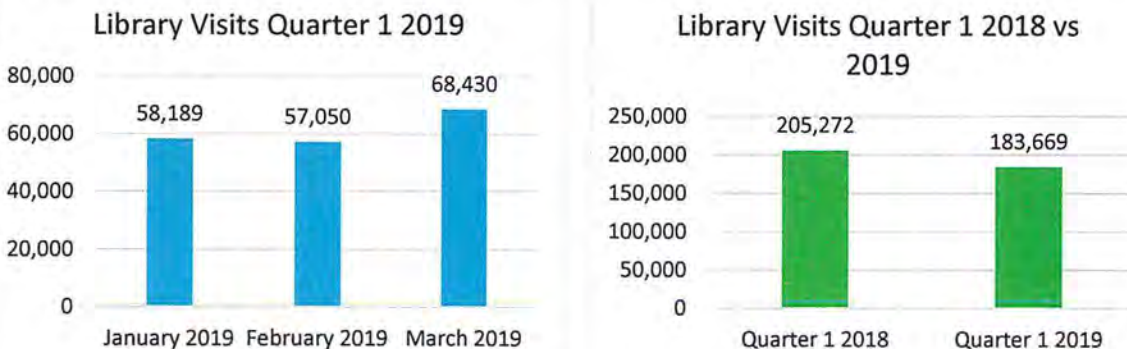
➤ **Measure #1: Circulation of library materials.**



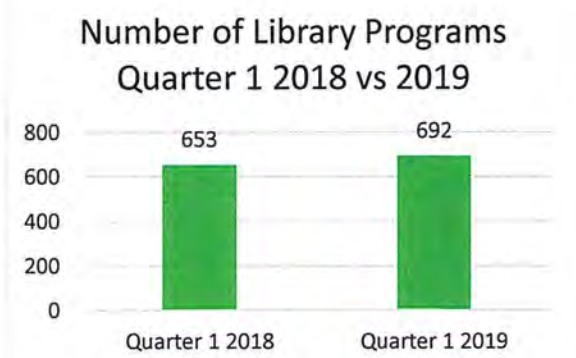
**Measure #2: Number of items downloaded (Alaska Digital Library, Freegal, Hoopla & RB Digital)**



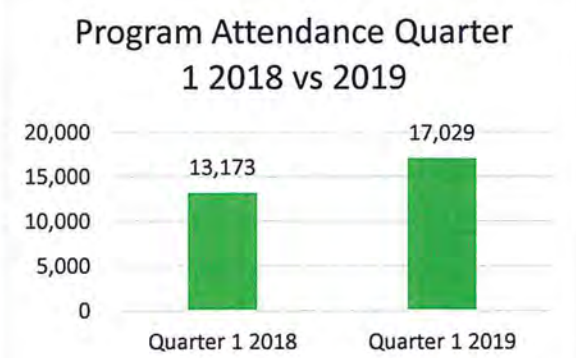
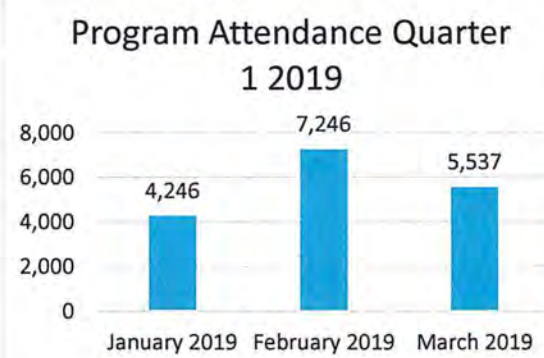
**Measure #3: Number of visits to the library.**



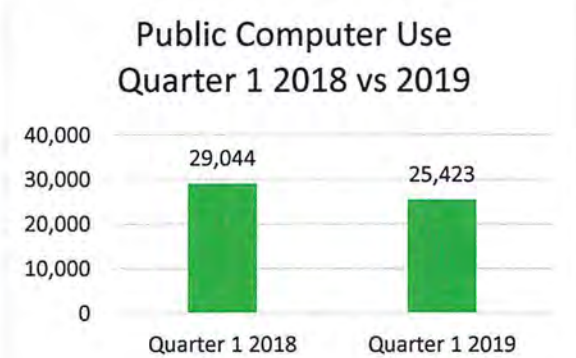
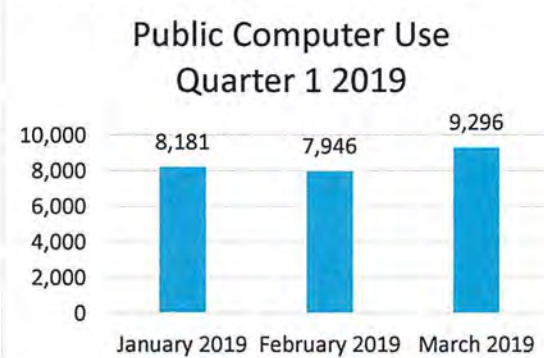
**Measure #4: Number of library programs.**



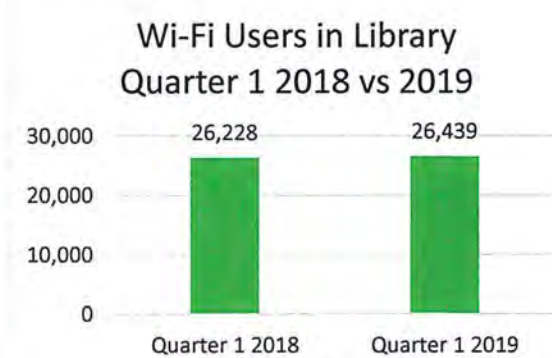
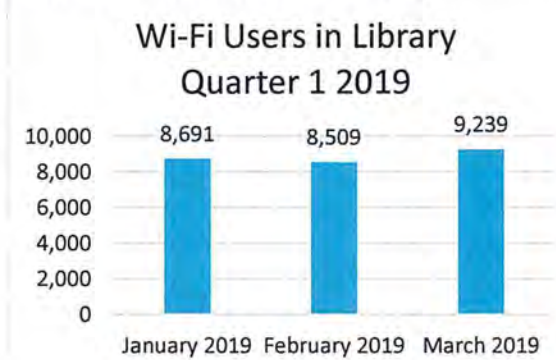
**Measure #5: Library program attendance.**



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



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



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





HEALTHY,  
SUSTAINABLE  
COMMUNITIES

# Leadership Brief: Leadership Roles for Library Trustees

## ABOUT THIS LEADERSHIP BRIEF

This Leadership Brief highlights the essential roles library trustees play in guiding, shaping and supporting the 21st century library. It focuses on how passionate and committed trustees help establish the library's place in the community, ensure that the library stays connected to changing community needs and interests and generate support for the library's long-term future.

**OVERVIEW:** Library boards of trustees carry out advisory, governing and strategic responsibilities to ensure that the library operates from a solid and trusted foundation. The scope of trustee responsibilities varies depending on the library's governance structure and is usually established in bylaws, local code or state law. Governance roles may include hiring and evaluating the library CEO, reviewing and adopting the annual budget and monitoring and assessing library performance.

While these governing functions are important to library success, trustees have the greatest impact when they work outside the boardroom as visible, knowledgeable and passionate advocates for the library. Spontaneous connections in non-library settings, passionate commitment to the library every day, visible support for the library and its CEO and sustained and proactive advocacy on behalf of the library provide the greatest value and the most promising results.

Regardless of structure, library trustees are most effective when they:

- ▶ Create a strong partnership with the library CEO that is built on trust and open communication
- ▶ Advocate for the library regularly and in diverse settings throughout the community
- ▶ Keep their ears to the ground to identify opportunities, needs and concerns in the community
- ▶ Understand the breadth of what the library does in order to be a well informed and credible voice, while leaving day-to-day management to library staff — “noses in, fingers out”

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Page 1 of 1



URBAN  
LIBRARIES  
COUNCIL

*“As the library has become a more visible, vital part of the community, library trustees must also be more visible and more connected to what’s going on in the community.”*

— Keith Simmons, Board Chair, Nashville Public Library

## TRUSTEES GOVERNING ROLES

- ▶ Hiring and evaluating the library CEO
- ▶ Reviewing and adopting the annual budget
- ▶ Monitoring and assessing library performance
- ▶ Succession planning to ensure leadership continuity
- ▶ Participating in strategic discussions
- ▶ Conducting the affairs of the board at regularly scheduled meetings

## FIVE STRATEGIC LEADERSHIP ROLES

The following sections highlight strategic leadership roles for the 21st-century library trustee and provide examples of how trustees carry out each role.

### *Library Trustee as Advocate*

The trustee's advocacy role is broad and overarching. It includes raising the library's profile among decision makers and community stakeholders, showing how the library supports community priorities, supporting specific library and program needs and keeping the library and its work visible in the community. Successful advocacy grows out of broad knowledge about the library mission, goals and programs combined with a deep passion for the library as an essential anchor institution and a champion of equity, inclusion and democracy.

Examples of ways trustees carry out their advocacy role include:

- ▶ Communicating with confidence and passion about the important role the library plays in the community in diverse settings rather than only in library-specific meetings
- ▶ Becoming familiar with the range of library programs and services to be able to answer questions and speak with authority
- ▶ Interpreting the library for local leaders to demonstrate how libraries support leadership and community priorities
- ▶ Interacting with local leadership individually and as a group to strengthen connections and address specific issues

- ▶ Wearing a library hat at all times to become known as someone who is connected to, knowledgeable about and committed to supporting the library
- ▶ Building public awareness of the library particularly among audiences who tend to fall out of the library's natural reach
- ▶ Participating in meetings where library programs and priorities are being discussed and bringing the library into key conversations
- ▶ Writing letters and communicating with decision makers in support of specific library priorities and needs in partnership with the library CEO to ensure consistent messages
- ▶ Embracing advocacy for the library as an ongoing, front-line trustee responsibility

### *Library Trustee as Visionary*

Working closely with the library CEO, trustees help craft and support implementation of a long-term vision that will strategically position the library in the community. A range of social, economic, environmental and technological trends have influenced the services, direction and long-term vision for public libraries. A library's ability to anticipate and respond quickly to emerging trends will strengthen its position in the community and build long-term support.

Trustees help shape and implement the library's long-term vision by:

- ▶ Engaging in strategic conversations about the library's future
- ▶ Paying attention to and sharing local trends with the board and staff to assess their potential impact on library services
- ▶ Encouraging and supporting innovation, creativity and risk-taking by the library CEO
- ▶ Listening to the community to identify emerging interests and needs to get ahead of the curve
- ▶ Talking about the library vision and strategic plan to increase public awareness of library capacities, services and value as an essential community asset
- ▶ Encouraging and supporting attention to both visionary planning and efficient day-to-day operations to ensure that the trustees and the library staff collectively keep an eye on the future

### *Library Trustee as Connector*

Trustees help expand the library's impact in the community by networking on behalf of the library and serving as a bridge between the library and community priorities. Drawing on their knowledge about the library mission, services and capacities, combined with their professional and community connections, trustees can attract and engage new library users, supporters and champions. Importantly, those connections can open doors and ensure that the library is involved in community decision making.

Trustees carry out their connector role by:

- ▶ Promoting the public library as a resource that has expertise and capacity to support current and emerging community priorities
- ▶ Attending events as a library representative
- ▶ Recommending library leaders for positions on nonprofit/government boards and commissions
- ▶ Connecting with organizations that do not typically work with the library as possible partners on specific library programs
- ▶ Moving casual contacts to meaningful relationships through sustained and consistent engagement
- ▶ Identifying people who have community influence and/or special expertise who might be good library resources
- ▶ Attracting new people to library leadership roles to ensure the board reflects the community that the library serves

As public libraries have increased their capacity to support broad community goals in education, economic development, entrepreneurship, race and social equity, digital inclusion, healthy communities and more, creating connections that strengthen the library's value proposition requires systematic and strategic outreach.

Examples of community connections that help broaden the library's impact include:

- ▶ Local elected officials — e.g., the mayor, city council, county executive, county commissioners
- ▶ School district leaders — e.g., the superintendent of schools, board of education chair

- ▶ Higher education leaders
- ▶ Key players in the entrepreneurial ecosystem
- ▶ Technology professionals and vendors
- ▶ Workforce development and job services groups
- ▶ Major regional employers
- ▶ Local media and communications experts
- ▶ Philanthropic leaders
- ▶ Local business leaders — e.g., bankers, real estate brokers, financial/investment planners, retail owners

### *Library Trustee as Financial Steward*

While direct involvement in budget development and financial oversight varies based on governance structure, all trustees serve as stewards through their knowledge of and commitment to maintain the library's long-term financial health. Trustees carry out this leadership role by:

- ▶ Understanding and being able to explain the library's financial structure including sources of income and the status of those sources
- ▶ Being able to articulate the library's value proposition to community leaders, residents and stakeholders
- ▶ Knowing the library's current and future financial needs

### CHARACTERISTICS OF LIBRARY TRUSTEES

- ▶ Dependable — shows up when needed
- ▶ Passionate — driven to make a difference in the community
- ▶ Proactive — actively engaged in the community and the library's role
- ▶ Innovative — open to change and new ideas
- ▶ Inquisitive and curious — interested in and knowledgeable about community issues
- ▶ Collaborative — team player; operates from a foundation of trust
- ▶ Good communicator — comfortable with high community visibility

- ▶ Actively participating in fundraising efforts with guidance from and in partnership with the library CEO
- ▶ Developing a clear outreach strategy for fundraising that identifies the best contacts based on their financial capacity and their connection to the library
- ▶ Having a specific, well-defined and well-supported “ask” for potential funders

It is important to separate the relationship-building and fundraising processes so that it doesn’t look like all relationships are about money. However, successful relationship building that brings key stakeholders closer to the library will contribute to successful fundraising efforts.

#### *Library Trustee as Team Player*

Trustees are individuals with a commitment to the library’s success and members of a board with responsibilities for guiding, advising and governing the library. It is important to give equal attention to both roles. As members of a board, trustees work together to carry out governing and advisory roles, assess customer input, encourage innovation and creativity, participate in thoughtful and strategic discussions about opportunities and challenges and support the library staff. As individuals, trustees leverage their personal and professional interests, expertise and connections to raise the library’s profile in the community and support the library’s vision.

Connecting the group and individual trustee roles will increase the board’s influence and credibility. For example, cataloging individual connections, developing coordinated outreach plans, sharing successful outreach and fundraising techniques and monitoring results will strengthen the library’s position in the community and ensure sustained effectiveness.

Trustees carry out their team player role by:

- ▶ Participating in all board activities
- ▶ Investing in communications to strengthen relationships with other board members and library staff
- ▶ Supporting team-building efforts to increase board effectiveness

- ▶ Participating in orientation, training and professional development activities to enhance trustee effectiveness
- ▶ Bringing expertise from other professional roles to the work of the library board to strengthen its collective capacity
- ▶ Speaking regularly on behalf of the board as a community resource
- ▶ Working in partnership with other trustees on outreach and fundraising where multiple contacts will increase the likelihood of success
- ▶ Identifying with the board of trustees as a team

#### STRENGTHENING THE 21ST CENTURY LIBRARY

Trustees are essential to long-term library success. Their ability to connect with the community, work closely with staff, identify emerging community challenges and broadly advocate for the library contributes to stronger, more successful libraries.

As with any volunteer commitment, the work can be time consuming, but trustees say the benefits are powerful. The rewards come from being part of an essential institution, strengthening the library’s role in the community, connecting people throughout the community to the opportunities offered at the library and contributing to the library’s long-term success.

The Urban Libraries Council, founded in 1971, is the voice for public libraries and the force that inspires them to evolve. ULC creates the tools, techniques and ideas to make ongoing improvements and upgrades in services and technology. For more information, visit [urbanlibraries.org](http://urbanlibraries.org).

The Urban Libraries Council thanks the following individuals for contributing to this Leadership Brief:

- ▶ Tammy Baggett, Director, Durham County Library
- ▶ Sandra Chambers, Trustee, Durham County Library
- ▶ Phillip Harris, Trustee, Durham County Library
- ▶ Melanie Huggins, Executive Director, Richland Library
- ▶ Janet Hutchinson, Board Chair, Calgary Public Library
- ▶ Kim Johnson, Chief Executive Officer, Tulsa City-County Library
- ▶ Michael Lambert, City Librarian, San Francisco Public Library
- ▶ Kent Oliver, Director, Nashville Public Library
- ▶ Avnish Mehta, Board Chair, Calgary Public Library
- ▶ Bill Ptacek, Chief Executive Officer, Calgary Public Library
- ▶ Keith Simmons, Board Chair, Nashville Public Library

Municipality of Anchorage  
Library Advisory Board Agenda  
Gerish Girdwood Branch Library  
Community Room  
June 19, 2019  
6:00 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
E	Jonathan Bittner		Wei Cheng
	Lo Crawford		

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

	TOPIC	Leader	Time	Action
	Call To Order			
	Person (s) to be Heard: Sister's Ink Rep		3 min	
	Mission Moment: Claire Agni, Branch Manager	Claire Agni	10 min	
	Consent Agenda, Jun 19, 2019	Chair	1 min	Vote to Approve
	Approval of Minutes –Minutes	Chair	2 min	Vote to Approve
	Presentation at Assembly Study Session	Director	15 min	Discussion
	Budget Proposal	Director	15 min	Vote to Approve
	Staff Updates Director Report	Director	15 min	Discussion
	Next Board Meeting • <b>August 21, 2019, 5:30-7, Chugiak Eagle River Library</b>			
	Board Comments and Adjourn			

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: May 15, 2019	Location: Mt. View Library
--------------------	----------------------------

Board Members				Staff
X	Nancy Hemsath, Chair	X	Jonathan Bittner	Mary Jo Torgeson, Director
X	Jamie Lang, Vice Chair	X	Sarah Switzer	David Adkins-Brown
E	Cristy A. Willer, Secretary	X	Wei Cheng	
X	Barbara Jacobs	X	Lucy Flynn O'Quinn	Guests
X	Lourdes Linato-Crawford			

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

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:341m	
Person to be heard	None.	
Mission Moment	<ol style="list-style-type: none"> <li>1. Samantha Aamot, Urban Fellow, spoke about Libraries Mean Business. This provides services for businesses, nonprofits, and entrepreneurs including resource training, partnerships, etc. This was developed with an eye to maintaining the tools for the future.</li> <li>2. David Adkins-Brown: tour of MV Library. Discussed meeting room popularity and south system issues.</li> </ol>	
Consent Agenda	<ul style="list-style-type: none"> <li>• Agenda Approved (Jon/Wei)</li> <li>• Minutes of 4/17/2019 approved as amended (Jamie/Lo)</li> </ul>	
Discussion/ Action Items	Discussion	Action
	<ol style="list-style-type: none"> <li>1. The Eagle River/Chugiak Branch is closed indefinitely due to earthquake damage recently discovered. Staffers have spread to other locations. Summer Discovery (student readers) are displaced – over 100 kids. Discussion of using a construction trailer, having an active book drop.</li> <li>2. Director's Report (attached). The Loussac tile situation is in the hands of attorneys. IT has deployed a new server and bugs are being worked out.</li> <li>3. Staffing – David will be leaving the state, we have Jacob's position to fill.</li> <li>4. Urban Library Council – we joined and pay dues, get advice on variety of topics.</li> <li>5. Discussion of the advocacy committee and lobbying vs. advocacy.</li> <li>6. Wei brings up videogames in the libraries and appropriate usage of computers.</li> </ol>	<ol style="list-style-type: none"> <li>1. N/A</li> <li>2. N/A</li> <li>3. N/A</li> <li>4. N/A</li> <li>5. N/A</li> <li>6. Ask the Advocacy Committee to report back with progress.</li> <li>7. N/A</li> </ol>
Comments	Staff is holding a potluck @ May 31, Nancy will respond that LAB wishes to participate.	
Adjournment	7:04pm (Jamie/Barbara)	
Next Meeting	June 19, 2019 – Gerrish Girdwood Branch	

# ANCHORAGE PUBLIC LIBRARY

## BUDGET REQUEST PROPOSAL 2020

1. Eliminating Fines for all ages - **Revenue Loss of Approximately \$120,000**
  - a. Creates barriers for the very people our library is supposed to help. Individual fines may be small, but they are the biggest burden to the people who can least afford to lose access to library materials and services.
  - b. Fines are a consistent and negative theme in interactions with patrons. Often staff have uncomfortable interactions with patrons that are angry or upset over fines and customers leave with a negative frame of mind.
  - c. An analysis of overdue fines by zip codes shows lower socioeconomic communities also owe the most in overdue fines. Many of our residents, the people we serve, are on limited incomes or living in poverty and the impact of library fines on their ability to use library services is real.
  - d. Accumulation of any fines from overdue materials often leads to people no longer using the Library. Once a patron reaches a \$25.00 threshold on fines, they are blocked from library services. Analysis of fines shows that the majority of patrons with blocked accounts are in underserved communities such as Mt. View
  - e. Library has added other revenue sources (passport applications) and anticipate increase use of meeting rooms and special event spaces
2. Added Early Literacy Librarian to focus on outreach in at risk communities - **\$ 99,590**
3. Collection budget, to support strategic plan, specifically for opening day collection in south end, children's materials, career support and south end library **\$100,000**
4. Student Assistant Pages, non-rep 3, at 15/hr week for MD and MV **\$ 21,024**
5. South End Library reopening or extra hours in three branches **\$228,000**
6. Position upgrades **\$ 24,000**

## Anchorage Public Library in Comparison to the Institute of Museum and Library Services Report Fiscal Year 2016

The Institute of Museum and Library Services (IMLS) administers the Public Libraries Survey (PLS) to collect data annually about how libraries serve the public. The FY 2016 PLS annual census collected data from 98 percent of the public libraries in all 50 states, the District of Columbia, and outlying territories.<sup>i</sup>

Statistics for the Anchorage Public Library are collected quarterly and reported to the Library Director and the Economic and Community Development Director.

The population of Anchorage in 2016 was 299,037.

