

Municipality of Anchorage
Library Advisory Board Agenda
Microsoft Teams Virtual & In-Person Meeting
Loussac Library
September 25, 2024

Attendance

_____ Debra Bronson
_____ Megan Cacciola
_____ Marc Johnson
_____ Rachel Odom
_____ Cristy Willer, Chair

Topic	Leader	Time	Action
Call to Order/Land Acknowledgement	Cristy Willer	5:30	
Roll Call (current reading)	Cristy Willer	5:35	
Approval of Agenda & Minutes	Cristy Willer	5:45	
Persons to be Heard	TBA	5:55	
Staff Report, Performance Value Results, Budget	Elizabeth Nicholai, Acting Director	6:05	
Strategic Plan	Mollie Roache, Budget Coordinator	6:30	
Board Comments and Adjourn	Cristy Willer	6:55	

Municipality of Anchorage
Library Advisory Board
Microsoft Teams Virtual & In-Person Meeting
August 21, 2024
Loussac Library

(Subject to approval at the September 18, 2024 LAB meeting)

Attendance

PH	Debra Bronson
Remote	Megan Cacciola
X	Marc Johnson
PH	Rachel Odom
X	Cristy Willer, Chair

X = Present, E = Excused, U = Unexcused, PH = Phone, Remote = Team

Staff Present:

Elizabeth Nicolai (Assistant Director); Rebecca Lampert (Junior Administrative Officer)

Guests Present: None

Call to Order

The meeting was called to order by Cristy Willer at 5:30 pm.

Land Acknowledgment:

The Chair acknowledged that the Board meets on the traditional lands of the Upper Cook Inlet Dena'ina Athabascan people.

Approvals:

- Action: The agenda was approved as presented. (Member Johnson motioned, Member Bronson seconded).
- Action: Minutes from the January and February 2024 LAB meetings were approved. (Member Cacciola motioned, Member Bronson seconded). There were no LAB meetings from March to July due to the lack of a quorum.

Introductions:

Introductions were exchanged between the three existing members and two new members, relative to their respective interests in serving on this Board. The purpose of the Board was briefly discussed.

Persons to be heard:

None

Director's Report:

- Elizabeth Nicolai, Assistant Director, reviewed the highlights of the March-July 2024 Director's Reports (on file).
- She also described upcoming staff presentations to the Board from Youth Services, the Budget Coordinator, and possibly the "summer discovery" program.
- The position of Library Director, currently vacant, was recently posted.
- The Anchorage Public Library's Strategic Plan is currently under revision, with an expected release date of December 2024. Listening sessions have been conducted with staff and stakeholders. Ms. Nicolai will circulate existing Strategic Plans to LAB members before the next meeting.

Board Comments

The Chair feels very energized by this meeting and looks forward to seeing everyone again next month.

Adjourn

Motion to Adjourn at 7:00 (Member Cacciola motioned, Member Bronson seconded).

Education & Skills for Life

Recent Accomplishments

- Red Coffey (Youth Services Librarian, Muldoon), started a program series: Kid Craft Masters which 45 people attended over three programs in August. Kid Craft Masters is aimed at ages 3-7 with their families and offers a set of easy, intermediate, and challenging activities that build the skill of the day. **(photo below)**
- Kyrie Rhodes (Early Literacy Outreach Librarian, Loussac) hosted the annual “I’m Ready for Kindergarten” storytime for 25 attendees. The storytime included a craft to help hone fine motor skills and letter knowledge.
- Lisa Bricker (Youth Services Librarian, Loussac) hosted two workshops on homeschool and homework resources available at the library, with an emphasis on databases and library special collections for 16 people. This continues APL’s effort to offer programming designed specifically for homeschooling families.
- Mountain View Library’s Vermicompost with Anchor Gardens welcomed 18 attendees who learned how to enrich compost using worms and food waste.
- Kim Cameron (Youth Services Librarian, Mountain View) delivered bi-monthly storytimes at Refugee Assistance & Immigration Services (RAIS), for 12 pre-school aged children and their caregivers.

Next Steps/Coming Soon

- Kelsey Skrobis (Youth Services Librarian, Loussac) will be bringing back PAWSitive Reading to Loussac on a monthly basis beginning in September. She will also host a Fostering Readers-style program called Write Your Own Adventure, based on the Choose Your Own Adventure juvenile chapter book series.
- Keelin Baughman (Teen Services Librarian, Loussac) will debut a new Teen Zine this fall. Starting Sept. 1st, teens can submit their work to be included. There will be several programs throughout Sept. and Oct. to support teens who are interested in the zine making process.
- Kyrie Rhodes (Early Literacy Outreach Librarian, Loussac) will collaborate with Stone Soup on bringing back Sensory Storytime either at the library or at the Stone Soup facilities.

Limiting Factors/Concerns

- None at this time.

Bridge to Information and Resources

Recent Accomplishments

- Kyrie Rhodes (Early Literacy Outreach Librarian, Loussac) attended Anchorage School District’s New Educator Symposium and informed 20 new teachers on ways that Anchorage Public Library can supplement their curriculum and services offered for teachers, students, and families.
- Keelin Baughman (Teen Services Librarian, Loussac) and Red Coffey (Youth Services Librarian, Muldoon) jointly presented at the August AYDC meeting about the Anchorage Public Library and ways other youth-serving organizations can use our resources with their programming, speaking with 15 professionals.

- Keelin Baughman (Teen Services Librarian, Loussac) presented to 41 9th graders from Polaris who then completed a scavenger hunt of the Teen collection to familiarize the students with the space.
- Kelsey Skrobis (Youth Services Librarian, Loussac) presented at the joint Alaska Library Association/Pacific Northwest Library Association conference about adding more interactive elements to storytimes to 31 librarians from across Alaska and the Pacific Northwest.
- Kristie Nelsen (Virtual Services Librarian, Loussac) worked with our vendor Overdrive to implement LawDepot, a new resource that will allow patrons to access legal forms and templates from our website or through the Libby app.

Next Steps/Coming Soon

- APL will celebrate Library Card Sign-Up Month with the return of APL logo duct tape for new cardholders and special collaborations with two local businesses: Zip Kombucha and Willd Scoops. There will be two special events (see building community section) and contest to create a book themed ice cream flavor. The goal for this month is to sign-up 1,100 new library card accounts and engage lapsed cardholders to use their existing library cards.
- Keelin Baughman (Teen Services Librarian, Loussac) will be assisting the Service High School Student Government run a library card drive. Students will teach their peers how to use APL library resources, so they are prepared to use APL resources after they graduate high school and lose access to ASD resources.
- Rayette Sterling (Branch Manager, Mountain View) is working with the Anchorage Alliance for Violence Prevention on event programming for Domestic Violence/Intimate Partner Violence Awareness Month.

Limiting Factors/Concerns

- None at this time

Building Community

Recent Accomplishments

- The Girdwood Board of Supervisors presented a Resolution of Gratitude to the Scott and Wesley Gerrish Library Staff on August 19, 2024, for their accommodation, welcome space and impromptu activities for a group of 12 students and 3 caregivers during the Seward Highway closure on July 20, 2024.
- The Girdwood Library and Community Room Boosters had a joint meeting with the Friends of the Library on August 14 at the Gerrish Library with Katarina Pavic (Branch Manager, Gerrish Library). The Girdwood Boosters provided food and cake made locally by owner of Sweet Treats, Elise Veatch. The Girdwood Boosters are reaching out to local businesses in Girdwood to provide prizes that could be part of the auction at the end of Between the Stacks event and are all looking forward to working more closely together with the Friends of the Library in the future.
- The Gerrish Library held a STEM Deconstruction Program in collaboration with Robert Zamarron (Information Center Consultant II, Loussac Library), where community members donated old technology, and children took them apart to see how they work and had a total of 16 participants. **(photo below)**
- The Gerrish Library concluded its Cookbook Club program that is held during the summer months of June, July and August with an overall total of 10 participants.
- Kyrie Rhodes (Early Literacy Outreach Librarian, Loussac) attended several outreach events in August, including the Fairview Back-to-School Health and Safety Fair, Cook Inlet Housing Authority Back-to-School Bash, and Anchorage Run Fest, providing information on library services to hundreds of attendees.
 - Anchorage Public Library/ Friends of the Library donated \$1,000 in school supplies for the Fairview and Cook Inlet Housing Authority events as part of Readers to the Rescue.

- Kelsey Skrobis (Youth Services Librarian, Loussac) offered a program with supplies for families to create ornaments for the Capitol Christmas Tree. Families really enjoyed the event, and many indicated that they would make additional ornaments at home to send.
- Mountain View Library is hosting Providence Community Health Workers and the Alaska State Department of Labor Job Center for monthly outreach helping to connect needed services to our community.
- Kristie Nelsen (Virtual Services Librarian, Loussac) built book club contest web pages and a custom entry form and set up an EventBrite ticketing account in preparation for An Evening with Mary Roach. The contest requested questions from book clubs in the Municipality for a chance to win 6 tickets to the September 17 event. The winning book club and question will be revealed at the start of the Q&A session that evening.
- Amanda Andros (Reference Librarian / ILL Supervisor, Loussac) and Misty Rose Nesvick (Communications Coordinator) are preparing for the return of Booch for Books, partnering with Zip Kombucha in celebration of National Library Card Signup Month. Meghan Malone (Reference Librarian, Loussac) and Sandy Lukes (Outreach Librarian, Loussac) will be tabling at the “Book Tasting” event on September 12 from 5:30PM-7:30PM. During the month of September, patrons are encouraged to show their library cards at the ZIP Kombucha Tab Room to receive 10% off of their purchase. Proceeds from “To Chai For,” the flavor created just for Anchorage Public Library, will go to the Friends of the Library and Anchorage Library Foundation.

