



Ankeny Kirkendall Public Library
BOARD OF TRUSTEES
Thursday, October 19, 2023
Regular Meeting: 6:00 p.m.
Location: City Council Chambers - Library

AGENDA

Agenda Item	Discussion Points
I. Call to Order	
II. Public Comment	
III. Approval of Minutes	A. September 21, 2023
IV. Consent Agenda Samuel Mitchel, Director	A. Financials
V. Policy/Procedure Review	A. Conduct in the Library
VI. Director's Report – Sam Mitchel	
VII. Department Reports	A. Circulation – Beth Schaefer B. Public Services – Holly Sealine <ol style="list-style-type: none"> 1. Adult Services – Justin Armbruster 2. Teen Services – Amanda Bellis 3. Children Services – Kelly Munter, Brittany Burk C. Acquisitions – Evan Anderson
VIII. Committee Reports (Evaluation, Finance, Marketing, Policy, Staffing, etc.)	
IX. Friends of the Library (<i>Update</i>)	
X. Old Business	A. Fine Free Discussion
XI. New Business	A. FY25 Budget Discussion B. 2025 Strategic Plan: Update C. Study/Conference Room Usage Discussion
XIII. Adjourn	A. Next Meeting: November 16, 2023

**KIRKENDALL PUBLIC LIBRARY BOARD OF TRUSTEES
MEETING MINUTES**

Thursday, September 21, 2023

Regular meeting: 6 p.m.

Location: Library, Teleconference

Present: Gene Lucht, Fred Schuster, Heather Stephenson, Amber Sommerfeld, John Meyer

Staff: Sam Mitchel

Topic	Discussion
Call to Order	John called the meeting to order
Approval of Minutes	Motion made by Gene to approve the August minutes. Second made by Amber. Motion passed unanimously.
Public Comments	none
Consent Agenda	Sam discussed budget items. Budget run rate 16.5%, conversation about budget. Discussed rural programs, cataloging, waste management, electrical, dues, electronic services, insurance, posting and shipping, periodicals. Discussion about lags in subscriptions because Sam can't pay for a subscription more than once in a fiscal year. Sam discussed outliers in the budget that are front loaded expenses. Revenue streams were discussed. Discussed library fine data.
Policy/Procedure Review	
Director's Report	Sam gave the director's report. Sam is working on the State Library report. Discussion of funding compared to other metro communities. Discussed youth programs. Discussion of circulation numbers.
Committee Reports (Evaluation, Finance, Marketing, Policy, Staffing, etc.)	
Friends of the Library (update)	No friends meeting to report. Next meeting is next week.
Old Business	Trustee Continuing Education - Chapter 5 Approving and monitoring the budget. The board moves money in the budget by asking for a budget amendment. The city provides more money in the budget than required. Receive funds from rural Polk County circulation. We do not have anyone contracting with us. The city maintains all the finances for the library. Budget kick off is in October, this is the annual financial plan. The budget is prepared by Sam and the staff. The board will approve the budget then it gets sent to the city with the justifications. This process is done before Thanksgiving. In January, Sam presents the budget to the city council. A preliminary budget will be discussed in October. A final budget will be presented in November. January is the city budget workshops. March is the city budget approval. The trustees approve all of the bills. The city also maintains the books for the Friends of the Library. The library has petty cash. Total of 45 minutes of continuing education for the Board members.

Topic	Discussion
New Business	Board retreat discussed. Need volunteers to present at the city council meeting in November, Gene and Fred are interested
Adjournment	Motion to adjourn Gene, second was Fred. Approved by all. The next meeting is October 19, 2023