	<b>Anchorage Public Library Total</b>	<b>APL Per Capita</b>	<b>IMLS 2016</b>	<b>Difference Between APL and National Average</b>
Circulation	1,602,702	5.36	7.19	APL is 25% lower
Visits	839,170	2.81	4.36	APL is 36% lower
Computer Uses	124,154	0.42	0.89	APL is 53% lower
Books Per Person	370,812	1.24	2.36	APL is 48% lower
Audio Materials Per Person	30,963	0.10	0.84	APL is 88% lower
Video Materials Per Person	76,404	0.26	0.25	APL is 4% higher
Operating Expenditures Per Person on Collections	\$1,089,184	3.64	4.33	APL is 16% lower
Operating Expenditures	\$8,404,201	28.10	38.91	APL is 28% lower
Programs *per 1,000 people	1,783	5.96	16.66	APL is 64% lower
Program Attendance *per 1,000 people	44,121	147.54	363.99	APL is 59% lower
Children's Programs *per 1,000 people	1,054	3.52	9.19	APL is 62% lower
Children's Program Attendance *per 1,000 people	31,340	104.80	245.90	APL is 57% lower
Librarians FTE *per 25,000 people	31.50	2.63	3.92	APL is 33% lower
Other Paid Staff FTE *per 25,000 people	45.50	3.80	7.35	APL is 48% lower

<sup>i</sup> The Institute of Museum and Library Services. 2019. Public Libraries in the United States Fiscal Year 2016. Washington, DC: The Institute.

# LIBRARY DIRECTOR'S REPORT

## May, 2019

Facility Updates: Contractor has started putting another black "skin" on the outside of Loussac and is installing brackets for the tile attachment. They seem to be on target to finish by the end of summer.

IT and Patron Services: We have interviewed and hired a new IT/Patron Services Coordinator from Pennsylvania, who will arrive on July 15, Celia Hartz.

### Collection Management Services

- Staff ordered and processed over 3000 items.
- Anchorage is the next library to work with a new product, Collection HQ, which has been purchased by the consortium to better study collection performance based on catalog ILS data. The end goal is to: be able to keep a neater and more condensed collection; easily transfer materials between locations; select popular materials faster.

Staffing: The summer migration has begun and staff throughout the system are helping with coverage at all locations. While it is stressful, it does help staff to become familiar with all of our locations. We have made an offer for a new Mt. View branch manager and will start to interview for two youth services librarians by the end of June. We also have position open in patron services and branches for library assistants.

### Branches:

#### **Muldoon:**

- May is all about getting people excited about Summer Events at APL. We visited two community elementary schools (Baxter and Creekside Park), in addition to our usual preschool outreach endeavors – Jewish Education Center, Nunaka Valley Elementary Preschool Program, and RurAL Cap Children's Development Center. We were also a destination for a few end of the year fieldtrips. Over 150 students, teachers, and parent chaperones were on site for tours, storytimes, and Summer Discovery promotions.
- We had a special storytime event, as did all the branches, featuring Mouse, from the popular *If You Give A ....* books by Laura Numeroff. Thanks to Library Assistant II, Liz Ellis for a nuanced portrayal of Numeroff's imaginative mouse, and also to Mary Crosby for taking photos and helping Liz don the costume! (pics attached)

**Eagle River:** Due to further damage found, the branch has been closed for a month and finally opened Tues, June 11. This closure will impact our yearly statistics. Staff from throughout the system helped CE with the huge backlog of materials.....checking in and shelving.

#### **Mountain View:**

- We are currently recruiting for a new Branch Manager and youth services librarian.
- The Health Department used the Community on the 4<sup>th</sup> for STD Testing.
- The MV Community Council now meets in the Community Room and their meetings are bringing more community leaders into the library proper.

#### **Girdwood:**

- We learned that we won a \$1000 prize from Sisters in Crime to be spent on books, to supplement our collection. The check presentation will take place at the June Library Advisory Board meeting.
- The Cookie Mouse Storytime was fun and well received. The kids who were happy to see a giant mouse, were SO HAPPY to see a giant mouse. The others, not so much.



Krisetn @ Muldoon



Mary helping Liz be a mouse



Children greeting the Mouse at Girdwood

Community Relations: Managed publicity and communication for the following special events.

- Chugiak-Eagle River Library Closure
- Anchorage Biz Fair
- Reading Rendezvous/ Summer Discovery Kick Off
- Friends Support- Spring Book Sale

### ***Social Media Highlight***

We focused our May social media primarily on *Reading Rendezvous* developed a content calendar that highlighted both partners and paid sponsors. We had 16 FB posts (1 per day backing out from the event), a boosted ad campaign, day of FB live and Instagram stories. We had over 31.4K people reached and 2.4 K event page views on Facebook with the boosted campaign. **HeartMedia's** Malie D on 101.3 KGOT and Brian Ross from Magic 98.9 broadcasted live from RR and also shared on the radio station social media channels.

**Anchorage Public Library** is at Anchorage Public Library (Z. J. Loussac Library).  
May 14 at 3:00 PM · Anchorage · 🌐

Just 4 more sleeps until our big stage fills with some AMAZING entertainment. Are you ready to dance and sing along?

**READING RENDEZVOUS**  
 2019 ENTERTAINMENT SCHEDULE

**SATURDAY, MAY 18 • NOON - 4 PM**

- 11:45 - 1:45 Alaska Juggler Jim Kerr, Man of Gravity
- 12:15 - 12:30 Story on Stage with Anchorage Public Library
- 12:30 - 1:15 Timbre Music Studio
- 1:15 - 1:30 Story on Stage with Anchorage Public Library
- 1:30 - 2:30 Alaska's Wildest Magic with Don Russell
- 2:30 - 3:15 Nimble Lark Music Studio
- 3:15 - 3:30 Story on Stage with Anchorage Public Library
- 3:30 - 4:00 Dance Party with Both Ears Live Sound

READING RENDEZVOUS IS GENEROUSLY HOSTED BY  
 Alaska Center for the Book • Alaska Public Media • Anchorage Pediatric Group  
 The Children's Clinic • Friends of Pets • Friends of the Library • People Mover

**Anchorage Public Library** created a poll.  
May 11 at 10:00 AM · 🌐

Our co-host **Friends of Pets** - Anchorage works so hard to make sure every animal finds their "forever home." Who do you think makes the best pet?

<input type="checkbox"/> Dogs all the way!	
<input type="checkbox"/> Cats... obviously.	
<input type="checkbox"/> Purple Unicorns	
<input type="checkbox"/> Fish "just keep swimming"	
<input type="checkbox"/> Rabbits!	

[3 More Options](#)

**Boost Unavailable**

👍 Alicia O. Zavala, Sherm Douglas and 17 others

4 Shares

👍 Like    💬 Comment    ⌵

**Boost Unavailable**

👍 Robin Brooks, Sherm Douglas and 3 others

2 Shares

👍 Like    💬 Comment    ⌵

### Library Long-Term Planning and Development

- **Muldoon Library:** in our analysis with CIHA, we came up with a \$4-6M project budget, which feels really unfeasible at this time. There aren't other places for rent in the area and new development is winding down. We might need to consider scrapping this project and figuring out how to make the best of the current location.
- **Alaska Room:** we got a first round of draft plans for the space that we love. We're holding a handful of focus groups and releasing an online survey to get feedback before we finalize the designs.
- **Budget/Advocacy:** we're starting to narrow in on our plan; our big issue now is setting up a sustainable system for collecting contact info for potential supporters. We're exploring creating three key audience types so we can get out specific messages that resonate with each group.
- **Library Foundation:** submitted a request to Mental Health Trust for Library Community Resource Coordinator. Working on a name and messaging for legacy giving society and updated internal policies to be better prepared for legacy gifts. Coincidentally, received a notification of a bequest from a donor who passed that will be \$70-80K.
- **Strategic Plan:** staff are transitioning from our internal improvements phase to our public phase; we'll be spending some time to figure out best way to implement our three community priority areas.

### Youth Services

- Reading Rendezvous had a record (and what we have declared to be capacity) 50 vendor booths, 2,800 attendees, 762 people signed up for summer discovery! Special guests included: Miss Alaska, Ms. Alaska, the mouse from Once Upon a Cookie & more. This year we also partnered with South High School AV & Drone club to take photos and aerial drone footage of the event.
- Outreach went SPECTACULAR this month. Between school visits, tours, and other opportunities, we spoke to 1,785 people – primarily elementary school students about summer discovery.
- Presented STEM kits and resources to 21<sup>st</sup> Century Teachers program at ASD. We made our staff kits available to them for their summer program serving Title I students. Ready to Read staffer Samantha presented to Girl Scout Encampment for the first time to talk about early literacy.
- Hired & onboarded two new summer VISTA associates: Tharren Ellis (for Loussac) and Molly Brown (for Mountain View).
- Staffer Kelsey passed along a comment:
  - Two of our regular patrons, a mom and her autistic daughter, sought me out at Reading Rendezvous so the daughter could tell me about her recent accomplishments. As the daughter started to walk away, the mom said to me, "She saw you and said she HAD to come talk to you because she thinks you're awesome! She told me, 'Mom! We're so similar! She's awesome and excited about things and so nice and stylish like me!'" It's amazing the impact we can have without even knowing it, so I'm grateful they felt comfortable sharing this story with me!

### Adult Services

- We have three new librarians starting: Nicole Levinson, Andrew Allard (was at Mt. View), and Meghan Malone.
- 44 programs in May 2019, with 398 participants. In May 2018 we had 40 programs with 502 participants.
- Staff development includes: Google Analytics, passport, Foundation Directory and Supervisor training and Outlook tech training
- We received substantial AK collection donations: Anne Donahy donated AK materials of Lowell Thomas Jr; and Richard Stern collection of Alaskana

- The Biz Fair was a huge success with more 100 attendees, which was a partnership between SBA, AK . Sam and Sarah did a great job getting everything set up and Next year's Biz Fair is already on the calendar. Biz Fair attendee comments included
  - Nothing could have made this better
  - really like the variety of business owners
  - loved hearing from local success stories
  - everything was great, parking, access, meeting rooms
  - passion to profit / most valuable lessons learned and selling to gov were great
- Community Resource Coordinator joined Build For Zero outreach coordination with Anchorage Coalition to End Homelessness to provide more efficient outreach services to patrons experiencing homelessness.
- The new computers are still experiencing some growing pains. We are exploring new configurations, as our biggest complaint is how close everyone is to each other. There's also less space for personal belongings, service animals, and assistance from staff.



# Anchorage Public Library

## Annual Report 2019



The library had **10,608** open hours in 2018!



**135,828** people have a card at our library



**748,395** people walked through our doors last year



In addition to **754,799** website visits



In-library use totaled



The collection contained **430,603** items



There were **519,334** downloads of e-Content



Contributing to a total of **1,719,262** checkouts!



We lent our items to libraries outside of our system **1,777** times



Our service is delivered by **72.75** dedicated FTE staff



**78,883** Reference questions were asked



And brought in **1,606** items upon patron request



**2,452** total programs offered



**60,555** people attended in total!

# READ

[www.anchoragelibrary.org](http://www.anchoragelibrary.org)  
3600 Denali Street  
Anchorage, AK, 99503

For questions or comments, please email [plasupport@countingopinions.com](mailto:plasupport@countingopinions.com)

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Municipality of Anchorage  
Library Advisory Board Agenda  
Chugiak Eagle River Library  
Meeting Room, 4th Floor  
August 21, 2019  
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, U=Unexcused, PH=Phone**

TOPIC	Leader	Time	Action
Call To Order			
Person (s) to be Heard		3 min	
Consent Agenda, August 21, 2019	Chair	1 min	Vote to Approve
Approval of June Minutes –Minutes	Chair	2 min	Vote to Approve
Policy: Confidentiality Library Card Eligibility Policy	Director	20 min	Vote to Approve
Chugiak Eagle River Branch Overview	Branch Manager	10 min	
Staff Updates Director Report	Director	15 min	Discussion
Library Advocacy for 2019 Budget and Bond discussion	Director and Jon	20 min	Discussion
Next Board Meeting <ul style="list-style-type: none"> <li>September 18, 2019, 5:30-7, Muldoon Library</li> </ul>			
Board Comments and Adjourn			

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: June 19, 2019	Location: Gerish Girdwood Branch Library Community Room
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Board Members				Staff
X	Nancy Hemsath, Chair	EX	Jonathan Bittner	Mary Jo Torgeson, Director
EX	Jamie Lang, Vice Chair	X	Sarah Switzer	Claire Agni, Branch Manager
X	Cristy A. Willer, Secretary	X	Wei Cheng	
X	Barbara Jacobs	X	Lucy Flynn O'Quinn	<b>Guests</b>
X	Lourdes Linato-Crawford			

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	6:05 p.m.	
Person to be heard	A representative of Sister's Ink discussed an award.	
Mission Moment	Claire Agni, Branch Manager, discussed her four years in Girdwood and the difficulty of getting young singles and elders to come to the library. There is no bus stop here. However, she has made progress with making the library environmentally friendly (crafts are chemical-free).	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved (Lucy/Wei).</li> <li>May minutes were approve as amended (Barb/Lo)</li> </ul>	
Discussion/ Action Items	Discussion	Action
	1. Presentation at Assembly Study Session. The Mayor approved our Strategic Plan. 2. Budget Request Proposal 2020 (attached). Discussion of renewals, blocks on checking out more books. Add "In what language do you prefer getting information?" "What language do you speak at home?" "What language would you accept in interlibrary loans?" Mary Jo will take this issue to the consortium. Compare to IMLS population, programs. 3. Director's report (attached).	1. Study session with Assembly on 7/19. Full assembly meeting 7/23. 2. Moved to hold a special session 7/17 @ 5:30 to discuss the budget further (Lucy/Cristy).
Comments	Lucy requested that the new IT person attend the November meeting. Wei said that a staff member said that Mary Jo has an open mind.	
Adjournment	Meeting adjourned: 7:47 (Lucy/Sarah).	
Next Meeting	Location: Chugiak Eagle River Library Date: August 21, 2019 (Special Session 7/17 @ Loussac)	

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: July 17, 2019	Location: Z.J.Loussac Library
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Board Members				Staff
X	Nancy Hemsath, Chair	X	Jonathan Bittner	Mary Jo Torgeson, Director
X	Jamie Lang, Vice Chair	X	Sarah Switzer	
X	Cristy A. Willer, Sect'y, arr. 6:15	X	Wei Cheng	
X	Barbara Jacobs	X	Lucy Flynn O'Quinn	Guests
X	Lourdes Linato-Crawford			

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:30 p.m.	
Person to be heard	None.	
Mission Moment	None.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved (Lucy/Lo).</li> <li>June minutes were not provided, as this was a special meeting.</li> </ul>	
Discussion/ Action Items	Discussion	Action
	1. The board discussed "Proposal for Anchorage Public Library Eliminating Fines 2020." Issues were the loss of revenue and the effect of fines restricting use of the library for some patrons. 2. State budget discussed. 3. Work study session discussed. 4. Bridge Builders of Anchorage dinner 8/24/19 discussed. Clare bought tickets @ \$80 each.	1. Board moved to "abolish the fines for APL materials, future and past." (Jon/Sarah)  3. Mary Jo will send out more specific details about the work/study session.
Comments	None.	
Adjournment	Meeting adjourned: 6:49 (Jamie/Barb).	
Next Meeting	Location: Chugiak Eagle River Library Date: August 21, 2019	



## CONFIDENTIALITY OF LIBRARY RECORDS AND CUSTOMER FILES

### Purpose:

To ensure confidentiality of customer information in the library. Anchorage Public Library (APL) safeguards access to customer library records and restricts access to information used in the normal course of business.

### Definition:

For the purpose of this policy, such confidential records include but are not limited to: registration records, circulation records, reference interviews, material request lists, database search records, financial information and computer booking records.

### **POLICY:**

Consistent with AS. 40.25.140. Confidentiality of library records.

Except as provided in (b) of this section, the names, addresses, or other personal identifying information of people who have used materials made available to the public by a library shall be kept confidential, except upon court order, and are not subject to inspection under AS 40.25.110 or 40.25.120. This section applies to libraries operated by the state, a municipality, or a public school, including the University of Alaska.

To conform to this law, all library staff will adhere to the following.

1. Customer registration information and information defined above 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/guardians noted in (3) below.
2. Customers requesting information about their own cards may be given the information by showing any combination of official documents (examples are: Driver's license, Government issued ID, Passport, Credit Card with Photo, Shopping Club Card with photo, Military ID, Work ID) to confirm photo identification, or by verifying information (examples are: rent agreement, lease agreement, tax documents, medical records, government / tribal issued documents, school records, pay stub, bank or credit card statement) in their library record.
3. Parents/guardians may be given the titles of books their minor children have borrowed only for the purposes of retrieving overdue materials, providing they have the child's library card. 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.
4. Information from customer files may be used for library related research and to notify the user about enhanced library services to meet their needs.
5. The Library may from time-to-time use customer addresses and emails on behalf of its support organizations (Friends of the Library and Anchorage Library Foundation) to announce issues and events that are of interest to library patrons and/or invite patrons to financially support those organizations. The Library will not give the list to the organizations, but instead will send a message on their behalf.

6. APL enters into agreements with reputable third-party vendors/partners to provide online services and digital collections. Those vendors do not abide by the same standards as APL for the confidentiality of patron records. It is up to the customer who uses these services to review the specific types of data gathered/disclosed by each third party vendor, which can be found in the Terms of Use for each vendor.

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

**Approved by: Library Advisory Board, August 22, 2019**



## Library Card Eligibility Policy

### Purpose:

To ensure the Anchorage Public Library provides the highest level of access to library resources and responsibly manages library collections.

### Definition:

This policy defines the requirements for a library card that enables customers to check out materials from Anchorage Public Library (APL) and Alaska Library Consortium (ALC) member libraries. The APL card also allows access to APL online resources provided by the library through special license or contract.

### **POLICY:**

1. Eligibility for full library privileges – VERIFIED CARDS – 3 YEAR EXPIRATION
  - a. Residents of and owners of property within the municipal boundaries, and their dependents.
  - b. Youth under the age of 18, providing parents or legal guardians accept responsibility for activity on their child's account. Legally emancipated minors must provide a copy of their emancipation decree and will be provided with an adult card.
  - c. Nonresidents paying for a library card.
  - d. An organization or business residing within the municipal boundaries. The organization will be financially responsible for all materials checked out.
2. Eligibility for limited library privileges, including limited access to electronic resources – 3 item limit  
NON VERIFIED CARDS – 3 YEAR EXPIRATION
  - a. Adults and youth without a permanent residence may be issued a limited card.
  - b. Youth without accepted parental responsibility of use.
  - c. Alaska residents who hold borrowing privileges with their home library (ALC nonmembers), including school, academic, public or special library within Alaska..
  - d. Any MOA city employees.
  - e. University of Alaska employees.
3. Benefits  
Library cardholders may:
  - a. Borrow materials from any APL Library, including items transferred from ALC
  - b. Access to computers and, depending on card type issued, use of laptops and electronic resources.
4. Registration requirements
  - a. VERIFIED CARD (Full library access)

- i. Picture identification and proof of address within the municipality for adults and legally emancipated minors' library cards. Proof of address can be a recent piece of mail, current bill, or electronic statements/bill.
    - ii. Signature of parent or legal guardian who meets eligibility requirements and assumes financial responsibility for items is required for minors' library cards.
  - b. NON VERIFIED CARD (Limited library access)
    - i. Adult customer has to provide an address, birthdate and two pieces of documentation verifying identity.
    - ii. Youth must know their address, birthdate, phone number, parent or legal guardian's name
- 5. Responsibilities
  - a. Library cardholders are responsible for:
    - i. Returning materials on time and in good condition.
    - ii. Paying any fees on materials.
    - iii. Alerting the Library if the card is being used by an unauthorized person, is lost or stolen.
  - b. APL is responsible for:
    - i. Maintaining library customers' privacy, as outlined in the Confidentiality Policy.

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

**Approved by: Library Advisory Board, August 21, 2019**

# LIBRARY DIRECTOR'S REPORT

## June and July, 2010

### Central Library and Branches:

**Loussac:** Tiles are going up, some tiles were broken so there is no firm completion date at this time.

#### **Chugiak-Eagle River (CE)**

- CE has had numerous retirements and staff turnover due to military moves, and on top of closure earlier in the summer, it has been a challenging time. New staff has been hired, with several positions still outstanding.
- Even with all of the challenges, they still offered programs over the summer, over 500 people attended 141 programs.
- For the summer, we've moved the Between the Covers Romance Book Club to Loussac, and changed it from Saturday afternoon to Wednesday evening. We've gained 6 new people in 2 months, and continue to get rave reviews for reading recommendations and a supportive atmosphere in which to talk about a favorite (and sometimes maligned) genre.

#### **Mountain View:**

- We welcome back Rayette Sterling, who had been the Adult Services Coordinator, and is now the new Mt View Branch Manager.
- We have met with Nine Star, who will be partnering with us for employment and career assistance for the public.

#### **Girdwood:**

- June was a beautiful, sunny month, but we still had a lot of traffic within the library. One of our programs, magician Don Russell brought in what we think is a record crowd for a Summer Discovery program: 97 people! It was a packed house. We also had two more gardening programs for adults: Wild Edibles taught by Alivia DeBusk of Yarducopia, and Introduction to Permaculture taught by Saskia Esslinger (who came from Homer to give her lecture). We also held a screening for the new PBS Kids show *Molly of Denali*. People were so excited to watch it!



Denali, the Golden Eagle @ Girdwood, from Bird TLC



Children handling parts of birds

## Muldoon

- Like CE, there has been a staff shuffle at Muldoon, with staff being transferred and a new children's librarian starting in the fall.

