

Municipality of Anchorage  
Library Advisory Board Agenda  
TEAMS Virtual Meeting  
April 21, 2021  
5:30 p.m.

1. Call to Order

2. Roll Call

Barbara Jacobs	Nancy Hemsath
Cristy A. Willer, Secretary	Lucy Flynn O'Quinn
Jamie Lang, Chair	Sarah Switzer, Vice-Chair
Lo Crawford	Wei Cheng
Alice Qannik Glenn	

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

TOPIC	Leader	Time	Action
Call To Order			
Land Acknowledgement	Chair	1 min	
Person (s) to be Heard		3 min	
Consent Agenda, April 21, 2021	Chair	1 min	Approval
Approval of Minutes –March 17, 2021 Minutes	Chair	2 min	Approval
Mission Moment: Orange Boy	Nesvick	15 min	Discussion
Collection Management Review	Baldwin/Nicolai	20 min	Discussion
Code of Conduct Policy	Director	15 min	Approval
LAB Strategic Plan and Advocacy	Chair	10 min	Discussion
Staff Updates Director Report	Director	15 min	Discussion
Next Board Meeting <ul style="list-style-type: none"> <li>May 19, 2021, 5:30-7, TEAM Virtual Meeting</li> </ul>			
Board Comments and Adjourn			

**Municipality of Anchorage  
Library Advisory Board  
Minutes**

Date: March 17, 2021	Location: TEAMS meeting
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Board Members				Staff
X	Jamie Lang, Chair	X	Lucy Flynn O'Quinn	Mary Jo Torgeson, Director
X	Sarah Switzer, Vice Chair	EX	Nancy Hemsath	Jacob Cole, Ass't Dir for Publ Services
X	Cristy A. Willer, Sect'y	X	Wei Cheng	Kristi Nelson, Virtual Services Librarian
EX	Barbara Jacobs	X	Alice Qannik Glenn	
X	Lourdes Linato-Crawford			

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

Retreat.	Information / Findings / Conclusions / Recommendations	
Call to Order	5:36 p.m.	
Land Acknowledgement	Alice recommended finding ways to hold up the voices of indigenous people, having to do with why we're together here.	
Person to be heard	None.	
Mission Moment	<ul style="list-style-type: none"> <li>Kristi Nelson presented on the APL's Youtube channel and how-to videos (e.g. "Introduction to databases," "How the library does "holds."</li> </ul>	
Consent Agenda	<ul style="list-style-type: none"> <li>Agenda approved (Lucy/Wei).</li> <li>Minutes of 2.17.21 approved (Lucy/Sarah).</li> </ul>	
Discussion/ Action Items	Discussion	Action
	<ol style="list-style-type: none"> <li><u>Racial and Social Equity Statement</u>. The Statement was reviewed and approved. The LAB also discussed "Equity, Diversity, Inclusion: An interpretation of the Library Bill of Rights."</li> <li><u>Director's Report</u> (on file). Recent Accomplishments/Next Steps/Limiting Factors in "Education &amp; Skills for Life," "Bridge to Information and Resources," "Building Community," "Internal Goals and Strategies," and "Library Board Updates."</li> </ol>	<ol style="list-style-type: none"> <li>1(a) <b>Motion</b> passed to change "Justice" to "Equity" in the agenda (Jamie/Lo).</li> <li>1(b) <b>Motion</b> passed to change "policy" to "statement" (Cristy/Jamie).</li> </ol>
Comments	LAB discussed the recent domestic terrorist attack in Atlanta, and its place in the long history of anti-Asian and anti-woman bias and attacks.	
Adjournment	Meeting adjourned 7:01 (Lucy/Wei).	
Next Meeting	April 21, 2021	



## PATRON CODE OF CONDUCT

### PURPOSE

Anchorage Public Library welcomes every member of the community to use and enjoy our libraries. To ensure that all visitors have a safe and enjoyable experience, we have the following expectations.

### All people using library services are entitled to:

- Use library resources and services without discrimination
- Receive friendly and respectful service
- Expect free and equal access to information
- Enjoy a clean and safe environment
- Make proper use of the library and its resources without interference

### POLICY

All patrons are expected to follow this Patron Code of Conduct. It applies to every location everywhere the Library provides service: on Library property, at outreach events, and through communications (website, social media, phone, chat, and email). Parents, guardians, and babysitters are responsible for their child's personal safety and behavior. Caregivers are responsible for the dependent adults in their care.