Respectfully submitted, Heather Stephenson, Board Member

City of Ankeny
Ankeny Kirkendall Library
Fiscal Year 2024 Expenditure Report

		FY 2021	FY 2022	FY 2023	FY24	As of	FY 2024	%
		Actual	Actual	Actual	Budget	September 30, 2023	Balance	Expended
							Remaining	
Personal Services								
Salaries and Wages	4101	544,747.48	627,972.10	677,830.34	723,184.00	194,514.11	528,669.89	26.90%
Overtime Wages	4102	283.81	46.86	321.17	1,000.00	60.88	939.12	6.09%
Temporary Wages	4103	606,108.72	709,232.30	752,179.54	858,000.00	216,604.55	641,395.45	25.25%
Longevity	4109	3,884.46	2,557.59	2,807.58	3,269.00	807.66	2,461.34	24.71%
FICA	4116	87,200.71	100,504.98	108,192.25	121,670.00	31,053.41	90,616.59	25.52%
IPERS	4117	108,664.10	120,765.39	144,774.57	149,666.00	38,306.80	111,359.20	25.59%
Deferred Compensation	4119	5,000.06	5,000.06	5,000.06	5,000.00	1,346.17	3,653.83	26.92%
Employee Insurance	4120	120,467.00	104,591.00	107,940.82	107,576.00	34,328.35	73,247.65	31.91%
Workers Compensation	4122	886.00	1,243.00	1,303.00	1,375.00	0.00	1,375.00	0.00%
Total Personal Services		1,477,242.34	1,671,913.28	1,800,349.33	1,970,740.00	517,021.93	1,453,718.07	26.23%
Contractual Services								
Legal and Recording Services	4212	0.00	0.00	495.00	500.00	315.00	185.00	63.00%
Financial Services	4214	1,582.18	2,693.41	2,531.33	4,500.00	637.19	3,862.81	14.16%
Computer Services	4215	74,297.70	78,070.91	57,108.29	61,900.00	36,894.95	25,005.05	59.60%
Waste Management Services	4224	924.65	1,004.92	715.54	1,000.00	205.16	794.84	20.52%
Land and Tree Services	4227	1,916.16	1,975.35	2,113.05	5,000.00	871.53	4,128.47	17.43%
Communications	4244	3,752.33	5,819.90	10,989.76	10,680.00	1,504.98	9,175.02	14.09%
Electric Charges	4247	65,030.22	58,142.88	59,856.64	76,000.00	20,555.04	55,444.96	27.05%
General Insurance	4251	52,398.00	60,584.47	69,254.39	82,050.00	0.00	82,050.00	0.00%
Dues, Memberships, and Licenses	4261	1,504.00	35,106.14	46,189.17	55,500.00	14,239.78	41,260.22	25.66%
Training and Education	4265	5,129.00	1,295.75	1,884.00	3,950.00	0.00	3,950.00	0.00%
Travel	4266	0.00	49.50	1,365.68	2,850.00	73.36	2,776.64	2.57%
Meetings and Food	4269	332.34	255.60	695.22	500.00	0.00	500.00	0.00%
Building Maintenance Services	4270	102,704.12	112,584.88	147,228.73	127,000.00	25,721.51	101,278.49	20.25%
Electronic Services	4273	4,402.84	3,734.45	4,953.15	6,000.00	2,021.91	3,978.09	33.70%
Special Program/Event Services	4292	4,416.00	9,246.50	8,564.80	10,000.00	538.80	9,461.20	5.39%
Postage and Shipping	4296	2,353.23	783.80	2,626.68	5,000.00	973.35	4,026.65	19.47%
Refunds	4297	837.50	4,871.42	7,231.25	6,000.00	787.50	5,212.50	13.13%
Total Contractual Services		321,632.03	376,219.88	425,417.98	458,430.00	105,340.06	353,089.94	22.98%
Commodities								
Office Supplies	4310	8,101.81	9,339.11	9,930.86	11,000.00	2,866.82	8,133.18	26.06%
Periodicals	4315	9,102.66	7,508.09	8,627.38	9,000.00	4,374.12	4,625.88	48.60%
Medical and First-Aid Supplies	4333	0.00	6.86	0.00	200.00	0.00	200.00	0.00%
Special Programs/Events Supplies	4343	12,183.14	14,954.59	12,084.72	12,000.00	2,843.61	9,156.39	23.70%
Circulation Materials	4344	7,507.40	19,777.92	10,078.76	23,000.00	4,121.53	18,878.47	17.92%
Library Books/Reference Materials	4345	147,712.53	148,751.34	148,990.58	151,000.00	42,849.52	108,150.48	28.38%
Multimedia Materials	4346	75,153.38	77,659.07	84,263.61	73,000.00	20,334.56	52,665.44	27.86%
On-Line Subscriptions	4347	9,503.92	20,574.04	20,809.28	48,200.00	45,010.83	3,189.17	93.38%
Minor Equipment	4354	24,613.69	16,574.88	6,758.37	10,000.00	4,217.62	5,782.38	42.18%
Building Maintenance Supplies	4380	8,720.88	15,998.79	19,776.81	23,000.00	4,466.23	18,533.77	19.42%
Total Commodities		302,599.41	331,144.69	321,320.37	360,400.00	131,084.84	229,315.16	36.37%
Capital Outlay								
Building Improvements	4420	0.00	0.00	0.00	0.00	0.00	0.00	
Total Capital Outlay		0.00	0.00	0.00	0.00	0.00	0.00	
Debt Service								
Equipment Reserve Payments	4595	0.00	0.00	0.00	0.00	0.00	0.00	
Total Transfers		0.00	0.00	0.00	0.00	0.00	0.00	
Total Expenditures		2,101,473.78	2,379,277.85	2,547,087.68	2,789,570.00	753,446.83	2,036,123.17	27.01%
FTEs		22.85						