## Youth Services

- Jacqueline Woodson – we hosted National Ambassador for Young People's Literature, Jacqueline Woodson. Linda Klein prepared by doing a lot of outreach, meeting with members of the Mountain View Boys and Girls Club, Northeast (Muldoon) Boys and Girls Club, Salvation Army, and Campfire. She distributed Woodson books for them (Paid for by the foundation) and prepared them to meet her. It was an amazing program! (see below report).
- Harry Potter – last year we had three weeks to adjust a 150 person program into a 1500 person program. And this year we took a year to plan Potter Day. The public really responded with so much positive response to and it was one of the best events of the year, as well as a fantastic new additional tradition.
- Astronaut Rex Walheim presented to capacity crowds at all five locations. You know it is a great program when 159 people come to Eagle River on a sunny summer Saturday. Attendees ranged from preschoolers to senior citizens, many adults without children. This included air force personnel, the officers of the UAA astronomy club, and a million kids and adults in NASA and space shirts.
- Because of our great partnership with Alaska Public Media, we held two screenings of the new PBS Kids show, *Molly of Denali*, which features an Alaska Native lead character, writing staff, and producers. People are so excited to see this show! 109 people came to our first screening.
- Summer Discovery
  - We averaged over 65 people per program for our headliner summer discovery programs. (last year it was 50 people per program.) This includes people coming to Girdwood programs on gorgeous days and coming to relocated Eagle River programs held at an elementary school.
  - While at Loussac, a librarian observed a parent and child reading together. They are regulars and new to Anchorage and both are English Language Learners. The child is just about to enter kindergarten. The mother was reading a picture book and when they got to a word she didn't know she was using an app on her phone to pronounce the word and then she would read the definition. After the word was said by her phone she and her daughter would practice saying the word together a couple of times before continuing to read the book. They did this for about 30 minutes with a stack of picture books. It was such a great thing to watch!
  - Thanks to years of great partnership building, we were able to reach out to Anchorage School District and get an extremely reduced price (free except for janitor fees) for the use of an elementary school space in Eagle River while our Chugiak-Eagle River library was closed. The community was very grateful that we did it and showed up in large numbers for that program.
  - For the second time we did Putt-a-palooza, mini golf around the library. But this time the course was designed and ran by VolunTEENS! It was again a huge success!
  - The initial numbers are showing that we have a 28% return rate for summer discovery logs, up from 21% last year. This was one of biggest goals! More people are staying engaged and finishing their reading and discovery activities. In our target group of elementary students, the percentage went from 19% to 31%!!!
- General Stories of library users:
  - A mother of one of our volunteers (and longtime patron) shared with me that she has autism. She has been volunteering with her mom at various places around town, but this was the first time to volunteer without her mother in the room. When they did their intake IEP meeting for the start of the school year, she was talking a lot about her volunteer experience and all her educators commented on how much she has matured and opened up. Her mother attributes it to the library and her daughter refers to it as her "safe place".
  - As Librarians, we connect with kids: one girl, who has some sort of processing disorder and asks questions repeatedly, lit up when she saw librarian Kelsey at Harry Potter Day, only to come back a few days later in full Harry Potter gear and roam every floor trying to find her. Her caretaker said she was so

excited to come show me her outfit and see me again. Kelsey said: "Developing these kinds of relationships shows me just how much kids crave an enthusiastic, encouraging adult in their lives and I'm happy to be in a position to show them affirmation."



Astronaut



Harry Potter and Quidditch

#### Ready to Read Resources

- Hosted a table for the library/ Ready to Read at the Anchorage Imagination Library's 10<sup>th</sup> Birthday Party event at Cuddy Park.
- Created training video for guest storytime presenters (a condensed version of the Supercharged Storytimes for All curriculum).

prodName=SystemSettings)

Presented storytime (and RRAK information) to families waiting in the WIC vaccine clinic on L street, July

24. Hope to attend at least one clinic a month to provide outreach/ storytime

- Presented content for Moon/ Apollo 11-themed Bite Size Science program on July 16 for approximately 40 participant. A grandmother approached me several days later at the school-aged Moon Landing Anniversary event and told me her granddaughter so enjoyed the rocket craft that she (with some adult help) made a large, cardboard rocket to play in

### Adult Services (AS)

- Harry Potter day is not just for children, AS played an essential role in creating a potion exam, a map for the day, facebook postings and helping during the event.
- In June and July, AS hosted 76 programs, with 2638 attendees.
- We have removed many of the computer carrels from the 3<sup>rd</sup> floor and created more open space and will eventually move the Information desk in August.
- Staff have been meeting to help define the role of the Alaska Collection, including ways to support ASD's Alaska Studies program and to help shape future programming, materials and physical space in the new Alaska Room.
- AK Historical collection is important to many people, including:
  - the customer that came in to see newspaper articles from 1955 outlining his win in a 60 mile roller skating race between Anchorage and Palmer.
  - A patron wanted a copy of an oral history interview. From the catalog, he wasn't sure which recording he needed. Jill was able to contact Rasmussen Library to find out which recording he needed, and have UAF e-mail him the mp3. It turns out that the patron is involved in Cemetery Stories, and was portraying Clifford Cernick. The oral history was to help him portray Cernick accurately.
- Outreach at Pride Event resulted in 172 signups for Summer Discovery, 35 new library cards, and over 1500 people spoken too.



- Adult Services Coordinator, Stacia, met with the Alaska Workers Association, a group that represents and advocates for low income employees in Anchorage, on June 18. During this meeting I was able to tell them about many library resources that they were unaware of. We are hoping that they will be able to pass that information off to their membership through their newsletter and mailing lists.
- Stacia met with representatives from Wal-Mart. Wal-Mart is having difficulty hiring and was hoping the library would be able to help their employment efforts. Stacia was able to show them the resources available, give them a tour of the library (including the Job Shop), and show off our meeting room space. Both representatives

mentioned that their meetings tend to take place in Wasilla, and they were happy to see a variety of meeting rooms close to their stores.

### **Community Resource Coordinator**

- Impact of Governor's vetoes:
  - More evictions and less people housed with grants
  - 500-600 new unsheltered people, estimated by the Homeless Coalition
  - If the day shelter is closed at Clare House, more families could be coming to the library
  - There is more vandalism and all kinds of clean up due to mental illness, anger or inebriation
- "Ben" had been living in his car for months last fall. A suicide attempt last year left him using an ostomy bag, so staying at either of the shelters is practically impossible. His medications occasionally cause visual and balancing impairments. Through a combination of resources (Choices PATH grant and Cook Inlet Housing Authority) and Ben's hard work, he's finally gotten an apartment. He has one month before he will have to pay it himself, and is working with DVR to find a job that accommodates his acute and chronic disabilities.
- 54 total consultations in June (one-on-ones)
  - 1 client housed
  - 1 vulnerable senior evaded homelessness
  - 1 client got a full time job
  - 2 more clients very close to being housed

### Collection Management Services

- Technical Services processed over 9,000 items over the last several months and repaired almost 900 items (cases, labels, etc)
- CMS Manager provided a great interview for the Foundation newsletter, explaining the cost of a variety of materials, and illustrating that it is impossible to stretch the same dollar with ebooks and digital audio books
- Staff received an overview for a new weeding/selection tool that is available to the consortium, Collection HQ.

### Library Long-Term Planning and Development

- **Muldoon Library:** the current landlord is willing to do some upgrades that will increase our future rent, but not outrageously. We are currently reviewing their proposal and deciding which improvements to make.
- **Library Foundation:** obtained a \$5K grant from Wells Fargo for Mountain View, applied to ConocoPhillips for funds for STEM kits and youth materials, met with Alaska Community Foundation to brainstorm ideas for Downtown Library funding.
- **Strategic Plan:** presented to Assembly, finalized plans to make our internal improvements sustainable, and beginning to work on how we change our external work to accommodate the plan.
- **Community Resource Coordinator (Social Worker):** we are moving the position from the Health Department to Library to make it easier to manage and Rebecca will come onto Clare's new Community Engagement team. We're looking into building a peer navigator/outreach program for year two. Year one has been very successful and the program is getting a lot of attention around town.

Misty Rose Nesvick and Adult Services staff worked with a Library School intern on marketing our Summer Discovery.



**Nita Labrada Gáfaró** recommends Anchorage Public Library (Z. J. Loussac Library).

June 25 at 8:56 PM · 🌐

I had a lovely time at Drag Story Time. Everyone was very sweet and kind and respectful. Absolutely love how happy it makes the kids. Especially the sing alongs and the picture book readings.



Anchorage Public Library

1 Comment



Love



Comment



Share



**Kayla Simpson** recommends Anchorage Public Library (Z. J. Loussac Library).

June 24 at 1:18 PM · 🌐

A great pillar of the community! They bring resources and diversity into the community without any hate. A great place!



Anchorage Public Library

1 Comment



Love



Comment



Share



**Dahn Covet** recommends Anchorage Public Library (Z. J. Loussac Library).

June 24 at 1:44 PM · 🌐

Absolutely loved the staff when visiting and Story Hour is the greatest thing to hit a library since books!!!



Anchorage Public Library

1 Comment



Love



Comment



Share



Here is a sampling

## **National Youth Ambassador Jacqueline Woodson at APL.**

Every two years, a beloved and respected children's book creator is appointed the National Ambassador for Young People's Literature to raise national awareness of the importance of young people's literature as it relates to lifelong literacy, education, and the development and betterment of the lives of young people. The National Ambassador for Young People's Literature Program was established in 2008 by the Children's Book Council (CBC), Every Child a Reader, and the Library of Congress. The program is administered by the staff of Every Child a Reader. Over the last ten years, the National Ambassador Program has reached millions of young readers and their caregivers in the United States.

The 6<sup>th</sup> Ambassador, Jacqueline Woodson, made a whirlwind trip to Alaska. She visited Juneau first, came to Anchorage for a night and a day, before heading to Homer.

With all her travel for this two-year program, it's amazing how she finds time to write. Since 1990, she has written numerous picture books, middle grade books, and young adult books. Her numerous awards include the Coretta Scott King award (twice), a Newbery honor, and the Children's Literature Legacy award (formerly the Laura Ingalls Wilder Medal).

We reached out to two Boys and Girls Clubs, a Campfire group, and Salvation Army. These were the groups we invited to private events with the author at Mountain View and Muldoon Libraries. Thanks to the Anchorage Library Foundation, we were able to purchase 125 copies of her memoir to give to these youth for free. I went to these youth groups prior to Ms. Woodson's visit, and I shared with them the many events in her life that were shaped by national events. It's a great book to booktalk! Some children opened up about their own lives, some whose fathers were not in their lives, some who felt bullied or ostracized, but also those who felt blessed by their families and especially grandparents. Another group had questions about the Civil Rights Movement; many had not heard about the lunch counter sit-ins or the concept of passive resistance. We also talked about the use of poetry in the book. Discussing this book opened up many doors to dialogue.

On Wednesday evening at Loussac Library, Ms. Woodson met with members of the public, and engaged with some fascinating conversations with the audience. During the book signings after her talk, she was so gracious in taking time with each person who came up to her. I know she was probably pretty tired – we ended after 8pm, which for her is midnight. I was unprepared for how kind and warm she is, even though she is a superstar! Note that when I told the audience about the gift of books from the Foundation, the audience broke into spontaneous, enthusiastic applause.

The private meetings she had with youth were very successful. Some had read the book, some had read part of it, and all had heard me talk about it. They had lots of questions about her books. One girl was thrilled to meet someone who actually had her picture in a book. They were all excited to see that the "Brown Girl" herself was standing before them. Ms. Woodson told me how grateful she was that we had gathered a diverse group of kids for the events.

*Brown Girl Dreaming* opened even more doors. I spoke with some of the kids at these private events and they were very interested in having some more read-aloud sessions and booktalks at their clubs. Talking about the book whetted their appetites for more. Both Mountain View and Muldoon Libraries are currently without Youth Services Librarians, and it has been a great opportunity to let these kids know that the library cares about them and welcomes them. This program helped us keep the relationships previous branch librarians had established.

Anchorage Public Library and Juneau Public Library started working on bringing Ms. Woodson to Alaska September 2018. With the help of The Children's Book Council, we planned and coordinated our events. And it was worth every minute of it!

On a personal note, this is one of the highlights of my career as a librarian and as a reader. I couldn't believe that Jacqueline Woodson was actually in my library! Many years ago, in my academic librarian career, I heard her speak at Eastern Kentucky University. At that time, I had no idea who she was, having never read any of her books. After that, I was inspired to read her books. So I know from firsthand experience that personally meeting a writer can open up doors: to literacy, relationships, and other points of view. Books like *Brown Girl Dreaming* give young readers hope. The National Ambassador for Young People's Literature is a program that makes a difference. I am very pleased to have been a part of this experience.

## Girdwood Library - Rehabilitation and Upgrades (for 10 Year Anniversary)

<b>Project ID</b>	LIB2018004	<b>Department</b>	Library
<b>Project Type</b>	Rehabilitation	<b>Start Date</b>	June 2019
<b>Location</b>	Assembly: Section 6, Seats J & K, 28-N: South	<b>End Date</b>	December 2019

### Description

To conduct building system repairs and updates needed after ten years of operations. This project will primarily address an engineering study for the HVAC system that blows cold air and debris into the library (\$10K) and to make recommended repairs (\$17.5K).

### Comments

The Gerrish (Girdwood) Library is a popular and vital community resource. As one of the few public institutions in the community, it is a lifeline for residents, providing resources that are otherwise only accessible in Anchorage. It also serves as a center for civic life in Girdwood. This grant will help the Girdwood Library respond to customer complaints of cold air and debris that blows into the children's area through the HVAC. Anchorage Public Library faces a budget cut and there are no MOA resources to address this problem. Additionally, after over ten years of use, the building is in need of upgrades to surfaces, furniture and equipment. Anchorage has a short-coming of building new buildings and not maintaining them. This critical infusion of maintenance and upgrades at the ten-year mark will make sure the city extends the life of this valuable community asset.

A note about matching funds: MOA budget does provide overall maintenance for the Gerrish (Girdwood) Library as well as the Library's Facility Manager and they have improved what they could on the design and this system.

### Version 2019 Proposed

		2019	2020	2021	2022	2023	2024	Total
<b>Revenue Sources</b>	<b>Fund</b>							
Bond Sale Proceeds	401100 - Areawide General CIP Bond	135	-	-	-	-	-	135
<b>Total (in thousands)</b>		<b>135</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>135</b>

## Loussac Library - Elevator Replacement

**Project ID** LIB2019004      **Department** Library  
**Project Type** Replacement      **Start Date** June 2019  
**Location**      **End Date** December 2020

### Description

Address critical building system upgrades in a 32-year old facility. Need to discuss further with Public Works before finalizing.

### Comments

The Z.J. Loussac Library is one of Anchorage's premier cultural institutions, completed in 1986 as part of the "Project 80s" investment in public facilities. In commemoration of the 25th Anniversary of the Loussac, the Municipality launched a once-in-a-generation renewal of this vital and beloved Anchorage institution.

The first phase of the 2011 Loussac Library Master Plan--a renovation of the entrance and ground floor--was completed in 2017, but more work remains to be done. The Municipality and the Anchorage Library Foundation are preparing to launch a second and final phase to renovate the remaining portions of the building and address critical building and safety system upgrades.

However, this large-scale project is still several years off and in the meantime, there are several safety issues that need to be addressed.

Elevators are probably most urgent at an all-in cost (labor, escalation, contractor, contingency and permits) = \$900,000 to replace 3 elevators. I'd like to discuss with Alan C. if there are other urgent needs and what are his priorities.

### Version 2019 Proposed

		2019	2020	2021	2022	2023	2024	Total
<b>Revenue Sources</b>	<b>Fund</b>							
Bond Sale Proceeds	101000 - Areawide General	900	-	-	-	-	-	900
<b>Total (in thousands)</b>		<b>900</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>900</b>

Cons.	Period	Reference	Entered By	Value Type
8554	9	MOABU	CONF_DATA01	Invoices
8710	9	MOABU	CONF_DATA01	Invoices
8734	9	MOABU	CONF_DATA01	Invoices
8769	9	MOABU	CONF_DATA01	Invoices
00641	11	8007	FF_FIL001	Invoices
00936	11	3997	26723	Invoices
00953	11	8007	26723	Invoices
01533	12	3997	26723	Invoices
01680	12	6098	26723	Invoices
03452	1	6934	26723	Invoices
04725	3	3997	26723	Invoices
05949	4	8007	26723	Invoices
06633	4	6934	26723	Invoices
07002	5	8007	63129	Invoices
07490	5	6934	26723	Invoices
12817	5	0206LIBAS2018	MT-BATCH	Invoices



**2020 PROPOSED OPERATING BUDGET**

**Department Name: LIBRARY**

Exec. Mgr's Rank	Dept's Rank	Division	Description	Fund	SAP Fund Center	SAP Commit ment Item	PCN(s)	# of Position(s)	(V)acant or (F)illed	Direct Cost Dollar Amount Increase / (Decrease)	Non-Property Tax Revenue Increase / (Decrease)	Property Tax Under Charter Limit Increase / (Decrease)
	1	Branches and Circulation	Eliminate all library fines	101000	536400 537200	407030	N/A	N/A	N/A	\$ -	\$ (101,000)	\$ -
	2	Branches and Circulation	Library non resident fee	101000	536400 537200	406320				\$ -	\$ (700)	\$ -
	3	Admin	Miscellaneous fees	101000	537100					\$ -	\$ (700)	\$ -
	4	Circulation	Lost materials	101000	537200	406660				\$ -	\$ (13,000)	\$ -
	5	Branches and Circulation	Passport fees	101000	536400 537200	406672					\$ 13,000	
	6	Admin	Meeting room fees	101000	535500	9733				\$ -	\$ (39,140)	\$ -
	7	Adult Services	Reinstatement of unfunded AMEA 9 position	101000						\$ 85,173	\$ -	\$ -
	8		Position upgrades	101000	535500		30003733 30003732			\$ 7,150	\$ -	\$ -
	9	Admin	Facility cleaning at all locations (chairs, power wash, pest control)	101000	535500		540640			\$ 10,000	\$ -	\$ -
	10	Branches	Added hours in 3 locations	101000	536400	na				\$ 228,000	\$ -	\$ -
	11	CMS	Collection budget	101000	538300	540620				\$ 120,000	\$ -	\$ -
	12	Youth Services	Early Literacy Librarian	101000	537300	na	new			\$ 99,590	\$ -	\$ -
	13	Branches	Student assistant pages, Non-rep 3	101000	536400	na	new			\$ 21,024	\$ -	\$ -
										\$ -	\$ -	\$ -
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										\$ -	\$ -	\$ -
										\$ -	\$ -	\$ -
<b>TOTAL</b>										<b>\$ 570,937</b>	<b>\$ (141,540)</b>	<b>\$ -</b>

### Loussac Library - Building Safety Rehabilitation and Upgrades

**Project ID** LIB2019005 **Department** Library  
**Project Type** Rehabilitation **Start Date** June 2020  
**Location** **End Date**

#### **Description**

This project covers important public safety repairs: replacing a failing PA system that is needed for safety announcements, replacing above ground electrical floor boxes that are a tripping hazard, and other small repairs that are needed for the building to function safely for the public.

#### **Comments**

Loussac Library is over thirty years old and rehabilitation is needed to extend the life of critical building systems. A phase one renovation in 2017 addressed the most critical issues, but more work remains. The MOA has put off a final major renovation until the state economy recovers; however, several items need to be repaired in order for the building to function. This project addresses replacing a failing PA system that is needed for safety announcements, replacing above ground electrical floor boxes that are a tripping hazard, and other small repairs that are needed before a full building rehabilitation is completed.

#### **Version Main**

		2020	2021	2022	2023	2024	2025	Total
Revenue Sources	Fund							
Bond Sale Proceeds	401100 - Areawide General CIP Bond	800	-	-	-	-	-	800
Total (in thousands)		800	-	-	-	-	-	800

### South Anchorage - Express Library

<b>Project ID</b>	LIB2019001	<b>Department</b>	Library
<b>Project Type</b>	New	<b>Start Date</b>	June 2020
<b>Location</b>	Assembly: Areawide	<b>End Date</b>	December 2021

#### **Description**

To purchase a library materials dispenser and associated capital installation to create an express library kiosk for South Anchorage at a cost of \$250,000. The Library is in talks with several building owners in the area who are amenable to creating a library kiosk within their building. The kiosk would include an automated library materials dispenser that will be available anytime the building is open. Staff would restock the dispenser, collect return items and offer additional services during peak hours.

#### **Comments**

South Anchorage has one of the largest population bases in the city and no library within a 3-5 mile radius. The Dimond Branch Library was closed more than five years ago. While it is not feasible to pay staffing costs for a full branch library, an express library in a mall or other high-traffic building would allow the public to pick up reading/viewing materials, return items and pick up holds. We hear frequently from community members who ask us to restore a South Anchorage Library. Given the current economy, this would allow us to test a new concept and provide service to an under served neighborhood. It would require daily staff attention, but it would be minimal. Based on national standards of a branch per 30,000 people, Anchorage Public Library (APL) is in the bottom 25th percentile and this dispenser would help us better meet community needs.

#### **Version 2020 Proposed**

		2020	2021	2022	2023	2024	2025	Total
<b>Revenue Sources</b>	<b>Fund</b>							
Bond Sale Proceeds	401100 - Areawide General CIP Bond	250	-	-	-	-	-	250
<b>Total (in thousands)</b>		<b>250</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>250</b>

### **Girdwood Library - Building Safety Rehabilitation and Upgrades**

<b>Project ID</b>	LIB2018004	<b>Department</b>	Library
<b>Project Type</b>	Rehabilitation	<b>Start Date</b>	June 2021
<b>Location</b>	Assembly: Section 6, Seats J & K, 28-N: South	<b>End Date</b>	December 2022

#### **Description**

To conduct building system repairs and updates needed after ten years of operations. This project will primarily address an engineering study for the heating, ventilation, and air conditioning (HVAC) system that blows cold air and debris into the library (\$10K) and to make recommended repairs (~\$125K), as well as any other repairs/replacement needed to furniture and fixtures.

#### **Comments**

The Gerrish (Girdwood) Library is a popular and vital community resource. As one of the few public institutions in the community, it is a lifeline for residents, providing resources that are otherwise only accessible in Anchorage. It also serves as a center for civic life in Girdwood. This bond will help the Girdwood Library respond to customer complaints of cold air and debris that blows into the children's area through the HVAC. Additionally, after over ten years of use, the building is in need of upgrades to surfaces, furniture, and equipment. This critical infusion of upgrades at the ten-year mark will extend the life of this valuable community asset.

