

North Liberty Library Board of Trustees Meeting
City Council Chambers, 1 Quail Creek Drive, North Liberty
October 17, 2022, 6:30 pm

Call to Order

- I. Additions/Changes to the Agenda
- II. Public Comment
- III. Approval of Minutes
 - a. September
- IV. Staff Introduction/Training
 - a. Marketing & Engagement - Melanie Harrison and Dani Grandinetti
- V. Reports
 - a. Budget
 - b. Friends
 - c. Director
 - d. Staff reports – questions
- VI. Policy Review
 - a. Meeting Room Use Policy
- VII. Old Business
- VIII. New Business
 - 1. Trustee's Statement of Inclusivity
 - 2. Trustee's Public Comment Procedure
- IX. Adjourn

Next meeting date: November 21, 2022, 6:30 pm

North Liberty Library Board of Trustees Meeting
City Council Chambers

DATE: September 26, 2022 6:30 P.M.

PRESENT: Scott Clemons, Chris Mangrich, Laura Hefley, Lindsay Bland, Brady Bird, Library Director Jennie Garner

ABSENT: Jessica Beck

Call to Order

1) Additions/Changes to the Agenda

a) None

2) Public Comment

a) None

3) Approval of the Minutes

a) August 2022 meeting minutes motion to approve by L. Hefley; second J. Garner; approved by voice vote

4) Reports

a) Budget

i) Currently 18% overall; 17% average at this point in the year. Front-loading for database subscriptions noted.

b) Friends

i) Did not meet in the past month, will meet next week.

c) Director

i) Fully staffed with two new hires, nearly through initial onboarding.

ii) Building update: J. Garner has met with architects for design for information desk, sound buffers, and circulation desk. Supply chain may affect cost. Carpet cleaning scheduled, 4 chairs upholstered. Sound system upgrades

iii) Podcasts noted, over 6000 listens.

iv) REopening Archives, Libraries, and Museums (REALM) symposium: heavily discussed actions taken to safely reopen libraries during Covid-19 pandemic and what worked best to use if faced with similar situation in future.

v) NLL may be an all-digital Federal Depository Library.

d) Staff Reports - Questions

5) Policy Review

a) Review of ARSL and ALA statements on intellectual freedom and access to information and changes made to NLL collection development policy.

b) Fillable pdf file for reconsideration of library materials to make process easier and accessible for everyone. Clarified role of Board of Trustees in reconsideration process; will offer recommendation to City Council following public comment.

c) Joint motion to approve collection development policy and reconsideration of library materials process by L. Hefley; second C. Mangrich; approved by voice vote.

6) Old Business

a) None

7) New Business

a) Intellectual Freedom ARSL presentation, shortened version, presented by J. Garner.

i) Redefining diversity and inclusion for those who feel their communities aren't diverse and in need of intentional inclusive language.

ii) Social responsibility

iii) Pandemic response and resiliency

iv) Inclusion and Equity in policies, potential statement of inclusivity from Board of Trustees for NLL website

Adjourn

Motion to adjourn by C. Mangrich; second L. Bland

NEXT MEETING DATE: November 21, 2022

Meeting minutes recorded by B. Bird

Expense Budget Performance Report

Fiscal Year to Date 09/30/22

Include Rollup Account and Rollup to Base Account

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd	Prior Year Total
Fund 001 - General Fund										
Department 4010 - Library Services										
EXPENSE										
<i>Personnel Services</i>										
6010	Regular Salaries and Wages	649,052.00	.00	649,052.00	102,198.27	.00	211,012.47	438,039.53	33	565,092.65
6020	Part Time Wages	104,470.00	.00	104,470.00	9,868.89	.00	21,789.78	82,680.22	21	100,962.27
6040	Overtime Pay	1,000.00	.00	1,000.00	.00	.00	69.86	930.14	7	484.66
6110	FICA/Medicare	57,573.00	.00	57,573.00	8,239.11	.00	17,146.64	40,426.36	30	49,403.15
6130	IPERS	62,498.00	.00	62,498.00	10,290.81	.00	21,548.60	40,949.40	34	61,751.84
6150	Group Insurance	110,961.00	.00	110,961.00	20,303.78	.00	40,555.21	70,405.79	37	113,597.90
6160	Workers Compensation	6,894.00	.00	6,894.00	.00	.00	.00	6,894.00	0	1,784.00
<i>Personnel Services Totals</i>		\$992,448.00	\$0.00	\$992,448.00	\$150,900.86	\$0.00	\$312,122.56	\$680,325.44	31%	\$893,076.47
<i>Personnel Services Non-position Control</i>										
6182	Mileage	2,600.00	.00	2,600.00	100.19	.00	266.26	2,333.74	10	1,507.68
6183	Group Insurance Deductible	15,000.00	.00	15,000.00	89.00	.00	356.00	14,644.00	2	23,291.00
6210	Dues/Memberships Subscriptions	2,350.00	.00	2,350.00	680.00	.00	1,001.00	1,349.00	43	2,305.10
6230	Training	11,500.00	.00	11,500.00	828.28	.00	4,289.19	7,210.81	37	15,435.67
6250	Tuition Reimbursement	8,300.00	.00	8,300.00	.00	.00	.00	8,300.00	0	5,250.00
<i>Personnel Services Non-position Control Totals</i>		\$39,750.00	\$0.00	\$39,750.00	\$1,697.47	\$0.00	\$5,912.45	\$33,837.55	15%	\$47,789.45
<i>Repair, Maintenance, Utilities</i>										
6310	Building Maintenance	2,000.00	.00	2,000.00	.00	.00	.00	2,000.00	0	1,048.00
6340	Office Equipment Repair	.00	.00	.00	.00	.00	.00	.00	+++	.00
6371	Utilities									
6371-01	Utilities Electric	44,000.00	.00	44,000.00	6,029.45	.00	19,451.16	24,548.84	44	47,150.53
6371-02	Utilities Gas	7,000.00	.00	7,000.00	965.30	.00	3,735.69	3,264.31	53	17,901.93
6371 - Utilities Totals		\$51,000.00	\$0.00	\$51,000.00	\$6,994.75	\$0.00	\$23,186.85	\$27,813.15	45%	\$65,052.46
6372	Dumpster Pickup	425.00	.00	425.00	45.00	.00	125.00	300.00	29	392.50
6373	Telephone & Cell Phone Communications	1,800.00	.00	1,800.00	191.56	.00	574.84	1,225.16	32	1,881.45
6374	Software Maintenance Fees	11,500.00	.00	11,500.00	.00	.00	15,284.42	(3,784.42)	133	11,840.87
<i>Repair, Maintenance, Utilities Totals</i>		\$66,725.00	\$0.00	\$66,725.00	\$7,231.31	\$0.00	\$39,171.11	\$27,553.89	59%	\$80,215.28
<i>Contractual Services</i>										
6408	Insurance/General	6,930.00	.00	6,930.00	.00	.00	.00	6,930.00	0	8,224.00
6409	Janitorial/Cleaning Services Contract	21,615.00	.00	21,615.00	1,650.00	.00	4,896.77	16,718.23	23	19,153.40
6411	Legal Fees	.00	.00	.00	.00	.00	.00	.00	+++	.00
6412	Immunization and Testing	750.00	.00	750.00	103.20	.00	103.20	646.80	14	345.00
6414	Printing/Advertising/Publications	4,000.00	.00	4,000.00	250.92	.00	1,438.22	2,561.78	36	3,993.51
6419	Software Support	2,500.00	.00	2,500.00	.00	.00	.00	2,500.00	0	6,840.51
6422	Office Equipment Maintenance Contracts	3,000.00	.00	3,000.00	323.59	.00	888.15	2,111.85	30	3,436.03
6431	Database Subscriptions	21,000.00	.00	21,000.00	1,264.13	6,060.00	7,455.13	7,484.87	64	16,641.82
<i>Contractual Services Totals</i>		\$59,795.00	\$0.00	\$59,795.00	\$3,591.84	\$6,060.00	\$14,781.47	\$38,953.53	35%	\$58,634.27