City of Ankeny
Ankeny Kirkendall Library
Fiscal Year 2024 Revenue Report

		FY 2021	FY 2022	FY 2023	FY 2024	As of	FY 2024	%
		Actual	Actual	Actual	Budget	September 30, 2023	Balance Remaining	Received
Commissions	3415	337.74	467.02	460.20	300.00	195.42	104.58	65.14%
Lease/Rent Payments	3420	0.00	0.00	0.00	0.00	0.00	0.00	
Facility Rental	3422	3,015.95	29,994.15	81,900.53	10,000.00	19,076.10	(9,076.10)	190.76%
Equipment Rental	3423	0.00	0.00	0.00	0.00	0.00	0.00	
County Library Contribution	3503	135,316.00	150,776.00	185,284.00	185,284.00	0.00	185,284.00	0.00%
Other Local Contributions	3509	0.00	5,000.00	0.00	0.00	0.00	0.00	
State Library Open Access	3516	9,610.66	14,629.69	12,130.41	12,130.00	0.00	12,130.00	0.00%
Operating Grants	3517	14,111.86	16,430.18	16,856.61	16,857.00	16,875.07	(18.07)	100.11%
Operating Grants	3537	0.00	5,000.00	0.00	0.00	0.00	0.00	
Special Program Fees	3615	0.00	0.00	0.00	0.00	0.00	0.00	
Copy Charges	3691	4,712.40	8,890.05	10,147.84	8,000.00	3,104.59	4,895.41	38.81%
Miscellaneous Service Charges	3699	1,411.45	1,335.51	1,129.05	2,000.00	308.50	1,691.50	15.43%
Salvage Sales	3822	0.00	0.00	0.00	0.00	0.00	0.00	
Other Sales	3829	406.56	308.00	477.68	400.00	69.00	331.00	17.25%
Private Contributions	3831	0.00	0.00	0.00	0.00	0.00	0.00	
Refunds	3841	2,369.12	0.00	561.52	0.00	9.64	(9.64)	
Rebates	3842	28.11	0.00	358.31	0.00	0.00	0.00	
Other Reimbursements	3849	0.00	502.71	81.02	0.00	2,685.90	(2,685.90)	
Library Fines	3861	19,374.03	20,924.23	19,373.61	20,000.00	4,057.35	15,942.65	20.29%
Lost Materials	3868	3,400.58	4,758.18	3,779.14	4,000.00	1,237.69	2,762.31	30.94%
Legal Settlement/Damages	3869	2,028.37	2,567.08	2,287.08	2,000.00	694.51	1,305.49	34.73%
Overages/Shortages	3891	189.44	74.17	36.53	0.00	27.13	(27.13)	
Miscellaneous Other	3899	0.00	0.00	0.00	0.00	0.00	0.00	
Total Revenues		196,312.27	261,656.97	334,863.53	260,971.00	48,340.90	212,630.10	18.52%

Director's Report September 2023

I. Personnel

- Part-time interviews for two available shifts. Caitlin Nicholson and Abi Cubit were subsequently hired.
- 9/8: Library closed from 11:00-1:30 in order for library staff to participate in City employee lunch and activities. Staff thoroughly enjoy as it is a great way to promote city-wide comradery.

II. Facility

- 9/21: City-wide new employee orientation: City has introduced an orientation program for new employees with 20+ regularly-scheduled work week. The program introduces new hires to the different departments of the City. Holly and Beth gave the presentation, and I gave a tour of the library.

III. Misc.

- Working on State Library of Iowa annual report due in October 31.
- 9/6: Online training on WTCox periodicals portal for ordering, submitting claims, etc.
- 9/7: Metro-area Library Directors meeting and tour of the Grimes construction project. Discussed implementation of new rural Polk County service concept.
- 2025 Strategic Plan Survey: seeking community input on how individuals use the library, are informed about resources/services, and suggestions for improvement.

IV. Marketing/Communication

During the month of September, library staff has utilized the following avenues to market and communicate resources, services, and other information. Relationship building and fostering of opportunities is represented as well.

Resources	Services	Information	Relationship
<ul style="list-style-type: none">• New acquisitions & staff picks via eNewsletter	<ul style="list-style-type: none">• September programs and book clubs via social media, eNewsletter, lobby digital display, and calendars.	<ul style="list-style-type: none">• Study/Conference room policy update via August eNewsletter.• Community Survey in Ankeny Living	<ul style="list-style-type: none">• 9/7: Friends of the Library meeting and annual funds request• 9/11: Played the bagpipes for the AFD 9/11 memorial.• 9/12 & 26: City Departments meeting