A note about matching funds: the municipal budget does provide overall maintenance for the Gerrish (Girdwood) Library as well as the Library's Facility Manager and they have improved what they could on the design and this system.

**Version** 2020 Proposed

		2020	2021	2022	2023	2024	2025	Total
<b>Revenue Sources</b>	<b>Fund</b>							
Bond Sale Proceeds	401100 - Areawide General CIP Bond	-	150	-	-	-	-	150
<b>Total (in thousands)</b>		-	150	-	-	-	-	150

### Downtown Library

<b>Project ID</b>	LIB2019003	<b>Department</b>	Library
<b>Project Type</b>	New	<b>Start Date</b>	June 2021
<b>Location</b>		<b>End Date</b>	December 2022

#### **Description**

To construct a 4,000 SF facility in downtown Anchorage to open a new library, taking advantage of a significant private donation that will fund basic library operations in perpetuity.

#### **Comments**

The Anchorage Public Library and Anchorage Library Foundation are working to establish a downtown library, which has the potential to play an important role in the revitalization of downtown and could serve as an anchor tenant for a multi-use development. This project is made possible by a generous \$9M bequest from Janet and John Goetz, long-time downtown residents who had a vision to establish a walkable library to serve the diverse needs of downtown residents, workers and visitors. The Anchorage Library Foundation has 75% of the funding needed to purchase and construct a 4,000 sqft library and pay for ALL library operations. The Municipality seeks \$2.3M from the State of Alaska for capital needs, and the Anchorage Library Foundation would raise an additional \$2M in private support to go toward the existing \$10M endowment that would pay for library operations in perpetuity.

A Downtown Library annual operations would be approximately \$500,000/year to operate a 4,000 SF facility for 39 hours/week. In order to fully fund 100% of library operations in perpetuity the Anchorage Library Foundation (ALF) estimates that it needs an endowment of \$12.5M with an annual 4% distribution to generate \$500,000/year.

#### **Version . 2020 Proposed**

		2020	2021	2022	2023	2024	2025	Total
<b>Revenue Sources</b>	<b>Fund</b>							
SOA Grant	231900 -	-	2,300	-	-	-	-	2,300
Revenue-Direct	State Grants							
<b>Total (in thousands)</b>		<b>-</b>	<b>2,300</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,300</b>

### Mountain View Library - Safety Rehabilitation and Upgrades

<b>Project ID</b>	LIB2021001	<b>Department</b>	Library
<b>Project Type</b>	Renovation	<b>Start Date</b>	June 2020
<b>Location</b>	19-J: Mountainview	<b>End Date</b>	December 2023

#### **Description**

Upgrades and addition to the Mountain View Library. \$75,000 for an urgent building safety projects in 2020. \$2.5M for design, construction, furnishings, fixtures, and equipment for rehabilitation and upgrades in 2022.

#### **Comments**

Opened in 2009, the Mountain View Library has demand and usage that far exceeds the original capacity of the building. The original floor plan for the building does not adequately serve today's needs—there is a demand for computers and collaborative work areas, dedicated teen areas, and small study rooms that the Library is currently unable to meet. Additionally, after almost ten years of heavy wear-and-tear, the building is in need of new paint, surfaces and furniture. This critical infusion of maintenance and upgrades at the ten-year mark will make sure the city extends the life of this valuable community asset.

In 2020, the Library has a more urgent need to address a building safety and security issues. 1) The landscaping for the original design of the building included a central cement feature on the back patio facing Clark Elementary to serve as a Children's Reading Garden. Unfortunately, the feature creates a large secluded, unsecured space that has become a haven for illicit activity. After hours, people congregate in this area to do drugs and camp. It requires constant trash clean-up and is unsuitable for children's activities. The Library would like to remove the cement structure and repair/re-landscape the patio at a cost of \$50K, which will eliminate the secluded space and make it easier for police to view the area during their patrols. 2) the building is in need of an upgrade to security cameras at a cost of \$25k for cameras, a server and other associated technology. When the building was designed, security needs weren't as high and camera technology was not as advanced. The current system does not have enough cameras to adequately cover the library and its grounds and expanding/adding new cameras.

#### **Version 2020 Proposed**

		2020	2021	2022	2023	2024	2025	Total
<b>Revenue Sources</b>	<b>Fund</b>							
SOA Grant	401900 -	-	-	1,500	-	-	-	1,500
Revenue-Direct	Areawide General CIP Grant							
Bond Sale Proceeds	401100 -	75	-	1,000	-	-	-	1,075
	Areawide General CIP Bond							
<b>Total (in thousands)</b>		<b>75</b>	<b>-</b>	<b>2,500</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,575</b>

### Loussac Library Phase Two

<b>Project ID</b>	LIB2017003	<b>Department</b>	Library
<b>Project Type</b>	Rehabilitation	<b>Start Date</b>	January 2024
<b>Location</b>	Assembly: Areawide, Community: Various	<b>End Date</b>	December 2028

#### **Description**

Construction for Phase 2 of the Loussac Renewal.

#### **Comments**

The Z.J. Loussac Library is one of Anchorage's premier cultural institutions, completed in 1986 as part of the "Project 80s" investment in public facilities. In commemoration of the 25th Anniversary of the Loussac, the Municipality launched a once-in-a-generation renewal of this vital and beloved Anchorage institution. The Loussac Library Master Plan of 2011—produced by a team of architects, engineers and library experts—laid out a complete plan to address building deficiencies, improve building systems, and bring the facility up-to-date to respond to today's community needs.

The first phase of the Master Plan—a renovation of the entrance and ground floor—was completed in 2017, but more work remains to be done. There is \$40M worth of work to be done on the facility. Specific project tasks to be addressed in a second and final renovation include:

- Seismic upgrades
- Energy efficiency improvements
- ADA upgrades
- Building system upgrades/repairs
- Life safety upgrades
- Renovations to public spaces on the 4th floor and children's area to respond to community demand for education and workforce development programs
- New furnishings, carpet and signage to match the new spaces
- Interior and exterior refinishing

The Municipality and the Anchorage Library Foundation will work with private funders and the State of Alaska to secure grants to match the Municipal bond when the state has recovered from the recession. \$4M is needed for design work as the first step.

#### **Version 2020 Proposed**

		2020	2021	2022	2023	2024	2025	Total
<b>Revenue Sources</b>	<b>Fund</b>							
Restricted Contributions	401800 - Areawide General CIP Contributions	-	-	-	-	5,000	-	5,000
SOA Grant Revenue-Direct	401900 - Areawide General CIP Grant	-	-	-	4,000	-	10,000	14,000
Bond Sale Proceeds	401100 - Areawide General CIP Bond	-	-	-	-	5,000	-	5,000
<b>Total (in thousands)</b>		-	-	-	4,000	10,000	10,000	24,000

**Loussac Library Phase Two**

**O & M Costs**

Contr To Other Funds	500	500	500	500	-	-	2,000
Total (in thousands)	500	500	500	500	-	-	2,000



## LIBRARY CARD ELIGIBILITY

### PURPOSE

To ensure the Anchorage Public Library provides the highest level of access to library resources and responsibly manages library collections.

### DEFINITION

This policy defines the requirements for a library card that enables customers to check out materials from Anchorage Public Library (APL) and Alaska Library Consortium (ALC) member libraries. The APL card also allows access to APL online resources provided by the library through special license or contract.

### POLICY

1. Eligibility for full library privileges – VERIFIED CARDS – 3 YEAR EXPIRATION
  - a. Residents of and/or owners of property within the municipal boundaries, and their dependents.
  - b. Youth under the age of 18, providing parents or legal guardians accept responsibility for activity on their child's account. Legally emancipated minors must provide a copy of their emancipation decree and will be provided with an adult card.
  - c. Nonresidents paying for a library card.
  - d. An organization or business residing within the municipal boundaries. The organization will be financially responsible for all materials checked out.
2. Eligibility for limited library privileges, including limited access to electronic resources – 3 item limit  
NON VERIFIED CARDS – 1 YEAR EXPIRATION
  - a. Adults and youth without a permanent residence may be issued a limited card.
  - b. Youth without accepted parental responsibility of use.
  - c. Alaska residents who hold borrowing privileges with their home library (ALC nonmembers), including school, academic, public or special library within Alaska..
  - d. Any MOA city employees.
  - e. University of Alaska employees.
3. Benefits - Library cardholders may:
  - a. Borrow materials from any APL Library, including items transferred from ALC
  - b. Access to computers and, depending on card type issued, use of laptops and electronic resources.
4. Registration requirements
  - a. VERIFIED CARD (Full library access)
    - i. Picture identification and proof of address within the municipality for adults and legally emancipated minors' library cards. Proof of address can be a recent piece of mail, current bill, or electronic statements/bill.
    - ii. Signature of parent or legal guardian who meets eligibility requirements and assumes financial responsibility for items is required for minors' library cards.

- b. NON VERIFIED CARD (Limited library access)
  - i. Adult customer has to provide an address, birthdate and two pieces of documentation verifying identity.
  - ii. Youth must know their address, birthdate, phone number, parent or legal guardian's name

5. Responsibilities

- a. Library cardholders are responsible for:
  - i. Returning materials on time and in good condition.
  - ii. Paying any fees on materials.
  - iii. Alerting the Library if the card is being used by an unauthorized person, is lost or stolen.
- b. APL is responsible for
  - i. Maintaining library customers' privacy, as outlined in the Confidentiality Policy.

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

**Approved by: Library Advisory Board, August 21, 2019**



## CONFIDENTIALITY OF LIBRARY RECORDS AND CUSTOMER FILES

### PURPOSE

To ensure confidentiality of customer information in the library. Anchorage Public Library (APL) safeguards access to customer library records and restricts access to information used in the normal course of business.

### DEFINITION

For the purpose of this policy, such confidential records include but are not limited to: registration records, circulation records, reference interviews, material request lists, database search records, financial information and computer booking records.

### POLICY

Consistent with AS. **40.25.140. Confidentiality of library records.**

Except as provided in (b) of this section, the names, addresses, or other personal identifying information of people who have used materials made available to the public by a library shall be kept confidential, except upon court order, and are not subject to inspection under [AS 40.25.110](#) or 40.25.120. This section applies to libraries operated by the state, a municipality, or a public school, including the University of Alaska.

To conform to this law, all library staff will adhere to the following.

1. Customer registration information and information defined above 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/guardians noted in (3) below.
2. Customers requesting information about their own cards may be given the information by showing any combination of official documents (examples are: Driver's license, Government issued ID, Passport, Credit Card with Photo, Shopping Club Card with photo, Military ID, Work ID) to confirm photo identification, or by verifying information (examples are: rent agreement, lease agreement, tax documents, medical records, government / tribal issued documents, school records, pay stub, bank or credit card statement) in their library record.
3. Parents/guardians may be given the titles of books their minor children have borrowed only for the purposes of retrieving overdue materials, providing they have the child's library card. 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.
4. Information from customer files may be used for library related research and to notify the user about enhanced library services to meet their needs.
5. The Library may from time-to-time use customer addresses and emails on behalf of its support organizations (Friends of the Library and Anchorage Library Foundation) to announce issues and events that are of interest to library patrons and/or invite patrons to financially support those organizations. The Library will not give the list to the organizations, but instead will send a message on their behalf.

6. APL enters into agreements with reputable third-party vendors/partners to provide online services and digital collections. Those vendors do not abide by the same standards as APL for the confidentiality of patron records. It is up to the customer who uses these services to review the specific types of data gathered/disclosed by each third party vendor, which can be found in the Terms of Use for each vendor.

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

**Approved by: Library Advisory Board, August 21, 2019**

Municipality of Anchorage  
Library Advisory Board Agenda  
Muldoon Library Meeting Room  
September 18, 2019  
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, U=Unexcused, PH=Phone**

TOPIC	Leader	Time	Action
Call To Order			
Person (s) to be Heard		3 min	
Consent Agenda, Sep 18, 2019	Chair	1 min	Vote to Approve
Approval of Minutes –Minutes	Chair	2 min	Vote to Approve
Mission Moment: Jim Curran, Branch Manager, Muldoon Library	Jim	15 min	
Policy: Volunteer Policy	Director	10 min	Vote to Approve
Board Terms and Appointments	Chair	5 min	
Slate for Election of Officers	Chair	10 min	
Advocacy Discussion and Assembly Appointments	Director and Jon	20 min	
Retreat For Friends, Foundation and LAB members	Director	5 min	
Staff Updates Director Report	Director	15 min	Discussion
Next Board Meeting <ul style="list-style-type: none"> <li>October 16, 2019, 5:30-7, Alden Todd Board Room</li> </ul>			
Board Comments and Adjourn			

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: August 21, 2019	Location: Chugiak Eagle River Library
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Board Members				Staff
E	Nancy Hemsath, Chair	X	Lucy Flynn O'Quinn	Mary Jo Torgeson, Director
X	Barbara Jacobs	E	Sarah Switzer	Jacob Cole, Ass't Director
X	Cristy A. Willer	X	Wei Cheng	
E	Jonathan Bittner	X	Jamie Lang	<b>Guests</b>
X	Lo Crawford			None

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

Topic	Information / Findings / Conclusions / Recommendations	
Call to Order	5:40 p.m.	
Person to be heard	Jacob Cole, Ass't Director, (former IT), oversees branch libraries. Mr. Cole described earthquake damage to Chugiak , local "Eagle Exit" movement, Job Fairs attracting local writers, a romance book club, a community (and user) demographic assessment, and a scary virus story.	
Mission Moment	None.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved (Lo/Barbara)</li> <li>Minutes of 6.19.19 approved as amended (a) Person to be Heard – Keenan Powell, representing Sister's Ink, presented an award for \$1,000, and (b) Mission Moment – Garden programs at Gerish Girdwood Branch are popular (Lucy/Lo).</li> <li>Minutes of 7.17.19 approved (Lo/Wei).</li> </ul>	
Discussion/ Action Items	Discussion	Action
	<ol style="list-style-type: none"> <li><u>Confidentiality Policy</u> (attached) was discussed.</li> <li><u>Library Card Eligibility Policy</u> (attached) was discussed, including questions re: how people are notified about their cards expiring at 3 years.</li> <li><u>Director's Report</u> (attached).</li> <li>2019 budget and bond discussion regarding specific budget lines, reduced fees, strategic supports for the budget and a bond initiative.</li> </ol>	<ol style="list-style-type: none"> <li>Policy approved (Lucy/Barb)</li> <li>Policy approved as amended: [1][a] "Residents of <b>and/or</b> owners..." (Cristy/Lucy)</li> <li>None.</li> <li>The Director was directed to pursue a bond initiative for 2020. She will distribute talking points to the board members.</li> </ol>
Comments	None.	
Adjournment	Meeting adjourned at 7:24.	
Next Meeting	September 18, 2019 at Muldoon Library.	



## VOLUNTEER POLICY

### STATEMENT OF PURPOSE

Volunteer time, energy and goodwill are invaluable assets to the Library because volunteerism enhances the Library's ability to fulfill its mission by providing opportunities for direct public participation in Library services. Volunteerism also strengthens the Library's relationships throughout the community. Volunteer opportunities offer citizens a way to contribute to the community, fulfill personal goals, achieve satisfaction and advocate for quality Library service.

### DEFINITION OF VOLUNTEER

A volunteer shall be considered as any individual 12 years or older, who assists with work done at the Anchorage Public Library, without remuneration. Anchorage Public Library currently has three volunteer programs.

**VolunTeens** is the juvenile volunteer program. Volunteers may join the program when they enter 7th grade, and may stay until they graduate high school.

**APL Volunteers** are aged 18 and up.

**Court Ordered Community Service** - Anchorage Public Library will accept volunteers who need to perform community service for a court or court ordered diversion program, contingent upon the nature of the additional workload that may be imposed on the Volunteer Coordinator in verifying the volunteer's service with the external organization.

Anchorage Public Library reserves the right not to accept a community service volunteer whose service is required by a court, court diversion program, or similar entity, depending upon the details of the potential volunteer's case.

Volunteers will be accepted based on the Library's needs and the individual's qualifications as determined during the selection process.

The Library is not obligated to provide volunteer opportunities. APL does not discriminate in hiring or in approving volunteers with regard to any legally protected characteristic.

APL does not provide any medical, health, accident, or worker's compensation benefits for any volunteer.

The Library assumes no liability for personal items that are lost, damaged or stolen. It is advisable not to bring valuables to the Library.

### BECOMING A VOLUNTEER

Individuals interested in volunteering at an APL Library must:

- Fill out an application
- Complete an interview with the Volunteer Coordinator
- Any APL volunteer, aged 18 and up, who works directly with the public and plans to work in a long-term volunteer position as defined by more than fifty hours in a twelve month period, will need to complete a

name based background check through the AK Dept. of Public Safety. Anchorage Public Library will reimburse those costs associated with the background check.

Once accepted as a volunteer, they will also need to:

- Fill out a Volunteer Agreement Form
- Attend orientation

Volunteers will be provided with an orientation to the Library and training for the work to be done. Each volunteer has an on-site supervisor who is responsible for management and guidance of work, establishing a work schedule and tracking hours, and being available for assistance during the volunteer's work time.

The Volunteer Coordinator is responsible for coordinating the program. Potential volunteers will be interviewed and provided a brief orientation about the Library and its Volunteer Program. When a volunteer has been assigned to a particular area, his or her training becomes the responsibility of that department. Volunteers may perform varied duties as specified in individual job descriptions developed by Library supervisors.

### **VOLUNTEER EXPECTATIONS**

Volunteers must be able to follow verbal or written instruction and must be willing to perform all work as assigned by staff.

Volunteers are expected to conduct themselves as if employed by the Library and must adhere to the policies and procedures regarding work schedules, attendance, conduct, performance, safety procedures, and proper attire.

Volunteers must wear a Volunteer badge at all times while on duty. Volunteers may be released from their duties at any time at the discretion of the Library.

### **VOLUNTEERS FROM OUTSIDE ORGANIZATIONS**

Anchorage Public Library appreciates the support of other institutions in the community and encourages external organizations to consider bringing groups of volunteers to volunteer at the Library. Groups from outside organizations must be accompanied and supervised by a responsible adult. The person in charge of the group must sign an organizational Volunteer Agreement.

### **RESTRICTIONS ON USE OF VOLUNTEERS**

Volunteers shall not replace appropriately trained and paid staff, nor shall they be used to compensate for inadequate staffing patterns, failure to fill vacant posts, or cutbacks in Library funding.

Volunteers may not hold a position wherein they are required to be at the Library at a set date and time and their unexpected absence would adversely affect the Library's regular operations. Volunteers may not perform duties that constitute a significant portion (at least 50%) of a paid staff member's job description. Volunteers may not perform activities which reveal confidential patron information or which use the Integrated Library System.

Recommended for approval: Mary Jo Torgeson, Library Director

Approved by: Library Advisory Board, September 18, 2019

## LIBRARY ADVISORY BOARD – Feb, 2019

Members Name/Address	Phone and Email	Term Expires
Cristy A. Willer, Secretary 17330 Bettjean Anchorage, AK 99516	Work: (907) 793-3421 Home: (907) 336-3335 Cell: (907) 301-4403 <a href="mailto:cristy.willer@gmail.com">cristy.willer@gmail.com</a>	Confirmed 9/20/2017) Term Expires 9/20/2020 (Aug. 26, 2014)
Nancy Hemsath, Chair 19670 North Mitkof Loop Eagle River, AK 99577	Work: (907) 272-5313 Home: (907) 696-6815 Cell: (907) 230-0641 <a href="mailto:nancyhemsath@gmail.com">nancyhemsath@gmail.com</a>	Confirmed 12/6/2016 Term Expires 10/14/2019
Barbara Jacobs 10215 Schneiter Dr Anchorage, AK. 99507	Cell: (907) 830-4111 <a href="mailto:Barb_jacobs@mac.com">Barb_jacobs@mac.com</a>	Confirmed 9/13/2016 Term Expires 10/14/2019
Jamie E. Lang, Vice Chair 7623 Old Harbor Ave Anchorage, AK 99504	Home: (907) 727-6489 <a href="mailto:jamielangak@gmail.com">jamielangak@gmail.com</a>	Confirmed 12/04/2018 Term Expires 10/14/2021
Lucy Flynn O'Quinn 1110 W. 6 <sup>th</sup> #405 Anchorage, AK 99501	Work: (907) 562-2000 Cell: (907) 570-7890 <a href="mailto:Flynn.oquinn@gmail.com">Flynn.oquinn@gmail.com</a>	Confirmed 12/04/2018 Term Expires 10/14/2021
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Sarah Switzer 1549 K Street Anchorage, AK 99501	Work: (907) 929-9906 Cell: (301) 512.6781 <a href="mailto:sswitzer@scf.cc">sswitzer@scf.cc</a>	Confirmed 12/04/2018 Term expires 10/14/2021
Jonathan Bittner 2065 Belair Dr Anchorage, AK 99517	Cell: (907) 529-1103 <a href="mailto:jonsbittner@gmail.com">jonsbittner@gmail.com</a>	Confirmed 10/21/2014 Term Expires 10/14/2020 (Oct, 2014)
Lourdes Linato-Crawford PO Box 112325 Anchorage, AK 99511	Home: (907) 346-3880 Cell: (907) 250-6706 <a href="mailto:Locraw4d@yahoo.com">Locraw4d@yahoo.com</a>	Confirmed 12/20/2016 Term Expires 10/14/2019
Mary Jo Torgeson, Municipal Librarian	Work: (907) 343-2892 (o) Cell: (907) 231-3110 (c) <a href="mailto:TorgesonMJ@muni.org">TorgesonMJ@muni.org</a>	
Teen Advisory Member (vacant)		

## **2019 Library Budget Talking Points**

### **The Community Supports the Library**

- 8 in 10 Americans believe public libraries can help them find reliable and trustworthy information.
- 70% of U.S. voters visited their library in the past year, with Millennials being the most frequent patrons
- In Anchorage, a recent survey found that 86% of library patrons (and 70% of non-users) believe that APL provides good value for the tax dollars invested.