Expense Budget Performance Report

Fiscal Year to Date 09/30/22

Include Rollup Account and Rollup to Base Account

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd	Prior Year Total
Fund 001 - General Fund										
Department 4010 - Library Services										
EXPENSE										
<i>Commodities</i>										
6502	Library Materials									
6502-01	Library Materials Volunteer	100.00	.00	100.00	.00	.00	.00	100.00	0	.00
6502-02	Library Materials Books	54,000.00	.00	54,000.00	4,198.68	.00	11,567.81	42,432.19	21	56,989.45
6502-03	Library Materials SRP	6,500.00	.00	6,500.00	.00	.00	941.52	5,558.48	14	5,688.66
6502-04	Library Materials Supplies	8,400.00	.00	8,400.00	754.89	.00	1,397.50	7,002.50	17	5,554.25
6502-05	Library Materials Audio	4,500.00	.00	4,500.00	.00	.00	.00	4,500.00	0	4,811.99
6502-06	Library Materials DVDs	12,600.00	.00	12,600.00	1,222.00	.00	2,050.20	10,549.80	16	10,989.93
6502-07	Library Materials Miscellaneous	250.00	.00	250.00	.00	.00	.00	250.00	0	129.93
6502-08	Library Materials Magazines & Papers	3,750.00	.00	3,750.00	.00	.00	258.95	3,491.05	7	4,785.84
6502-09	Library Materials E-books	36,000.00	.00	36,000.00	.00	30,000.00	.00	6,000.00	83	33,875.63
6502 - Library Materials Totals		\$126,100.00	\$0.00	\$126,100.00	\$6,175.57	\$30,000.00	\$16,215.98	\$79,884.02	37%	\$122,825.68
6506	Office Supplies	5,000.00	.00	5,000.00	192.95	.00	341.68	4,658.32	7	3,682.80
6508	Postage & Shipping	1,250.00	.00	1,250.00	15.17	.00	15.17	1,234.83	1	416.66
6509	Building Maintenance Supplies	650.00	.00	650.00	.00	.00	.00	650.00	0	15.27
6513	Cleaning Supplies	2,000.00	.00	2,000.00	214.03	.00	605.60	1,394.40	30	1,822.50
6517	Computers & Technology	10,000.00	.00	10,000.00	428.68	.00	1,116.38	8,883.62	11	18,675.78
6521	Software	1,750.00	.00	1,750.00	.00	.00	.00	1,750.00	0	1,178.14
6525	Furniture & Fixtures (Non Capital)	2,000.00	.00	2,000.00	900.00	.00	900.00	1,100.00	45	2,002.60
6527	Employee Recognition	.00	.00	.00	.00	.00	.00	.00	+++	.00
6532	Program Materials	9,000.00	.00	9,000.00	394.85	.00	2,291.30	6,708.70	25	10,961.45
<i>Commodities Totals</i>		\$157,750.00	\$0.00	\$157,750.00	\$8,321.25	\$30,000.00	\$21,486.11	\$106,263.89	33%	\$161,580.88
<i>Capital Outlay</i>										
6770	Library Capital	.00	.00	.00	.00	.00	.00	.00	+++	.00
<i>Capital Outlay Totals</i>		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	+++	\$0.00
<i>Transfer</i>										
6910	Transfer									
6910-03	Transfer Capital Reserve	105,000.00	.00	105,000.00	.00	.00	.00	105,000.00	0	.00
6910 - Transfer Totals		\$105,000.00	\$0.00	\$105,000.00	\$0.00	\$0.00	\$0.00	\$105,000.00	0%	\$0.00
<i>Transfer Totals</i>		\$105,000.00	\$0.00	\$105,000.00	\$0.00	\$0.00	\$0.00	\$105,000.00	0%	\$0.00
EXPENSE TOTALS		\$1,421,468.00	\$0.00	\$1,421,468.00	\$171,742.73	\$36,060.00	\$393,473.70	\$991,934.30	30%	\$1,241,296.35
Department 4010 - Library Services Totals		(\$1,421,468.00)	\$0.00	(\$1,421,468.00)	(\$171,742.73)	(\$36,060.00)	(\$393,473.70)	(\$991,934.30)	30%	(\$1,241,296.35)
Department 4060 - Community Center										
EXPENSE										
<i>Repair, Maintenance, Utilities</i>										
6310	Building Maintenance	115,000.00	.00	115,000.00	4,192.27	281.00	47,073.39	67,645.61	41	130,914.52
<i>Repair, Maintenance, Utilities Totals</i>		\$115,000.00	\$0.00	\$115,000.00	\$4,192.27	\$281.00	\$47,073.39	\$67,645.61	41%	\$130,914.52

Expense Budget Performance Report

Fiscal Year to Date 09/30/22

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Fund 001 - General Fund										
Department 4060 - Community Center										
EXPENSE										
<i>Contractual Services</i>										
6432	Building Maintenance Contracts	90,000.00	.00	90,000.00	.00	(6,321.00)	9,650.04	86,670.96	4	82,300.99
6499	Misc Contractual	32,000.00	.00	32,000.00	668.32	5,957.00	2,678.30	23,364.70	27	42,603.76
	<i>Contractual Services Totals</i>	\$122,000.00	\$0.00	\$122,000.00	\$668.32	(\$364.00)	\$12,328.34	\$110,035.66	10%	\$124,904.75
<i>Capital Outlay</i>										
6799	Other Capital Outlay	.00	.00	.00	.00	.00	.00	.00	+++	.00
	<i>Capital Outlay Totals</i>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	+++	\$0.00
<i>Transfer</i>										
6910	Transfer									
6910-03	Transfer Capital Reserve	35,000.00	.00	35,000.00	.00	.00	.00	35,000.00	0	47,000.00
	6910 - Transfer Totals	\$35,000.00	\$0.00	\$35,000.00	\$0.00	\$0.00	\$0.00	\$35,000.00	0%	\$47,000.00
	<i>Transfer Totals</i>	\$35,000.00	\$0.00	\$35,000.00	\$0.00	\$0.00	\$0.00	\$35,000.00	0%	\$47,000.00
	EXPENSE TOTALS	\$272,000.00	\$0.00	\$272,000.00	\$4,860.59	(\$83.00)	\$59,401.73	\$212,681.27	22%	\$302,819.27
	Department 4060 - Community Center Totals	(\$272,000.00)	\$0.00	(\$272,000.00)	(\$4,860.59)	\$83.00	(\$59,401.73)	(\$212,681.27)	22%	(\$302,819.27)
	Fund 001 - General Fund Totals	\$1,693,468.00	\$0.00	\$1,693,468.00	\$176,603.32	\$35,977.00	\$452,875.43	\$1,204,615.57		\$1,544,115.62
Fund 003 - Library Capital										
Department 4010 - Library Services										
EXPENSE										
<i>Personnel Services Non-position Control</i>										
6230	Training	.00	.00	.00	.00	.00	.00	.00	+++	.00
	<i>Personnel Services Non-position Control Totals</i>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	+++	\$0.00
<i>Contractual Services</i>										
6411	Legal Fees	.00	.00	.00	.00	.00	.00	.00	+++	.00
6424	Consultant/Professional Fees	.00	.00	.00	.00	.00	.00	.00	+++	.00
	<i>Contractual Services Totals</i>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	+++	\$0.00
<i>Commodities</i>										
6502	Library Materials									
6502-03	Library Materials SRP	.00	.00	.00	.00	.00	.00	.00	+++	.00
	6502 - Library Materials Totals	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	+++	\$0.00
6508	Postage & Shipping	.00	.00	.00	.00	.00	.00	.00	+++	.00
6517	Computers & Technology	.00	.00	.00	.00	.00	.00	.00	+++	.00
6525	Furniture & Fixtures (Non Capital)	.00	.00	.00	.00	.00	.00	.00	+++	6,885.30
6532	Program Materials	.00	.00	.00	.00	.00	693.88	(693.88)	+++	13,935.41
	<i>Commodities Totals</i>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$693.88	(\$693.88)	+++	\$20,820.71
<i>Capital Outlay</i>										
6750	Buildings	105,000.00	.00	105,000.00	.00	.00	.00	105,000.00	0	5,540.00
	<i>Capital Outlay Totals</i>	\$105,000.00	\$0.00	\$105,000.00	\$0.00	\$0.00	\$0.00	\$105,000.00	0%	\$5,540.00

Expense Budget Performance Report

Fiscal Year to Date 09/30/22

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Fund 003 - Library Capital										
Department 4010 - Library Services										
	EXPENSE									
	Transfer									
6910	Transfer									
6910-01	Transfer General Fund	.00	.00	.00	.00	.00	.00	.00	+++	.00
6910-03	Transfer Capital Reserve	.00	.00	.00	.00	.00	.00	.00	+++	.00
6910-05	Transfer Capital Projects	.00	.00	.00	.00	.00	.00	.00	+++	.00
	6910 - Transfer Totals	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	+++	\$0.00
	Transfer Totals	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	+++	\$0.00
	EXPENSE TOTALS	\$105,000.00	\$0.00	\$105,000.00	\$0.00	\$0.00	\$693.88	\$104,306.12	1%	\$26,360.71
	Department 4010 - Library Services Totals	(\$105,000.00)	\$0.00	(\$105,000.00)	\$0.00	\$0.00	(\$693.88)	(\$104,306.12)	1%	(\$26,360.71)
	Fund 003 - Library Capital Totals	\$105,000.00	\$0.00	\$105,000.00	\$0.00	\$0.00	\$693.88	\$104,306.12		\$26,360.71
Fund 004 - Recreation Capital										
Department 4060 - Community Center										
	EXPENSE									
	Capital Outlay									
6750	Buildings									
6750-01	Buildings Community Center	735,000.00	.00	735,000.00	324,187.50	.00	324,187.50	410,812.50	44	1,679.80
	6750 - Buildings Totals	\$735,000.00	\$0.00	\$735,000.00	\$324,187.50	\$0.00	\$324,187.50	\$410,812.50	44%	\$1,679.80
	Capital Outlay Totals	\$735,000.00	\$0.00	\$735,000.00	\$324,187.50	\$0.00	\$324,187.50	\$410,812.50	44%	\$1,679.80
	EXPENSE TOTALS	\$735,000.00	\$0.00	\$735,000.00	\$324,187.50	\$0.00	\$324,187.50	\$410,812.50	44%	\$1,679.80
	Department 4060 - Community Center Totals	(\$735,000.00)	\$0.00	(\$735,000.00)	(\$324,187.50)	\$0.00	(\$324,187.50)	(\$410,812.50)	44%	(\$1,679.80)
	Fund 004 - Recreation Capital Totals	\$735,000.00	\$0.00	\$735,000.00	\$324,187.50	\$0.00	\$324,187.50	\$410,812.50		\$1,679.80
	Grand Totals	\$2,533,468.00	\$0.00	\$2,533,468.00	\$500,790.82	\$35,977.00	\$777,756.81	\$1,719,734.19		\$1,572,156.13

Library Director Report
North Liberty Community Library Board of Trustees Meeting
Oct 17, 2022

- I. Financial Update
 - A. Personnel: 31 percent
 - i. Payroll occurred twice in September; no payroll in October
 - B. Personnel Services (non-position): 21 percent
 - C. Repair, maintenance, utilities: 59 percent
 - D. Contractual Services: 35 percent
 - E. Commodities (materials and services): 33 percent
 - F. Total Library Services: 30 Percent
 - G. Average this time of year: 25 percent
- II. Library Operations Update
 - A. Operations update
 - 1. E-Card Program
 - a. Plan to offer e-cards for patrons who use electronic resources and don't use the physical library
 - 2. North Liberty will be signing on to be a [Book Sanctuary](#) through an initiative started at the Chicago Public Library
 - B. Building maintenance
 - 1. Carpet and Upholstery will be cleaned later this month
 - a. Heaven's Best Carpet Cleaning got the bid for this
 - C. Professional Activities
 - 1. Institute of Museum and Library Services (IMLS) Virtual Convening
 - a. Attended two virtual follow up meetings to the convening that was held in Washington DC in March where I served as a panelist discussing investing in library resources and funding
 - b. Discussion centered on best practices for supporting engaged reading in youth
 - c. Overarching this is the idea of what is the library "brand" on a national level
 - 2. ARSL Chattanooga
 - a. Attended some great sessions and gathered good ideas related to topics including creating culture of empathy with staff, diversity plans for libraries, accessibility to better serve people with disabilities, some new takes on customer service
 - b. Presented two sessions
 - (1) Mirrors and Windows – discussing the need for diversity and inclusion on library collections and overall services with Erin Silva
 - (2) The Exciting (Okay, Necessary) World of Policy – crafting

flexible, welcoming policies that allow staff to make good customer service decisions