Sam Mitchel



SEPTEMBER 2023 CIRCULATION REPORT

By: Beth Schaefer

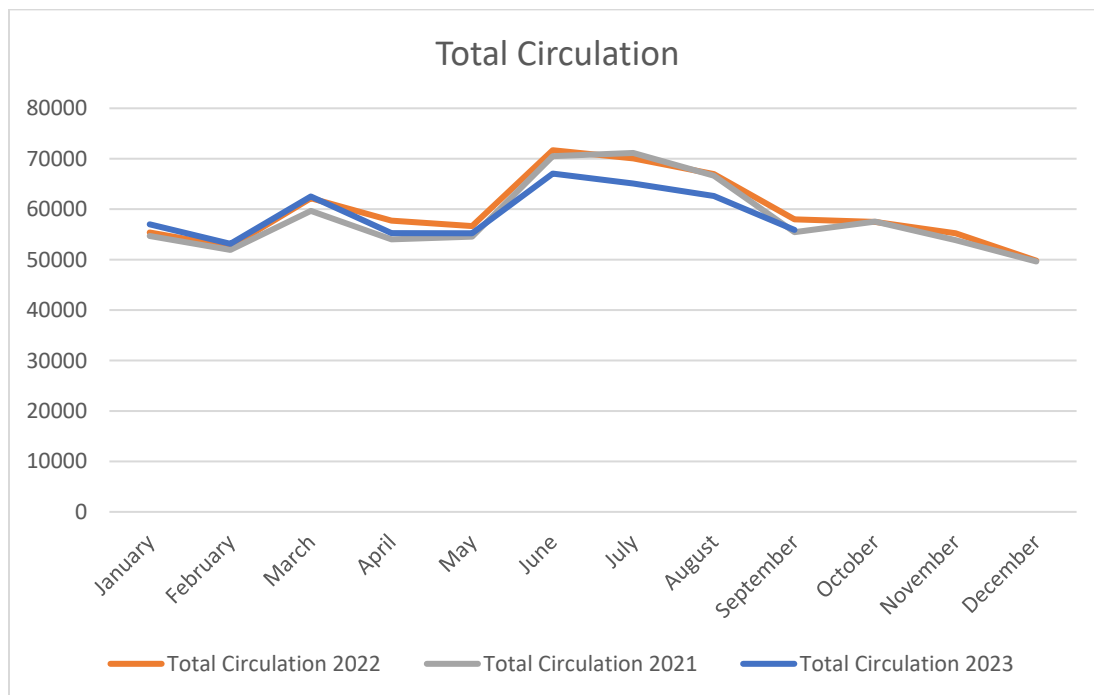
Date: 10/1/23

- In September, I was able to help at several programs; the Turtle Party with the youth department, and DIY mugs for the adults, using the library's Cricut Mug Press. Both events were so fun! Sam, Holly, and I also gave a library tour to new City of Ankeny employees during the first New Employee Orientation day hosted by the city.



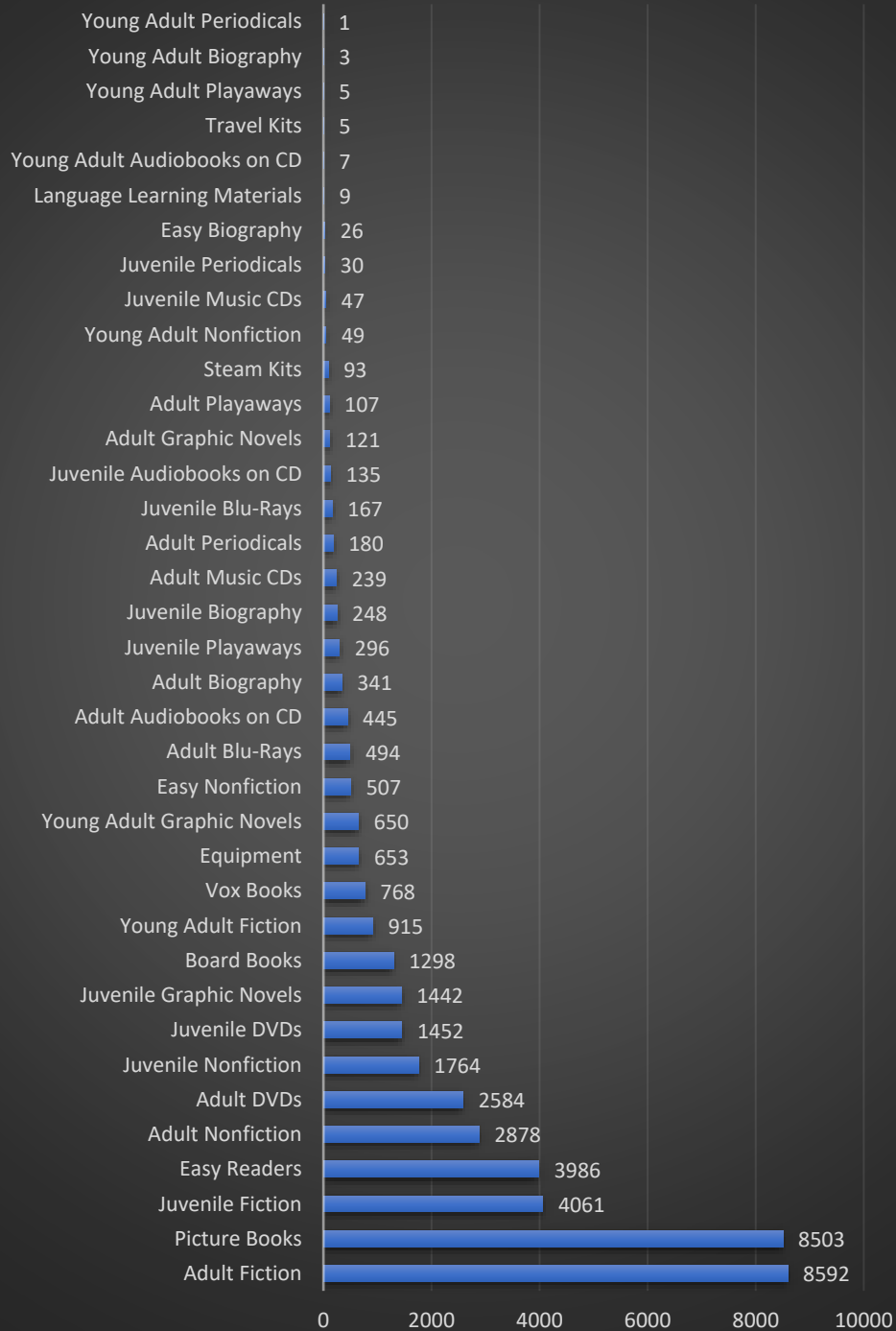
- We hired Caitlin and Abi, who both started at the beginning of October!
- Our busiest day was September 30th with 1,441 visitors; everyone came out to see the DesMoiNTrakN-Scale Train Exhibit.
- We had 30 volunteers help us for 171 hours in September.