Next Steps/Coming Soon

- All tickets for An Evening with Mary Roach were reserved within 2 minutes on Tuesday, September 3. Adult Services is preparing for a full house at the Wilda Marston Theater on Tuesday, September 17 for her moderated conversation with Alaska Public Media’s Ammon Swenson. The event is scheduled to begin at 5:30PM and will be followed by a book signing that evening.
- The Gerrish Library will be holding a PAWSitive reading program in early September as well as a Friendship Bracelet Craft program in collaboration with Girl Scout Troop 23033.
- APL will host two special events to celebrate Library Card Sign-Up Month. Booch For Books on September 12, 5:30-7:30 PM (Zip Kombucha) and Scoops & Stories on September 26, 4:30-7:30 PM (Wild Scoops- Midtown)

Limiting Factors/Concerns

- None at this time.

Internal Goals and Strategies

Recent Accomplishments

- Collection Management Services by the numbers [August]

Task	Number of Items
Collection Maintenance- Updates to existing items	2287
Donations- Added to the collection from community donations	42
New Item Processing- Books, movies etc, added to the collection	3038

- Ariel Mortem (Technical Services Supervisor, Loussac) has been leading a team (TS staff, CMS staff, and volunteers from Patron Services) to reorganize and label APL’s graphic novel collections. The purpose of this project was to create better discoverability and clearer organization of all graphic novels. To accomplish this, the team has been working to re-catalog and re-label all graphic novels at all locations out of Dewey classification and into a separate special collection. As a special collection, all titles are being sorted into manga, stand-alone graphic novels and literary adaptations, serialized/series graphic novels, or non-fiction graphic novels with updated Dewey call numbers. Due to the large scale of this project, Ariel and her team

have worked two or more days at each location and will continue to work for two or more weeks at Loussac to complete it.

- Muldoon Library has added a new toy storage fixture, new display shelving, and new magnetic white boards for children's activities.

Next Steps/Coming Soon

- None at this time.

Limiting Factors/Concerns

- Security Incidents:

Security Incidents	Loussac	Chugiak-Eagle River	Gerrish	Mountain View	Muldoon	Total
Incidents resulting in trespasses	2	0	0	1	1	4
Other Incidents	1					
Total	3	0	0	1	1	4

Library Board Updates

Recent Accomplishments

- At the August 13, 2024, two new board members were appointed to the Library Advisory Board by the Anchorage Assembly: Megan Cacciola and Marc Johnson.
- Library Advisory Board (LAB) met for the first time on August 14, 2024. New Board Members were introduced and library staff presented six months of reports.

Next Steps/Coming Soon

- None at this time.

Limiting Factors/Concerns

- While the Library Advisory Board now has the minimum members required to meet quorum, to be able to meet if someone is absent, more members need to be appointed. There are still four vacant seats.

Social Media/Photos

Kid Craft Masters at Muldoon Library


Anchorage Public Library (Muldoon Library)
August 9 · 🌐

Thanks to Andy's folks for sharing photos from Kid Craft Masters: Scissors today!

Kid Craft Masters is an opportunity to try out a skill with many different activities. At our next session we're exploring string and tape on Friday, August 23, 2024 at 11:30 AM!

Cutting with scissors is challenging, but can be mastered with practice. Here are our tips from this week's program:

- ✂️ Tongs, tweezers, and single-hole punches use a similar set of muscles and coordination, but they're safer to practice with independently. Anything with squeezing and releasing is also good: turkey basters, droppers, water squirters, Nerf guns, and so on.
- 👉 Hand dominance is not fully a thing until age 5 or 6-ish, but many kids do develop a preference early. Get universal scissors or a set of both left- and right-hand scissors encourage them to try both.
- 👍 For best results, thumbs are up! If you see your child trying to cut with their hand upside-down, draw a smiley face or put a sticker on their thumbnail and remind them to keep the thumb up so they can see it.
- 🔧 Work practice into your daily life and play. If neatness is not mission-critical, ask your child to help with cutting out coupons, shredding junk mail, opening packaging, or cutting string. Scissors will also work on Playdough or your harder play slimes. And paper dolls are a classic for a reason 😊
- 📖 Also check out Scholastic Teachables, a database full of worksheets and activities for kids in grades PreK-8. It's free with your library card at our website, anchoragelibrary.org (look for it under Resources, Databases A-Z.)
- ✂️ Keep practicing and you'll truly be a scissors master!



❤️👤 Anchorage People Mover and 4 others 2 shares

Anchorage Public Library (Scott & Wesley Gerrish Library)
August 3 · 🌐

We had a wonderful time today at our Deconstruction program at the Gerrish Library! Thank you Girdwood! #907LibraryLove #girdwood



Top: Deconstruction STEM at Gerrish Library

Bottom: A successful growing season at Mountain View Library

Anchorage Public Library (Mountain View Library)
★ Favorites · August 15 at 2:50 PM · 🌐

Look what we grew together in the teaching garden. Thank you [Anchor Gardens](#), Michele Cateson, and the Mountain View community for another great harvest. #907LibraryLove #alaskagrown



Anchorage Public Library

Anchorage: Performance. Value. Results.

Mission

Connecting people to education, information, and community

Core Services

- Provide access to a diverse collection of materials in various formats
- Provide excellent customer service through knowledgeable and approachable staff
- Maintain functional technology and connectivity
- Maintain safe and welcoming spaces for individual and group use
- Create and present targeted programming that meets the needs of all our community
- Actively facilitate and promote early literacy
- Ensure all Anchorage residents have free and equal access to information and library spaces

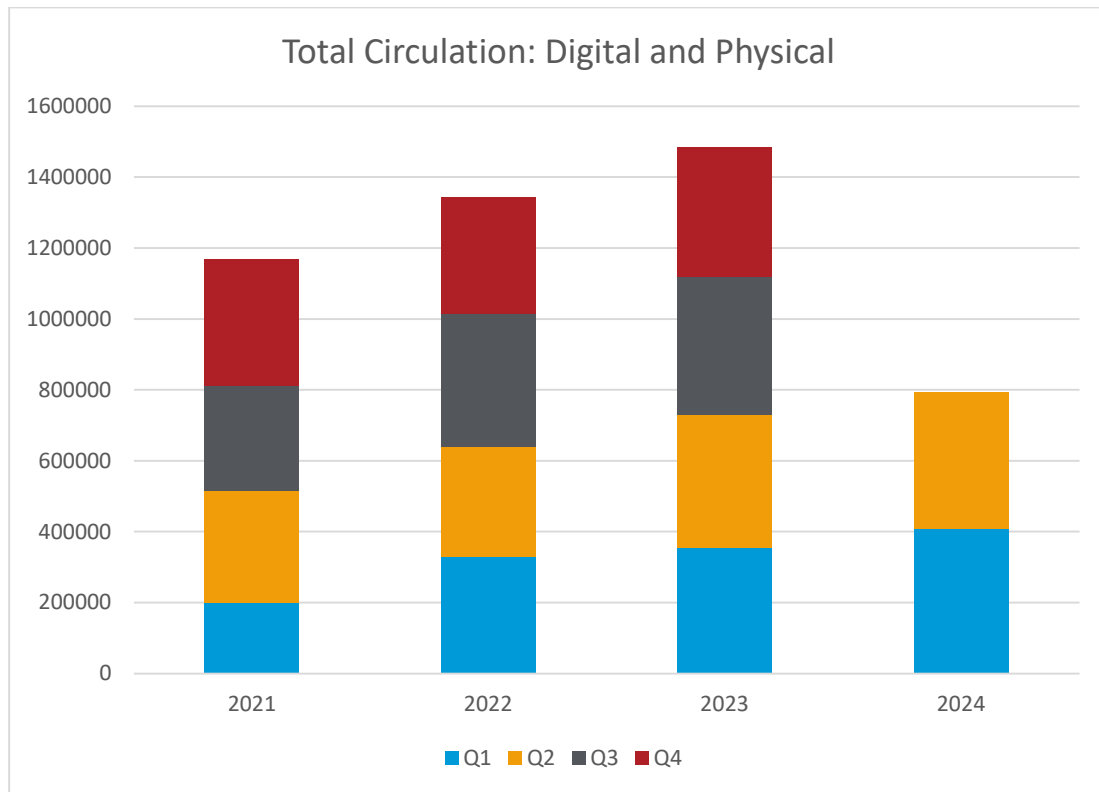
Accomplishment Goals

- Timely and responsive access to a diverse collection of materials in order to promote literacy and life-long learning resources
- Provide expert information and reference services to the public through excellent customer service and trained staff
- 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
- 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
- Increase opportunities for our children's success when they enter school, by supporting the foundations of reading, social skills, and creative skills through early learning educational activities
- Enhance quality of life for all Anchorage Residents through library services

Performance Measures

Progress in achieving department and certain division-related goals will be measured by:

Performance Measure #1: Physical and digital circulation



Explanatory information:

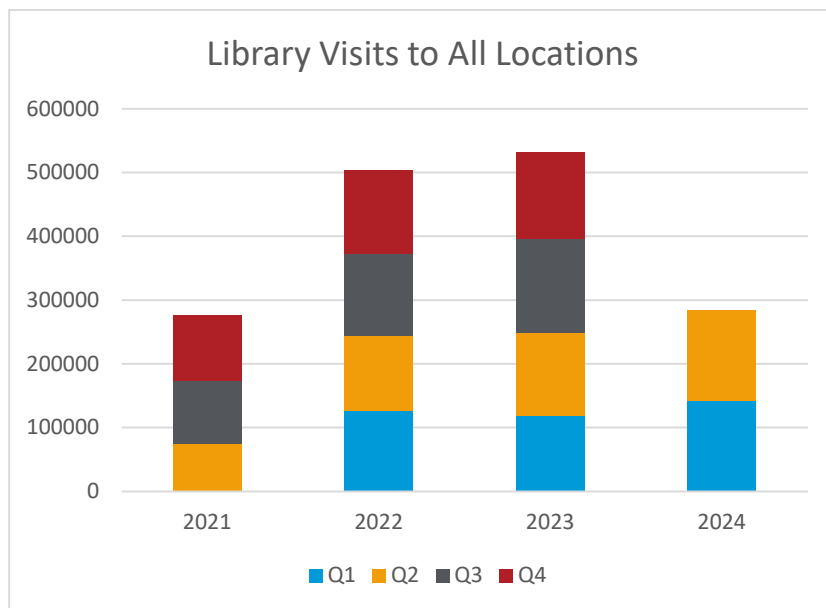
Total circulation is the sum of physical items checked out plus eBooks, eAudiobooks and other downloadable content. Our goal is 5.16 items/capita which equals 1,491,085 and is based on the average circulation of comparable libraries as found in the Institute of Museum and Library Science statistics (available national stats are from 2021). 7.29 items /capita was the 2019 average circulation based on peer libraries. While the library is encouraged by increased circulation it has yet to reach pre-pandemic levels.