### **Elimination of Fines (\$101K)**

- Customer relationships and service: library users often get angry or upset over fines, which leaves them with a negative image of the Library and many times we lose not only that patron but the entire family. Staff want to help and be resources not rule enforcers or debt collectors.
- Parents often don't allow their children to check out books because they can't afford the fines or are afraid of the library because of the threat of fines.
- Libraries that have eliminated fines have seen an increase in community members using the library, especially the low-income populations who need libraries the most.
- Collecting and processing fine money takes library staff away from their primary job which is assisting library users.

### **Need for Expanded Branch Hours (\$228K)**

- APL's branch libraries provide programs, outreach, and services that are specially tailored to the neighborhoods in which they are located.
- The additional hours would allow them increased opportunities to serve hard working citizens that cannot come to the Library during current open hours and allow staff the possibility to coordinate with other agencies.
- Providing additional hours maximizes the use of Library resources that already exist. It is far more fiscally responsible and provides more for the money than a new location.
- Increased revenue generation with additional hours for meeting room rental (Chugiak-Eagle River and Mountain View) and Passport Services.

### **Need for Materials Budget Increase (\$120K)**

- Our entire materials budget for 2018 (including books, media, and digital resources) was \$801 Ten years ago the materials budget was \$921K, so we're not even keeping up with inflation.
- We lag far behind our peers - Anchorage spends \$3.53 per capita on materials; Fairbanks \$6.24 and Juneau \$7.15.

- Digital resources, which are in high demand, are very expensive: Tara Westover's *Educated* cost \$15 for a print book, \$95 for an eAudiobook, and \$55 for an eBook (with a license that expires after two years).
- A weak collection hurts our students, people needing information for their quality of life and readers.

#### **Need for Early Literacy Outreach Librarian (\$100K)**

- Alaska is the 49th in school readiness and early childhood education. Fourth grade reading scores in Alaska are among the worst in the country.
- Part of the Library's Strategic Plan is a focus on Education. Early Literacy has the greatest potential for improved outcomes. It is harder to catch up than to start off on right foot.
- The Library seeks to increase the number of children prepared for Kindergarten, create better informed caregivers that can help future children, and have a long-term improvement in fourth grade reading scores.
- To be effective APL needs an additional staff member that can focus on coordinating with other organizations, instructing caregivers, providing service to children outside of the Library locations, and assist in continuing education of existing staff.

#### **Library Alignment with Mayor and Assembly Priorities**

- Homelessness and Public Safety: The Library is a critical resource for fighting the city's war against crime, drugs and homelessness – it helps improve education outcomes, connects people to services, helps people find jobs and gives our city a sense of community.
- Administration: the Mayor has stressed making the government more efficient. The Library has done that with our remodel as well as trained staff to look at workflow in different ways.
- Jobs/Economy: the Library is a catalyst for economic resiliency, offering Job Lab and other assistance for job seekers, partnering with other agencies such as Nine Star and resources for small businesses.

## LIBRARY DIRECTOR'S REPORT

### August, 2019

#### Staffing:

- Due to the many staff shortages the past three months, staff have been moving around to help cover desks in other locations.
- We are starting to “zoom” all staff meetings once a week, in cooperation with the fire department studio (housed in the library), and then a recording follows for staff not present to watch. We have finally found a reasonably successful way to communicate with all staff. Here is our first zoom staff meeting – Stacia, Sarah, Misty Rose, and Elizabeth wanted a picture with the laser cat background.



#### Central Library and Branches:

##### **Loussac:**

- The vandal that created a flood in the archives has been apprehended with a court date for a felony.
- It could be next year before the tile is fully installed.

##### **Muldoon:**

- We have extended the lease for another five years, and will receive some upgrades, such as additional electric outlets, new paint and new flooring in the entrance.
- Like Eagle River, there have been staff openings at Muldoon, and a big thanks to all the staff that have helped with coverage. A new youth services librarian will start the end of September.
- Muldoon also had a visit with NASA Astronaut, a highly popular program.

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

- Astronaut Rex Walheim brought many people out on a Saturday morning. One little boy wore a full space suit, carrying his helmet under his arm. He was thrilled to pose for a photo with Rex.
- The Between the Covers Romance Book Club will be participating in the Great Big Romance Read sponsored by The Ripped Bodice book store. We are featured on their website and social media, and are looking forward to seeing new faces at the September book club meeting.

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

- Branch Manager and Youth Services librarians are in place and we are looking forward to learning about the Mt. View community. Keelin and Rayette attended the Neighborhood Night Out on August 6, where we met community members and organizations.

- 20 Passports were processed.
- Tennessee Traveler. The Good Daughter was returned to our book drop on 8/24 with this hand-written note: Good morning, this book has quite a travel history! Recently, on a morning I volunteered I found it in my local library's dropbox - the Public Library of Tellico Village, Loudon, Tennessee. Because the librarian knew my husband & I were to travel through Anchorage today, we offered to carry "The Good Daughter" cross-country and deliver it home.

#### **Girdwood:**

The biggest thing to happen here in August was the NASA astronaut visit. 104 people of all ages came to watch astronaut Rex Welheim speak, which is a new record for us. Patrons are still commenting on how great the presentation was. (see below)



#### Youth Services

- Back to school fair – this Fairview Rec Center outreach event was an opportunity to hand out books and supplies, meeting with almost 800 parents and students.
- HUGSS supply hand out and wrap up for our Readers to the Rescue drive was a huge success. We purchased \$1000 worth of school supplies and donated them to HUGSS. Our youth librarians went and helped hand out backpacks to 3500 students! This had such a big impact, we agreed to have HUGSS remain our Readers to the Rescue partner for summer 2020, as part of our Summer Discovery program.
- South Central Foundation Preschool (outreach) – We presented storytimes to approximately 150 babies, toddlers, and preschoolers
- While returning a STEM kit, a grandmother shared that her grandson's English language skills are poor. However, he loves borrowing the STEM kits. He is able to do the projects even though he cannot read English, because the pictures in the instructions tell him what to do.
- Teen Civic Day tour- Jon in partnership with the Mayor's office hosted a tour for a group of teens as part of a Civic day/fair program, where teens learn about different municipal departments. Gave a tour and presentation on what librarians do and how we help "community".

#### **Ready to Read Alaska Outreach/Presentations:**

- Hosted a table at thread's Book Party in the Park on August 8, talking to several hundred families about library resources and events and the kits available for checkout through Ready to Read

### IT and Patron Services

- Celia Hartz, our new IT/Patron Services Coordinator, has been heavily involved in training Patron Services team to help staff the 3<sup>rd</sup> floor new computer stations.
- Patron services are working to streamline the holds process.
- Moved equipment/computers from two location: reference desk to our new location; Youth services public computers area needed new carpet and all computers had to be moved.
- The Executive team of MOA made the decision to “turn off” WIFI in all locations from midnight to 6:00 AM in all locations. Our WIFI transmits to the outside, with people using the services before the library opens. This decision was made based on the Muldoon Library lease from Noodlum, who felt that people were using the WIFI and in a closed parking lot. Because we want consistency, all locations are now turned off.

### Collection Management Services

- This division processed over 3000 items this month, some of which require full processing.
- Selector Rachel participated in an interview about Graphic Novels and it can be viewed here: <https://sktchd.com/longform/the-quiet-giant/>

### Adult Services

- The Foundation paid for two new desks and all public services staff will be routed to cover these desks.
- 24 programs in August 2019, with 869 participants, compared to August 2018, 28 programs with 499 participants, an increase of 74%!
- Adult services is piloting using volunteer book club facilitators with our newest book club – Literary Bridges. Literary Bridges is a partnership with Bridge Builders of Anchorage as a way to explore diversity and identity in Anchorage.
- Staff worked with Community Relations to highlight many of our services for the Chamber event below.

### Foundation/Friends

- **Library Foundation:** submitted \$75K request to the Mental Health Trust for the Community Resource Navigation program (social worker). Submitted \$19K request to Recover Alaska for a Peer Navigator program as part of the above.
- **Strategic Plan:** the internal improvement work groups have done some great work – a new employee orientation has been created, new training for supervisors and a new format for staff-wide emails, Land Acknowledgement workshop and ground rules for discussions are some of the latest accomplishments.
- **Volunteers:** the volunteer committee has been busy! Created an online application that will go up soon, created a new volunteer handbook, finalized volunteer policy for LAB approval in Sept.
- **Community Resource Coordinator (Social Worker):** We’re looking into building a peer navigator/outreach program in early 2020. We were able to fund Rebecca’s position for a year, so we are using our private funding requests for an assistant social worker and the peer navigator program.
- **Events:** Banned Books Quiz fundraiser for FOL on 9/26 and Save the Last Comedy show for ALF on 9/27. Stay tuned for details; Oct 9 is the annual membership meeting for the Friends of the Library.

## Community Relations

As part of our business grant, we organized an Anchorage Chamber of Commerce – Business After Hours. We hosted over 100 members of the business community in the new Loussac Event Center. Attendees participated in a building wide scavenger hunt that included highlighting the AK Collection, Meeting Room Spaces, UAF Cooperative Extension Service, Lynda.com and of course getting a library card. Great engagement during our BusinessAfter Hours Event.



Keystone Kops of Alaska is at Anchorage Public Library (Z. J. Loussac Library)

August 15 at 7:35 PM · Anchorage ·

Chamber of Commerce Business After Hours with our library cards! We are excited about working together with the library and their youth services! They'll be speaking soon at our club to talk about it! Stay tuned... @kiwanis @anchoragelibrary @anchoragechamber #kiwaniserveskids #communityservice #keystonekopsgotme #kidsneedbooks #KidsneedKiwanis #readingisawesome #networking #fun @ Anchorage Public Library



Trish Neal, Kathy Perrin Miller and Charles M. Gorman

Municipality of Anchorage  
Library Advisory Board Agenda  
Z.J. Loussac Library  
Board Room, 4th Floor  
October 16, 2019  
5:30 p.m.

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

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

	TOPIC	Leader	Time	Action
	Call To Order			
	Person (s) to be Heard		3 min	
	Consent Agenda, October 16, 2019	Chair	1 min	Vote to Approve
	Approval of Minutes –Minutes	Chair	2 min	Vote to Approve
	Policy: Computer and Internet Policy	Director	10 min	Vote to Approve
	Policy: Posting Policy	Director	10 min	Vote to Approve
	Advocacy Update	Board	15 min	Discussion
	Staff Updates Director Report	Director	15 min	Discussion
	Next Board Meetings <ul style="list-style-type: none"> <li>November 20, 2019, 5:30-7, Alden Todd Board Room</li> <li>December 18, 2019, 5:30-7 Alden Todd Board Room</li> </ul>			
	Board Comments and Adjourn			

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: September 18, 2019	Location: Muldoon Library Meeting Room
--------------------------	----------------------------------------

Board Members				Staff
X	Nancy Hemsath, Chair	X	Jonathan Bittner	Mary Jo Torgeson, Director
X	Jamie Lang, Vice Chair	X	Sarah Switzer	Jacob Cole, Ass't Director
X	Cristy A. Willer, Sect'y	X	Wei Cheng	Jim Curran, Branch Mgr, Muldoon Library
X	Barbara Jacobs	X	Lucy Flynn O'Quinn	<b>Guests</b>
X	Lourdes Linato-Crawford			

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:50 p.m.	
Person to be heard	None.	
Mission Moment	Jim Curran, Branch Manager, discussed low census during the summer due to capacity issues and the good news of hiring a new youth coordinator; the demographics of Muldoon Library's catchment area; outreach efforts in the area and forming partnerships.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved (Jamie/Barb).</li> <li>Minutes of 8/22/19 approved (Lucy/Jamie).</li> </ul>	
Discussion/ Action Items	Discussion	Action
	<ol style="list-style-type: none"> <li><u>Volunteer policy (attached)</u>. Discussed reasons for the policy and recommended adjustments: (a) "VolunTeens... may join the program at age 12 until high school graduation." (b) Under "Volunteer Expectations," carriage return before "Volunteers may be released..."</li> <li><u>"Literary Bridges" bookclub</u>, a partnership between Bridge Builders and the Library, was described by Lo; next meeting 10/17.</li> <li><u>Board Terms and Appointments</u>.</li> <li><u>Election of Officers</u>.</li> <li><u>Advocacy</u>. Discussion concerned ongoing need for advocacy relative to the budget (1<sup>st</sup> hearing 10/22; 2<sup>nd</sup> 11/6, final 11/22). Talking points attached.</li> <li><u>Retreat for Friends, Foundation, LAB</u>. Tentative date will be 1/25.</li> <li><u>Director's Report</u> (attached). Discussion: the vandal was apprehended; archives may be moved so pipes are not overhead. Staff is re-evaluating closing down wifi from midnight to 6:00 a.m.</li> </ol>	<ol style="list-style-type: none"> <li>Policy approved (Jamie/Barb).</li> <li>None</li> <li>Three Board members' terms expired in 10/19; all agreed to continue: Barb, Nancy, Lo.</li> <li>Slate approved: Nancy (Chair); Jamie (Vice-Chair); Cristy (Sec'ty). (Lucy/Wei).</li> <li>Board members were assigned respective Assembly members to visit. Jon will set up a meeting with the Mayor; Jamie will help coordinate.</li> <li>Lo agreed to join the planning committee.</li> <li>None.</li> </ol>
Comments	"Banned Books" event will be at 49 <sup>th</sup> State Brewery 9/26.	
Adjournment	Meeting adjourned 7:22 (Jamie/Barb).	
Next Meeting	October 16, 2019; Loussac Alden Todd Board Room.	



## COMPUTER USE & INTERNET POLICY

### PURPOSE

The Anchorage Public Library offers access to computers and computer-based resources 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. The policy governs the management of computers and usage, internet, and computer networks that are owned and administered by the Library.

### Desktop Computers

Desktop computers with Internet access are available at all library locations. Stations are offered on a first come, first served basis. Guests who do not have an APL card may request a guest pass. Patrons who sign in with an APL card receive additional time. You can sign up for a reservation in the library using a reservation terminal, or ask for help at a desk.

### Laptops/Tablets

Laptops and tablets are available on a first come first served basis. To checkout a laptop or tablet you must have a verified APL card in good standing. Laptops and tablets are for in-library use only. Only one device can be checked out per library card at one time. Laptops and tablets will not be checked out less than 30 minutes before closing, and must be returned 15 minutes before closing. Most devices are only available to patrons 18 and older, and you may be required to show picture ID. Some locations may have additional devices available for youth checkout, these devices can only access our filtered Wireless Internet. Check with library staff at your location for device options.

### 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. Because APL's computers are in public areas, guests may be involuntarily exposed to what others are viewing. We ask that users remain sensitive to the fact that the computers are 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.*

### INTERNET 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 privacy screens and no expectations of privacy is guaranteed.

Whether or not internet sessions are filtered is based on the type of card used to login. Cards for individuals over the age of 18 are unfiltered and cards for individuals under the age of 18 are filtered. We are not responsible for an individual over the age of 18 giving a minor access to their card and unfiltered internet.

### 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.
- 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. APL will not act *in loco parentis* if the caregiver is not present.
  - 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.

### 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: Mary Jo Torgeson, Library Director

Approved by: Library Advisory Board,



## Posting Policy

### Purpose

As a service to the community, information bulletin boards and/or kiosks may be available in designated areas of the library for posting library information, government information, public events, and public service information of non-profit organizations. This policy refers to the posting of informational fliers or posters; exhibits are covered by the Library's *Exhibits Policy*. The Library does not post online informational notices or links from the library web page.

### Policy

Items will be posted based on space available under the following priorities:

1. Library announcements and events
2. Municipality Of Anchorage announcements and events
3. Events or programs co-sponsored with the Library
4. Events or programs sponsored by non-profit organizations of general interest
5. Educational opportunities from public and non-profit agencies

Permission to post an item is at the discretion of the Library Director, his/her designee or Library Branch Manager.

The posting organization assumes full responsibility for content. All postings must be suitable for public display. Display items must be of reasonable size in relation to the space available. In general, items should not be greater than 11" X 17" in size.

The library will post only one notice per location; the posting organization is responsible for distributing notices to other library locations if multiple postings are desired. The posting of any notice by outside organizations does not imply endorsement or sponsorship by the Anchorage Public Library or the Municipality Of Anchorage.

Postings will be removed after the announced date for dated events. Non-dated postings may be removed after thirty (30) days and will be posted no longer than sixty (60) days. Postings may be removed without notification at the discretion of the Library Director, his/her designee or the Library Branch Manager. Postings will not be returned to the organization.

The following items will not be posted:

- Personal notices of items for sale, rent, or free distribution
- Promotion of political candidates, political parties, or an advocacy position on any issue on a public election ballot
- Announcement of religious worship services
- Commercial announcements or advertisements by for-profit organizations
- Legal notices

Posting decisions may be appealed to the Library Advisory Board.

Recommended for approval: Mary Jo Torgeson, Library Director

Approved by: Library Advisory Board, October 16, 2019

# LIBRARY DIRECTOR'S REPORT

## September 2019

### System Activities:

- The Library Director is on the Census Commission as libraries will be instrumental in helping the public with the census information.
- Budget: The Mayor recommended a stable budget and supported:
  - Elimination of fines
  - Reinstatement of a position that had been cut due to clerical error
  - Upgrade of two positions
  - Increased budget for vandalism and special cleaning

### **Muldoon:**

- Muldoon's new Youth Services Librarian, Ariana Meyrich Blomquist, started on September 23<sup>rd</sup>, coming from Sno-Isle Libraries in Washington. She writes: "Last week I opened many cupboards and files, discovering all the wonderful children and teen materials here at Muldoon! On Friday I did my first storytime here and the caregivers and children were very sweet and welcoming."
- September 21<sup>st</sup> was International Spin in Public Day! Six members of the Weavers/Spinners Guild displayed their love of their craft and mesmerized a mother and children. They were successful with getting one child to try drop spinning at home—she with a spindle and a small bag of wool.

### **Eagle River:**

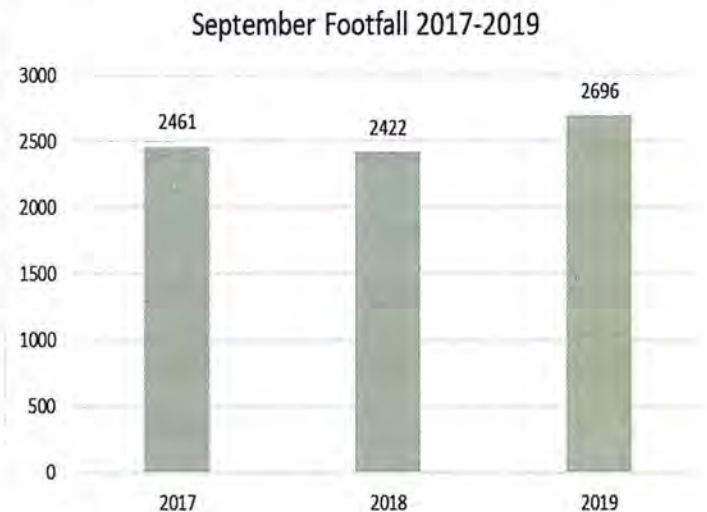
- There continues to be staff openings and staff from around the system have been helping.
- Our romance book club participated in The Ripped Bodice's Great Big Romance Read, breaking away from our thematic structure to read *The Lady's Guide to Celestial Mechanics* by Olivia Waite. We had an enthusiastic and respectful discussion with diverse opinions on the book, and everyone enjoyed treats to celebrate our one-year anniversary of the book club.
- We had a 12% increase in storytime attendance this year. We don't know for sure what the cause is, but it may be due to a return to regular family activities after a glorious summer once the rain started. Preschool programs: 2019: 12 programs, 341 attendance; 2018: 12 programs, 267 attendance.

### **Mountain View:**

- Librarians participated in the Clark Middle School Open House and the Grow North Farm Fall Festival. We could not attend these community events without the support of MV staff, Teresa, Don & Mickey.
- MV Building visitor numbers have dramatically increased, 10,205 in 2018 to 12,073. Anecdotal evidence points to the reduction in funding for temporary housing and shelters.
- Program attendance:
  - 2019: 44 programs; 267 attendees overall
    - Attendance numbers are building. We are actively working to learn about the MV community and identify the right fit and scope of programs/activities for our community.
  - 2018: 52 Programs; 663 attendees
    - Although the numbers are lower this year, I don't believe that it represents a trend. A large contributing factor is the relocation of Tundra Vision to Loussac. Tundra Vision is a success story of library/community partnership. The program regularly filled the MV Community Room and has outgrown our space.

## Girdwood:

- September saw the start of storytimes for the fall/winter. Family Storytime continues to be well-attended, with an average of 30 people at each session. There seem to be fewer babies in Girdwood now, so that program is a little down, but the babies we had during the winter are now attending Family Storytime! It's been great seeing them grow and progress.



## Youth Services

- Reviewing the world language collection and working on identifying inclusive and multicultural titles for purchase.
- Toddler Times since the beginning of September have been at capacity, often turning people away. We are resuming a 4<sup>th</sup> Toddler Time (two on Wednesday) to hopefully alleviate the overflow.
- Summer Discovery report attached.
- Project Build programming returned! These STEM events for 8 to 12 year-olds are in partnership with engineer volunteers and fulfill a grant requirement.
- Storytimes restarted! After a break in August, we welcomed back capacity crowds to our 6+ storytimes per week. This included some special programs like Bite-Sized Science.
- We resumed our partnership, Countdown to Kindergarten, with ASD.
- Teen programs: regular programs (including Teen Writing Society, Teen Tech Time) and special programs like the K-Pop party (which is becoming regular because teens love it and 30+ teens show up every time).
- YA Outreach has included visiting several schools (Bowman and Central) to register teachers for cards and educate the educators about our databases.

### Ready to Read Alaska

- Hosted two Caregiver Chat programs with assistance from staff at PIC, talking to informal caregivers (friends, family, and neighbors) about early literacy and child development milestones.
- Submitted proposal to WIC for creating early literacy spaces in the four Anchorage offices

## Adult Services

- Vandalism struck in September 8, which resulted in water leaking through into the Vault below and damaging or destroying materials inside. Staff members and Arlene Schmuland from UAA Special Collections and Archives were called in and assisted Sunday staff with immediate cleanup (photo below).