	September 2023	September 2022	Difference	July 2023 - September 2023	July 2022 - September 2022	Difference
Physical Checkouts & Renewals (including Automatic)						
<i>Books</i>	36452	38435	-5%	122417	124400	-2%
<i>Videos</i>	4697	7431	-37%	15731	18465	-15%
<i>Audio</i>	1281	1309	-2%	4490	4518	-1%
<i>Magazines & Other</i>	957	941	2%	2763	2747	1%
Total Print Transactions	43387	48116	-10%	145401	150130	-3%
Downloadable Transactions						
<i>Ebooks</i>	5,495	4587	20%	17,114	16,206	6%
<i>Videos</i>	0	0	#DIV/0!	0	0	#DIV/0!
<i>Audiobooks</i>	6,107	4760	28%	18,873	17,526	8%
<i>Magazines</i>	830	454	83%	1,981	1,605	23%
<i>Adventure Pass</i>	63	62	2%	225	224	0%
Total Downloadable Transactions	12,495	9863	27%	38,193	35,561	7%
Total Circulation (Physical + Downloadable)	55,882	57979	-4%	183,594	185,691	-1%
Highlights						
<i>Steam kits</i>	93	88	6%	281	276	2%
<i>WiFi Hotspots</i>	71	70	1%	203	202	0%
Residency Checkouts (Print Transactions)						
<i>City of Ankeny</i>	37449	42414	-12%	125643	130608	-4%
<i>Rural/Unincorporated Polk County</i>	2822	2547	11%	9862	9587	3%
<i>Open Access</i>	2830	3155	-10%	9610	9935	-3%
Total Residency Checkouts	43101	48116	-10%	145115	150130	-3%
Cardholders						
<i>Basic Access</i>	315	341	-8%	1104	1130	-2%
<i>Temporary</i>	12	13	-8%	34	35	-3%
<i>Organization</i>	1	0	#DIV/0!	1	0	#DIV/0!
<i>Online</i>	37	79	-53%	1	186	-99%
Total New Cardholders	365	433	-16%	1140	1351	-16%
Total Active Cardholders	43667					
Visitors						
	27953	26806	4%	0	0	#DIV/0!



Circulation by Collection

September 2023 Print Checkouts and Renewals





Public Services Report - September 2023

Public Services Summary: (written by Holly Sealine)

September Highlights:

September has been a busy month between all of the various tasks that we have taken on and October does not look like it will slow down. Beth and I will work to train all of the new library staff in hopes that we will have fewer shifts that will be unfilled, less stressed on ourselves and staff, and then we can move onto annual budget season, and get back to completing evaluations for all staff members. There are other projects that we are also working, but those are the biggest ones at this time. As always, I love serving the library community and am always happy to answer any questions, comments or concerns.

Accomplishments:

- Created and helped conduct a community survey to identify how we are meeting our goals at the mid-way point in the strategic plan.
- Completed a staff survey to identify goal areas for FY24 for our pillar with organization of excellence and to see where issues still remain
- Revised the staff evaluation form that better aligns with library associate job description.
- Hosted a successful Adult Craft night in September with Beth
- Held more interviews for two new part-time library staff members
- Helped train all of the new part-time library team members.
- Worked with Beth to complete 7 part-time evaluations

Upcoming Goals:

- Assist with the FY25 budget
- Attend the Iowa Library Association Meeting in early October
- Review job descriptions for Youth Services, Teen Services, Adult Services, and Public Services and then sent to Sam for review and submission to HR for final review.
- Work with Justin to develop a plan of how to make the Makerspace more manageable by creating specific roles, objectives and goals.
- Staff Evaluations using the new form
- Analyze the community survey and set goals for finishing out the current strategic plan.