### Library patrons are expected to:

- Be safe
- Be respectful of other patrons and Library staff
- Be respectful of library property
- Follow the directions given by Library staff
- Obey the law

### The Library Code of Conduct is divided into four categories:

Category	Description	Consequence
A	Disrupts other patrons' ability to use the Library and staff's ability to serve patrons	Not allowed to use the Library for one day
B	Serious Library-specific violations	Not allowed to use the Library for one week
C	Violations toward people or property	Not allowed to use the Library for one month
D	Severe violations toward people and property	Not allowed to use the Library for up to two years

*See Category descriptions for example violations.*

Library staff will engage with patrons who violate this Code of Conduct. Failure to follow APL policy and staff directions could result in restriction of library privileges, immediate removal from the premises, trespass from the Library for a period of one day to two years, or in arrest and prosecution for violations of criminal law. Restrictions apply to all libraries within our system.

Patrons who have had their privileges restricted must contact the Library Community Resource team to discuss the violation and future expectations before returning to use the Library. They will also be asked to sign an agreement to adhere to the Code of Conduct.

Individuals with disabilities may request reasonable assistance by calling (907) 343-2975 or emailing [askalibrarian@muni.org](mailto:askalibrarian@muni.org). If a customer questions a trespass, they should appeal the action by writing the Library Director. The Library Director will provide a written response within 14 days. The Library Director's written decision may be appealed to the Library Board at the next Library Board meeting following the Director's written response. This written appeal will be responded to within 14 days by the Library Board Chair. Patrons can be put in touch with the Library Director and the Board Chair by calling (907) 343-2975 or emailing [askalibrarian@muni.org](mailto:askalibrarian@muni.org)

#### **Category A: (Disrupts other patrons' ability to use the Library and staff's ability to serve)**

- Failure to follow local or state emergency public health orders when activated e.g. wearing masks, social distancing, and capacity.
- Loud disruptive behavior.
- Unattended items, or items that disrupt other patrons' ability to use the Library and staff's ability to serve, blocking exits or violating fire code.
- Bringing bicycles, shopping carts, or other large wheeled conveyances inside library buildings. Wheelchairs, strollers, and mobility devices are only permitted if being used as transportation for, or as a mobility device by, an adult or child. Skates, skateboards, collapsible scooters, hover boards, and other similar devices must be carried while on library property. Bicycles should be stored in designated bicycle racks.
- Entering the library without wearing shoes and garments that cover the upper torso of their bodies. Patrons may not remove shoes or garments covering their upper torso while in the library.
- Bringing any animal into library facilities, except for service animals that are individually trained to do work or perform tasks for an individual with a disability in compliance with ADA (Americans with Disabilities Act) regulations. Animals that are part of a library program may be allowed in library facilities with the consent of library staff.
- Children under the age of 8 may not be at the library unless they are actively supervised by a responsible person age 14 or older. Children between the age of 8 and 13 may be at the library unattended if they are able to understand and comply with the patron code of conduct and library personnel directions. Youth age 14 and older may be at the library unattended or act as the supervisor for younger children if they can understand and comply with the library code of conduct, library personnel directions, and ensure that younger children follow those as well.
- Improperly supervising dependent adults in care.
- Eating, drinking, or displaying open food or liquid containers in the Library facilities outside of designated snack areas.
- Sleeping (or the appearance of) that impedes others from using library spaces or resources.
- Inappropriate use of Library grounds including littering, moving furniture without staff permission, soliciting or distributing materials without staff approval.
- Smoking, vaping, chewing, or other tobacco and cannabis use on Library property.
- Body odor or lack of hygiene or other personal odors that unreasonably interferes with others' ability to use the Library and staff's ability to serve.
- Breaking rules in the *APL Computer and Internet Use* policy.
- Possess, use, or be under the influence of alcohol or a controlled substance.
- Using the restrooms or other library facilities for bathing, shampooing, or laundry.