3. RuralRISE Summit in Emporia, KS
 - a. Rural entrepreneur ecosystem builders conference
 - b. Great networking opportunities with several people who work on behalf of rural and small towns all over the country
 - c. Offered insight on how libraries help drive economic development and support small businesses
4. Participated in a meeting discussing results of libraries' role in workforce and business development
 - a. North Liberty was one of ten libraries included in a case study (PDF overview included in packet) with IMLS and Chief Officers of State Library Agencies (COSLA)

III. Staff Reports

A. Assistant Director

1. Led recent Iowa Library Association (ILA) Library Leadership & Management Association (LLAMA) quarterly roundtable
2. Participated in Good Morning ILA roundtable
3. Participated in City Intranet meeting
4. Participated in ARSL Conference via virtual format
5. Attended the Iowa Women's Foundation (IWF) Luncheon

B. Adult Services

1. Attended ARSL Conference in September – came back with ideas to implement including...
 - a. Hybrid art programming w/local 55+ community living places
 - b. Building/updating garden beds to be more accessible (Dani is looking for funding)
 - c. Possible partnerships to assist citizens who are re-entering our Johnson County communities
2. ILA Conference 2023 – Oct 12-14 in addition to serving on the Conference Planning Committee I will be presenting on a library program. Local Libraries LIT
3. 55+ Connections Lunch continues to grow and we see new people more and more
4. Partnership with Johnson County Public Health – survey host
 - a. Please fill it out!

C. Public Services

1. Onboarded two new Library Assistants (Megan Christianson and Taylor Cline)
2. Recorded two Love, Light, & Lit podcast episodes, both premiering on Weds. 9/28
3. Held monthly PT staff meeting; highlights included overview of monthly staff training program, review of October schedules, customer service spotlight

4. Continued planning for November's Lighthouse in the Library event, a restorative justice circle scheduled for 11/13 at noon in NLL's Meeting Room
ABCD

D. Family Services

1. Storytime
 - a. Outdoor & Saturday storytimes going well
2. DoodleBugs with CR museum of Art
 - a. Thursday September 29th; Erin is covering for the fall, hoping they will go to Wednesday at 10:30 in winter (and going forward)
3. Additional Programming
 - a. 9/17 World Batman Day
 - i. Voted for favorite (Lego Batman) & least favorite (Adam West). Showed Batman (1998), with treats.
 - ii. 101 people voted, movie wasn't well attended
 - b. 9/28 Permanent story walk celebration
 - i. Councilmen (Erek Sittig), Library Board member (Brady Bird), and Veridian branch manager, Tyler, all spoke. And then we read the story as we walked along the trail
 - ii. 41 people attended
 - c. Star Party
 - i. Collaborative program with Rec center & DNR (Take Your Kid Outdoor)
 - ii. @ Penn Meadows: star gazing, raptology with birds of prey, and s'mores!
 - iii. TAKO estimated 200 people showed up
 - d. Haunted Happenings
 - i. Combining Haunted Happenings with trunk or treat trail
 - ii. 3 sessions; Thursday night, Friday Morning & Friday night.
 - iii. Library theme is Garbage Pail Kids and we will hand out ring pops (for a nostalgic feel)

E. Youth & Teen Services

1. For September 2022, the youth collection is at 34.4% diverse with the books added this past month at 58.8%.
2. Program numbers
 - a. Super Tues: 0
 - b. Tweendom: 5
 - c. JOI Club: 11
 - d. Korra: 10
 - e. Question of the Week: 78
 - f. Snack: 297
 - g. World Batman Day: 101 & 12
 - h. BCM Teen Author Event: 32 & 5
 - i. Lotus Lanterns (Youth & Adults): 11
3. Our Junior Optimists are having their official induction ceremony on Wednesday, Oct. 5th.
4. ARSL 2022 in Chattanooga was successful. Jennie and I's presentation went well.

F. Marketing and Engagement Coordinator

1. **Library Card Sign Up Month Recap**
 - a. 148 new patrons in September! This is slightly lower when compared to our busy summer months (which sit at around 200/month) but higher than our typical non-summer months (which typically sit around 100/month).
 - b. 20 folks completed BINGO with 1 blackout (could only be obtained by a new patron).
 2. **Conference:** Dani & I are heading to Indianapolis November 1-3 for the Library Marketing & Communications Conference.
 3. **Library swag:** We ran out of our last lot of pens and have reordered new ones and added Lens Cleaning Cloths to our promo items.
 4. **Current Design Projects:** Playful Parenting group that starts in November, the next Lighthouse in the library event, and Embody Embrace.
 5. **Haunted Happenings:** I am currently recruiting non-profits, businesses, and city of NL departments to host a spot at this year's Haunted Happenings on Oct 27 & Oct 28. Consider yourself invited to host a spot along the trail. Learn more and reserve a spot as the Library Board, your business or organization [HERE](#). Let me know if you have any questions.
 6. **Join Us:** Local Libraries LIT event featuring Ann Patchett on Oct. 27 at 6:30 p.m. [Register](#) now for this virtual event.
 7. **Display:**
 - a. October is Domestic Violence Awareness Month and every year DVIP provides materials and for us to put up a display in the library.
 - b. Thrillers, mystery and horror for Halloween on the main display table
 - c. PT staff member Claire is also working on a display for International Stuttering Awareness Day on Oct. 22
 8. **Board Meeting:** Dani and I will be at the board meeting this month to talk about about Biblioboard, LinkedIn Learning and hopefully have an update on MyLibro.
- G. IT Coordinator
1. Changed file sharing of AIM information from ICCSD to a more secure SFTP format
 2. Scheduled Polaris 7.3 Upgrade for 10/12, prerequisite to expansion of eCard program
 3. APIs for Polaris and Overdrive put in place, prerequisites for MyLibro App
- H. Collection Development
1. I just returned from the Back In Circulation Conference in Madison, WI. Mostly focused on circulation staff, and how to get the collection circulating as best as possible. Here are some points that I came away with:
 - a. I presented at the conference about methods of organizing a graphic novel collection. I have a large collection of graphic novels at home and have developed an elaborate scheme to keep them organized. Some of those methods have been put into place at the library and I shared what I have done. It went well and I got good feedback.
 - b. I went to a session on subscription kits for all ages, which Erin and Kayla currently do for tweens and teens. They had some excellent ideas that

could help refine the program, like having a theme for pulling the books but not necessarily telling the patrons so if we run out of books about witches it isn't a big deal because there weren't preconceived notions of what was going to be in the box besides books (that the patron does give broad parameters for, likes/dislikes). They also use small durable bags instead of the boxes we currently use, which seem easier to store and would fit in the drop box.

- c. I also went to a session on serving underserved populations, which basically boiled down to figuring out what our biases are so that we can overcome them and then figure out what our community needs and what underserved populations we might have. A lot of this work is being done by our IDEA (Inclusion Diversity Equity Access) committee, and we are working towards getting some focus groups together to figure out where we have underserved populations.
- d. There was also a session on using shelving staff to help with weeding projects as shelveers tend to have their hands on materials the most and are aware of their condition. Our shelving staff is currently trained to pull old and worn-out materials as they see them, but this library had specific parttime staff that oversaw the condition of specific areas. They are a much larger library with a much different breakdown of responsibilities, but I'm brainstorming ways to make something similar happen at North Liberty.

Respectfully Submitted, Jennie Garner, Library Director

MEETING ROOM USE POLICY

I. Purpose Statement

Meeting rooms of the North Liberty Library are designed to meet general informational, educational, cultural, and civic purposes. Use of the library's meeting rooms does not constitute library or City of North Liberty endorsement or approval of viewpoints expressed by participants in the program.

II. Meeting Room Use Guidelines

- A. Meeting rooms are available for the public on a first-come, first-served basis for use at times that do not conflict with daily operations of the library or library programming
- B. Meeting rooms are primarily for nonprofit use, non-commercial, non-political, and not religious. Exceptions may be made for meetings that may have a positive impact on economic development in North Liberty
- C. All nonprofit meetings shall be open to the public and not limited to membership of the group or organization sponsoring the meeting
- D. Programs and promotion of library services or by the City of North Liberty for City-sponsored events will have priority for meeting room use. Meeting/study rooms may not be reserved exclusively for exhibition or display purposes
- E. No money or goods may be exchanged in the course of meeting room use and no fees may be charged for attending the meeting
- F. No solicitation for future sales is permitted without prior approval by library administration
- G. Reservations may start no less than 30 minutes before the library's closing time
- H. Meeting/study rooms may be reserved for a maximum of three (3) hours unless prearranged
- I. An individual or group may have up to three reservations scheduled at a time
- J. Refreshments are welcome. Cleaning equipment is provided for user(s) in white cupboards located in Meeting Rooms A & D
- K. Smaller groups may be asked to move into smaller rooms to accommodate a larger group
- L. The library staff is not able to serve as a point of information for patrons with questions regarding meetings other than providing directions to a meeting
- M. The North Liberty Recreation Department, ph. 319-626-5716, has fee-based meeting space available for for-profit purposes