- Banned Books Quiz took place on Thursday, September 26<sup>th</sup>. There were 63 participants and the event raised \$480 for the Friends of the Library.
- Programs: 2019: 47 programs, 1138 attendance; 2018: 42 programs, 814 attendance.
- Great reference question:  
Americana History project focused on the first Chinese restaurants in each state, since Chinese restaurants are actually a very American occurrence and Chinese American culture is not well documented. He explained what he knew about the first Alaskan Chinese restaurant, Don's Green Apple which was where Mad Myrna's currently is and was going to send in a request for more information about when and why it closed via the email ask a librarian. Just an interesting piece of history from a very passionate patron.
- The Civics Fair took place on Saturday, September 21<sup>st</sup>. This event was planned with the UAA Center for Community Engagement & Learning and took place as part of Welcoming Week. Stacia was the library representative and posted the question, "What would make the library a more welcoming place?". She talked to about 175 participants and gathered direct feedback that was logged and discussed at ELT. There were 350 attendees at the Civics Fair

#### Suggestions Collected from the Civics Fair (Selected Sample)

- Have a friendly live human closer to where people enter
- Make book drop easier!
- More snow removal
- Move the handicap buttons to the door frame. The present way is terrible!
- Private study rooms that you can register for two hours with library card
- Get rid of some late fines
- More hours open on the weekends
- More pets – pet friendly library
- Have more LBGQTQ+ books in the library
- Keep buying books!
- More periodicals



Konstanz drying ledgers



Very wet tax rolls from ledger that had to be separated



APL Banned book quiz team

#### IT and Patron Services

- Branch staff are getting new computers, which includes a new configuration to allow staff to do more on the computers and create more efficiencies
- There has been LOTS of computer installation and movement: new computers in branches, dismantling computers in the children areas for carpet installation; public computers spread out so that there is more distance between users; reconfiguring computers for Community Resource coordinator usage
- Reviewing the streamlining of the holds process to create more efficiencies
- Patron services staff is now rotating up to all floors to assist staffing desks

#### Collection Management Services

- CMS does review some of our donations and added 61 items this month

- All CMS staff are now cross trained
- CMS staff has been taking training on a new product, CollectionHQ, which provides datasets on collection usage. This product will assist with weeding the collection and potentially making suggestions for purchase.

### Communication Report

#### • **iHeartMedia Update**

This is our last iHeart Endorser for the year. Crash, on 650 KENI, is the co-host for the Mike Porcaro Show (M-F 3-6pm) With 29 years in radio Crash's distinct voice and wit are part of the Anchorage radio landscape. Demographics for the station are adults 55-64, 65+, 68% male /32% female with high incomes. Crash will be promoting the library September-November specifically with the MOA budget cycle in mind. Recently Loussac hosted the Daughters of The American Revolution for "Constitution Day." One of the DAR approached Stacia to share how much she enjoys "hearing about the library on the radio, especially when Crash talks about his 8-year-old daughter." This effort is a stretch from our traditional reach to a more liberal patron and seems to be working out so far.

### **Social Media Highlight**

Twitter love from a partner and attendee for Looking For America; an event and exhibit hosted in the Loussac Event Center with Anchorage First Lady Mara Kimmell.



Anne Hillman  
@hillman\_anne

The beauty of hanging out at the @anchlibrary? A fancy business event downstairs, an immigration art exhibit upstairs, and the cross section of society hanging out everywhere in between. Plus I got a stack of books. Double perk.

3:03 PM · Sep 19, 2019 · Twitter Web App

18 Likes



New American Economy  
@NewAmericanEcon

Thank you @anchlibrary and @AnchorageMuseum for co-hosting #LookingForAmerica's Anchorage art exhibition and cross-political dialogue. Next stop: Siouxland! Learn more at [lookingforamerica.us!](http://lookingforamerica.us!)



12:26 PM · Sep 24, 2019 · Twitter Web App

### Community Resource Coordinator – This program has now operated for one year

- 5 housing successes via CRC referral, navigation and advocacy this month:
  - Two clients who just moved to AK and were homeless, sleeping in the airport just got housing and one got full time employment
  - One senior, severely mentally ill Loussac regular got housed after years of staying in shelter, often enduring assaults on the street
  - One long-time library regular has stabilized in transitional housing after several years sleeping outside and in friends' garages
  - One senior veteran moved from shelter into housing
- Programming: Housing Lab: 30 participants in September
- 49 Cases (excludes Housing Lab)
  - Currently homeless (self-identified): 28; at risk of homelessness: 8

- Individual cases, assistance rendered by topic
  - Housing:
    - 27 individuals (and families) referred to Coordinated Entry and affordable housing
  - Jobs:
    - 16 employment support
  - Wellness: 13
    - Substance use: 0
    - Medical Info: 3
    - Crisis de-escalation: 2
    - Mental health community resources: 3
    - Mental health support provided (coping skills, self-de-escalation practice): 5
  - Food resources:
    - 8 referrals to food pantries and assistance with SNAP applications
  - Top needs for September: Housing, employment, mental health

#### Foundation/Friends

- Foundation: Busy fundraising month: \$19K from Recover Alaska for Peer Navigators; \$6K from Atwood for the Tundra vision series; \$17K from PickClickGive. The Foundation is also working on a planned giving campaign to increase their endowment.
- Friends Annual event held Oct 9; booksale first weekend of Nov.

#### Strategic Plan

- Staff was asked to complete an internal culture survey, as a follow up to the strategic plan. Once we tabulate the information, we will share with the board.
- We conducted a land acknowledgement training and the Diversity, Equity and Inclusion committee has met to discuss next steps. This committee meets monthly and provides training and a place to talk about issues, such as the elimination of fines.
- Conducted an all-day retreat to build teamwork for supervisors.
- Statistics, data and reporting committee has started to meet in order to clean up our data collection as well as to determine data and outcomes that will better tell our story.

# SUMMER DISCOVERY 2019

## SUMMER OVERVIEW

3,974 participants

1,119 finishers

636 new youth library cards created

103,336 youth materials circulated

## PROGRAMMING

42 Summer Discovery programs:

5,016 attendees

134 storytimes:

3,683 attendees



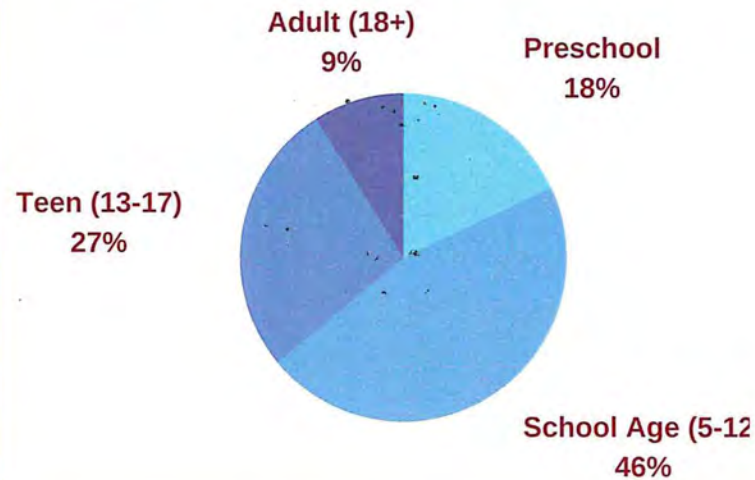
169 other youth programs:

10,746 attendees

Total summer event attendance:

19,445

## PARTICIPANT DEMOGRAPHICS



## READERS TO THE RESCUE

252,618 extra minutes logged

\$1,000+ worth of school supplies donated



APL staff distributing school supplies with HUGSS!



ANCHORAGE  
PUBLIC LIBRARY



## VOLUNTEERS

48 teenagers volunteered for  
a total of 898 hours.

Throughout the summer, we focused on keeping kids engaged and eager to return to the library—a goal we achieved as evidenced by programming attendance statistics that were higher than ever! Best of all, the percentage of school age children who returned their completed Summer Discovery logs **doubled** over last year.

## EVENT HIGHLIGHTS

Astronaut Rex Walheim brought in **601** attendees across all five APL locations.

Bigger and better than ever, **1,800** people joined us for all things magic at Harry Potter Day 2019!

## SUMMER DISCOVERY MADE POSSIBLE BY

\$23,000 in cash from the  
Friends of the Library

\$4,000 in-kind donations  
from other sponsors



## PEOPLE SAY...

*"Thank you! My kids love this program and take their reading very seriously year round and I promise it started with this program!"*

*"It has helped my children develop the great habit of daily reading without having to beg them to do it. Now I need to know how to get one of my kids to STOP reading (at 2 am)."*

## THANK YOU TO OUR SPONSORS



Alaska Zoo  
Alaska Railroad  
Anchorage Museum  
Bosco's

Dimond Center Ice Chalet  
H2Oasis  
Over the Rainbow Toys  
Title Wave Books

Municipality of Anchorage  
Library Advisory Board Agenda  
Z.J. Loussac Library  
Board Room, 4th Floor  
November 20, 2019  
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, U=Unexcused, PH=Phone**

TOPIC	Leader	Time	Action
Call To Order			
Person (s) to be Heard		3 min	
Consent Agenda, Nov 20, 2019	Chair	1 min	Vote to Approve
Approval of Minutes –Oct 16 Minutes	Chair	2 min	Vote to Approve
Policy Review – Facility and Ground Use Policy	Director	10 min	Vote to Approve
Staff Survey review	Director	10 min	Discussion
Staff Updates Director Report	Director	45 min	Discussion
Next Board Meeting <ul style="list-style-type: none"> <li>Dec 18, 2019, 5:30-7, Alden Todd Board Room</li> </ul>			
Board Comments and Adjourn			

**Municipality of Anchorage  
Library Advisory Board  
Minutes for October 16, 2019**

Date:	Location:
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Board Members			Staff
e	Nancy Hemsath, Chair		Jonathan Bittner
	Jamie Lang, Vice Chair		Mary Jo Torgeson
			Sarah Switzer
e	Cristy A. Willer, Secretary		Jacob Cole
			Wei Cheng
	Barbara Jacobs		Lucy Flynn O'Quinn
	Lourdes Linato-Crawford		Guests

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:35 p.m.	
Consent Agenda	Agenda approved (Jon/Barb) Minutes approved (Sarah/Jon)	
Discussion/ Action Items	<p>Discussion</p> <ul style="list-style-type: none"> <li>Computer use and internet policy discussed LK at page 3 Motion to approve recommended change Policies on line/user to read</li> <li>Review midnight to 6:00 am policy to inhibit accessibility. May bring back. LAB role advocacy vs operational</li> <li>Posting Policy Spelling errors</li> <li>Advocacy updates Jon, Kim Dunn, Mary Rasmusson – met with Mayor/Chris Schutte on 10/2</li> <li>Lo/Wei met with Weddleton and La France on 10/8</li> <li>Jamie met with Meg.</li> <li>Sarah/Lucy met with Chris</li> <li>Director's Report</li> </ul>	<p>Action</p> <p>Motion to approve (Jon/Sarah)</p> <p>Motion to approve (Jon/Jamie)</p> <p>No discussion on budget; bonds; consensus re language No confidence on stand alone library bond. Fine reduction/elimination support by admin. Support libraries; listened to increase monies for materials and reinstating bus stop. Weddleton brought up possibility of southside branch No extra money; continue to think outside the box</p> <p>finer would be a hard sell On Census Commission-online form; demographics; accessibility Budget – eliminate fines Retreat 2/1/20</p>
Comments		
Adjournment	6:57 (Barb/Jamie)	
Next Meeting	December 18, 2019, 5:30 – 7, Alden Todd Board room	



## FACILITY AND GROUND USE POLICY – DRAFT 10/24/19

### PURPOSE

Anchorage Public Library (APL) welcomes public use of its meeting facilities and grounds in keeping with the Library's role as a community meeting place. It is the policy of the Municipality of Anchorage (MOA) to make rental facilities available on a nondiscriminatory basis while maximizing revenue opportunities to offset expenses.

When APL designated meeting spaces are not in use for library functions, these spaces may be made available for rental on a first-come, first-served basis. Permission to use APL meeting spaces, whether rented or provided at no charge, does not constitute an endorsement or sponsorship of any group, individual, organization or event. This policy also applies to MOA employees and volunteers.

### DEFINITION

This policy covers all public meeting spaces (facilities and grounds) at all APL locations and supersedes any previous APL policies related to grounds and facilities.

### POLICY

#### Reservations and Rental Agreement

A signed Rental Agreement agreeing to the terms of this policy is required to reserve any meeting space and must be submitted before a reservation can be confirmed (Rental Agreement provided by APL at time of reservation request). Applications for rentals are processed in the order received. If multiple reservations requests are made for the same date, priority will be given to the first to submit a signed Rental Agreement. Groups/Users who utilize APL space on a regular basis are required to submit a new application each year. Set up, take down, and rehearsal time must be included in a reservation.

Renters may be required to provide additional documentation if applicable to the activity, such as:

- Copies of noise and health and/or special event road right of way permits
- Letter verifying Anchorage Fire Department's knowledge and approval of event
- Security plan
- Event layout map
- Concessionaire's permit for each vendor

#### Fees

Rental rates are posted on the APL website. Rates may include, but are not limited to, space reservations, equipment rental, security and cleaning deposits. Fees are due within 30 days of confirmation, or immediately if reserved less than 30 days. The booking will be cancelled if fees have not been paid within 30 days. Users will be billed, in half-hour increments, for pre- or post-event use not previously negotiated. All measures necessary to insure safe and lawful conduct of activities, including but not limited to, crowd control measures and fire prevention shall be undertaken and financed by the renter.

### Security

There is no cost for security guards during open library hours. Depending on the location and timing of rentals after hours, additional security will be required at the Renter's expense, to be determined at the time of rental confirmation. APL may, at its discretion, require additional security for certain events.

### Cancelations

No refunds will be given unless written cancellation is received within 30 calendar days of the scheduled event. If an event is canceled due to a Municipal or Library event, all rental fees will be refunded.

### Interruption or Termination of Event

APL reserves the right to interrupt, terminate or cancel an event when, in the sole judgment of APL, such act is necessary in the interests of public safety and/or user is in violation of this policy. Renter waives any claim for damages or compensation should the event be interrupted, terminated or canceled.

### Renter Liability

Renters are financially liable for any damage or loss to the facility or library equipment caused by or as a result of their use. Renters are required to report such damage either in person at the security office on Level 2 at Loussac Library or by telephone at 343-2851 as soon as possible after the incident. Renter shall take only such action as is reasonably necessary to stop or contain damage. APL will take other reasonable action to clean, repair or replace lost and damaged items. Payment for any damage(s) or replacement is the responsibility of the Renter and shall be made to APL within thirty (30) days of receipt of billing.

A certificate of general liability insurance with a copy of the insurance binder with the Municipality of Anchorage identified as co-insured may be required.

### Renter Responsibilities

Renter agrees to:

- Check in and out with security at the beginning and end of event. At Loussac Library, the security office is located on Level 2. Security can be reached by phone at 343-2851.
- Return equipment, chairs and tables to their original configuration and condition. Setup, breakdown and cleanup is the responsibility of the Renter and a cleaning fee or loss of privilege may result if the space is not left in good order.
- Make an appointment to test A/V and other equipment before the rental event. APL will make the best effort to provide equipment, sometimes at a cost to the Renter, but is not responsible for operating the equipment during the rental event.
- Observe posted room capacities and ensure that use does not adversely affect APL operations and others using the library.
- Contain food and beverage to designated areas, unless otherwise authorized by APL.
- Be responsible for their own supplies, specialized equipment, set up and clean up. APL will not provide any supplies to groups using facilities or grounds. Items may not be stored at APL. APL is not responsible for items left in, lost, or stolen from APL facilities and/or grounds.
- Abide by the APL Code of Conduct.
- Supply portable restrooms, at their expense, if there are 100 or more participants and/or if the grounds are used when the library is closed. Library restrooms, water fountains and power may be used when the library is open.

### Additions or Alterations

Additions to or alterations of APL equipment, electrical or mechanical systems are prohibited. All decorations, scenery, etc. shall be erected without defacing the facility in any way (only blue painter's tape and Adhesive Flip Charts are allowed on walls), are subject to the approval of the library and shall be installed and removed from

the facility within the time reserved. The following are not allowed in any APL facility: smoking, candles, open flame, flammable, combustible, or smoldering decorations, smoke or fog generating equipment or apparatus. Stand-alone sound systems may be used if they do not disrupt library activities and are not tied into any facility sound system.

#### **Alcoholic Beverage Sale or Consumption**

Serving alcoholic beverages in APL facilities and grounds is subject to obtaining an Alcohol Beverage Control Board permit, Municipal Manager's Permit, and any other permit or temporary license which may be required by law. Copies of permits must be posted in the area where alcoholic beverages are to be served.

#### **Advertising/Promotion**

Advertising/Promotion of events held within APL facilities and grounds must clearly state the sponsor of the event and a local contact. Promotional materials must be worded so that it is clear to the general public the event is held at, not sponsored by APL.

#### **Laws and Ordinances**

Use shall be in accordance with all applicable Federal, State and Municipal ordinances, statutes, rules and regulations.

#### **Public Assembly**

Library grounds may be used for the purpose of Public Assembly. The rules governing this are outlined in a separate APL "Public Assembly Policy."

#### **Group Study Rooms**

Group study rooms are provided at some APL locations for people to work on projects or study together without disrupting other library patrons. The rules governing this are outlined in a separate APL "Group Study Room Policy."

#### **Conditional Use**

The renter shall defend and hold harmless from and indemnify the MOA for liability and claims arising out of acts or omissions of APL, employees, participants, agent or contractors.

#### **Amendments**

APL may impose such other reasonable conditions in addition to those specified herein as deemed necessary for health and safety.

#### **Rejection of Room Application**

The Library reserves the right to reject any application if it is determined that the organization has abused its past privileges in using Library facilities as determined by the Library, including, without limitation: disruptive behavior, vandalism, theft, failure to appear for a scheduled meeting, failure to pay all fees and/or failure to exit the building on time.

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

**Approved by:** Library Advisory Board, x

Question	2018	2019	Difference
# of Responses	54	63	9
Time spent on survey (mins)	7	13	6
Q. Name APL's 3 Community Focus Areas (% correct)	n/a	65%	
Q. I know what is expected of me to successfully perform my work.	4.45	4.4	-0.05
Q. I have resources (knowledge, equipment, materials) I need to do my job well.	3.98	4.14	0.16
Q. I feel safe speaking up if I see a problem.	3.85	3.83	-0.02
Q. I have confidence that my supervisors [added in 2019: direct supervisor] will make good decisions.	4.06	4.46	0.4
Q. I have confidence that APL leadership [added in 2019: (ELT - Mary Jo, Jacob, Clare, Stacia, Laura, Elizabeth, Misty Rose, Audrey Jo, & Celia)] will make good decisions.	2.98	3.78	0.8
Q. Managers and supervisors are open to new ideas from staff.	3.87	3.9	0.03
Q. I understand it is okay to make mistakes because we can learn from them.	4.1	4.38	0.28
Q. I know what APL's mission, vision, and values are.	3.36	4.11	0.75
Q. APL's mission, vision, and values makes me feel my job is important in serving our patrons and communities.	3.62	4.29	0.67
Q. I enjoy coming to work and have a good relationship with my coworkers.	4.47	4.46	-0.01
Q. I have a good relationship with my manager or supervisor [added in 2019: direct supervisor].	4.55	4.59	0.04
Q. When at work, I am completely focused on my job.	4.1	4.27	0.17
Q. At work, I have opportunities to do what I'm best at within my role every day.	4.2	4.21	0.01
Q. The people I work with ask for help when they need it.	4.25	4.25	0
Q. The people I work with offer to help each other when help is needed.	4.31	4.44	0.13
Q. Staff where I work are flexible and adapt quickly to difficult situations.	4.04	4.3	0.26
Q. When changes are introduced at work, we get what we need to be able to do new things or do our work differently.	3.24	3.35	0.11
Q. When a crisis happens at work, we are calm and able to handle the situation.	4.15	4.06	-0.09
Q. At work, staff feel accountable to each other and are committed to doing quality work.	4.08	4.14	0.06
Q. I am appreciated and acknowledged for the work I do.	4.06	4.06	0
Q. The managers and supervisors I work with provide constructive feedback so I can improve my work.	3.96	4.27	0.31
Q. I take advantage of training offered by APL that will help me develop my knowledge and skills.	3.77	3.67	-0.1

Q. In the last six months, someone at work has provided encouragement and assistance in my professional development.	3.87	3.71	-0.16
Q. The communications I get from my supervisor provide me with the information I need to do my job well and be informed about the organization.(4/3/19)	3.75	4.41	0.66
Q. I have the tools and the comfort level to communicate with and offer feedback to my supervisor. (4/3/19)	3.9	4.41	0.51
Q. Overall, I am satisfied with the content and volume of the interoffice emails I get. (4/3/19)	2.85	3.87	1.02

## LIBRARY DIRECTOR'S REPORT

### October 2019

**Budget:** At this point, it does look as if we have had an upgrade to positions, a position reinstated and the elimination of fines. There has been some discussion and an amendment put forward to reinstate the bus stop at Loussac. The budget will be approved at the Nov 19 Assembly meeting.

#### Central Library and Branches:

**Loussac:** Tile work is on hold until there is a new shipment, to replace incorrectly cut tiles and those broken in shipment.

#### **Muldoon:**

- With Muldoon's new YS Librarian, Ariana, on board our program offerings and outreach activity began to return to normal. Ariana averaged 3 programs a week and 5 outreach events for the month.
- The DHHS Flu Shot Clinic at MD was a great success—we increased attendance from 55 participants in 2018 to 88 in 2019! There was a steady stream of folks for the entire 4 hours.



#### **Eagle River:**

- Patron visits/door count: Oct 18: 7958; Oct 19: 10,309, increase of almost 30%. Volunteer hours also increased by 291%.
- A young man recently arrived from a military tour and wanted to legally change his name. We found him the correct instructions and forms, and then helped him to update his voter registration as well.