#### **Category B (Serious Library Specific Violations)**

- Verbally or physically harassing other patrons, volunteers, or staff. Such as taunting, using obscenities, using dehumanizing, demeaning, or racist language, tapping loudly on furniture, shouting for the purpose of intimidation, shoving or pushing someone out the way.
- Entering a library facility or grounds during a trespass period.

### Category C (Violation Toward Person(s) or Property)

- Damage or theft to personal or Library property valued under \$250.
- Engaging in any behavior that would constitute a misdemeanor under applicable law.

### Category D (Serious Violation Toward Person(s) or Property)

- Carrying, threatening, showing, displaying, or pointing a firearm or dangerous weapon in violation of law.
- Sexually harassing patrons, volunteers, or staff. Such as repeated: sexual or objectifying remarks, sexual innuendos, unwanted advances, making lewd statements, or attempts to obtain personal information.
- Threatening patrons, volunteers, or staff: verbally, physically, in writing, or visually (includes all forms of electronic media). Such as but not limited to: threats of violence against people or property, saying that they will “get them”, “get back at them”, “when I see you outside”, or more specific threats.
- Damage or theft to personal or Library property in facilities or on grounds valued above \$250.
- Trespassing by being in public spaces of the library outside of Library operating hours, being in nonpublic areas, or refusing to leave Library property after being issued a Notice of Trespass.
- Offensive touching and obscene acts, such as but not limited to: displaying genitals or pornography.
- Selling or distributing controlled substances or engaging in any felony under applicable law.
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**Recommended for approval:**

**Approved by:**



3600 Denali Street  
Anchorage, AK 99503  
(907) 343-2975  
www.anchoragelibrary.org

### Conduct Agreement

I, \_\_\_\_\_ understand that on \_\_\_\_\_, I was asked to leave the Anchorage Public Library for a violation of the Library Code of Conduct. I understand that I am not allowed in Library facilities, services or property (trespassed) for the following:

Library Code of Conduct violation: \_\_\_\_\_

Category of Violation and Length of Trespass: \_\_\_\_\_

End date of Trespass Term: \_\_\_\_\_

#### Library Trespass Categories and Terms:

Category B: *Serious Specific Library Violation*. Trespass term = up to one week

Category C: *Violations Towards Persons or Property*. Trespass term = up to a month or more

Category D: *Serious Violation Toward Person(s) or Property*. Trespass term = up to two years

Other/Explain: \_\_\_\_\_

I may appeal to have my trespass lifted and to have full access to the Library facilities by doing the following:

- Writing to the Library Director within 14 days of trespass
- The Library Director's written decision may be appealed to the Library Board at the next Library Board meeting following the Director's written response.

I understand that violation of the terms of this Trespass or another violation of the Library Code of Conduct may result in the following:

- Suspension of my library privileges for up to two years.
- Should I return to the Library before the end of my Trespass Term, the Library will notify the police and press charges for criminal trespassing, and my trespass may be extended.
- Arrest can occur for crimes committed.

I have been provided with a copy of this Conduct Agreement and the Library Code of Conduct. My signature below indicates that I understand the meaning of this Conduct Agreement and I will follow the rules of the Library Code of Conduct.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Library Staff Signature

\_\_\_\_\_  
Date

## Education & Skills for Life

### Recent Accomplishments

- Sue Sommers (Chugiak-Eagle River) & Linda Klein (youth Services) started another round of Kids' Book Club in March. The kids are now proficient in knock-knock jokes, and are learning Pig Latin.
- Meneka (Adult Services) continued Facebook Live sessions about tax-related issues in partnership with United Way of Anchorage (January – April 2021).
- Meneka (Adult Services) continues to work with online Job Lab with YWCA.
- Nicole (Adult Services) designed, printed, and put together packets for the APL Spring Cleaning Challenge Program
  - Kelsey (Youth Services) assisted with writing weekly "blog" after local blog writer chose not to participate. She also assisted with taking pictures use in blog and library newsletter.
- Nicole (Adult Services) worked with Claire and Martina (Girdwood) to refine plan and timeline for Gardening Challenge (May-July)
- Kristie (Adult Services) finished Mountain View's Citizenship Kit updates and it was immediately checked out.
- Sarah (Adult Services) has been working with the Alaska Center for the Book on coordinating judges for this year's Creative Writing Contest. Winners should be announced soon.
- Youth Programs (all events online):
  - Virtual Storytime: We had 13 sessions, and presented to 256 people
  - Kids Book Club for beginning chapter books (ages 6 to 9), we had 3 book club sessions, 18 people attended
  - LENA classes for caregivers of baby to learn early literacy, 5 classes and 32 people
- Program to go packets: 979 program to go packets were distributed to kids throughout Anchorage. 102 of those went to teens, and the remaining 877 went to children under the age of 12.