In 2021, APL digital circulation was 32% of the total. Digital circulation is now 43% of the total. This rapid shift in how patrons are borrowing and accessing materials has forced the library to reconsider and shift operational funds to meet the demand.

Physical Circulation	Q1	Q2	Q3	Q4	TOTAL To Date
2021	101,484	202,666	223,292	231,884	759,326
2022	207,960	193,788	248,359	203,902	854,009
2023	220,350	232,720	241,282	204,651	899,003
2024	232,430	222,703			455,133

Digital Circulation	Q1	Q2	Q3	Q4	TOTAL
2021	97,211	115,868	70,375	123,592	407,046
2022	121,051	117,255	125,852	124,035	488,193
2023	132,979	144,555	148,381	160,365	586,280
2024	173,872	163,151			337,023

Performance Measure #2: Library visits



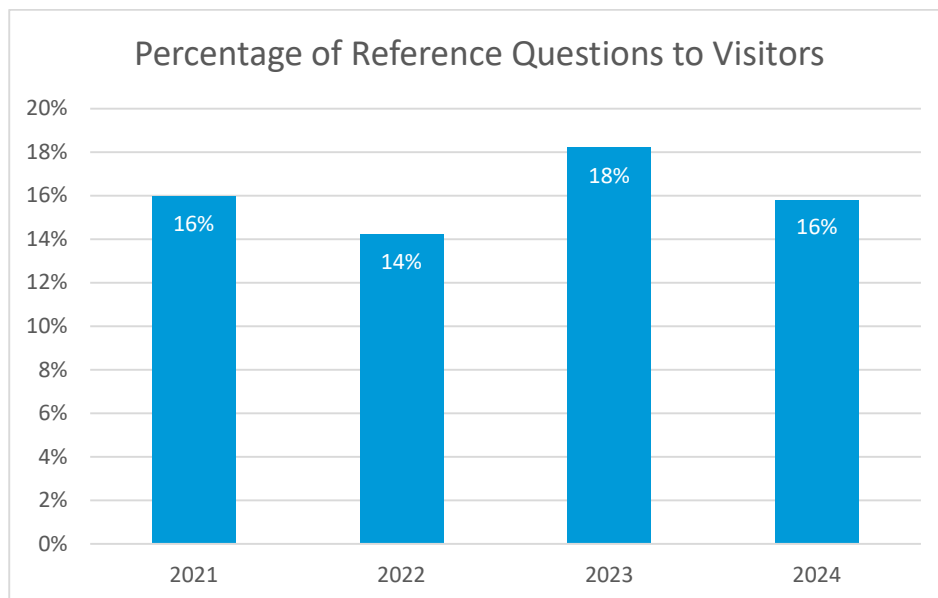
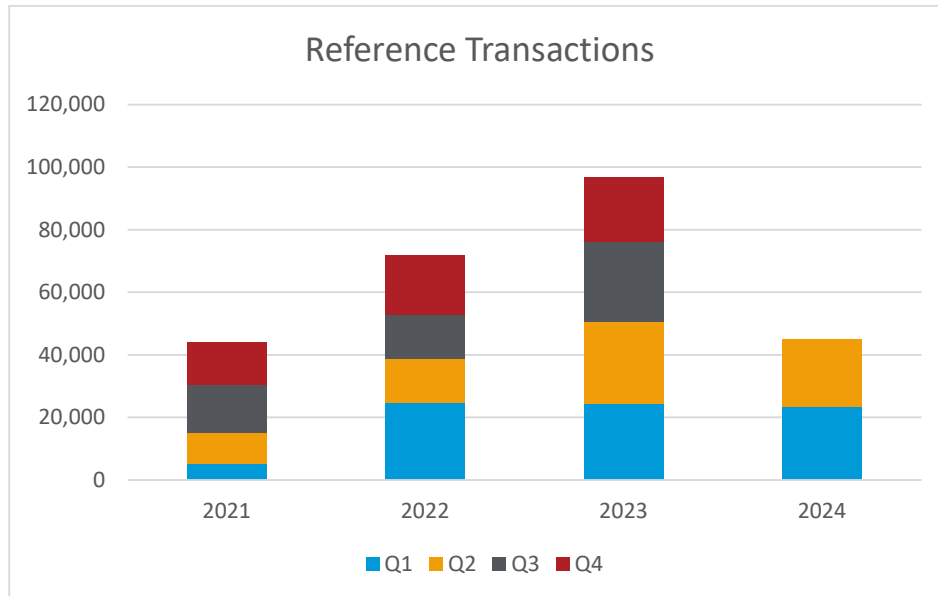
Library visits by branch

Library Visits	Loussac	Chugiak-Eagle River	Scott and Wesley Gerrish	Mountain View	Muldoon	TOTAL
2021	152,294	32,792	14,295	46,086	31,101	276,568
2022	287,836	65,564	21,745	95,539	33,250	503,934
2023	312,812	64,242	25,774	88,193	41,178	532,199
YTD 2024	141,501	34,243	16,469	68,792	23,059	284,064

Explanatory notes:

In Q1 2021 the library had 1,080 visits, due to only partial opening of library buildings beginning March 1, which is not apparent from the 2021 total. The library is still working to return to pre-pandemic visits. In 2019, the library had 686,183 visitors. The IMLS average in 2019 was 3.66 per capita (equal to 1,057,630 for Anchorage Population) and is 1.29 per capita for 2021 (equal to 372,771 based on Anchorage population). This decline showed that libraries across the country saw less visitors during the COVID pandemic. As more information is available on a national level our goals will be adjusted. Our first goal is to return to 2019 visitor numbers of 686,183 and then to reach a comparable metric to our peer libraries.

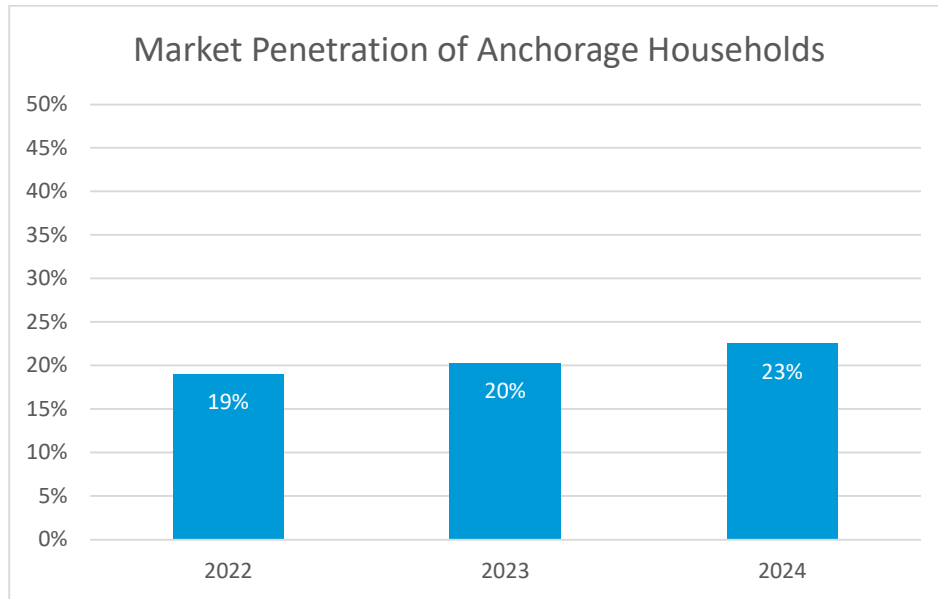
Performance Measure #3: Reference questions answered



Explanatory note:

The number of reference transactions is impacted by and proportional to the door count and computer usage. Anecdotally, most reference questions are about computer usage as the Library is one of the few places to offer basic technology assistance. The largest limiting factor on number of questions answered is library staffing levels. Fewer staff can mean longer wait lines as each transaction can last anywhere from two to fifteen minutes. This will result in visitors leaving rather than waiting in lines. Questions are answered via chat, email, in-person, and phone with in-person accounting for approximately 95% of questions. The goal is to increase the proportion of questions to visitors, to be able to help a higher percentage of our visitors with their questions. Doing this will require more staff working at more service points. In 2022, 14% of library visitors had a reference transaction and in 2023, it was 18%.

Performance Measure #4: Percentage of households with active library card.



Explanatory note:

Use of libraries contributes to overall community wellbeing by providing access to resources, cultural enrichment, lifelong learning and more as outlined in [Understanding the Social Wellbeing Impacts of the Nation's Libraries and Museums](#). [Understanding the Social Wellbeing Impacts of the Nation's Libraries and Museums \(imls.gov\)](#) Anchorage has 110,390 households based on census data. In Q1 2024, the library reached 24,763 households. While the library continues to return to pre-pandemic usage and is encouraged by improvements in numbers, the goal is 31% market penetration based on average of peer libraries with comparable population as identified in Savannah, the libraries statistic software. This data is only available from 2022 as that is when the library began using the software.