#### **Mountain View:**

- The DHHS Flu Shot Clinic at MV was very successful with over 100 vaccines given. There was a steady stream of folks for the entire 4 hours.
- 18 attendees at the Continuous Conversation: "How Does Culture Shape our Understanding of Gender?" event. This community conversation is a partnership with the Alaska Humanities Forum.
- MV Building Entrance numbers have dramatically increased, 10,205 in 2018 to 12,535.
- One of our regular library customers recently expressed her gratitude for the help she received with writing her resume and applying for jobs online. She informed us that she has been hired by Petco.

#### **Girdwood:**

- We received many thank yous from patrons for partnering with the Anchorage Health Department and having them come out to provide free flu shots. We had 50 people get vaccinated this year.



### Youth Services

- Once again, we partnered with Bird TLC for Owl-o-ween where we hosted and they provided activities and birds. It was hugely successful with over 350 attendees.
- Continued regular teen programming like Teen Writing Society (gearing up for NaNoWriMo and Teen Tech Time.)
- Started on TikTok with the Teen Underground
- Volunteer Fridays continue to be very popular and a good way to channel youth volunteerism.
- Cohosted "In Other News" an Alaska Youth radio program, live, in the Wilda Marston Theater
- We saw 3,100 people at programs, event in October. one of our biggest months ever. It beats J The months that beat it have large single events to drive up the numbers. This month had no single big event. That is 110 people every single day that we did a program (or two) in October.
- A mom and her daughter (homeschooled) came in wearing full length witch capes and handed Elizabeth a signed permission slip from Professor Gilderoy Lockhart allowing them access to the restricted section of the library. (If you are lost, this all happens in a *Harry Potter* book.) They were escorted into the locked staff room and we let them choose a STEM kit. They were thrilled with the STEM kits which they didn't know about AND they loved us playing along.
- Overheard at the reference desk, a cute exchange that made me smile: "Aww, they're closing down the library?" "Yeah, we have to let the characters in the books come out and play, so we gotta go home."

### Adult Services

- We partnered with the Anchorage Health Department to provide 172 flu shots at Loussac Library; this is 95 more than we gave away in 2018.
- Tundra Vision kicked off at Loussac this month! After moving from Mountain View, they had two events at Loussac with a total attendance of 99 people.
- 53 programs in October 2019, with 926 participants. In October 2018 we had 42 programs with 507 participants.
- "I really appreciate the Anchorage Library offering the Job Shop. I'd not ever written a resume before. I took early retirement two years ago after working 38 years for the same company. The young lady that helped me was incredibly helpful, we worked on my resume for 2-3 hours. Friends of mine, that have been out job looking, said for me to get 4 interviews in a week in the first week was really something. One of the corporations said "We already had someone for the job but we saw your resume and decided to call you in." I accepted a job this morning and I so appreciate the service the Library offers.

- **Book Club** – A man who came to our book club even though he had not read the book. He joined us after hearing the announcement and read the first chapter quickly. While he primarily listened, he contributed a couple of very good points and told me he was impressed with the sheer range of topics we discussed. He decided to come to the next discussion and get a library card.



#### Foundation/Friends

- **Library Foundation:** finalized legacy giving plan – will offer some workshops and more info in 2020. The name of program is the Next Chapter Society. Finalizing 2020 budgets and plans. Will re-open the Loussac donor wall to new donors for a campaign this winter.
- **Branches:** working with branches to help with needs for new furniture & signage.
- **Library Champion Cards:** if donors give \$100 or more to either Friends or Foundation, they'll get a Library Champion card in the mail in early 2020. See [www.LibraryChampion.com](http://www.LibraryChampion.com) for design and more info.
- **The Friends** approved a \$92K budget to fund library programs and services.

#### Community Relations

- Worked with contractor and Facilities Use Coordinator to support library room rental promotion, specifically the wedding market. We provided marketing materials for a wedding expo booth and facilitated a targeted e-mail campaign. We have booked 5 weddings for the Loussac Event Center for fall 2020 at **\$7,500 in revenue** to the City.
- Trained staff from all APL locations on Canva and Social Media, including use of new iPods with electronic photo releases. **Muldoon Library** has shown a 28 day **increase of 340% in page likes, 9,167% in page reach and 2,914% in post engagement** on Facebook.

#### IT and Patron Services

- Coordinating the ability to make peripherals checkout-able at the 3rd Flr desk.
- Set up and spaced out the 3rd Floor machines at Loussac with the installation of a new desk - patrons seem happy about the change.
- Met with Community Resource Coordinator to figure out how best to train, track and communicate stressful issues to the staff
  - Creating a form that is going to function as both a training document and a tracker.

- Early Stages, hoping to roll out in December in conjunction with the Active Shooter training.
- Coordinating a Fine Free Task Force, in preparation for eliminating fines Jan 1 (if approved)
  - Created a form and sent to all staff that interact with the public regularly - PS, AS, YS and branches as well as Collection Management.
  - Will start working through the possible problems so that we can train and be proactive instead of reactive.
  - Reached out to Fairbanks Library - they have been fine free for over 19 years.

#### Collection Management Services

- Completed shifting and restacking the 700s; he was able to leave the middle shelves of one side of the graphic novel range empty and they are now being used for display.
- CMS placed the monthly orders with vendors and ordered 3,250 new items; Technical services processed 3,438 new items.

#### Community Resource Coordinator

- 1 Client successfully went from shelter to treatment!
- Senior veteran living in a commercial building connected to housing resources through month-long advocacy with providers
- Long-time Loussac regular, highly vulnerable senior (10+ years in shelter & street, severe mental illness) 1) got into housing in Sept and 2) staying in housing and "doing extremely well"
- Two UAA MSW practicum student interns
  - **Thea (they/them):** Is helping immensely with Housing Lab both in person and behind the scenes. They're working on mapping the "homelessness to housing" resource roadmap and helping make Housing Lab more effective. On top of that, they're developing an art processing group for the spring semester! Thea has also done a great job building rapport with one of our most vulnerable patrons (who is very close to getting housed!)
  - **Adam (he/him):** Is working on developing a substance-abuse coping/resource group for the spring semester. See below for more info on his work with a client experiencing homelessness who just entered a treatment program!
  - **Volunteer Natalie (she/her):** Working on developing a food security needs assessment for patrons at Mountain View, Muldoon & Loussac. This will give me a better picture of how food insecurity (often an invisible need) affects our patrons
- **Community Resource Coordinator:** working to create peer navigator program in 2020 – it will be a work-training program for 1-2 peer navigators at around 15 hours/week, following SAMSHA guidelines.

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## Anchorage Public Library – 3<sup>rd</sup> qtr

*Anchorage: Performance. Value. Results*

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### New Strategic Plan 2019-2021

The Library Staff has devoted much of their energy during the first quarter to starting the work on our new Strategic Plan, with the first quarter devoted to developing a stronger infrastructure.

### New Mission

Connecting people to education, information and community

### Library Core Services:

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

### Community Priorities and Desired Outcomes

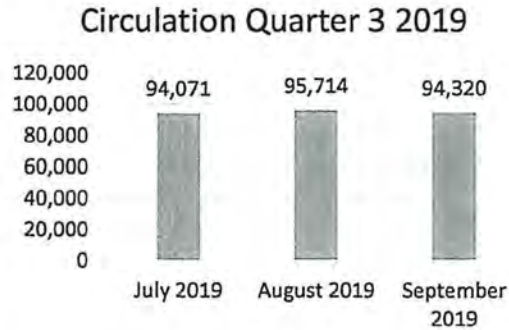
- **Education and Skills for Life:** Children enter Kindergarten with the foundational skills for literacy and are supported by the Library in their literacy progression through elementary school; the Library supports teens and adults in learning the skills they need to be successful in life.
- **A Bridge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

### Major Use Indicators and Performance Measures - cumulative totals for year

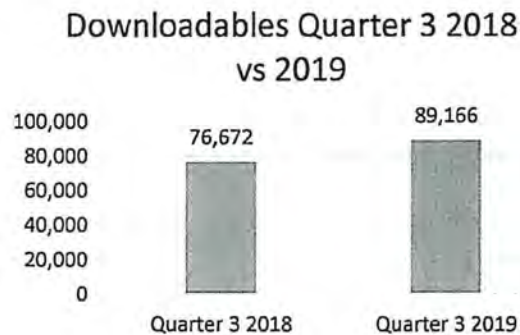
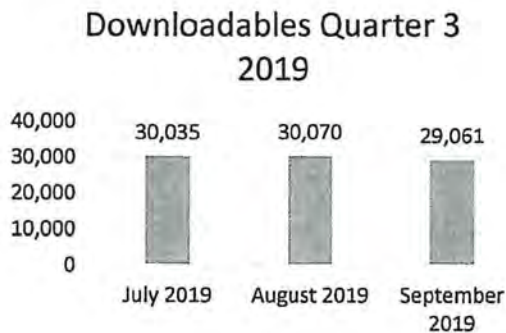
- Circulation of Materials, including downloadable items
  - Circulation of physical and virtual materials dropped by 4.5% between 2018 and 2019 in the last nine months. We attribute some of this drop due to the long closure of the Chugiak Eagle River Branch Library.
- Library Visits
  - Library visits decreased 9% for first 9 months of 2019 compared to 2018
- Program Attendance
  - Program attendance increased 6% for the first 9 months of 2019 compared to 2018, with the average number of attendees per program increasing by 10%
- Computer use, including WIFI use of Library technology
  - Computer usage trend of decreased use (12%) has been consistent with more people bringing in their own devices and Wi-Fi usage increased by 9%. Quarter between 2019 and 2018. Virtual Library visits through website increased by 4%
  - The library website increased usage by over 4% over 2018.
- Highlight of 3<sup>rd</sup> quarter is the outcome of Summer Discovery program

## GRAPHS ONLY REFLECT 3<sup>RD</sup> QUARTER

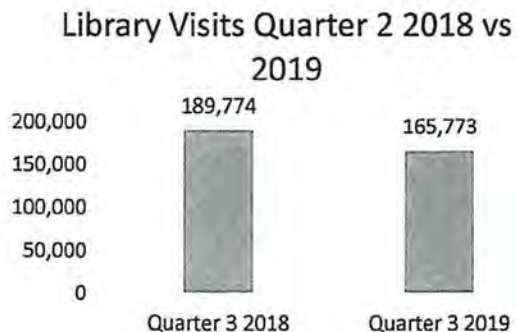
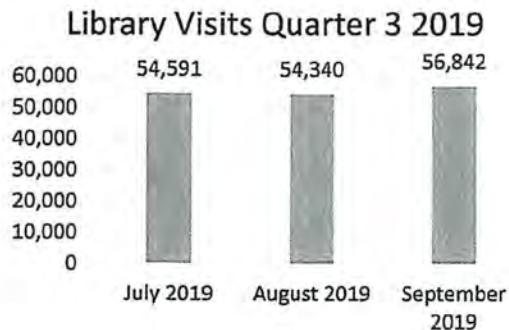
### Measure #1: Circulation of library materials –



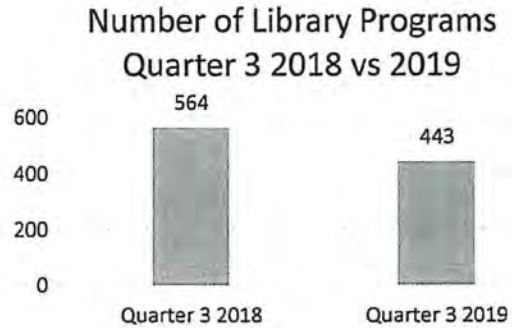
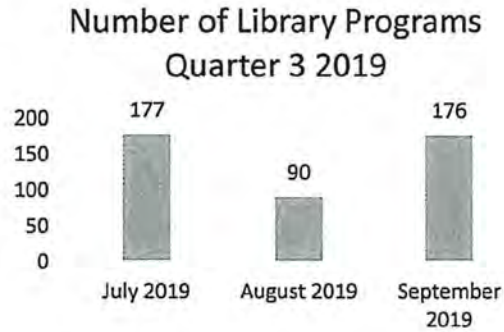
### Measure #2: Number of items downloaded (Alaska Digital Library, Freegal, Hoopla & RB Digital)



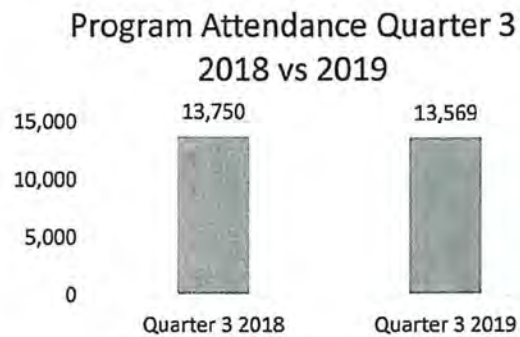
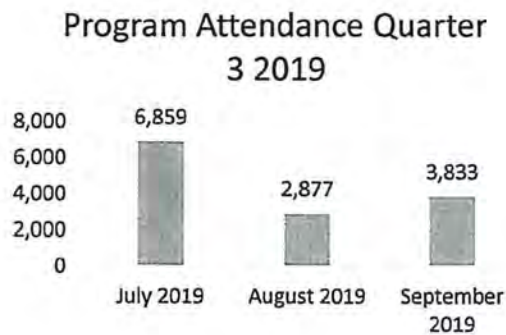
### Measure #3: Number of visits to the library.



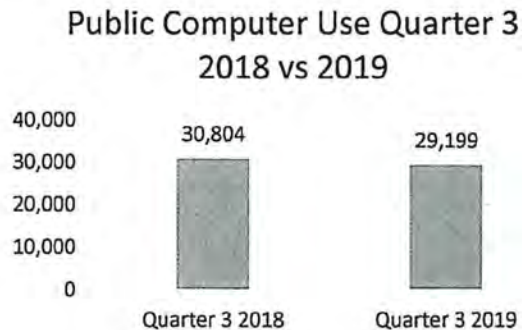
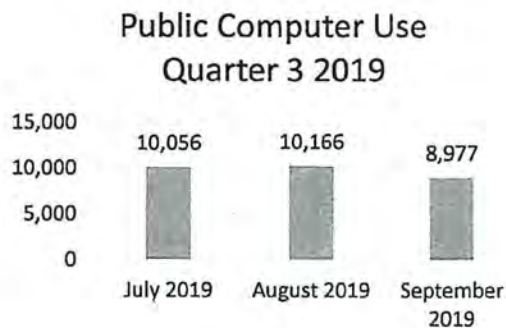
**Measure #4: Number of library programs.**



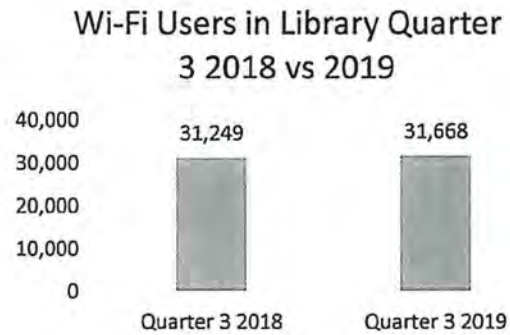
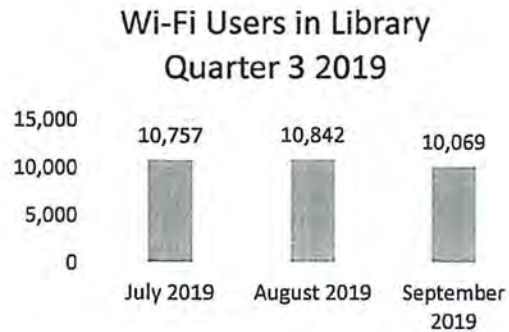
**Measure #5: Library program attendance.**



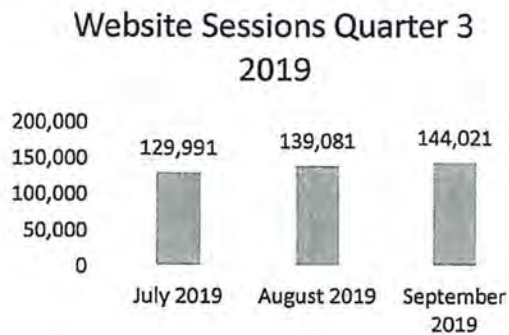
**Measure #6: Public computer use in library.**



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



**Measure #8: Website sessions (anchoragelibrary.org)..**



## **Anchorage Public Library Department Accomplishments**

Timeline: 2015-Present

### **Internal Accomplishments:**

#### **Strengthen Operations**

- Placed RFID tags in all our materials to make it easier for self-service check out/in as well as theft protection. We have reduced our DVD theft by 90%
- Developed streamlined online services so that people could pay fines and apply for library cards
- Created a new website that better fits the contemporary needs of our customers
- Completed the Loussac Renovation (well, almost), including update of Marston Theater equipment, moved two departments: Patron and Technical Services
- Installed patron check in with automated handling as part of Loussac renovation; and soon to be installed in Chugiak-Eagle River Library
- Replaced aged phone notification system and added text messaging notification
- Reviewed internal processes to make workflows more efficient utilizing LEAN SIGMA SIX efficiency models
- Replaced network and server infrastructure that supports the public computers and upgraded WIFI so that all branch locations are connected on fiber optic cables, boosted bandwidth, redesigned network topology for efficiency=big savings. Brought down overall Internet expenses.

#### **Be a great place to work**

- As part of the Strategic Plan, created standards for internal and external communication
- Surveyed staff yearly in order to continually improve staff satisfaction
- Library staff are consistent city-wide winners as part of staff recognition

#### **Expand and engage the Library Community**

- Created Virtual Services Librarian to develop and promote website, web-based services, media production, content development and curation, and social media
- Improved room rental promotions: new brochures, sent letters to businesses, hired small contract to promote to bridal fairs, and promoted with radio advertising
- UAF Cooperative Extension moved into Loussac Library – bringing in revenue for Library and allowing for collaboration between the two groups.
- Added Passport services to Loussac, Mountain View, and Muldoon Libraries

## **External Accomplishments**

### **Education and Skills for Life**

- Launched a library card for all program that included asking parents during online ASD registration if they wanted their child to have public library cards. 92% of guardians agreed and now 40,000 children have library cards
- Storytimes expanded, focusing on non-English and children with autism
- Transitioned to a Summer Learning program from summer reading to encourage reading, science, writing, art, math, nature studies, and all types of learning over the summer.
- Launched 1000 Books Before Kindergarten program-- encouraging families to make reading a daily part of their lives
- Added STEM kits that allow elementary school students and their family to check out books and hands on science activities.
- Grew Reading Rendezvous from a 2000 person event in 2011 to a event that regularly draws over 3000 people and has a waiting list for vendor spots!

### **A Bridge to Information and Resources**

- Increased our broadband services to 200MB, which greatly improved all of our connectivity for the public
- Added wireless printing for the public
- Expanded branch hours by ten hours a week
- Developed partnerships with Workforce Readiness, YWCA and NineStar to aid the public with job searches
- Utilized yearlong Fellow to update our Business Services on website and classes; promoted to business community

### **Building Community**

- Launched Community Resource Coordinator (Social Worker) pilot project for 2018-20.
- Established our Harry Potter Day celebration that attracts almost 2000 people annually.

### ***Looking forward: what are your top 3-4 priorities for the 2020 budget year?***

- Create Express Libraries in Downtown and South Anchorage
- Conduct capital campaign for Alaska Room project
- Grow materials budget to \$2M
- Equity Diversity Inclusion initiatives
- Expand early literacy outreach to families most in need
- Complete the Loussac entrance renovation

Municipality of Anchorage  
Library Advisory Board Agenda  
Z.J. Loussac Library  
Board Room, 4th Floor  
December 18, 2019  
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, U=Unexcused, PH=Phone**

TOPIC	Leader	Time	Action
Call To Order			
Person (s) to be Heard		3 min	
Consent Agenda, December 18, 2019	Chair	1 min	Vote to Approve
Approval of Minutes –November 20, 2019 Minutes	Chair	2 min	Vote to Approve
Mission Moment: Celia Hartz, Patron Services and IT Coordinator: Fine Free overview and Technology review		20 min	Discussion
Policy: Circulation of Library Materials	Director	10 min	Vote to Approve
Policy: Library Card Eligibility	Director	5 min	Vote to Approve
Policy: Group Study Room Policy	Director	5 min	Vote to Approve
Staff Updates Director Report	Director	30 min	Discussion
Next Board Meeting • Jan 15, 2020, 5:30-7:30 and retreat, Alden Todd Board Room		10 min	Discussion about retreat
Board Comments and Adjourn			

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: November 20, 2019	Location: Z.J. Loussac Library
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Board Members				Staff
X	Nancy Hemsath, Chair	U	Jonathan Bittner	Mary Jo Torgeson, Director
X	Jamie Lang, Vice Chair	X	Sarah Switzer	
X	Cristy A. Willer, Sect'y	X	Wei Cheng	
X	Barbara Jacobs	X	Lucy Flynn O'Quinn	Guests
X	Lourdes Linato-Crawford			

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

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:37 p.m.	
Person to be heard	None.	
Mission Moment	None.	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved as amended to remove "Staff Survey review (Lucy/Lo).</li> <li>October minutes approved as amended to indicate that Lucy was excused (Jamie/Sarah).</li> </ul>	
Discussion/ Action Items	<p>Discussion</p> <ol style="list-style-type: none"> <li><u>Facility and Ground Use policy review</u>. Revised to combine the two policies and emphasize renter liability.</li> <li><u>Director's Report</u> (attached). Discussion: <ul style="list-style-type: none"> <li>IT and Patron services: active shooter training, staff protocols for disturbances, etc.</li> <li>Internal &amp; External accomplishments. Priorities discussion: <ul style="list-style-type: none"> <li>Express libraries in Downtown and South, maybe kiosks? \$150K in 2020. Seed building across from Museum.</li> <li>Capital campaign for Alaska Room</li> <li>"Equity Diversity inclusion" e.g. re-examine classifications for librarians.</li> <li>Prioritization choice will involve staff.</li> </ul> </li> </ul> </li> <li><u>Staff Survey Review</u> (attached). Discussion re: how to interpret the survey data (where is the angst coming from?). Too many changes, silo'd services, renovations...</li> <li><u>LAB retreat</u> January 15, 2020. Strategic Plan update, advocacy concentration, library-as-homeless-shelter. Location and facilitator TBA.</li> <li><u>Three Board meeting</u> on February 1.</li> </ol>	<p>Action</p> <ol style="list-style-type: none"> <li>Approved as amended to include Nancy's grammatical edits (Lucy/Jamie).</li> <li>Cristy will send link for "Mandt training." <a href="https://www.frontiersafetyandsupply.com/mandt">https://www.frontiersafetyandsupply.com/mandt</a></li> </ol>
Comments	None.	
Adjournment	Meeting adjourned: 7:10 (Jamie/Barb).	
Next Meeting	Location: Loussac Board Room Date: January 15, 2020	



## CIRCULATION OF LIBRARY MATERIALS POLICY

### PURPOSE

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

### DEFINITION

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

### POLICY

1. To checkout materials, patrons must be in good standing and present their library card, a valid form of photo identification or confirm two pieces of personal information in their library account.
2. Checkout limits and lending periods
  - a. Patrons with a verified or non-resident card may check out 50 items on their card.
  - b. Patrons with non-verified or visitor cards may checkout 3 items at a time.
    - i. In each instance some material types may have lower checkout limits.
      1. Books — 21 days
      2. Magazines — max 10 for 7 days
      3. DVDs — max 10 for 7 days
      4. CDs/Audio Books — max 10 for 21 days
      5. Book Club Bags — max 2 for 42 days
      6. Beginner Reader Bag — for 21 days
      7. All other Youth Services bags and kits — max 1 each for 21 days
      8. Holds — up to 10 holds at a time
      9. Partner library lending period and limits will vary by location.
  - c. Items are not due on days the library is closed.
3. Renewals
  - a. Items may be renewed up to two times if the item is eligible for renewal.
  - b. Items not eligible for renewal including items on hold by other patrons or institutions, checked out for a special loan period, or materials owned by other libraries.
4. Requests
  - a. Patrons may request materials to be held for them at the library location of their choice.
  - b. Requests can be made in person, on the phone or by using the online catalog.
  - c. Requests are filled on a system-wide first come, first served basis.
  - d. Patrons will be notified by an automated phone call, text message, or email when their request is available, unless in the rare event they have asked to not be notified.
  - e. Materials will be held for seven days from the date of the Hold being trapped / processed.
5. Lost/damaged materials
  - a. Items over 17 days late or returned with damage will be charged a replacement fee, plus a \$5 processing fee per item.