III. User Responsibilities

- A. Any materials promoting an event or meeting held in a library meeting room (for example, flyers or poster) may list the Library as the location but may not imply Library sponsorship, unless pre-arranged as a co-sponsored event with the library
- B. Library property stored in the meeting rooms, including chairs, shall not be removed or transferred to other areas without prior approval from staff
- C. Reservations will be held for fifteen minutes after the beginning of the session reservation and will be cancelled if the individual or group does not check in for the reservation in that time frame
- D. Set up and tear down are the responsibility of the user.
- E. After a meeting, the user should leave the room in its standard arrangement, clean tables and

floor as needed, and dispose of any trash containing food or beverage products in the outdoor trash receptacles behind the recreation department before leaving (Groups may request a large trash receptacle from library staff if needed), and check out with library staff to secure the space

- F. Music or other audio should be limited in volume as to not disturb other library users.
- G. Meetings will not generally be scheduled before or after library hours
- H. Group representatives may not enter library building or other meeting rooms, nor will deliveries be accepted, before regular library hours
- I. For larger meetings, presenters should direct attendees to park away from the main library doors (west entrance)
- J. Individual placing the reservation request is responsible for all reasonable repair or replacement cost for damage to the facility space, fixtures, or equipment utilized during the reservation

IV. Non-Qualifying Meeting Room Uses

- A. Political campaign purposes (political forums and listening posts are permitted)
- B. Weddings, showers, reunions or individual/private parties, banquets
- C. Commercial use where personal or business profits are the chief aid of the meeting
- D. Selling or fund-raising is prohibited in the library's meeting rooms and lobby except for events that benefit the library

Please note:

The North Liberty Library does not discriminate or condone discrimination against any person on the basis of race, religion, sex, sexual orientation, gender identity, housing status, ability or ethnicity. Granting permission for meeting rooms does not constitute endorsement of any group's, or affiliated groups', viewpoints. Iowa's Civil Rights laws forbid discrimination on the basis of race, sex, sexual orientation, gender identity, national origin, religion, or disability.

Terms of use may not apply to library or City of North Liberty events. External advance reservations will not be cancelled without prior notification of at least six weeks.

The library reserves the right to refuse use of the rooms to individuals or groups who do not adhere to library policies or meeting room terms of use or are disruptive to normal library operations.

The library director or designee shall have final authority regarding use of library meeting rooms.

Reviewed/Approved by the Library Board of Trustees, October 2021

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- F. No solicitation for future sales is permitted without prior approval by library administration
- G. Reservations may start no less than 30 minutes before the library's closing time
- H. Meeting/study rooms may be reserved for a maximum of three (3) hours unless prearranged. Extensions may be allowed upon request is space if available
- I. An individual or group may have up to three reservations scheduled at a time
- J. Smaller groups may be asked to move into smaller rooms to accommodate a larger group
- K. The library staff is not able to serve as a point of information for patrons with questions regarding meetings other than providing directions to a meeting
- L. The North Liberty Recreation Department, ph. 319-626-5716, has fee-based meeting space available for for-profit purposes

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- C. Reservations will be held for fifteen minutes after the beginning of the session reservation and will be cancelled if the individual or group does not check in for the reservation in that time frame
- D. Set up and arrangement of chairs and tables and tear down to leave the room in its standard arrangement (see image on meeting room doors) are the responsibility of the user.
- E. Refreshments are welcome. Food waste should not be left in meeting room trash bins.
After a meeting, the user should clean tables and floor as needed and dispose of any trash

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containing food or beverage products in the outdoor trash receptacles behind the recreation department before leaving. Groups may request a large trash receptacle from library staff if needed.

- F. Users should check out with library staff to secure the space.
- G. Music or other audio should be limited in volume as to not disturb other library users.
- H. Meetings will not generally be scheduled before or after library hours
- I. Group representatives may not enter library building or other meeting rooms, nor will deliveries be accepted, before regular library hours
- J. For larger meetings, presenters should direct attendees to park away from the main library doors (west entrance)
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Reviewed/Approved by the Library Board of Trustees, October 2022

LIBRARIES ARE FOR EVERYONE

Our library is an essential public good.

The North Liberty Library Board of Trustees, along with library staff, strives to create an environment of belonging where all persons are given dignity and respect.

In light of the uncertainty many feel in society, we, the Board of Trustees, reaffirm that the North Liberty Library values empowerment, connection, and equity. All citizens have the right to access information and the freedom to read.

The North Liberty Library represents the community we serve, and we must continue working toward the creation of the equitable and inclusive library that we envision in the defining principles and values set in the North Liberty Library Strategic Plan (FY23-FY25).

Public libraries have long been democratic institutions as one of the last public institutions where all individuals are welcome. Public libraries champion First Amendment rights and promote free access to information for all. Public libraries offer services, programs, and educational resources that promote inclusion and diversity to all members of the community.

The North Liberty Library provides service to all races, all genders, all sexual orientations, all religions, all abilities, all ages, all national or ethnic origins, all languages, all citizenship statuses, all economic statuses, all political affiliations, all people.

The North Liberty Library is a community hub where people intersect, connect, and thrive.



520 W Cherry St PO Box 320
North Liberty, IA 52317 (319)626-5701

Public Comment at Library Board Meetings

PURPOSE:

The North Liberty Library Board of Trustees values public input and endeavors to create an atmosphere where board members and members of the public can attend to business efficiently and fairly with full participation.

- A. Members of the public have the right to attend library board meetings, subject to certain conditions and limitations.
- B. The meeting space will, to the extent possible, be arranged so that all interested persons can observe the meeting and hear all discussions and votes.
- C. All board members, city staff, and members of the public should speak one at a time in a civil and courteous manner to order to be heard by all persons in attendance.
- D. All cell phones or other communication devices should be silenced during library board meetings. No one should take a voice phone call during a meeting without first leaving the chambers and closing the doors behind them.

PUBLIC PARTICIPATION:

The library board will allow up to 30 minutes of each board meeting for public comment.

Comments and discussion of an agenda item should focus on the item and the policy in question.

It is the responsibility of the Board President, Board members, Library staff, and members of the public to maintain an atmosphere of respect throughout the meeting.

The board will not respond at this meeting to questions, requests for information or requests for action. An appropriate response may be made later, after board members have sufficient opportunity to consider and deliberate on the issue.

Individuals wishing to address the board must have signed in at least five minutes prior to the start of the board meeting. An individual must list his/her name, home address, and topic to be discussed.

Each speaker will be allowed a maximum of three (3) minutes to address the board until the allotted time is up.

The board president or chair of the meeting will call on those persons one at a time to stand and address the board for no more than the allocated time.

Upon recognition by the board president or presiding officer, the individual should state his/her full name, home address, and the reason for wishing to speak.

Should the number of speaker requests exceed the allotted time in the meeting, the Board President or chair of the meeting may limit speakers to two (2) minutes to accommodate as many voices as possible.

Requests for time to speak will usually be granted in the order the requests were received. Priority will be given to residents of the library taxing district.

Speakers may not yield their time to another individual as to allow someone more than three (3) minutes or the allotted time.

It is possible that not all persons requesting time will be allowed to speak. Anyone not allowed to speak will be considered signed in for the next board meeting.

Constituents will not be allowed to comment during other portions of the board meeting unless comments are specifically requested by the board.

The presiding officer may terminate a speaker's privilege to speak if, after being called to order, the speaker acts in a manner that is discourteous or disruptive.

Empowering Citizens, Empowering Readers Convening
Washington, DC | Planet Word Museum
March 1-2, 2022

I. Event Background

Expanding access to literacy and increasing reader engagement across the nation is a priority for Director Crosby Kemper and the entire IMLS leadership team. Specifically, IMLS seeks to use the power in promoting literacy development and reading practices as key tools for improving social wellbeing and increasing civic engagement. In March 2020, IMLS hosted a one and half day convening of 100 invited participants to discuss the current state of reading and public library engagement, with the stated mission of the event being, *"to facilitate knowledge sharing across stakeholders from libraries and local community organizations to generate new ideas and innovations for empowering readers."* To achieve this mission, the convening was anchored by the following two guiding questions:

1. *Building upon learnings from the IMLS social wellbeing study, how does literacy contribute to improving outcomes for community members/library patrons?*
2. *If library usage is declining, as evident in circulations rates, what is at stake and how can libraries increase community engagement?*



II. Event Overview

IMLS staff from the Office of the Director (OD), the Office of Library Services (OLS), and the Office of Research and Evaluation (ORE) partnered with Capital Meeting Planning (CMP) for approximately 13 months to plan, organize, and execute this convening, which took place on March 1 and 2, 2022.

Invitees: Planning of the event included carrying out an intentional process of selecting a limited number of invitees to ensure a broad representation of perspectives. The Office of the Director (OD), the Office of Library Services (OLS), and the Office of Research and Evaluation (ORE) selected approximately 100 librarians, library directors, educators, researchers, grantmaking organizations, and community-based

Event Summary Report

program directors from across the country. In addition to participants and event coordinators, additional IMLS staff attended, serving as notetakers and facilitators.

Structure: The format of the convening included keynotes and interactive panel. At the conclusion of the panel discussion, participant input and reactions were solicited via a Question-and-Answer segment. Following each Q & A, IMLS staff facilitated an activity and discussions at each table.

III. Content Overview

The content was divided into three sessions, each of which contained a distinct keynote speaker(s) and panelists, designed to strengthen literacy networks and further understand barriers to reading to inform future innovations.

Session 1: Libraries and Social Wellbeing – The goal of Session 1 was to discuss differences of variables in ascertaining what works well in communities, the extent to which libraries are a significant factor in promoting social wellbeing and identifying indicators for measuring social wellbeing. Panelists supplemented this discussion by sharing models of success and outlining different pathways to success—e.g., addressing homelessness—with the understanding that there is not just one answer to questions about where attendees see themselves in their communities, specifically related to literacy and the importance of the libraries and their work on literacy. These discussions build upon findings from the IMLS report released earlier this year, *Understanding the Social Wellbeing Impacts of the Nation’s Libraries and Museums*.