Automations Division
Anchorage Public Library
Anchorage: Performance. Value. Results.

Purpose

To provide technology support, maintenance, and upgrades to all patron facing technology at all five Anchorage Public Library locations. To manage Integrated Library System (Sirsi) including records maintenance, circulation rules, and Alaska Library Catalog compliance. Explore and advise on new technology trends which would allow the library to serve its customers more efficiently and effectively.

Direct Services

- Maintain functional and high-quality public access to the internet
- Provide reliable self-service options and automated solutions for patrons and staff
- Ensure library technology is maintained and updated as necessary
- Seek innovative solutions to community needs through technology
- Troubleshoot technology or oversee handoff to Muni IT
- Manage relationship between the Alaska Library Consortium and Anchorage Public Library
- Responsible for all procurement and contract management for technology at Anchorage Public Library
- Maintain compliance with the Federal Communications Commission eRates Program to ensure APL continues to receive discounts on internet and internet infrastructure

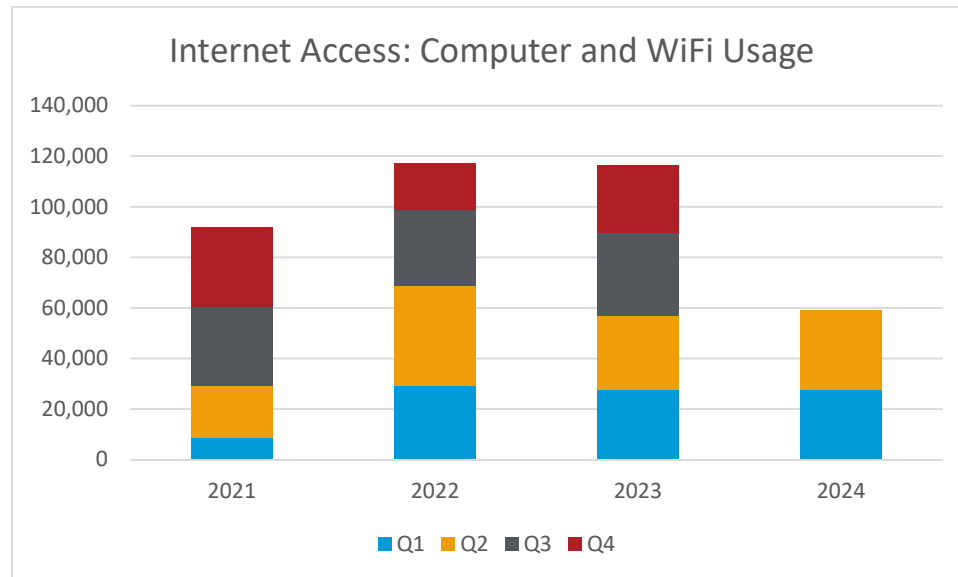
Accomplishment Goals

- Improve economic advancement by providing free access to computers and the internet and service them as needed.

Performance Measures

Progress in achieving goals shall be measured by:

Performance Measure #5: Computer and WiFi Usage



WiFi Sessions	Q1	Q2	Q3	Q4	TOTAL
2021	7,485	12,616	15,996	19,347	55,444
2022	15,755	23,323	18,122	13,076	70,276
2023	15,818	18,919	20,456	16,788	71,981
2024	16,129	18,877	0	0	35,006

Computer Use	Q1	Q2	Q3	Q4	TOTAL
2021	976	8,330	14,809	12,105	36,220
2022	13,476	16,054	12,161	5,232	46,923
2023	11,787	10,194	12,251	10,018	44,250
2024	11,616	12,606	0	0	24,222

Explanatory note:

Access to the internet is essential for economic advancement as most job advertisements, job applications, and support services, require access to a computer. The Library has a total of 65 desktop computers available for public at the five locations in addition to WiFi and printing services. APL 2019 computer usage was 103,131 and 114,051 WiFi usage for total internet access of 217,182 approximately twice the usage of 2023. The Library's goal is to use this information to make budgetary decisions on the need of wifi internet versus computer stations.

Branch Libraries Division

Anchorage Public Library

Anchorage: Performance. Value. Results.

Purpose

Provide library spaces and equitable access to services for all from birth through adulthood including reference, readers advisory, programming, computer access, and library books and materials. Provide communal spaces for learning and growth in neighborhoods throughout the Municipality of Anchorage. Build connections with community partners for outreach events to enrich library experiences. Respond to the unique needs of each community.

Direct Services

- Cardholder registration
- Readers Advisory and Reference Assistance
- Computer Access and Assistance
- Outreach visits and educational talks
- In library programs

Accomplishment Goals

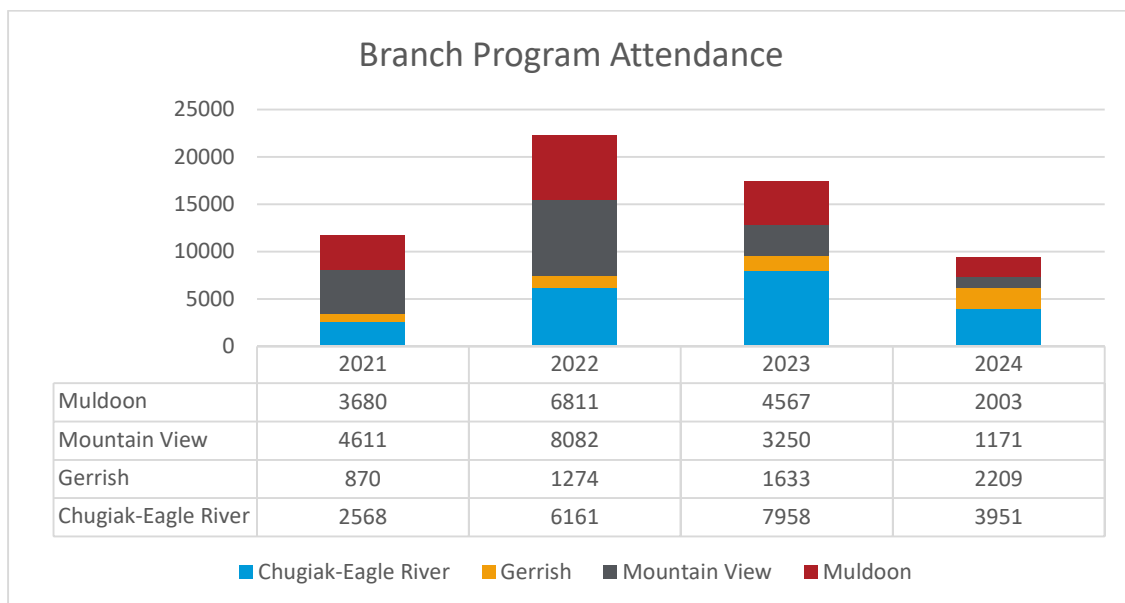
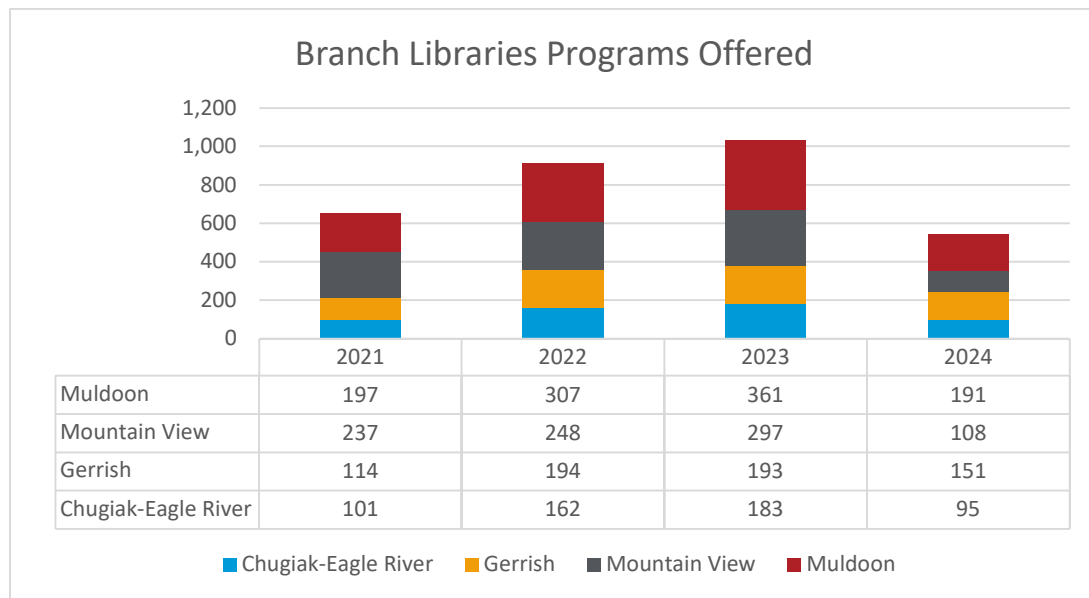
- Maintain communal spaces that are safe, welcoming, and available for individual and group use
- Provide excellent customer service through readers advisory, reference assistance, and computer assistance
- Provide access to a diverse collection of materials in various forms and promote literacy and lifelong learning
- Provide targeted programs that meet the needs of the individual community and to promote civic engagement

Performance Measures

(Additional performance measures related to Branch Libraries is reported at department level, to include: Library Visits, Reference Transactions, and Circulation)

Progress in achieving goals shall be measured by:

Performance Measure #6: Branch library programs and attendance



Explanatory note:

Branch libraries provide programming unique to the communities they serve with the goal of building community, promoting lifelong learning, and introducing educational materials. The Library's goal is to increase the number of programs offered and to return to pre-pandemic attendance numbers per program. In 2019, the average attendance for Chugiak-Eagle River (CE) was 22, Mountain View (MV) was 14, Muldoon (MD) was 22 and Gerrish (GR) was 21. In 2023, the average attendance in CE was 43, MV 11, MD 13, and GR 9.