- b. Bills may be paid through a patron's online library account, at a library self-check machine or at a library desk; replacement fee payments can only be made at home libraries or online.
  - c. Fines or fees of \$100 and more that includes lost or damaged materials are sent to a collection agency.
  - d. Materials owned by partner libraries are subject to the owning libraries fines, fees and limits.
6. Reciprocal Borrowing Privileges with Alaska Library Consortium and the statewide Alaska Borrowing Program
- a. The Anchorage Public Library system has an agreement with the Alaska Library Consortium that the patrons of Consortium Libraries can check out APL items and APL users can check out their items.
  - b. Materials from these libraries may be returned to any participating consortium library.
  - c. The Alaska Borrowing Program allow reciprocal borrowing privileges with anyone in Alaska with a library card from another library.
  - d. Library borrowers are responsible for all fines and fees on library materials from cooperating libraries as set by each library's policies.
  - e. Patrons disputing the return of items and fines or fees need to contact the owning library directly.

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

**Approved by: Library Advisory Board,**



## LIBRARY CARD ELIGIBILITY

### PURPOSE

To ensure the Anchorage Public Library provides the highest level of access to library resources and responsibly manages library collections.

### DEFINITION

This policy defines the requirements for a library card that enables customers to check out materials from Anchorage Public Library (APL) and Alaska Library Consortium (ALC) member libraries. The APL card also allows access to APL online resources provided by the library through special license or contract.

### POLICY

#### **CARD TYPES**

1. **VERIFIED CARDS – 3 YEAR EXPIRATION-** Eligibility for full library privileges
  - a. Residents of and/or owners of property within the municipal boundaries, and their dependents.
  - b. Youth under the age of 18, providing parents or legal guardians accept responsibility for activity on their child's account. Legally emancipated minors must provide a copy of their emancipation decree and will be provided with an adult card.
  - c. An organization or business residing within the municipal boundaries. The organization will be financially responsible for all materials checked out.
2. **UNVERIFIED CARDS – 3 YEAR EXPIRATION -** Eligibility for limited library privileges, including limited access to electronic resources – 3 item limit
  - a. Adults and youth without a permanent residence may be issued a limited card.
  - b. Youth without accepted parental responsibility of use.
  - c. Alaska residents who hold borrowing privileges with their home library (ALC nonmembers), including school, academic, public or special library within Alaska.
  - d. Any MOA city employees.
  - e. University of Alaska employees.
3. **NON-RESIDENT – 1 YEAR EXPIRATION –** Eligibility for full library privilege
  - a. Adults and youth that do not live in the state of Alaska but will be here for a significant amount of time.
  - b. Annual charge of \$30 per year, collected at library card renewal.
4. **VISITOR CARDS – 3 MONTH EXPIRATION -** Eligibility for limited library privileges, including limited access to electronic resources – 3 item limit
  - a. Adults and youth that are visiting Anchorage and will only be here for a short period of time.
5. **CORPORATE CARDS – 1 YEAR EXPIRATION –** Eligibility for full library privileges.
  - a. Businesses, associations, institutions or non-profit group that is within the boundaries of the MOA.
  - b. Applied for annually and approved by a Patron Services Supervisor or the Patron Services Coordinator.

#### **BENEFITS**

- a. Borrow materials from any APL Library, including items transferred from ALC
- b. Access to computers and, depending on card type issued, use of laptops and electronic resources.

## REGISTRATION REQUIREMENTS

- a. VERIFIED CARD (Full library access)
  - i. Picture identification and proof of address within the municipality for adults and legally emancipated minors' library cards. Proof of address can be a recent piece of mail, current bill, or electronic statements/bill.
  - ii. Signature of parent or legal guardian who meets eligibility requirements and assumes financial responsibility for items is required for minors' library cards.
- b. UNVERIFIED CARD (Limited library access)
  - i. Adult customer has to provide an address, birthdate and one piece of documentation verifying identity.
  - ii. Youth must know their address, birthdate, phone number, parent or legal guardian's name
- c. NON-RESIDENT (Full library access)
  - i. Picture identification and proof of address for adults and legally emancipated minors' library cards. Proof of address can be a recent piece of mail, current bill, or electronic statements/bill.
  - ii. Signature of parent or legal guardian who meets eligibility requirements and assumes financial responsibility for items is required for minors' library cards.
- d. VISITOR CARD (Limited library access)
  - i. Adult customer has to provide an address, birthdate and one piece of documentation verifying identity.
  - ii. Youth must know their address, birthdate, phone number, parent or legal guardian's name
- e. CORPORATE CARD
  - i. Must apply with a Letter of Authorization, written on a letterhead, from the director.
    - 1. Letter acknowledges that the organization is responsible for any fines and fees on the account.
    - 2. Includes the names of the persons who will be allowed to use the card.
  - ii. The letterhead will provide proof of address of the organization.

## RESPONSIBILITY

- a. Library cardholders are responsible for:
  - i. Returning materials on time and in good condition.
  - ii. Paying any fees on materials.
  - iii. Alerting the Library if the card is being used by an unauthorized person, is lost or stolen.
- b. APL is responsible for
  - i. Maintaining library customers' privacy, as outlined in the Confidentiality Policy.

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

**Approved by:** Library Advisory Board, August 21, 2019

**Reviewed and Approved by:** Library Advisory Board,



## GROUP STUDY ROOM POLICY – DRAFT 10/24/19

### STATEMENT OF PURPOSE

Group study rooms are provided at some library locations for people to work on projects or study together without disrupting other library patrons.

### Reservations

Group study rooms may be reserved in advance by contacting the library where the group study room is located. Rooms may be reserved no more than sixty (60) days in advance. Reservations are forfeited if the group is more than 10 minutes late without prior notification. Walk-in usage is allowed if the rooms are not already reserved. Usage may be limited, upon the determination of library staff, for reasons of availability, need, access equity, etc.

A group may reserve a room for a two-hour period per day; extension of time may be given if another group is not waiting for a room. Library staff will determine length of extension. Only one representative from a group may reserve a room per day.

The person reserving the group study room must leave his/her library card, or other valid identification, at the public service desk for the period of use.

### Usage

- Group study rooms are not intended for use by only one person. Individuals wanting a quiet area should seek other places within the library.
- Group study rooms may not be used to conduct for-profit business, e.g. private tutoring services.
- Each group study room can accommodate only the number of people for which there is seating. Additional chairs may not be brought into the room nor may people sit on the table or floor in order to accommodate a larger group.
- The group study rooms must be vacated at least 15 minutes before the Library closes.
- Materials, personal or library, may not be left in the study rooms after use. The library assumes no responsibility for loss of materials left in study rooms.

### Laws and Ordinances

All federal, state, municipal and library regulations, such as the Library's Code of Conduct, apply to the group study rooms. Persons in violation may be evicted.

Study rooms may be monitored by staff for compliance.

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

**Approved by: Library Advisory Board,**

# LIBRARY DIRECTOR'S REPORT

## December 18, 2019

### Library System:

- Fine free goes "live" Jan 2. You will receive a more in-depth report at the Board meeting.
- The budget was approved, including going fine free, two positions upgraded, and a position reinstated. Overall, the Assembly seems supportive of the library.
- Bonds: See attached overview.
- 

### Branches:

**Loussac:** No more tile will be installed until next year, possibly in late spring.

#### **Muldoon:**

- Dawn Morse with the U.S. Census Bureau has been tabling at Muldoon since October. She is not only informing area residents about employment opportunities with the 2020 Census, she is also answering questions about how the Census will function and its importance for Federal funding in Alaska.
- Our new flooring was installed over the Sunday the 17<sup>th</sup> and Monday the 18<sup>th</sup>. The durable vinyl plank flooring replaced the worn carpet sections from our entryway to our front desk. We have had nothing but positive comments on the new vinyl since the it was installed.



#### **Eagle River:**

- NaNoWriMo write-in events since inception—total attendance: 2015: 6; 2016: 12; 2017: 14; 2018: 20; 2019: 42
- The use of social media gave us greater reach in the past two years. Consistently offering author/writer-oriented programming at this location resulted in participants approaching us prior to any advertising of events this year. The inclusion of teens helps to promote literacy and written communication skills that provide lifelong benefit.
- A mother, her teen daughter, and her daughter's friend came to every one of our 4 NaNoWriMo writing events in November. They had so much fun that they have requested that we host write-ins for the April Camp NaNoWriMo. The mother has spoken with her daughter's English teacher about starting a writing group at the school, and I told her about the Teen Writing Society at Loussac. We've got some enthusiastic writers coming out of CE!
- Automated handling machine has been installed at the branch.

#### **Mountain View:**

- Outreach: Mt. View Neighborhood Trunk or Treat had 275 attendees. Held at Mt. View Elementary this was a great event to connect with school-aged children and their families.
- In response to a need expressed at the October Mt. View Community Council meeting – staff created a popup program providing free reflective tape for children and seniors. 28 people blinged

their coats and backpacks with reflective tape to be better seen when they walk through the neighborhood.

- Programming: 57 programs; 295 attendees in the building. Storytime attendance numbers have improved with the time adjustment yet continue to be very spotty and inconsistent. Systemwide programs that have done well at other locations are not well attended in Mt. View. Data from the past 3 years confirms this as a chronic issue.

#### **Girdwood:**

- This month the Boosters had their second (hopefully annual) book sale! 350 people came to the sale, and the Boosters raised over \$1,000. Besides the Boosters, several community members donated their time and equipment (like tables and signs) to help with the sale. Thanks also to the Friends of the Library who helped provide some of the books, and with whom the Boosters with shared some of the profit.



- Adult Services Coordinator Stacia McGourty gave us the program idea of knitting or crocheting hats to give away at the health fair in January. We hosted the program "Knit for a Cause" and had 9 hats donated by library patrons!

#### Youth Services

- Strings & Stories featured a violinist and an actor telling stories with music, it was popular with 48 people attending.
- David Titus (visiting from the lower 48) and David Nicolai (Yup'ik storyteller based in Anchorage) worked together for a string storytelling program that brought in 69 people on a Sunday! Many adults came with no children and everyone had fun learning string stories!
- Read with Royalty featured the Polar Princesses, always a crowd favorite!
- Regular early literacy programs: Storytimes, Wee Be Jammin', Bite Sized Science (with slime this month), Spanish Bilingual Storytime, and more.
- Outreach experiences:
  - Gladys Wood Elementary School Special Ed preschool (Linda Klein presented storytime)
  - Waldorf School (Elizabeth led a tour and research session)
  - Gruening Middle School (Jon did a presentation)

- Rogers Park Elementary School (Linda Klein helped as they came in for History Day research)
- Also we had a patron who brought in the catapult she built with household supplies after checking out one of our STEM kits.



#### Adult Services

- APL partnered with UAA Student Activities and Commuter Programs to present a screening of “The Public” with a panel discussion afterwards.
- APL partnered with the United Way to provide Healthcare Navigators on Tuesdays, Thursdays, and Saturdays to assist patrons with ACA health insurance sign ups. Open enrollment ends on December 15<sup>th</sup>.
- Stacia presented at the JOBX meeting this month, focusing on job resources available through APL. This has led to scheduling a library tour for a veteran’s group, volunteers for our 2020 workforce development programs, and possible future outreach opportunities.
- 80 programs in November 2019, with 1435 participants. In November 2018 we had 47 programs with 531 participants. The difference can be attributed to the US Census recruiting events, Healthcare Navigators, and the World Affairs Council meeting on the Municipality of Anchorage’s Climate Change Plan.

#### Community Relations

- Misty Rose attended the national Library Marketing and Communications Conference in St. Louis with the support of an Anchorage Library Foundation grant. It was a great opportunity to network with both marketing and library professionals. She convened an impromptu “Fine Free Discussion” breakfast meeting with libraries who had gone FF this year or were going to be next year.
- **Social Media Highlight:** On all platforms we capitalized on the current buzz around Disney+ with our parody post giving us a one day increase over 3,000% in page engagement on Facebook. Being “on trend” helps build library awareness and give us credit as “a modern and current institution.”



- Announcing our new live streaming service Storytime Plus from Anchorage Public Library. Come to the library, listen to stories and songs, and take some home with you. Check [anchoragepubliclibrary.org](https://anchoragepubliclibrary.org) for availability in your area. Can be bundled with Playtime Plus and Reading Plus. Introductory rate of FREE for unlimited months. [#907librarylove](#) [#storiesIRL](#) [#storytime](#) [#kiddingnotkidding](#)

#### IT and Patron Services

- Staff have been busy analyzing the impacts of going fine free and developing a plan on how to approach with the public and media.
- The self-check machines have all been upgraded, and as with any upgrade, there have been frustrating blips that are slowly being worked out. We have a great team that keeps working with the public in a friendly and welcoming manner, even when the software is not helping!

#### Collection Management Services

- CMS has been weeding Loussac's collection extensively in the last 4 months, with 2/3 of the collection completed.
- We were able to carve out an additional \$25K for a Listen Alaska order out of this year's budget.
- CMS added over 4K items to the collection and ordered another 2100.

#### Strategic Development/Government relations

- **Library Foundation:** passed 2020 budget and strategic plan
- **Community Resource Coordinator:** received \$75K grant from AK Mental Health Trust for 2020 program, just waiting on a \$25K proposal to Rasmuson and then the program will be fully funded.
- **Room rentals:** promotions on KSKA and wedding expo have been successful – inquiries and bookings have increased, and we have about 5 new bookings in December and 4-5 bookings for weddings next summer.
- **Facilities:** working on a wish list for facilities and capital purchases in 2020; will use this for future bond requests.

### Community Resource Coordinator

- Housing Lab: 29 individuals
- One-on-one assistance: 44
  - 32 new this month, 12 repeat clients
  - Currently experiencing homelessness (24)
  - At risk of homelessness (3)
- Categories of assistance by request (some cases are in multiple categories):
  - Housing: 31
  - Food resources (pantries & SNAP apps): 21
  - Wellness: 11
    - De-escalation, referred to MIT: 2
    - Adult Protective Services: 1 (senior living in unheated motor home with pneumonia)
    - Referred to medical support services: 2
    - Coping skills & low-cost mental health supports: 6
- Two UAA MSW practicum student interns
  - **Thea (they/them):** Thea knocked out ten coordinated entries this month (connecting folks experiencing homelessness to HUD funded housing resources) and succeeded in developing rapport with a very vulnerable individual.
  - **Adam (he/him):** Adam developed rapport with a vulnerable senior, showing patience and persistence when the individual lacked motivation.
  - **Volunteer Natalie (she/her):** Continuing to develop food insecurity survey for library patrons (coming in the spring), which will be especially important when new SNAP rules come into effect and possibly reduce access to SNAP benefits for some patrons.

## BOND OVERVIEW 2020-2025

### General Timeline

#### Summer/Fall:

- Summer – working with Office of Management and Budget (OMB), each department submits their capital projects wish list (known as the Capital Improvement Plan (CIP)) to the Mayor
- Summer/fall – Mayor determines priorities and OMB finalizes bond packages

#### Early October:

- Mayor releases budgets to Assembly:
  - General Government Operating Budget is the annual budget.
  - CIP = Capital Improvement Plan – this is a five-year plan of what each department hopes to do. It is more of a wish list, because it is not backed with funding.
  - CIB = Capital Improvement Budget – this contains the projects that the MOA will officially ask for funds for in the next year. It includes state, federal & private funding requests and general obligation bonds.
  - Here is the Library's 2020-25 CIP and 2020 CIB:  
<http://www.muni.org/Departments/budget/capitalBudgets/2020%20Capital/2020%20Ppsd%20Capital/Web%2007%20-%20Library%202020-2025.pdf>

#### Nov-Dec:

- The Assembly passes the CIB and they can make changes to the projects and amounts of the CIB, though usually they accept Mayor's priorities.
- Once the CIB has been released in October, OMB starts working with the Finance Department to put together draft ordinances. Each bond package has its own ordinance.
- The MOA's bond council checks for the legality of projects/packages and writes the draft ordinance language based on past ordinances.
- The bond council sends drafts to the Administration. Mayor, OMB and Finance offers any edits they want to make.
- The bond council takes a final look at draft language and has final say to make sure they are all legally sound.
- The ordinances are then submitted to the Assembly.

#### January:

- The Assembly introduces the ordinances at the 1<sup>st</sup> meeting in January.
- The Assembly hears public testimony and passes the ordinances at the 2<sup>nd</sup> meeting in January (although it can go later if needed as long as it passes at least 60 days before the vote in April).

#### February:

- Fact sheets are created for each bond ordinance that have more details about the projects in the ordinance

#### April – election

After bonds pass, they must be certified and appropriated by the Assembly, usually in May. Once the funds are appropriated, OMB loads them into the department budgets and they can be spent right away. The bonds are only issued after money is spent and then are used as a reimbursement to the budget.

Departments work with Finance to let them know their expected spending schedules, so the MOA can determine when and how much to issues bonds for.

AREAWIDE FACILITIES CAPITAL IMPROVEMENT PROJECT BONDS 2020

For the purpose of providing areawide facilities capital improvements within the Municipality of Anchorage, including at the Anchorage and Chugiak Senior Centers and the Loussac and Mt. View libraries, said improvements involving building safety rehabilitation and upgrades, facility renovations, code improvement projects, elevator modernization, ADA compliance, seismic modifications and other capital improvements, as provided in AO 2019-\_\_\_\_, shall Anchorage borrow money and issue up to \$5,375,000 in principal amount of general obligation bonds and increase the municipal tax cap by an annual amount not to exceed \$52,000 to pay for associated annual operations and maintenance costs?

Voter approval of this bond proposition authorizes for each \$100,000 of assessed taxable property value (based on the estimated 2020 areawide assessed valuation in Anchorage) (i) an annual increase in taxes of approximately \$1.20 to retire the proposed bonds and (ii) an annual increase in the municipal tax cap (Charter 14.03(b)(2)) of approximately \$0.15 to pay for annual operation and maintenance costs related to the proposed capital improvements.

The debt shall be paid from real and personal property taxes levied and collected areawide within Anchorage. The Municipality will also pledge its full faith and credit for payment of the bonds.

Loussac Library - Building Safety Rehabilitation and Upgrades	\$150,000
Loussac Library - Elevator Modernization	\$950,000
Mountain View Library - Safety Rehabilitation and Upgrades	\$ 75,000
<b>Total</b>	<b>\$1,175,000</b>

## 2020 - 2025 Capital Improvement Program Library Department

(in thousands)

Projects	Year	Bonds	State	Federal	Other	Total
Libraries						
Downtown Library	2021	-	2,300	-	-	2,300
Girdwood Library - Building Safety Rehabilitation and Upgrades	2021	150	-	-	-	150
Loussac Library - Building Safety Rehabilitation and Upgrades	2020	150	-	-	-	150
Loussac Library - Elevator Modernization	2020	950	-	-	-	950
Loussac Library Phase Two	2023	-	4,000	-	-	4,000
	2024	5,000	-	-	5,000	10,000
	2025	-	10,000	-	-	10,000
		5,000	14,000	-	5,000	24,000
Mountain View Library - Safety Rehabilitation and Upgrades	2020	75	-	-	-	75
	2022	1,000	1,500	-	-	2,500
		1,075	1,500	-	-	2,575
Muldoon Library Relocation	2022	800	-	-	-	800
South Anchorage - Express Library	2021	150	-	-	-	150
<b>Total</b>		<b>8,275</b>	<b>17,800</b>	<b>-</b>	<b>5,000</b>	<b>31,075</b>