### Next Steps/Coming Soon

- Nicole (Adult Services) will continue communication with possible challenge partners for gardening challenge (May-July).
- Youth Services has secured permits from Parks and Recreation to do programs in the park for the summer. This will be both storytime and summer programs for elementary school age children. This will be our first in person programs in over a year.

### Limiting Factors/Concerns

- Nicole (Adult Services) is waiting on communication back from partner contacts.

## Bridge to Information and Resources

### Recent Accomplishments

- Notary Public services are proving to be an important addition to Gerrish's available offerings
- Community Resource Coordinator team trained staff and helped patrons navigate Alaska Housing's rent and utility relief program, which had an onslaught of people needing extra assistance with applications.
- Reference Statistics
  - Telephone Reference: 1441 calls answered
  - E-Mail Reference: 63 e-mails answered
  - Personal Librarian (Research)
    - There were 4 personal librarian (research) requests logged in March.
    - APL spent a total of 188 minutes on these requests, averaging 47 minutes per request.
- Adult Services provided 17 programs with a total of 364 attendees.
- Recorded Videos/Programs
  - Virtual Browsing: 50 one-minute views, 43 engagements
  - Making Tax Filing Easier: 22 one-minute views, 21 engagements
- Meneka (Adult Services) is following Rebecca's (Community Resource Coordinator) suggestion, hoping to work more closely with AHFC and other agencies to smooth application processes that people might come to the library to complete.
- Stacia (Adult Services) provided a resource list for Alaska Common Ground's Climate Change Action Plan talk around food systems.
- Kristie (Adult Services) worked with Collection Development on SciFri Spring Book Club selection.
- A patron called last week and wanted to know when a hold was going to be available. Tamzan checked her account and I found out it was coming from Fairbanks and would not get here in time for her book club. Tamzan found a large print copy on the shelf at the Muldoon branch and placed a hold on that on for her. She was delighted.
- From an e-mail after the joint Museum/Library program: *"I just happened upon the joint Anchorage Museum/Anchorage Public Library at the Library website on the ExtraTough exhibit on Genie Chance. Although I was too late to watch your event live, I am so appreciative to be watching now, afterwards. We have been advocating for such joint efforts between these two institutions and now, to successfully present online, is even more effective and expansive. I served on both the Library Advisory Board, and the Foundation, and on the Museum Board, and your outreach is so beneficial! I will share this with my friend, Prof. Sheila Selkregg, daughter of Lidia who was featured Sarah Preskitt at Loussac for all the useful recommendations for more reading. Well done!"*
- Kelsey Skrobis (Youth Services) joined ASD's Countdown to Kindergarten, for 2 events, and presented to 56 people.
- In March we gave away 153 books from the books purchased through the COVID CARES act money. They went to the Covenant House and to Alaska Psychiatric Institute which is restarting a juvenile and teen ward. Jon Ebron (Youth Services) is also working with both groups for future outreach opportunities.



## Next Steps/Coming Soon

- Gerrish's annual Seed Library will go live on April 1
- The City-Wide Career and Job Fair will be happening April 28 & 29. Stacia has been contacting community groups to advertise the job fair and library resources that support job seekers.
- Sarah will again co-host a virtual Lunch & Learn with the Museum on April 8 at noon. April's topic is Ada Blackjack, the lone human survivor of a 1921 expedition to Wrangel Island (the expedition cat also survived.)
- Summer Discovery is set to launch in May.