Collection Management Services Division

Anchorage Public Library

Anchorage: Performance. Value. Results.

Purpose

To select, order, process, and evaluate all materials in the library collection. To ensure the library collection reflects the needs of the community by focusing on multiple formats and content diversity.

Direct Services

- Order materials in multiple formats including digital, media, periodicals, databases, and books
- Process all materials and invoices
- Manage bibliographic records in Integrated Library System
- Ongoing collection maintenance including deselection

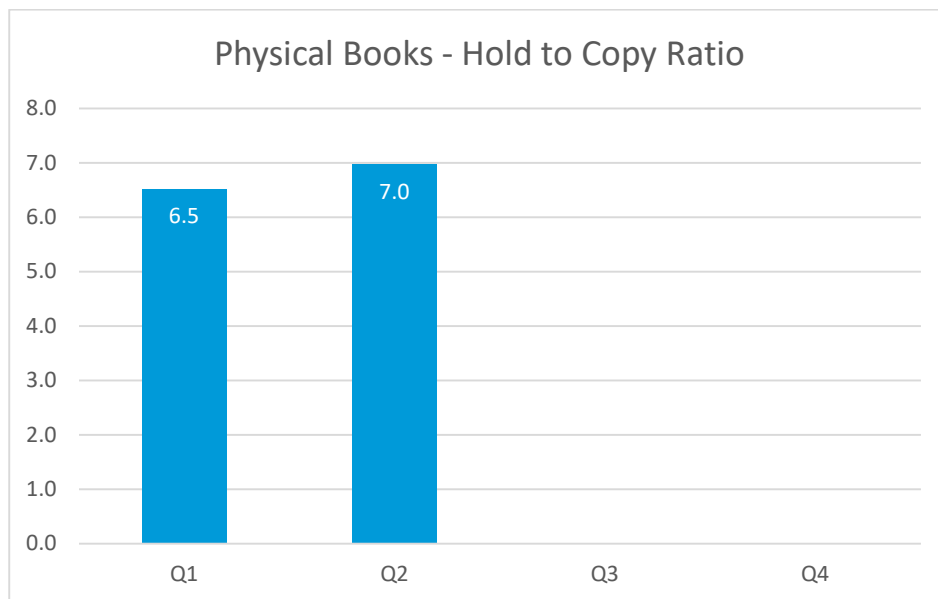
Accomplishment Goals

- Responsive to community requests and provide materials for checkout
- Respond to community requests and provide materials in various formats
- Maintain a diverse collection of materials in various formats

Performance Measures

Progress in achieving goals shall be measured by:

Performance Measure #7: Wait times for print books



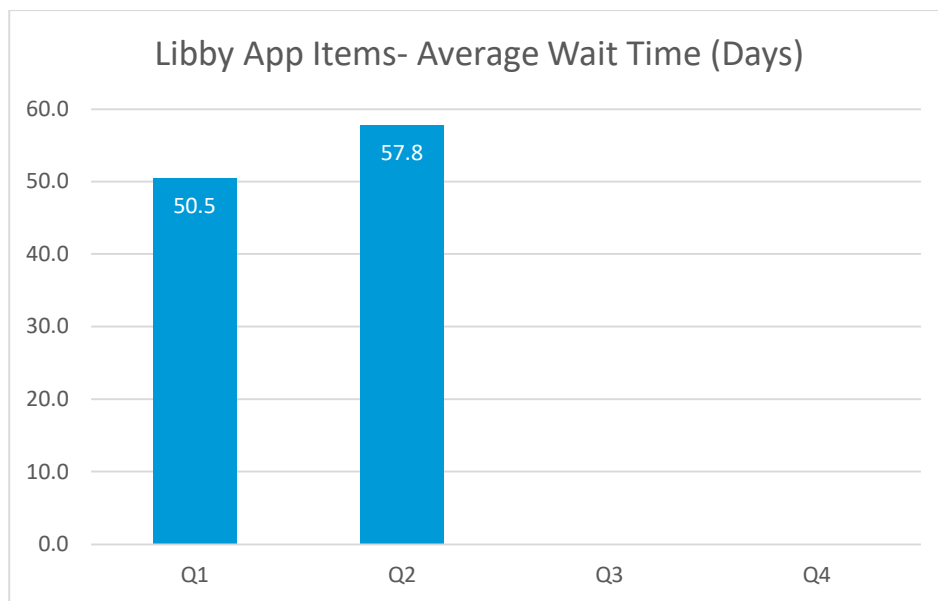
Explanatory note:

The Library's goal is to have a ratio of no more than 3 hold requests per copy which will keep wait

times down for library cardholders. APL is part of the Alaska Library Network which allows us to borrow from other locations in the state and those copies are counted as part of the overall ratio. However, the holds tracked are for APL cardholders only. The library is not concerned with buying extra copies of a book if it is only being requested by card holders in Wasilla.

The library has recently transitioned to a new book vendor and has been working diligently on the remaining troubleshooting issues regarding minor processing procedures with the vendor and cataloging issues to maintain the integrity of the shared OPAC catalog. The transition process has caused ordering delays and partially accounts for high ratio, though book ordering is now active, and selectors are working to order multiple copies of the most popular titles as the budget allows without sacrificing the ability to offer a robust collection that is inclusive, diverse, and equitable. However, despite current efforts, data from the second quarter of 2024 shows that APL would need to purchase an average of 149 additional copies to reduce the hold ratio to the goal of no more than 3 holds per item. To accomplish this, APL would need an estimated \$62,580 annual increase to reach the holds ratio goal throughout the year.

Performance Measure #8: Wait times for digital items (audiobooks, ebooks, and magazines) on the OverDrive app Libby



Explanatory note:

To be responsive to community needs, the Library has an internal goal of no more than a 30 day wait period for items. Usage is outpacing APL's ability to purchase materials. Between April 2023 and April 2024, unique users increased by 20%, checkouts increased by 40%, holds increased by 29%, whereas total holdings only increased by 10%. *Only began tracking wait times in December 2023.

Library Administration Division

Anchorage Public Library

Anchorage: Performance. Value. Results.

Purpose

To provide leadership, guidance, and support to all library divisions. To interface with MOA departments to ensure compliance and work collaboratively on city wide initiatives. Collaborate with Anchorage Library Foundation, Friends of the Library, and Library Advisory Board to achieve library mission and goals. Create a safe and welcoming environment for customers and staff. To support the public's awareness and use of library services, resources, and spaces.

Direct Services

- Facilities use for rentals and community engagement
- Security and facilities management
- Budgeting, procurement, and timekeeping
- Public communication
- Coordinate with City Hall departments: HR, Finance, OMB, and Purchasing

Accomplishment Goals

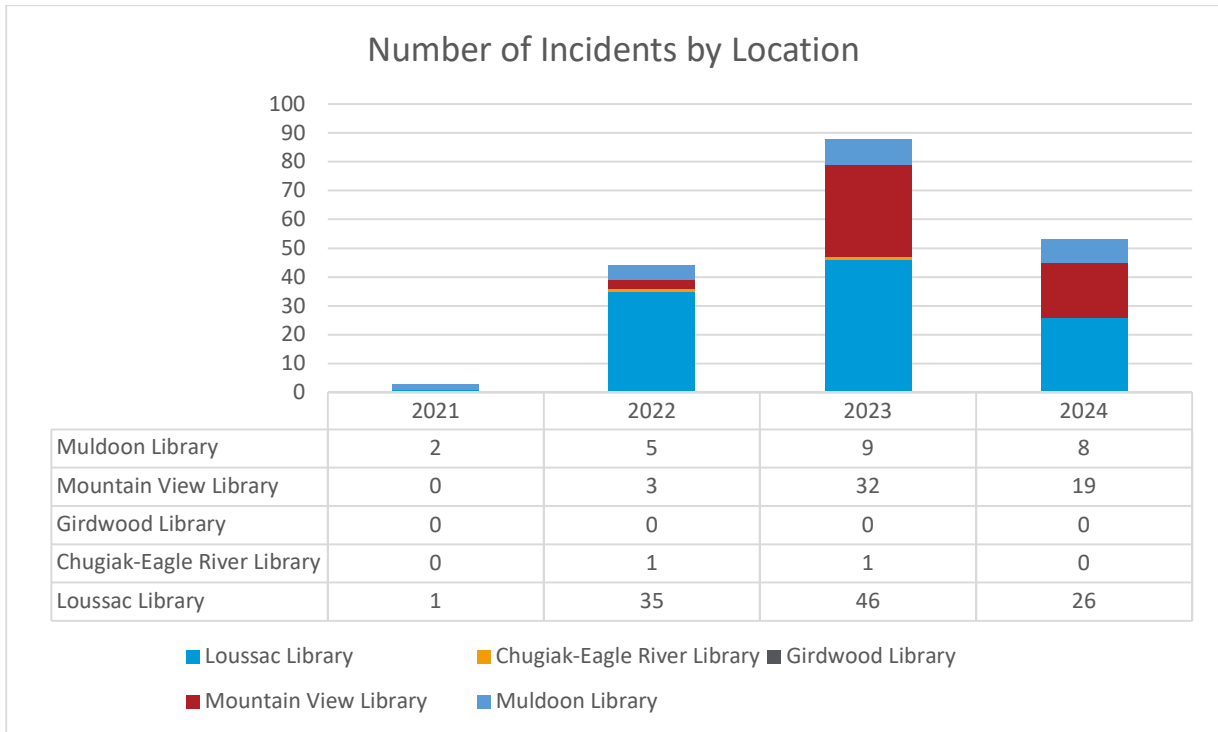
- Maintain communal spaces that are safe and welcoming
- Clean and well-maintained spaces for community, individual, and group use
- Increased public use of library materials and resources