Public Services Report - September 2023

Statistics:

September 2023	September 2023		Year to Date by Age Level		September 2022	
	Programs	Attendees	Programs	Attendees	Programs	Attendees
Baby/toddler (0-5)	41	1318	52	1901	43	1490
Youth/Tween (6-11)	7	51	13	281	5	0
Teen (12-18)	7	51	20	122	7	34
Adult (18+)	30	656	100	2337	20	141
All Ages	10	1139	30	2539	5	0
Monthly Total	95	3215			80	1665
Year to Date of All Program Types	215	7180			179	6060
Additional services	September 2023		FY24 Year to Date		September 2022	
Technology Appointments	6		27		7	
Exam Proctoring	5		12		11	
Notary Appointments	59		165		45	
Patron Computer Usage	1259		4494		1362	
Reference Interactions	934		2977		--	
Storytime To-Go Kits	1000		4000		1000	
Unique Wireless Usage	7260		20962		6570	
Room Usage	September 2023		FY24 Year to Date		September 2022	
Children/Teen Program Rooms	50		70		51	
City Council Chambers	15		45		16	
Conference Rooms and Lounge B	607		1649		605	
Meeting Rooms (A, B, C, ABC, BC)	52		162		50	
Makerspace	20		95		19	
Off-Site /Virtual / Misc.	3		18		9	
Total Usage	747				750	
Digital Resources (Included)	September 2023		FY24 Year to Date		September 2022	
Ancestry Library Edition	75		1433		618	
Brainfuse: HelpNow	26		98		25	
Brainfuse: JobNow / VetNow	17		30		10	
Consumer Reports	39		998		16	
Heritage Quest	119		504		276	
Hoopla	619		1530		371	
Lote4Kids	59		169		--	
New York Times Online	576		1685		--	
Novelist K-8	--		0		2	
Novelist Plus	20		149		12	
Novelist Select	339		1345		286	
Reference Solutions	6		53		10	
ValueLine	1504		3833		1414	
Digital Resources (Not Included)						
ABC Mouse (In-house usage)	0		0		0	
Niche Academy (Public)	13		8462		90	
Niche Academy (Staff)	21		3433		17	
Total Usage	3433				3147	



Public Services Report - September 2023

Youth Services Update: (written by Kelly Munter & Brittany Burk)

September Highlights:

Summary

September has been fun! We jumped right back into a HUGE month of programming. We decided to kick off fall programs with sing and shakes, story times, K-5 programming, and even a Turtle Party, which brought in 350 people to the library on a Thursday evening.

Here are our awesome numbers for September! In programs alone, this is how many kids and parents we reached:

- **Week 1:** 319 (excluding the 350 from Turtle Party)
- **Week 2:** 336
- **Week 3:** 366
- **Week 4:** 391

Turtle Party

“Don” was here to meet all the turtle fans! King of the Hill Entertainment always does such a great job interacting with patrons (they were the same company that brought the Mario characters a few months back). We also had crafts and activities and a scavenger hunt. We handed out Ninja Turtle tattoos for the prize.



K-5 FUN

It can be challenging to compete with the wide variety of activities going on for school-aged kids these days, but we are so excited to provide a unique program after school for kids each week. This month we enjoyed Book Bites, Book Flicks, Family Bingo for Books, and K-5 Steam-Lit. Pictured below: 41 attendees trying to win books at bingo and K-5 Steam Lit participants working on their activities.





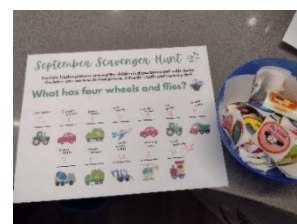
Public Services Report - September 2023

Story Stroll @ Georgetown Park

Our newest book in the Story Stroll is Pumpkin Trouble by Jan Thomas! We made sure to promote this on Facebook on one of the no-school days. The Friends of the Library & City of Ankeny shared the post.

Scavenger Hunt

Our patrons love our scavenger hunts! Once the end of the month hits, we usually get questions about when they can expect the next one (always the 1st of the month). This month's theme is "things that go," in order to get more buzz about the upcoming train exhibit. This passive program is a great way to reach a variety of ages at all times the library is open.



Family PJ Yoga with Little OM Big OM

Even though our numbers tend to be low for regular evening programs (that aren't special events), we feel it is crucial to provide at least one opportunity each month in the evening. We are very excited about a new program partnership with little om, BIG OM Yoga!

We had our first family pajama yoga class this month

and we had a blast! We look forward to this program gaining more attention next month with a Friday morning class in addition to the Tuesday evening.



Iowa KidSight Screening with Ankeny Lions Club

On Wednesday, September 27 we hosted the Ankeny Lions Club for a free vision screening for children ages 0-5. A total of 29 children participated in the free screening – the most we have ever had! Results of the screening are interpreted by The University of Iowa Department of Ophthalmology and Visual Sciences and returned to the participating families. This is the fourth time we have partnered with the Lions Club for this event and feel very fortunate for this partnership.

Story Time To-Go Kits

Our Story Time To-Go Kits this month featured the themes of "Grandparents" and "Things That Go". These kits continue to be extremely popular as they are filled with activities focusing on the Five Pillars of Early Literacy: Read, Write, Sing, Talk and Play. 500 kits are prepared for each theme for a total of 1000 kits each month.





Public Services Report - September 2023

Upcoming Goals:

Our biggest goal is to continue serving our kids fun and educational programs! Developing and increasing literacy skills are always our number one goal, and we have a way of making it fun.