Keynote Speakers



Robert Putnam
Political Scientist,
Researcher, Author



Shaylyn Romney Garrett
Author, Researcher



Dianne Connery
Pottsboro Library



Carmen Patlan
Highwoods Public Library



Felton Thomas, Jr.
Cleveland Public Library

Expert Panelists

Session 2: Strategic Alignment of Library Resources – Session 2 centered Tim Coates’ recent research on the declining public use of public libraries, made evident by low circulation rates. His Freckle Report challenges libraries to rethink community member engagement tactics. The panelists responded to his argument, offering their insights on strategically aligning resources to combatting the decline.

Keynote Speakers



Tim Coates
Researcher,
The Freckle Report



Tony Ageh
New York Public Library



Jennie Garner
North Liberty Library



Patrick A. Losinski
Columbus Metropolitan
Library



Kelvin Watson
Las Vegas-Clark County
Library District

Expert Panelists

Session 3: Prioritizing Literacy Development – Session 3 closed out the convening with a rich discussion of what is at stake when there is a decline in literacy. After Professor Maryanne Wolfe’s keynote presentation on brain science discoveries for how children (up to teenage years) come to literacy and overall personal development through reading, the panelists shared experiences and insights from their literacy programs and how these are affecting social wellbeing in their communities.

Keynote Speaker



Maryanne Wolf
Author, Researcher

Expert Panelists



Dipesh Navsaria
Reach Out & Read



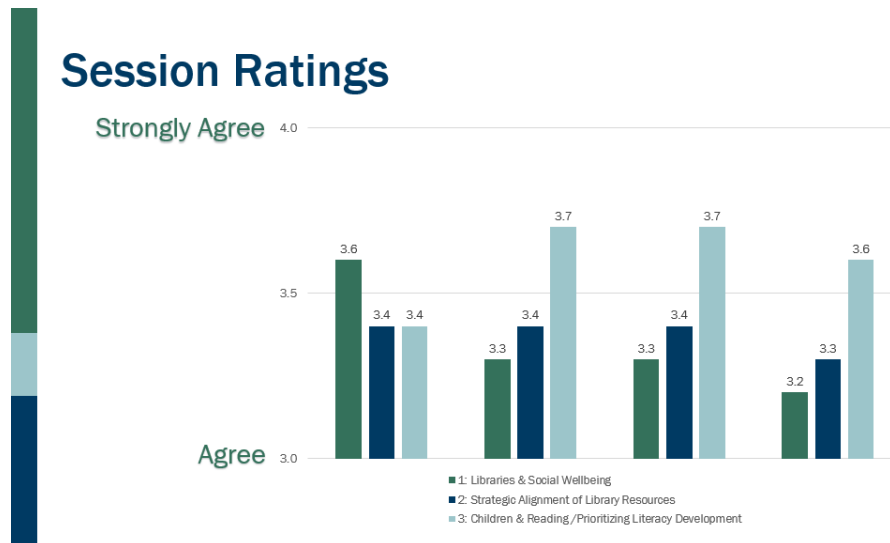
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READ Charlotte



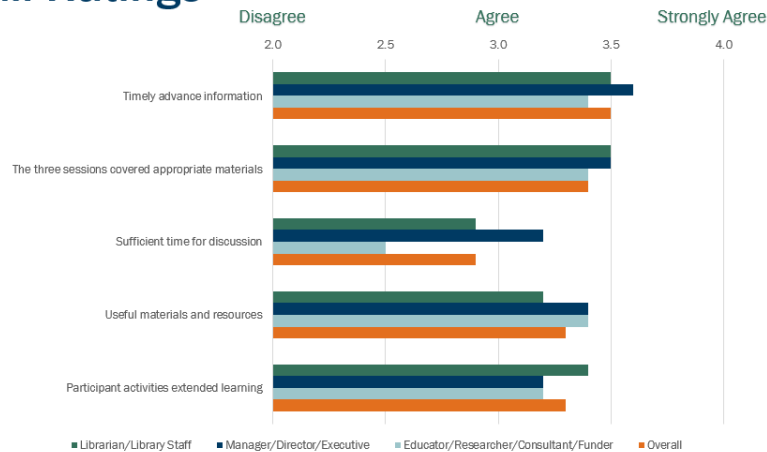
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Barbara Bush Foundation

IV. Convening Takeaways

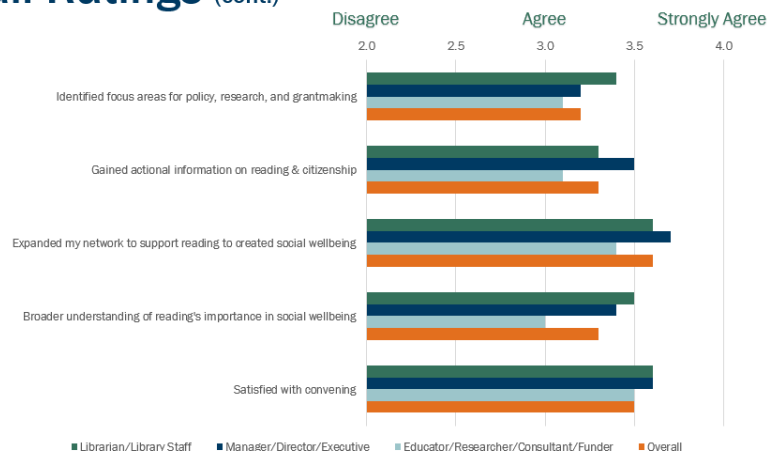
Event Evaluation: Overall, participants engaged in meaningful ways during the convening, through Q & A sessions that advanced collective learning and through active participation in activities and networking breaks. The ORE created and circulated an official evaluation among participants. Evaluation respondents indicated satisfaction with the event with positive ratings for each session and general experience. Nearly half of the respondents expressed interest in continuing the conversations that emerged over the course of the convening. Figures below reflect data from the event evaluation, which was administered at the conclusion of convening using a printed copy and digitally via email.



Overall Ratings



Overall Ratings (cont.)



Stakeholder Suggested Strategies: Throughout the event IMLS staff members recorded written notes on the conversations happening at their tables. Additionally, participants submitted questions and comments throughout the event to an idea “parking lot” area, comprised of a note pad and post-it notes. Afterwards, ORE staff analyzed all 600+ comments that emerged from the convening, drawn from table discussions, activities, post-it notes, and emails about literacy and social wellbeing. They coded all ideas into six different themes listed below, along with sample comments from participants:

Theme 1: Library Identity, Purpose, & Branding

- *What is our “brand”? Reading, information, or something else?*
- *Books should not be the only brand for libraries.*
- *How do we increase the perceived value of a free public goods?*
- *Equity Question: What is the role of the library in improving racial equity? - "Equity and diversity get me to the table, inclusivity gives me voice."*

Theme 2: Literacy Development & Engagement

- *How do we define engaged reading? How do we define literacy?*
- *What about cultures and traditions that do not rely on print literacy consumption? Oral traditions like storytelling.*
- *Who is responsible for teaching children to read?*
- *What impact are eBooks having on libraries?*

Theme 3: IMLS Funding & Grantmaking

- *Why do libraries have to rely deeply on philanthropists for funding? Where is the government?*
- *Libraries desire grants that require more collaborative projects between libraries and across sectors - theory and practice together.*
- *Offer and support new ideas with the possibility of failure into the grant process to support innovation.*
- *Equity Question: How can funding directly target the eradication of the wealth gap?*

Theme 4: Research, Data, & Evaluation

- *What data matter to our public and what matters to people that are not using libraries?*
- *What is more important to libraries – national data or local data?*
- *We need to look at data from a subculture level to better serve our communities*
- *Equity Question: How can libraries identify inequalities and gaps in service without collecting demographic data on who we are reaching?*

Theme 5: Supporting the LIS Field/Library Workforce

- *There should be more accountability for libraries in creating community change and IMLS needs to better track that work.*
- *How do we nurture and retain diverse LIS cohorts? How to better empower and encourage them to be social change agents?*
- *Equity Question: Does the workforce have the cultural competencies to reach minority children if they come through the doors?*

Theme 6: Best Practices & Programs

- *The statement "programs don't matter," is wrong, especially with youth who typically. Two examples:*
 - *Local authors reading and storytelling circles, which encourage children to write and draw their stories; children's creations become part of the library's collection.*
 - *Initiatives like tours and meet the librarian events -> building trust with our community library -> safe & useful space*
- *Equity Question: How can libraries do a better job reaching disadvantaged communities?*

Each of the themes identified by the ORE team were further divided into subthemes to reflect the stakeholder ideas and strategies more accurately in their scope. Each subtheme and their respective set

of strategies were matched to IMLS strategic goals and assigned a hypothesis about how they relate to advancing social wellbeing and literacy development.



V. Next Steps

Operationalizing stakeholder strategies: The IMLS core project team with staff from OD, OLS, and ORE reviewed all stakeholder strategies based on ORE coding and personal reflections and prioritized potential sets of strategies before follow-up. The IMLS Leadership reviewed these selections as well in deliberating on how to best operationalize prioritized strategies. Currently, IMLS has begun follow-up investments using FY 2022 funds for further informing a longer-term research agenda and grantmaking. Four projects currently under development for implementation in FY 2023 are listed below:

1. Constructing a statistical methodology that builds on prior research by Raj Chetty and others to enable a way to test the hypothesis that American neighborhoods with strong libraries positively influence literacy by improving children's reading. The outcome of this activity will be a proposed statistical model to meaningfully test the hypothesis.
2. Researching about the efficacy of contemporary literacy practices that are seeking to improve youth literacy through reading; research will focus on reading practices used with digital reading content and physical content as well as highlight potential library best practices associated with IMLS grants.
3. Planning a convening of targeted researchers and practitioners in examining the availability and gaps of data for measuring reading across diverse groups of youth. The assessment is intended to inform deliberation by IMLS and other partners for ramping up library capacity to innovate approaches towards youth reading, using potential experimental pilots.
4. ORE and OLS will support a cooperative agreement between the Urban Library Council and Barbershop Books, to develop a series of case studies to examine the social networks and dynamics at a play in fostering a targeted subset of the youth population's reading in non-traditional spaces. The cooperative agreement also includes facilitating engagement between local public libraries and Barbershop Books to establish program partnerships in select ULC member library communities.