## Limiting Factors/Concerns

- Alaska Housing Finance and other agencies are skipping paper applications in an effort to streamline and rush COVID relief funds, which is putting a huge burden on the Library to assist people who are not tech savvy. The Community Resource Coordinator team and several staff met with the Mayor's liaison on pandemic assistance to advocate for paper/low-tech options for all future applications. Working on a letter to the Mayor to explain the situation.

## Building Community

### Recent Accomplishments

- Jim (Muldoon) presented information on Proposition 2 at the Northeast Community Council meeting.
- Rayette (Mountain View) moderated the Panel Discussion on BIPOC representation in library collections, descriptions, and employment for the Alaska Library Association Annual Conference.
- We have new furniture at all locations and Rick cleared out a ton of old furniture by donating pieces to local charities, so nothing went to waste.
- Meneka and Stacia (Adult Services) are a part of the Anchorage Reads planning Committee. Both helped with second book club, while Meneka coordinated the second panel discussion. Meneka continued outreach to community organizations about the program.
- March Book Club Discussion had 4 participants attend and all 12 copies were signed out.
- Sarah's AKME program continues to meet weekly. During our March 24 meeting, we had one participant from the Chicago area who is attending and participating in virtual library programs in all 50 states. This chat has a steady attendance of 12 engaged participants.
- Jon Ebron (Youth Services) was a judge for Poetry Out Loud, a partnership with Anchorage Arts Council. This year he judged in the statewide competition which was televised by public media.
- Linda Klein (Youth Services) participated in "I Know I Can" with Alaska Council on Post Secondary Education to encourage children to consider higher education.

## Next Steps/Coming Soon

- Stacia (Adult Services) is coordinating a phone call between the Food Bank, YS, and our Community Resource Coordinators to provide library outreach at mobile food pantry locations over the spring/summer.

- Stacia (Adult Services) found speakers and a moderator for the April discussion on race and policing. We are partnering with the YWCA and our discussion is scheduled for April 22.
- Stacia (Adult Services) will be facilitating a small group for Alaska Common Ground's April talk: Healing the Divide – What Are Our Values?
- Anchorage Public Library will host an intern, a paid chance for a teen to learn about librarianship.
- Youth Services staff is working to expand our early literacy stations to include all WIC offices, more pediatrician offices, and outdoor spaces through bookshelves or permanent storywalks.

## Internal Goals and Strategies

### Recent Accomplishments

- Gerrish, Mountain View, and Muldoon, reopened for "full" service on March 30<sup>th</sup>.
- Community Resource Coordinator team is growing! For the fall semester, the CRC will host two UAA Social Work students, as well as an additional year with a Boston University MSW student. All interns work without cost to APL.
- Rick (Facilities Coordinator) helped coordinate a remodel of the youth services workroom to make better use of space and they got new carpet out of the deal.
- All staff attended training on trauma informed communication.
- Alaska Library Association conference. Elizabeth Nicolai was the conference program chair. Samantha Blanquart presented two sessions and Elizabeth Nicolai presented one session.
- Samantha Blanquart is working on a statewide summer reading advertising program through an ILC grant. Ads were placed on public media and iHeartmedia radio.

### Next Steps/Coming Soon

- Chugiak-Eagle River will have a security guard for all open hours beginning April 6 to help with enforcement of masking and other patron behaviors.

### Limiting Factors/Concerns

- Sarah is working to schedule employees in one-hour increments at any given staffing point and attempting to avoid staffing two hours in a row in order to allow for breaks and hydration.

## Library Board Updates

### Recent Accomplishments

- A Letter of Inquiry has been submitted to the Rasmuson Foundation for the Alaska Room project. We did not receive the AK Comm. Foundation social justice grant. Will form a fundraising committee and work on more community donations soon.
- The Alaska Room Task Force made a great promotional video <https://fb.watch/4Dv8DrhyKv/> in support of Proposition 2. Volunteers mailed 1800 get out the vote postcards and submitted eight letters to the editor.

### Next Steps/Coming Soon

- Mary Jo's retirement party: April 29, 5-7pm at Loussac front patio.