- Continue planning and implementing story times, babies, sing & shakes, and all weekly K-5 programs
- Finalize November calendar
- Finish planning Trick or Pete Party!
- Create and put out the Nov/Dec Story Stroll
- Continue planning and prep for a new 2024 Family Concert Series
- Brainstorm winter programs, activities, kits, story strolls, etc.

Obstacles and Frustrations:

- None



Public Services Report - September 2023

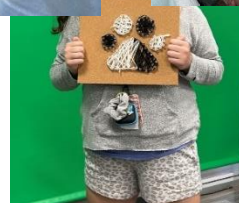
Teen Services Update: (written by Amanda Bellis)

September Highlights:

There was a bit of a slow start during the first week of fall programs, but things definitely picked up by the end of the month. I saw a lot of success this summer in offering both a tween and teen session of the same program, and I'm continuing that model this fall. So far, I'm seeing noticeably more tween participation, with tween sessions filling up rather quickly. While there is a little bit of overlap in the age distinctions, I'm also seeing the teen sessions skewing younger. If this trend continues, I may try more combination programs that are open to both age groups or, when space is limited, I may continue to offer multiple sessions but will open both up to tweens and teens. The most popular program this month was **Candy Tacos**. While it was a bit shorter than some of my other programs, everyone really enjoyed themselves. I also had a good turnout for the tween session of **Corkboard String Art**.

Corkboard String Art.

I still had a few **Makerspace** inquiries directed to me this month. I foresee these numbers declining as we finalize the transition of primary makerspace responsibility to Justin, though I expect to still have some as I will be serving as backup.



Upcoming Goals:

- Start thinking about winter programs. Especially with winter break on the horizon, I'd like to get some tentative program plans in place so I can reserve the spaces I need and determine the best days and times to fit both our patrons' needs and my own schedule.
- Select and purchase book club sets for next season. Since Get Lit only meets every other month, I have to order my books a bit sooner so I can have the next book ready when we meet in October.

Obstacles and Frustrations:

This month brought some challenges related to our teen room. Holly and I heard concerns from weekend staff about behavior in the room, including racing on the rolling chairs. I've also had some issues off and on with the storage cabinets in the room, and with individuals trying to get into the cabinets. I definitely want the room to remain open for teens to use, as they deserve a space in the library just as much as any other patron group (and, I would argue, even more than some other patron groups, as teens are most often ignored or viewed as problematic; this is a challenge in many libraries). Also, when



Public Services Report - September 2023

we're already struggling to find space for everyone in our building, it feels silly to keep the teen room closed most of the time. Holly and I have been discussing possible solutions. One option is to have a staff member in the room whenever it's open, and while that would be incredibly helpful in terms of meeting and connecting with our teen patrons, from a scheduling standpoint it doesn't feel feasible right now. I often have after school or evening programs, and I'm unable to staff the teen room while also setting up for and running a program. At this time, we just don't have enough staff and staff hours to include the teen room in the schedule of needed coverage. Staffing the teen room might be another responsibility of a program assistant, if we are able to hire people for that role. Going forward my hope is that, with minor adjustments, we can continue to have the teen room open as a hangout space after school and on weekends. I have swapped out the rolling chairs for stationary options, and I'm exploring the idea of moving at least one of the storage cabinets into the makerspace (as I offer a lot of my programs in there anyway). I'm also looking at some options for revamping the teen room to create an even more welcoming and comfortable place for our teens. Lastly, I'll be working with Holly on some training for all of our staff related to teens in the library (including how to interact with them, the importance of providing spaces and collections for them, etc.) so everyone is on the same page and is offering the same customer service and welcoming environment to all of our patrons, regardless of age.



Public Services Report - September 2023

Adult Services Update: (written by Justin Armbruster)

OverDrive Checkouts	12,432
Documents Notarized	37
Book a Librarian Appointments	6 (one scheduled, five walk-ins)
Reference Transaction	27
Proctored Exams	5

September Highlights:

In September, I made the difficult decision to postpone the Ankeny Cultural Fair as I could not secure enough presenters to put on the type of program I would like. I, instead, pivoted to planning a puzzle competition program for the second Friday in October. This is a program we have not attempted before, but it does seem to be garnering some excitement. It will be the first time I've hosted an after-hours program and the first to include an entry fee. So far, even with these new elements, things seem to be moving along smoothly. I also purchased more multiple copy book sets, as well as securing some via interlibrary loan to reduce costs. I'm hoping to start planning the book discussion titles several months in advance in order to create bookmarks with the next three to four months of discussion titles, as it seems like something patrons are requesting. Additionally, I have started cleaning out and organizing the makerspace storage room, as it contains outdated and unused equipment.

Upcoming Goals:

My goals for October include continuing to work with Amanda to determine what needs to stay or go in the makerspace storage closet. It contains several items used for teen programs and we want to make sure they are not discarded. I also want to work a little more with the 3D printer that was recently donated. It's more complex than the previous ones we have had and I'm having trouble with the filament not sticking to the platter. I also want to start promoting a speaker we have booked for the Ankeny Genealogical Chapter program for November.