Event Summary Report

Reconvening: Since nearly half of the Convening participants expressed interest in continuing engagement on literacy and social wellbeing, IMLS is currently designing a reconvening strategy to gather researchers and library practitioners to discuss best practices for studying social wellbeing and neighborhood-level impact of the libraries, and best practices from the field.

VI. Acknowledgements

This event was made possible by IMLS leadership and staff, event planners from Capital Meeting Planning, and partners at the Planet Word Museum.





Presentation of learning: libraries' role in workforce and small business development

Mt. Auburn Associates

October 2022

Agenda

1. Introduction – research questions and methods
2. Libraries' workforce and small business development services
3. Libraries' role in workforce and small business development systems
4. Measuring libraries' contribution
5. Building on the learning

Research questions

1. How can libraries help improve economic conditions in their communities through their activities related to workforce and business development?
2. What is the specific value of libraries to the broader workforce and business development systems in their communities?
3. How can the contribution of libraries to their communities' economies through business growth, skill development, and job access be measured?
4. What are key hypotheses that are emerging about the role of libraries in addressing their communities' workforce and business development needs that could be tested in future research?

Phases of the work

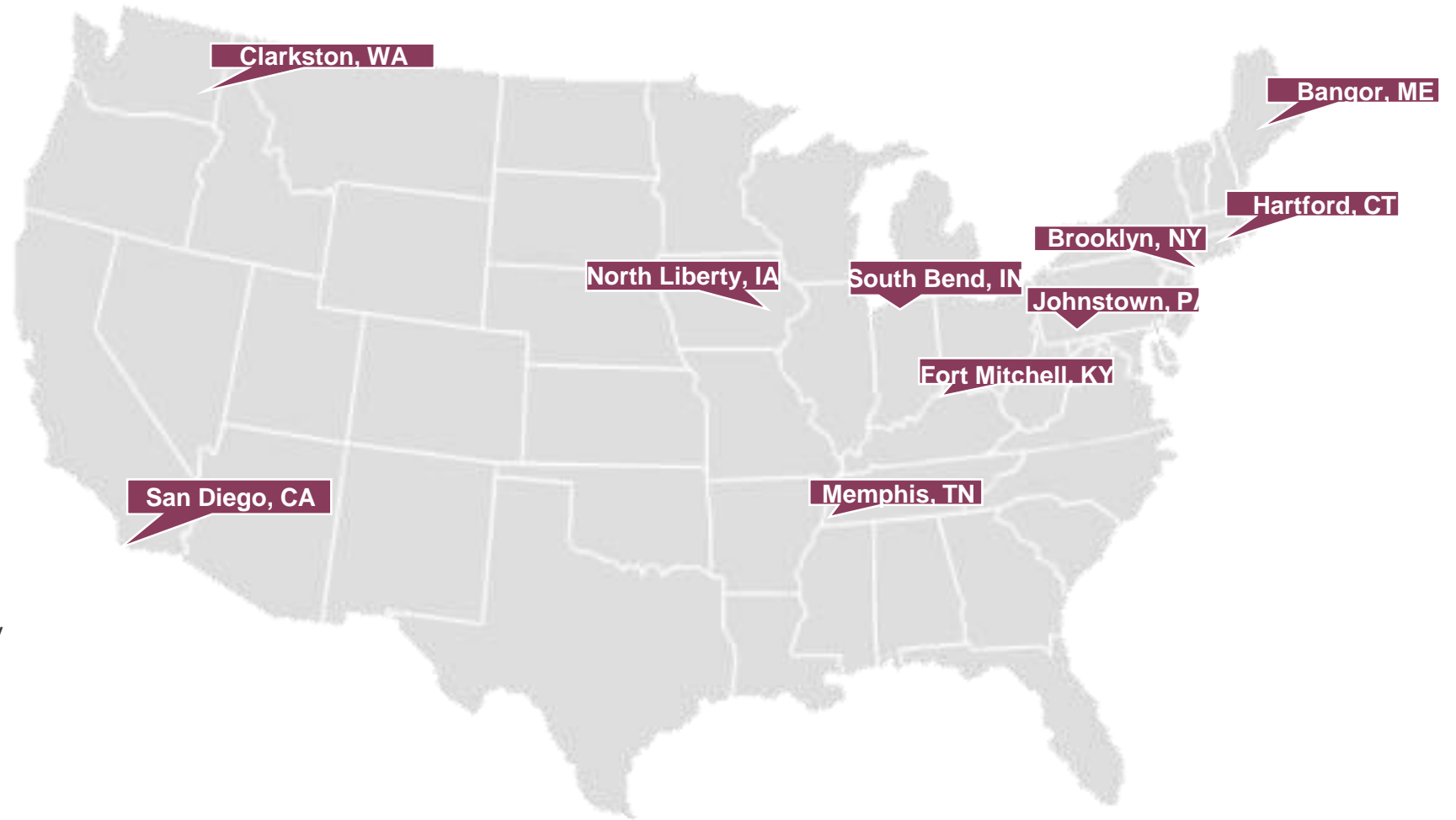


Methods

1. The research team selected a purposive sample of 10 case study public library systems
 - ▶ The universe of possible case studies identified through having been reported in a national journal article, book, or blog post as having a noteworthy approach to workforce or business development; and/or libraries nominated by the Project Advisory Group
 - ▶ Selected a sample with a diversity of system sizes (number of branches), organizational types, state policy contexts, geographic sizes (rural, city, suburban communities), and types of workforce and business development programming
2. Case study research included interviews of branch staff, library system staff, workforce and business development stakeholders, and civic leaders for each case
 - ▶ 8-15 interviews per site, with a total of 114 completed interviews
3. Case study interview analysis informed cross-site report
 - ▶ Research team utilized individual case studies and Nvivo analysis of interviews to generate cross-site themes

Overview of case study sites

1. Asotin County Library
2. Bangor Public Library
3. Brooklyn Public Library
4. Cambria County Library System
5. Hartford Public Library
6. Kenton County Public Library
7. Memphis Public Libraries
8. North Liberty Community Library
9. San Diego Public Library
10. St. Joe County Public Library



Overview of case study sites cont.

Library	Central branch city	State	Service area population	Number of branches	Organizational type	2019 budget	Budget per capita	FTE
Asotin County Library	Clarkston	WA	22,520	3	District	\$904,351	\$ 40.16	9.8
Bangor Public Library	Bangor	ME	32,262	1	Nonprofit	\$2,281,847	\$ 70.73	31.34
Brooklyn Public Library	Brooklyn	NY	2,504,700	60	Nonprofit	\$153,512,307	\$ 61.29	1092
Cambria County Library System	Johnstown	PA	104,316	14*	Nonprofit	\$1,340,561	\$ 12.85	20.03
Hartford Public Library	Hartford	CT	122,587	7	Nonprofit	\$10,287,427	\$ 83.92	103.3
Kenton County Public Library	Fort Mitchell	KY	165,410	3	District	\$14,040,893	\$ 84.89	140.4
Memphis Public Libraries	Memphis	TN	823,667	18	Municipal	\$22,248,275	\$ 27.01	296
North Liberty Community Library	North Liberty	IA	19,539	1	Municipal	\$1,141,457	\$ 58.42	12.38
San Diego Public Library	San Diego	CA	1,420,572	36	Municipal	\$60,301,128	\$ 42.45	402.63
St. Joe County Public Library	South Bend	IN	167,606	10	District	\$16,631,208	\$ 99.23	127.75

*The Cambria County Library System is a federated system of independent libraries, not branches.

Library services

Role of Libraries in Workforce and Business Development System

Workforce development

Small business development

Library Designed and Led Services

Standard services

- Access to computers for resume writing
- Help filling out applications or submitting resumes
- Books and on-line information related to job search
- Access to on-line training programs
- Direct librarian assistance and referral to other resources

- Access to computers for tax, regulatory, and other forms
- Books and on-line information on entrepreneurship, small businesses, specific industries
- Access to databases for business plans and market studies
- Access to technology for prototyping - 3D printer
- Direct librarian assistance and referral to other resources

Specialized services

- Computer literacy workshops and training
- Career readiness workshops and training
- Occupational training
- Adult education and ESOL training
- Digital navigation and one on one coaching
- Designated career space
- Facilitate job search support groups

- Business plan development and other specialized workshops
- Maker spaces, co-working space, media and technology space
- Pitch contests and other specialized programs
- One on one coaching or mentorship programs by dedicated small business staff
- Entrepreneur networking events

Partnerships

Community hub services

- One Stop Career Center location
- Facilities for training providers
- Training programs run with other partners
- Host job fairs with partners
- Trusted convener of community service providers
- On the job training and internship placements

- Joint programs and workshop with other small business service providers such as SCORE
- Facilities for small business support organizations to meet clients and hold workshops
- Trusted convener of community service providers

Spotlight: workforce development services at Memphis Public Libraries

Workforce development services are central offerings of MPL, which sees itself as a trusted guide to those looking to navigate complex systems and services across the city.



Standard services: JobLINC career center resources include an online job and career platform for job postings and employer contact, access to technology and internet services, and online adult learning and training resources.



Specialized services: JobLINC career specialists support job seekers with career counseling, one-on-one resume review, interview preparation, and job application assistance. JobLINC's primary location is within the central library, but its services reach across the city via JobLINC's Mobile Career Center. This 38-foot bus, equipped with ten laptops, internet access, digital resources, and specialized staff, aims to increase community engagement with the career services MPL offers without requiring individuals to travel to the central branch. MPL also oversees LINC211, the region's 2-1-1 system, and facilitates connections to social supports and services.



Community hub services: While the majority of MPL's workforce services are directed by the library, they do collaborate with other organizations and share their space. For example, MPL hosts events such as job fairs in library space in collaboration with the City of Memphis and other partners.