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# Anchorage Public Library

*Anchorage: Performance. Value. Results*

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## Mission

Connecting people to education, information and community

## Values

- Access, Equity, and Social Justice
- Community by Welcoming Everyone to Our Library
- Lifelong Learning and Literacy

## Core Services:

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

## Accomplishment Goals:

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

## 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.

## Performance Measures

- Cardholders and Library Visits
  - Online registrations have been steady but are at less than half the usual number.
- Circulation of Materials, including downloadable items

- Our physical materials circulation is down by 53% but we are hoping that our full reopening in April will help us start getting back to normal.
- The chart below shows the increase in digital checkouts. This illustrates that when the physical library is unavailable our patrons still utilize their public library at home.
- Library Visits
  - Library locations opened to partial reopening in mid-March and then opened for browsing at the end of March. There will be a lot of marketing and outreach to the community to advertise the availability of library locations that have been closed to browsing for almost a year.
- Program Attendance
  - Virtual program attendance was good at the start of the COVID event but has decreased over time. Staff have worked to do more kits and programs that patrons can take at home. Youth Services did this with their popular Programs to Go which gave families all the materials necessary to do a craft and a lesson, 2,398 were given out in the first quarter.
  - Adult Services created Library in a Box which gives patrons books and materials to learn things like how to play card games, prepare for a job interview, or learn about Alaska History. There are many to choose from  
<http://www.anchoragelibrary.org/books-plus-movies-plus-music/find-it/kits/library-in-a-box/>
- Computer use, including WIFI use of Library technology
  - The Public has needed our technology assistance and the technology we provide. In the first quarter we had 7,485 unique WiFi users. This is mostly from people on our grounds and parking lots because we were only partially open in March.
  - Our wireless (cellular) Wi-Fi called Mi-Fi had 391 checkouts and 241 holds which means that there were users waiting to use them. Demand exceeds our capacity to provide them to the public.
- COVID Digital Use of Library Materials
  - Our eBook and eAudiobook platforms continue you to see steady growth with an average increase of 28%.
  - Live Homework help which provides tutoring, resume review, and college test prep has seen 41% compared to this time last year.

<b>Digital Checkouts</b>	<b>1Q 2020</b>	<b>1Q 2021</b>	<b>Percentage Change</b>
Freegal	28,740	24,799	-13.71%
hoopla digital	19,098	23,152	21.23%
Listen Alaska			
eAudiobooks	26,676	33,709	26.36%
eBooks	29,587	40,617	37.28%
Live Homework Help	1,277	1,798	40.80%
(students served)			
Lynda.com	848	630	-25.71%
(hours viewed)			
Morningstar (page views)	6,177	3,619	-41.41%
ValueLine (pages viewed)	3,737	3,732	-0.13%
World Book Encyclopedia (hits)	46,000	53,420	16.13%

<b>Public Library Performance Measures</b>	<b>Q1 2020</b>	<b>Q1 2021</b>	<b>Target</b>
Cardholders as % of population	46%*	44%*	48%
Circulation/capita	.74*	.35*	1.3
Downloaded content (Alaska Digital, Freegal, Hoopla, etc)	101,314*^	122,277*^	Maintain
Collection spending/capita	\$2.97^~	\$2.77^~	\$6.94
Visits	159,198*	1,080*	Improve
Program attendance/1000 capita	39.6*	16.70*	Improve
Public Service hours/1000 capita	7.4*	8.65*	Improve
FTEs/1000 capita	.2604^	.2727^	.3368
Number of Library Programs	524*	192*	Improve
Program Attendance	11,560*	4,826*	Improve
Public Technology Use (Wi-Fi and devices)	41,314*	7,485*	Improve
Website Sessions	293,702*	209,907*	Improve
<i>^ = Item is budget / funding dependent</i>			
<i>* = Item has been affected by COVID-19 event</i>			
<i>~ = MOA budget funds only (no donations)</i>			
<b>COVID-19 Related Metrics</b>	<b>Q1 2020</b>	<b>Q1 2021</b>	
<b>COVID Related Website Pages</b>		Pageviews	
Safe Opening Plans		12,118	
Curbside Pick-Up		11,580	
Downloadables and Streaming		8,405	
<b>Facebook Video (views)</b>			
14,900 minutes			
1,100 (one minute or more views)			
1,100 engagements			
<b>Virtual Reference</b>			
Phone Calls	184	4256	
Emails asking for assistance	170	211	