Performance Measures

(Additional performance measures are reported at department level, including percentage of active library cards)

Progress in achieving goals shall be measured by:

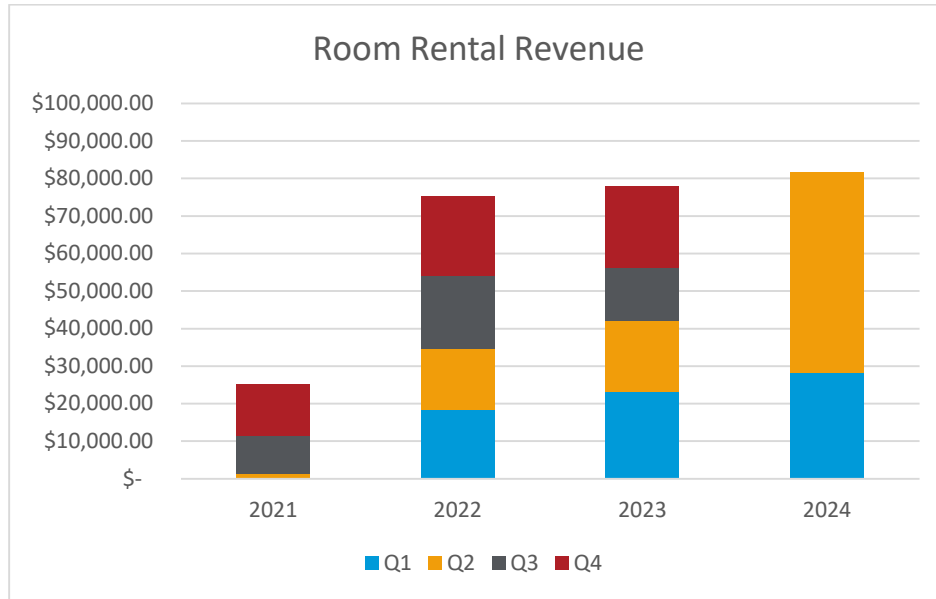
Performance Measure #9: Number of incidents at all library locations



Explanatory note:

For 2021 through 2023, the number of incidents tracks how many times security or staff had to enforce the library code of conduct resulting in a trespass of an individual. In 2024, the total reflects the additional inclusion of adding into that number the incidents involving significant property damage even when the individual was not identified. The Library strives to create a safe and welcoming environment for all patrons with the goal to reduce the number of incidents.

Performance Measure #10: Room rental revenue.



Explanatory note:

Meeting rooms and event spaces are available for rent at the Loussac and Mountain View Libraries as part of the APL's commitment to providing safe and welcoming spaces for individual and group use. All MOA departments have access to use library facilities for free. APL is working to revise the room rental rates which have not been changed since 2010 as well as considering charging IGCs to other departments for facility usage. The Library has an internal goal of reaching \$100,000 in 2024 and \$125,000 in 2025.

Loussac Adult Services Division

Anchorage Public Library

Anchorage: Performance. Value. Results.

Purpose

Provide library services, including reference services, programs, outreach, and computer assistance to adults. Develop and maintain an Alaska Collection and archives. Assist with selecting materials for adults.

Direct Services

- Readers' advisory, reference assistance, and computer assistance
- Outreach visits and educational talks
- In library programs
- Maintain library digital presence and access to electronic resources.
- Provide access to Alaska archives

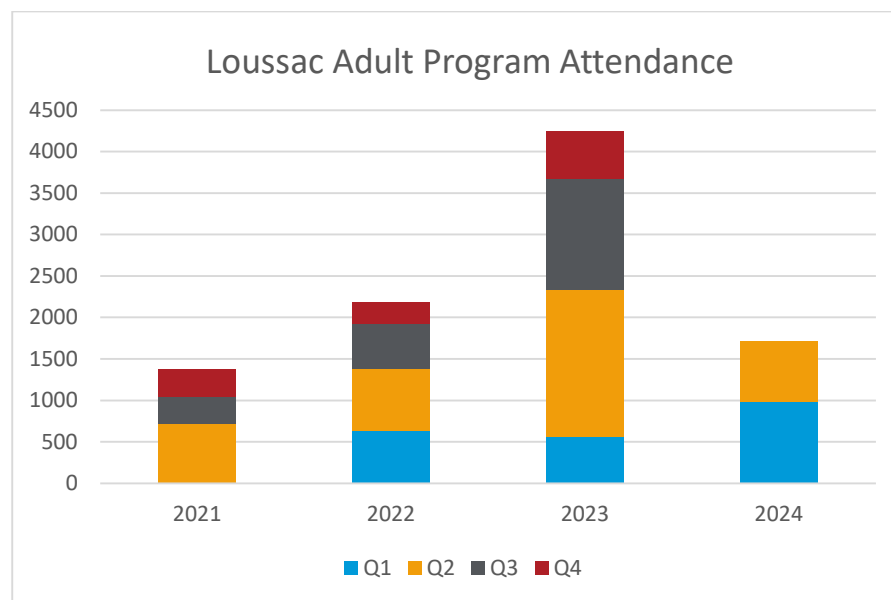
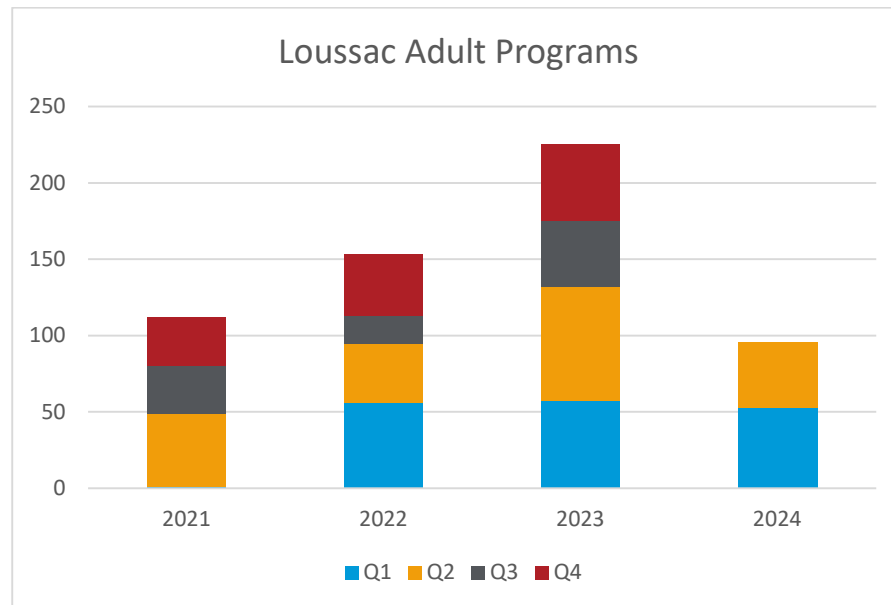
Accomplishment Goals

- Provide targeted programs designed to educate, engage, and enrich the lives of adults
- Expert customer service through knowledgeable and approachable staff

Performance Measures

Progress in achieving goals shall be measured by:

Performance Measure #11 – Adult programs and attendance at Loussac Library



Explanatory note:

Adult Programming is how the APL achieves its goal to 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. Adult programs include classes, community events, crafts and DIY, discussions and lectures, fun and games, job lab, and outreach. Loussac Adult Services also work with branches to help oversee system wide programming such as the Winter Reading Challenge. APL's goal is to increase the number of programs while returning to pre-pandemic levels of attendance per program. The Loussac Adult Services department of the library has an internal goal of 250 programs a year with 5,000 total attendees.

Loussac Circulation Division

Anchorage Public Library

Anchorage: Performance. Value. Results.

Purpose

To serve all customers at the Loussac Library with creating accounts and resolving account issues. Manage all incoming and outgoing items including shipment to Alaska Library Catalog members, restocking items, and maintaining the organization of the library collection.

Direct Services

- Provide library cards and account support for current cardholders
- Check out materials directly or teach patrons to use self-service options
- Process fines and fees
- Process incoming and outgoing holds for library patrons
- Sort, repair, and reshelve physical materials
- Shipping and receiving including preparing materials for distribution through courier system to deliver items to branch libraries

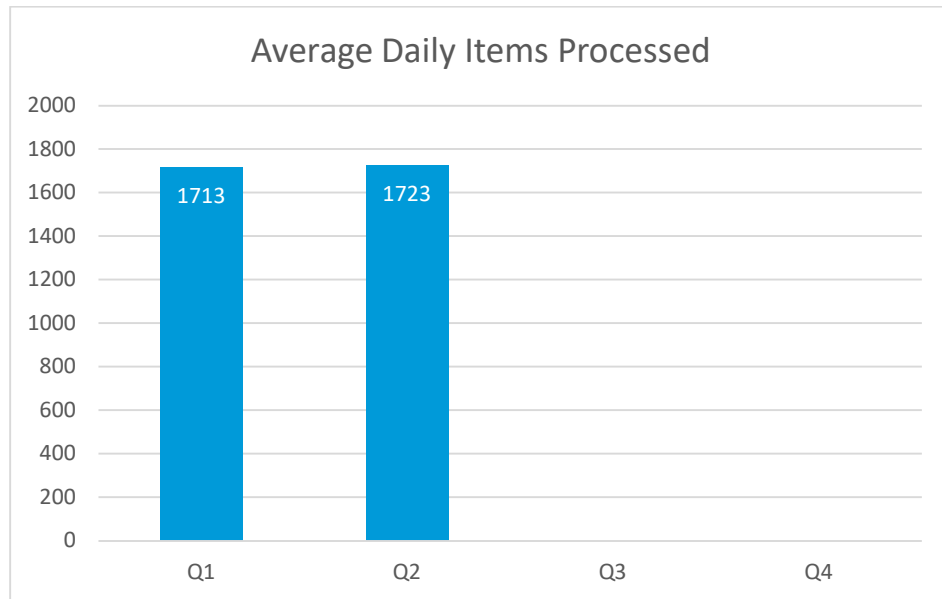
Accomplishment Goals

- Provide access to physical materials

Performance Measures

Progress in achieving goals shall be measured by:

Performance Measure #12: Materials Handling Rate



Explanatory note:

The Library handles a considerable volume of materials that come into the Loussac Library via the Automated Handling Machine, every one of these items needs to be handled by a staff person. Items can be routed to holds, returned to library partners statewide or other libraries within the Municipality, or referred to staff for an investigation into more complicated issues. This data shows the average amount of items coming in daily that are being managed, primarily, by our shelving and dispatch department of 12 staff.