Spotlight: business development services at Hartford Public Library

Hartford Public Library offers services in support of small business development, including:



Standard services: Library resources include researchIT CT, a Connecticut State Library resource that gives cardholders access to a large set of collections, including EBSCO's Small Business Reference Center, which offers business and industry information that benefits business owners. Library staff offer ad hoc support to patrons with questions related to small business development



Specialized services: The Park Street branch established a women's entrepreneurship program, Mujeres Emprendedoras, based on HPL's relationship with a group of female immigrants who had started selling their own goods from their homes. In 2021, HPL secured a grant from the Hartford Foundation for Public Giving's Latino Endowment Fund to offer **small business development workshops (in Spanish) for these women and other community members**. The grant also covers the cost of childcare during the workshops and provides the women with \$1,000 to purchase materials needed for the workshops. Workshop topics include banking, breadmaking, sewing, and artisanal art.



Community hub services: HPL provides community space for nonprofits and other entities to offer workshops to support entrepreneurs. For instance, HPL conducted outreach and recruitment for a series of SBA workshops at the main branch on how to start a business. HPL has offered these SBA workshops approximately two to four times annually.

Key themes: library services

1

Standard services relevant to job seekers and entrepreneurs, which are available at all case study libraries, remain a critical and under-measured and tracked service.

2

Examples of libraries providing specialized services relevant to workforce development seem more prevalent than entrepreneurship and small business-type programming.

3

One of the more common workforce and business-related services is supporting digital literacy through basic computer access, one-on-one assistance, or specialized workshops.

Key themes: library services cont.

4

Co-location of career centers may benefit from cross-staff training, collaboration, and integration.

5

Most case study libraries concentrated specialized and community hub services in the central branch. Library branches primarily develop more ad hoc services to meet localized needs.

6

While the COVID-19 pandemic clearly presented many challenges for the case study libraries, it also led to some learning and new opportunities.

Libraries role in workforce and small business development systems

SYSTEM LEVEL: Libraries are critical players in the workforce and business development systems

Value Add

- Universal access point for residents provides services broadly and to diverse communities
- Unique role as an institution of community trust focused on information access, community navigation, convening, and responding to community gaps

Library services and resources

Referrals to services

Partnerships between libraries and other systems

Referrals to services

Community workforce and business dev. services and resources

The systems are more efficient and inclusive

- Greater accessibility
- Improved alignment
- Greater coordination
- Increased efficiencies

The community achieves increased economic resilience

Context:

Size of community, economic conditions, community ecosystem, state enabling environment

Relationships with other organizations in the systems



Informal relationships: Librarians are often aware of other organizations in their community that provide services to job seekers and entrepreneurs. Both the libraries and other community organizations may provide information to community members about each other's services, such as promoting events or sharing informational materials such as flyers or brochures.

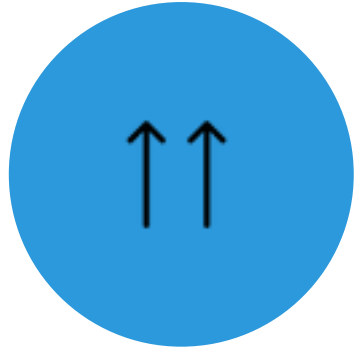


Formal partnerships: Most commonly, formal relationships involve providing space within the library facility for a community partner to serve individuals. Other formal partnerships include jointly designing and operating a training program or workshop. Common library partners include the local WIOA one-stop system, the SBA SCORE system or SBDC.



Multi-stakeholder engagement: Some library systems went beyond having one-on-one relationships with other organizations to engaging more deeply in their community's civic infrastructure. In some cases, it has meant having the library represented at larger working groups in the community on workforce or economic development issues. In other cases, the library itself is playing more of a leadership role in convening other workforce or business development entities.

Relationships with other organizations in the systems: examples



Informal relationships

- **Bangor Public Library** staff reaches out to other workforce service providers to facilitate cross-referrals and cross-marketing of services
- **North Liberty Community Library** forged many relationships throughout its community as well as Iowa City



Formal partnerships

- The most common formal partnership among case study libraries was between the library system and the community's career center.
- For example, **Cambria County Library** partners extensively with co-located CareerLink, and **Kenton County Public Library** has a Kentucky Career Centers access point at a library branch.



Multi-stakeholder engagement

- **Brooklyn Public Library** plays a convening role in the local workforce and business development ecosystems, including by bringing together adult literacy organizations.
- **Asotin Community Library** took the lead in developing a Broadband Action Team, and participates in a “career development team” with local organizations

Contribution to system outcomes

System reach and inclusiveness

Libraries increase the number of residents in a community who are receiving workforce or business development services by:

- ▷ Serving as the system's front door
 - ▶ Accessible locations
 - ▶ Seen as safe and welcoming spaces
 - ▶ Workforce and business development system navigation
 - ▶ Provide access to critical social services
- ▷ Addressing the needs of specific populations

System efficiency

Libraries help leverage limited resources in the system to contribute to better outcomes by:

- ▷ Reducing service duplication through system alignment
- ▷ Providing technology access and digital literacy services, basic literacy services, and ESOL
- ▷ Providing free access to online workforce and small business training resources and data

Key themes: libraries' role in workforce and business development systems

1

Expanding the reach of the existing systems, in terms of number of residents and involvement of specific often-excluded population groups, may be one of the more significant outcomes of public libraries in contributing to community economic well-being.

2

The most important role that many libraries play in their broader workforce and small business development systems may be **providing access to technology and services designed to strengthen digital literacy**.

3

Public libraries that develop **deep multistakeholder engagement** may be able to contribute to greater **system-related outcomes** because a broader set of community stakeholders understand the resources that the library could provide in the community.

4

Dynamic, proactive leadership can help integrate libraries into the community and create a culture of collaboration among the staff.

Tracking and measurement

Library Level: Outcomes of Libraries' Role

Standard services

Specialized services

**Community
Hub**

High number of access points leads to increased reach

Access to technology and internet makes system more inclusive, reaching residents often left out

Referrals to other community service providers increases reach and efficiency for other stakeholders in system

Direct programs and services increase skills of participants, access to jobs, and ability to start or grow a businesses

Increased alignment increases efficiency in resource deployment

Libraries develop greater number of partnerships and increased referrals from other community providers

DIRECT INDIVIDUAL OUTCOMES

- Skill attainment
- Job attainment
- Business starts
- Business growth

EMPLOYER OUTCOMES

- More appropriate applicants
- Reduced time searching for talent

SYSTEM OUTCOMES

- Workforce and business development systems are more efficient and inclusive

COMMUNITY OUTCOMES

- Increased levels of educational attainment and skills in workforce
- Increased employment opportunities through business establishment and business growth
- Improved community economic vitality

Existing efforts: types of measurement

- Library measurement of workforce and business development services is often limited to direct outputs and outcomes related to program activity and anecdotal evidence of impact.
- Case study libraries reported collecting:

Most case study libraries

- General library metrics
- Online databases and web-based analytics
- Program outputs
- Anecdotal evidence of program impact

Some case study libraries

- Information requests
- One case study library tracks referrals to the in-house career center
- Program outcomes

Spotlight: Tracking and measurement efforts at Brooklyn Public Library

At BPL, two full-time staff are in charge of data collection, analysis, and support. They help branch staff utilize program data and assess population-level statistics to understand their communities.

- 1. General library metrics:** Tracks basic data such as number of programs, circulation, and WiFi use per public funder requirements. The department sees itself as building the data, creating visualizations of the data, and working with BPL staff to ensure they understand how to use the data.
- 2. Information requests:** BPL has software that categorizes all email and chat reference requests. B&CC staff record the number and type of questions they answer on a daily basis.
- 3. Usage of online resources:** BPL can get data on how many patrons have accessed some of the available online learning tools. Each of BPL's vendors has its own way of keeping track of who uses its services and how they use the service.
- 4. Program outputs:** BPL staff who provide direct services to patrons track the number of people they serve. As part of this effort, staff track when and for how long the service was provided.
- 5. Program outcomes:** The library collects pre-/post-TABE (Test of Adult Basic Education) data, reports outcome data to the state Department of Education, and submits workforce program employment data to the state for wage record matching. Library staff administer regular surveys of the entrepreneurs who have participated in PowerUP!. In addition to surveys after class completion and an evaluation survey at the end of the program, staff follow up with a survey two years after completion.
- 6. Anecdotal evidence of impact:** Patrons often email and report to BPL staff about how library services have helped them obtain employment, advance their careers, or start a business. While not consistent, the librarians often keep emails that indicate a patron's satisfaction or outcomes and use these to share positive stories with funders. For the PowerUP! and BKLYN Fashion Academy, the staff have an alumni network, which affords them a better sense of some of the outcomes that participants have achieved over time.

Common challenges to measurement

Staff capacity

Library staff have **limited time to assume data collection and reporting** responsibilities

Library staff may lack **underlying skill sets** related to indicator development, data collection, and reporting

Culture of privacy

Libraries' **commitment to patron privacy** prevents data collection during program registration

Collecting **personally identifiable information** is a particular concern, hindering program follow-up

Attribution

Job seekers and entrepreneurs served by libraries often also **interact with other service providers in the community.**

Collecting and reporting data on outcomes could at best be used to communicate **a library's role in *contributing* to outcomes rather than attributing the outcomes to libraries.**

Technology systems

Data collection systems **might currently rely on paper and pencil, creating burdensome transfer** to databases.

Libraries deal with **competing data requests and reporting platforms,** complicating data collection.

Follow-up data collection

Follow-up data are **notoriously difficult to collect across all sectors**

Patron mobility and the limited engagement of some library programs can prevent effective follow-up after a program

Motivations to measure

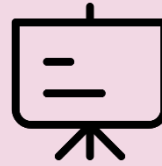
Internal



Learning

- Use of resources and programming
- Efficient use of staffing capacity
- Effectiveness of training and one-on-one assistance for program improvement
- Understanding community needs

Internal/External



Making the Case

- Presentations on value of library to municipal, county, and state officials
- Communications to the public on value of library
- Value of partnerships

External



Funder Requirements

- Reporting on outputs and outcomes
- Entering data in funder databases
- Formal evaluations

Key themes: tracking and measurement

1

It may be unrealistic to think that most public libraries will be able to complete a rigorous analysis of the outcomes of their workforce and business development activities.

2

Libraries need to have a compelling motivation to engage in often time-consuming and complex efforts to track outcomes.

3

The approach to data collection and measurement may differ depending upon the audience and purpose.

Key themes: tracking and measurement cont.

4

Creating a culture of learning and having a strong champion on the staff for using data for learning may help to promote staff interest in tracking the outputs and outcomes of their work.

5

Measuring workforce- and small business-related outcomes with any level of rigor may require a relatively high level of capacity through specialized staff and data systems.

Implications of findings

Potential implications for libraries

- 1. Relationships relationships relationships.** Libraries' relationships with other service providers and community organizations maximize their system impact.
 - ▶ Strong relationships mitigate risks of replicating services, make it more possible to align and fill gaps
 - ▶ When relationships are strong, other organizations in the community see the importance of the library, refer more job seekers/entrepreneurs, and are more likely to collaborate with the library.
- 2. Standard services help libraries make an impact.** They play a key role in adding value to the greater systems, even simply by providing computer access.
- 3. Libraries step in to provide digital literacy support.** These key services add value to local systems, and libraries are uniquely positioned to do it well.
- 4. Library facilities are key community assets.** Libraries are accessible, shared spaces, and often perceived as welcoming by patrons who might not otherwise go to a career center.
- 5. Measurement may be best focused on system impacts.** Measuring program outcomes is difficult, and may not best serve libraries. For them to tell their story, getting better at the system impact measurement is more important.

Overcoming challenges to program outcome measurement

1. Developing more systematic approaches to presenting data on service utilization and patron feedback
2. Using creative approaches to address privacy concerns
 - ▶ Strategies may include double-blind coding of participant data to eliminate confidentiality concerns or implementing waivers that participants sign to enable sharing of limited data with explicit program partners.
 - ▶ Several libraries also discussed using amalgamated profiles that they created through their databases to identify library trends and adjust programming.
3. Developing specialized instruments to track patron use of standard services
4. Tracking referrals by library staff and by other service providers
5. Working with partners to track hub services

Measuring system improvements

The case studies provide some evidence of the type of measures that could be useful in making the case of the library's role in the system:

- 1. Tracking referrals to and from the public library:** The role librarians often play as system navigators, referring patrons to other service providers, is a role that libraries rarely measure. Similarly, other service providers refer residents to the library for basic skills necessary to participate in their programs.
- 2. Tracking use of online training programs and skills attained through these programs:** Online training programs are an efficient way of building workforce readiness and skills. Data are available on how patrons use these services, but libraries do not use these data to their advantage.
- 3. Tracking the number of patrons using library computers for workforce- or business-related activities:** Anecdotal evidence suggests that many patrons come to the library to use the computers when they are seeking employment or thinking about starting a business. Libraries rarely track the scale of this usage.

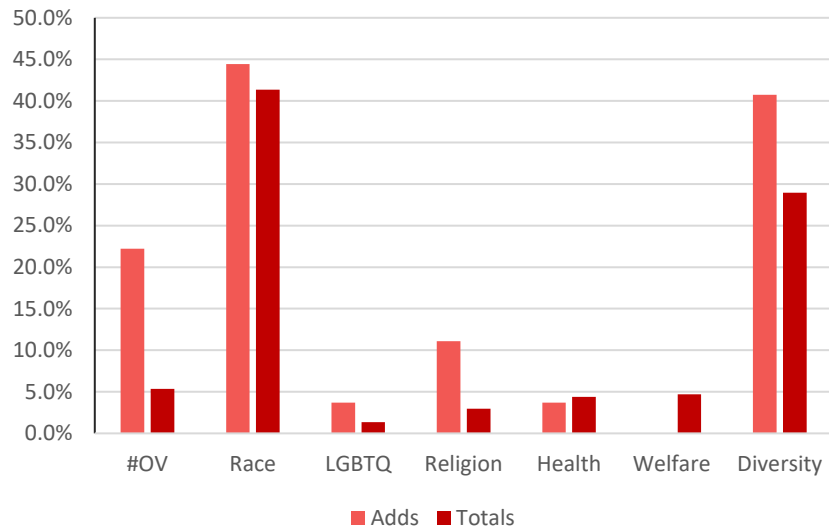
Final research products

Full report and case studies available at <https://measuresthatmatter.net/>

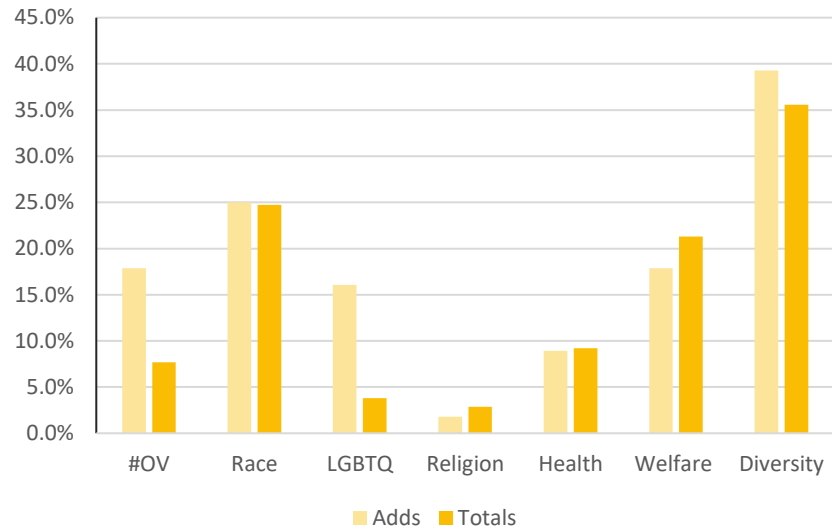
Discussion

Youth Diversity Analysis: July 2022

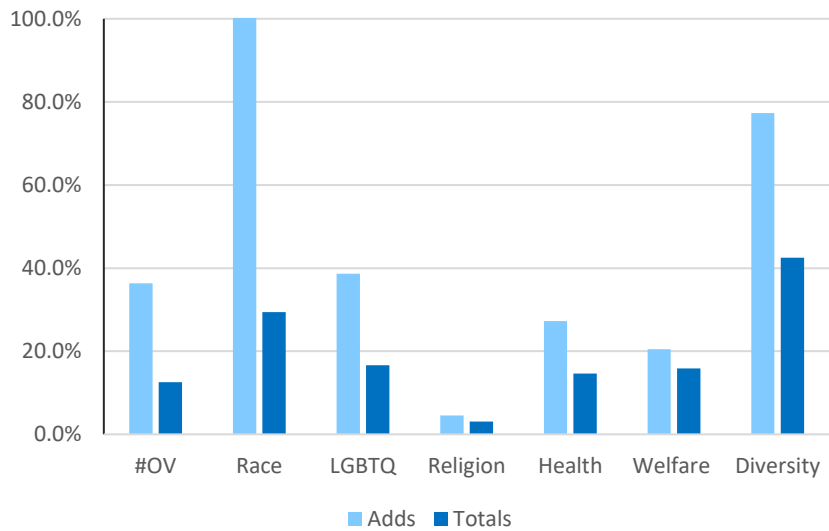
Primary Diversity



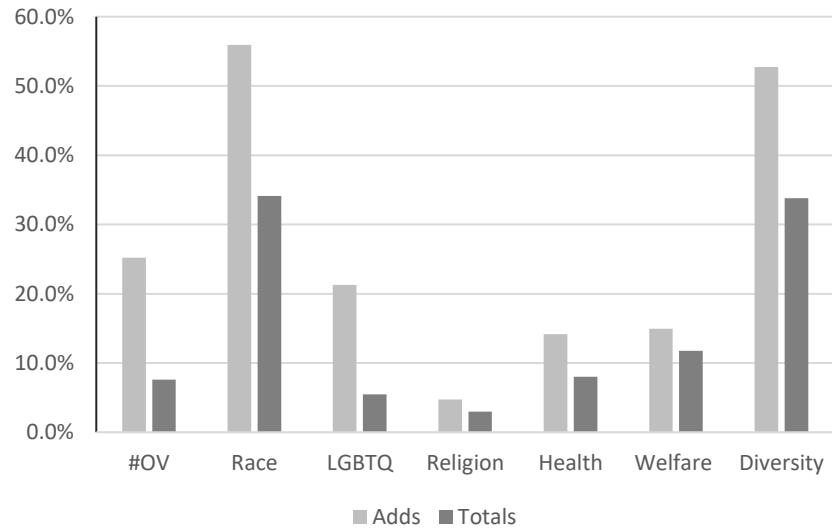
Juvenile Diversity



Teen Diversity



Collection Diversity



Youth Diversity Analysis: July 2022

	Primary		Juvenile		Teen		Total	
	Total	Additions	Total	Additions	Total	Additions	Total	Additions
#OV	375	6	294	10	394	16	1063	32
%	5.3%	22.2%	7.7%	17.9%	12.6%	36.4%	7.6%	25.2%
Race	2901	12	945	14	921	45	4767	71
%	41.3%	44.4%	24.7%	25.0%	29.4%	102.3%	34.1%	55.9%
LGBTQ	96	1	145	9	521	17	762	27
%	1.4%	3.7%	3.8%	16.1%	16.6%	38.6%	5.5%	21.3%
Religion	207	3	109	1	97	2	413	6
%	3.0%	11.1%	2.9%	1.8%	3.1%	4.5%	3.0%	4.7%
Health	307	1	352	5	459	12	1118	18
%	4.4%	3.7%	9.2%	8.9%	14.6%	27.3%	8.0%	14.2%
Welfare	330	0	814	10	496	9	1640	19
%	4.7%	0.0%	21.3%	17.9%	15.8%	20.5%	11.7%	15.0%
Diversity	2032	11	1360	22	1333	34	4725	67
%	29.0%	40.7%	35.6%	39.3%	42.5%	77.3%	33.8%	52.8%
Count	7016	27	3823	56	3134	44	13973	127