Loussac Youth Services Division

Anchorage Public Library

Anchorage: Performance. Value. Results.

Purpose

Provide library services, including reference services, programs, outreach, and computer assistance to children from birth to age 18 and their caregivers. Increase early literacy directly in children and early literacy awareness in the community. Partner as appropriate with other related agencies and nonprofits.

Direct Services

- Readers Advisory and Reference Assistance
- Computer Assistance
- Outreach visits and educational talks
- In library programs
- School library partnerships and caregiver educational programs and services

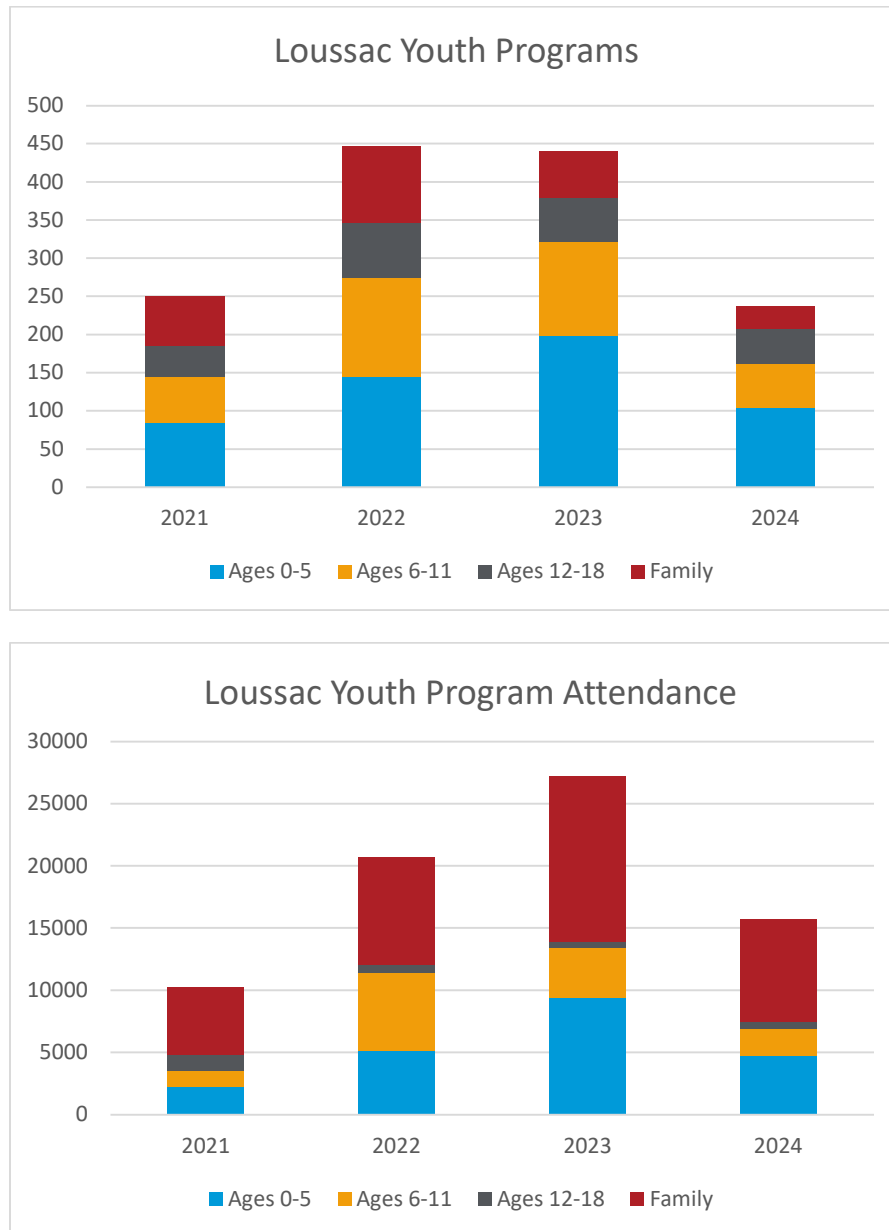
Accomplishment Goals

- Increase opportunities for our children's success when they enter school, by supporting the foundations of reading, social skills, and creative skills through early learning educational activities
- Support literacy, social skill building, and creativity to elementary school age children and teens through programming

Performance Measures

Progress in achieving goals shall be measured by:

Performance Measure #13: Youth programs and attendance at Loussac Library



Explanatory note:

Library storytimes and other programs for ages 0-5 are proven to increase early literacy and school readiness (T Campana K, Mills JE, Capps JL, Dresang ET, Carlyle A, Metoyer CA, Urban IB, Feldman EN, Brouwer M, Burnett K, Kotrla B. Early literacy in library storytimes: A Study of measures of effectiveness. *Library Quarterly*. 2016; 86; 4: 369-388. 10.1086/688028). Participation in library programs, especially summer reading (called Summer Discovery at APL) has been shown nationwide to provide benefits in math and reading skills and to build critical social and emotional skills. (<https://www.ireadprogram.org/resources/summer-reading-research>). The Loussac Library's goal is to continue to increase programming for youth in order to improve literacy and support student success. The total number of programs offered in 2023 declined slightly from 2022 due to staffing shortages at the Loussac Library.

Performance Measure Methodology Sheet

Anchorage Public Library

Measure #1: Physical and digital circulation

Type

Effectiveness

Accomplishment Goal Supported

Access to a diverse collection of materials to promote literacy and life-long learning resources.

Definition

Physical circulation measures the number of items (books, media, etc.) which is checked out from the five library locations. Digital circulation measures how many eBooks, eAudiobooks and streaming items are downloaded. These numbers are combined to provide a total circulation amount which is the standard measurement used in public libraries.

Data Collection Method

The physical circulation is collected via a report sent from the Integrated Library Software (Sirsi) that has a breakdown of physical circulation per library. Digital vendors provide circulation statistics for their products (hoopla, Freegal, Overdrive)

Frequency

Monthly

Measured By

The Automation Coordinator reports all Branches' physical circulation. The Collection Management Services staff collects digital circulation from all vendors.

Reporting

This information is reported on the Library overall statistics spreadsheet on the G:Drive, categorized by year.

Used by

This information is used by all Supervisors to inform their workload, distribute resources accordingly, and to determine the success of marketing efforts. Leadership team uses the information to make budget decisions and the Collection Management Services department uses it to determine allocation of budget for collections.

Performance Measure Methodology Sheet

Anchorage Public Library

Performance Measure #2: Library visits

Type

Effectiveness

Accomplishment Goal Supported

Clean and well-maintained spaces for community, individual and group use

Definition

This measure reports the number of visits by members of the public to any of the 6 library services points including 5 full locations and one remote locker.

Data Collection Method

Library door counts provided by security gates and library locker user stats provided by Savannah.

Frequency

Collected daily.

Measured By

Branch managers and assigned Loussac Staff collect data and record it in the statistics spreadsheet on the G:Drive categorized by year.

Reporting

This information is included in the monthly statistics report and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by the Public Services Coordinators in partnership with Facilities Use Coordinator and Library Leadership to determine staffing levels needed at in-person service points, to recommend changes in communication tactics, and address facilities needs including capital and operating projects.

Performance Measure Methodology Sheet

Anchorage Public Library

Performance Measure #3: Reference questions answered

Type

Effectiveness

Accomplishment Goal Supported

Expert reference and readers' advisory service

Definition

This measure reports the number of reference, readers' advisory, and computer assistance questions successfully answered at all five locations.

Data Collection Method

Daily tally sheet at each service point for in-person interactions, telephone calls, or emails.

Frequency

Collected daily.

Measured By

All staff interacting with the public.

Reporting

This information is included in monthly report and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by the Adult Services Coordinator and Branch Staff in partnership with Library Leadership to determine staffing levels needed at in-person service points, to recommend changes in service delivery, and address training needs.

Performance Measure Methodology Sheet

Anchorage Public Library

Measure #4: Percentage of households with active library card
--

Type

Effectiveness

Accomplishment Goal Supported

Enhance quality of life for Anchorage Residents through library services.

Definition

Market penetration gives an idea of how much of our potential market is actively using library services. Active library card use is defined as any card used within the last 12 months.

Data Collection Method

Data is collected through Savannah, a library data collection and reporting software. The library reports the average of each quarter through the year.

Frequency

Collected quarterly

Measured By

Market Penetration is found by dividing the number of active households in our service area from the total number of households in our service area.

Reporting

This information is included in the quarterly reporting to the Library Leadership team and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by the Communications Coordinator in partnership with Library Leadership to determine effectiveness of library communications, marketing, and promotional opportunities.

Performance Measure Methodology Sheet

Automation Division Anchorage Public Library

Performance Measure #5: Computer and WiFi usage
--

Type

Effectiveness

Accomplishment Goal Supported

Maintain high levels of access for the Anchorage Community to the internet for free.

Definition

This report measures quantity and length of sessions on our desktop computers available to cardholders and guests.

Data Collection Method

The computer sessions and length of sessions are both reports gathered third party software, PC reservations. This information is recorded internally on a library wide statistics sheet. Each library branch is responsible for pulling and reporting this data and the Automation Coordinator is the backup.

Frequency

Monthly

Measured By

Branch Libraries and the Automation Coordinator will pull the data and store it on an internal spreadsheet on the G:Drive.

Reporting

This information is reported on the Library's overall statistics spreadsheet that is used for various purposes.

Used by

This information is used by the Automation Coordinator to track usage and future needs of the community. We use this information in our PVR as well as with the Federal Communications Commission in our eRates process as well as some reports that are required by the state.

Performance Measure Methodology Sheet

Branch Libraries Division Anchorage Public Library

Performance Measure #6: Branch library programs and attendance

Type

Effectiveness

Accomplishment Goal Supported

Engaging and educational library programs

Definition

The number of programs offered and attendance at the four neighborhood branch libraries: Muldoon, Chugiak-Eagle River, Gerrish, and Mountain View.

Data Collection Method

Physical count of attendees entered into library calendar software to be later exported.

Frequency

Collected at each program and entered into software weekly.

Measured By

Clicker counters.

Reporting

This information is included in the monthly Branch report and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by Branch Managers, Adult Services Coordinator and Youth Services Coordinator in partnership with Library Leadership to determine programming topics and goals, measure community interest, and address training needs.

Performance Measure Methodology Sheet
Collection Management Services Division
Anchorage Public Library

Performance Measure #7: Wait time for print books
--

Type

Effectiveness

Accomplishment Goal Supported

Timely and responsive access to a diverse collection of materials.

Definition

Wait time for print books is measured by the hold to copy ratio. The library has an internal goal of no more than 3 holds per title. Reducing the average number of holds per copy shortens the wait time and allows the public to receive desired books faster.

Data Collection Method

APL's Integrated Library System (ILS) will be programmed to produce a report showing which specific titles of print books in the library's catalog have more than 3 holds per copy in the previous two weeks. This allows us to direct available funds to purchase additional copies of those titles. Currently, the data is collected manually through biweekly reports.

Frequency

The report is run biweekly to ensure a timely response for purchasing additional copies.

Measured By

Data will be collected by Collection Management Services staff and stored in a spreadsheet. Information will be shared bi-weekly with the corresponding selection librarians responsible for purchasing additional copies.

Reporting

Collection Management Services Coordinator. Reported quarterly.

Used By

This is used by the Collection Management Services Coordinator and selection librarians to determine which titles need additional copies purchased in order to keep wait times short. It is also used by the Collection Management Services Coordinator, Budget Coordinator, and Library Director to evaluate whether the library's materials budget is being spent where it is most needed.

Performance Measure Methodology Sheet
Collection Management Services Division
Anchorage Public Library

Measure #8: Wait time for OverDrive / Libby
--

Type

Effectiveness

Accomplishment Goal Supported

Timely and responsive access to a diverse collection of materials.

Definition

The goal is to limit wait time for OverDrive / Libby items to no more than 30 days. This measures the average wait time in days.

Data Collection Method

The data is collected through the OverDrive dashboard and stored in a shared G:Drive folder.

Frequency

Weekly

Measured By

The digital services librarian will collect the data.

Reporting

The digital services librarian and Collection Management Services Coordinator will report this information to leadership team and selectors as needed.

Used By

The digital services librarian responsible for all ordering on OverDrive to make selection decisions. The Collection Management Services Coordinator will use the information to evaluate the library collection as a whole. The Leadership Team and Budget Coordinator will use the information when setting budget priorities and to inform stakeholders how the collection is being used.

Performance Measure Methodology Sheet

Library Administration Division Anchorage Public Library

Performance Measure #9: Number of incidents at all library locations

Type

Effectiveness

Accomplishment Goal Supported

Safe and welcoming spaces

Definition

Incidents are recorded into the PITS (Patron Incident Tracking System) software anytime staff or security address code of conduct violations with patrons. Severe violations result in trespassing individuals.

Data Collection Method

Facilities Manager pulls the data from PITS, library incident log and tracking system.

Frequency

Incidents are recorded as they happen.

Measured By

The Facilities Manager

Reporting

Information is reported to the leadership team, security, and stakeholders as needed.

Used by

The information is used by the Facilities Manager and Security to improve response times, building safety, and best practices for handling situations with code of conduct infractions. The information is also used by Library Leadership team to inform overall health and safety of the library as a welcoming space for individual use.

Performance Measure Methodology Sheet

Library Administration Division Anchorage Public Library

Performance Measure #10: Facility Room Rental
--

Type

Effectiveness

Accomplishment Goal Supported

Clean and well-maintained spaces for community, individual and group use.

Definition

Total revenue collected from Room Rentals at Loussac and Mountain View locations.

Data Collection Method

All transactions are entered into SAP as revenue in the Admin Cost Center – 101000 – 535500-408420. All room reservations are made through a third party which provides statistics on all usage. Private and Non-Profits are charged for room use while library programs and MOA departments use the rooms free of charge.

Frequency

Quarterly or as needed.

Measured By

Budget Coordinator gathers the amount collected by room rentals and number reservations and purpose tracked through third party reservation software.

Reporting

This information is reported to Library Leadership team annually. Revenue is provided to OMB as part of annual budget process.

Used by

This information is used by Library Leadership Team to evaluate if the library space is being utilized by outside groups and individuals and to determine if changes need to be made either through repair and maintenance, room rates, or marketing. As the primary revenue source for the library, this information is used as part of our budget process.

Performance Measure Methodology Sheet

Loussac Adult Services Division Anchorage Public Library

Performance Measure #11: Adult Programs and Attendance at Loussac
--

Type

Effectiveness

Accomplishment Goal Supported

Engaging and educational library programs

Definition

The number of programs offered at the Loussac Library and attendance.

Data Collection Method

Physical count of attendees entered into library calendar software to be later exported.

Frequency

Collected at each program and entered into software weekly.

Measured By

Clicker counters.

Reporting

This information is included in the monthly Adult Services report and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by the Adult Services Coordinator in partnership with Library Leadership to determine programming topics and goals, measure community interest, and address training needs.

Performance Measure Methodology Sheet

Loussac Adult Services Division Anchorage Public Library

Performance Measure #12: Materials Handling Rate

Type

Efficiency

Accomplishment Goal Supported

Timely and responsive access to a diverse collection of materials in order to promote literacy and life-long learning resources.

Definition

Materials Handling Rate is the average number of items reshelfed at the Loussac Library per day.

Data Collection Method

Each cart of items ready to be shelved has a tag on it indicating when it arrived. The slips are filled out once the cart has been shelved. This information is stored in a spreadsheet on the G:Drive.

Frequency

Collected daily

Measured By

Cart ticketing system

Reporting

This information is included in the monthly Circulation report and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by the Circulation Supervisor in partnership with Library Leadership to determine efficiency, and staffing needs.

Performance Measure Methodology Sheet

Youth Services Division Anchorage Public Library

Measure #13: Youth programs and attendance at Loussac Library
--

Type

Effectiveness

Accomplishment Goal Supported

Increase opportunities for our children's success when they enter school, by supporting the foundations of reading, social skills, and creative skills through early learning educational activities.

Support literacy, social skill building, and creativity to elementary school age children and teens through programming.

Definition

Youth Programs serve ages 0-18 with specific programs targeted for ages 05, 6-11, and 12-18.

Data Collection Method

Physical count of attendees entered into library calendar software to be later exported.

Frequency

Collected at each program and entered into software weekly.

Measured By

Clicker counters.

Reporting

This information is included in the monthly Youth Services report and shared in the monthly Library Advisory Board report as requested.

Used by

This information will be used by the Youth Services Coordinator in partnership with Library Leadership to determine programming priorities, staffing levels needed, community interest, and staff training.

Anchorage Public Library Budget Summary

September 2024

What we did in 2023:

- Supporting our library through sustainable staffing models.
- Completing projects which have been in the works for multiple years
- Continuing to invest in our primary brand: Books

Staffing:

- Added one brand new part-time position
- Upgraded 4 positions with 2 more in progress

Projects:

- Self-Checks and Security Gates:
 - New self-check stations installed at all locations (except Gerrish), new security gates arrive in October
- Loussac HVAC: funds committed for a new panel
- Security:
 - Funds committed to install new security cameras at Mountain View
 - Implementing new emergency call buttons at Loussac
- The library hired a space auditor to evaluate the Loussac and Mountain View locations to improve security and help future planning. The teen area on the 3rd floor and the media collection on the 2nd floor at Loussac will swap. This will place all youth areas on the same floor increasing access, flow, and safety.

What we still need:

These budget requests were submitted to the administration for the 2025 budget year. This is not the full list of needs, but the priorities for the next year.

Staffing:

- New Branch Floater position
 - Will work at all branch locations to help maintain staffing levels during planned and unplanned leave
- New Full Time Youth Service Library Associate at the Loussac Library
 - Desk coverage is increasing with the planned relocation of the teen space to the 2nd floor.
- Upgrade Patron Services Supervisor positions – Circulation and Dispatch
 - Current duties are not aligned with position description
- New Full Time Adult Services Library Associate at the Loussac Library
 - Unable to fully staff current service points
- New Assistant Director of Internal Services
 - The organization chart is unbalanced and does not allow for good future planning
- New Full Time Alaska Librarian
 - The Alaska collection is an important part of our history and our future. We need a dedicated staff member to help it thrive and build community around our history.
- Increase hours to Marketing Assistant position
 - Increased hours will help with retention and allow for increased communication with the public

Projects and Operating Costs:

- Increased collection budget specifically for digital materials
 - Circulation is outpacing our ability to buy materials.
- Chugiak-Eagle River Express Locker
 - Would increase availability of materials to Chugiak-Eagle River patrons without increasing staff hours