Obstacles and Frustrations:

In terms of frustrations this month, aside from cancelling the Ankeny Cultural Fair, I had very few. Mostly of them centered on people arriving for notary appointments unprepared. Mostly, they were missing witnesses that were required by the documents. However, this only happened two or three times this month. When I claim a pending notary appointment, I have been sending the person a message indicating what they need to bring to the appointment, including witnesses, and Holly has said this is something that could automatically be sent. Hopefully, this will cut down on patrons arriving without witnesses.

Acquisitions/Cataloging Report – September 2023

In September, staff reorganized some of the physical shelving in the Young Adult collection. Periodicals, of which there are not many as print magazines continue to die out, were combined with the adult collection and the shelving converted to make more space. Young Adult Graphic Novels had its footprint doubled, as it is the most popular collection for YA audiences and more space is desperately needed.

Print Collections	# Added	A/V Collections	# Added
Adult Biography	15	Adult Audio Books	14
Adult Fiction	331	Adult Blu-Rays	10
Adult Graphic Novels	3	Adult DVDs	35
Adult Non-Fiction	110	Adult Music CDs	21
		Adult Playaways	13
Picture books	57		
Board books	40	Juvenile Audio Books	0
Easy Non-fiction	4	Juvenile Blu-rays	8
Easy Readers	48	Juvenile DVDs	14
Vox Books	1	Juvenile Music CDs	0
		Juvenile Playaways	0
Juvenile Biography	1		
Juvenile Fiction	106	Young Adult Audio Books	0
Juvenile Graphic Novels	23	Young Adult Playaways	0
Juvenile Nonfiction	29		
		Totals	115
YA Biography	0		
YA Fiction	40		
YA Graphic Novels	10		
YA Nonfiction	2		
Totals	820		

Twelve Month Comparative Totals

	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	7/23	8/23
Print	816	908	575	565	678	652	952	754	975	827	747	841
A/V	185	113	69	132	73	148	155	204	133	98	145	149

Ankeny Kirkendall Public Library
Ankeny, Iowa

The Mission of the Ankeny Kirkendall Public Library to be a welcoming and inclusive community center of learning experiences and entertainment, interaction and connection.

SUBJECT: **CONDUCT IN THE LIBRARY**

BACKGROUND: The Ankeny Kirkendall Library Board of Trustees is committed to providing a safe, respectful, comfortable environment conducive to the use of library materials, by either individuals or groups. Patrons have the right to use the library undisturbed and library employees have the right to work without undue interference. The library is intended for the use of all members of the public.

POLICY: The Board of Trustees shall establish expectations regarding conduct in the library and provide guidelines for staff to follow should incidents of misconduct occur.

DEFINITIONS.

Misconduct:

1. Any behavior that interferes with the rights of individuals to use library materials, resources and services.
2. Any behavior that interferes with the ability of library staff to conduct library business.
3. Any behavior that threatens the secure and comfortable environment of the library or those using the library.

Prohibited Conduct:

1. Interfering with the library's right to maintain a clean, pleasant and safe facility.
2. Refusing to follow reasonable directives or instructions from a library staff member.
3. Willfully annoying, harassing or threatening another person.
4. Behaving in a disorderly, loud or boisterous manner.
5. Using any audio, personal communication or computing device in a manner that is disturbing to other patrons, including willfully exposing patrons and staff to offensive images

or language. Cell phone ringers should be set to silent or vibrate and device speakers muted or headphones used.

6. Interfering with another person's passage within the library or on library grounds.
7. Soliciting funds, panhandling, engaging in commercial activity, campaigning, leaflet, petitioning, and interviewing or surveying patrons or staff in a manner that is disruptive to library activities, unless approved by the Library Director.
8. Using illegal substances, tobacco or smoking in the library, including electronic cigarettes or vaping devices, consuming or possessing alcoholic beverages unless the Library Board of Trustees has approved of an event or function where alcoholic beverages will be provided. The consumption or possession of alcoholic beverages shall be limited to those in attendance at the approved library event or function, and shall be confined to a designated area within the library during the event or function.
9. Defacing or destroying library property, relocating or rearranging furniture beyond repositioning existing seating around tables, or sleeping: lying on the floor, monopolizing a couch, pushing multiple furnishings together.
10. Remaining in the library after regular closing hours, unless previously approved by library staff (e.g. room rental or program).
11. Interfering with patrons' use of the library or library staff's ability to do their work through poor bodily hygiene which is so offensive as to constitute a nuisance or through excessive use of perfume, cologne or alcohol.
12. Bringing animals into the library with the exception of emotional support or therapy animals, service animals, service-animals-in-training (as defined by Title II and Title III of The Americans with Disabilities Act and/or Iowa Code 216C.1A.) These animals are allowed as long as there is no unwanted contact with other patrons or staff. Also, as long as they are not disruptive due to poor behavior, unhealthy or there is a lack of cleanliness. Any cost incurred by the library to clean a mess or repair damage to property will be the responsibility of the handler.
13. Roller skating or skateboarding in the library or exterior (e.g. riding stairs, ramps, handrails, etc.)
14. Engaging in sexual activity of any kind, including inappropriate displays of romantic affection.
15. Leaving packages, backpacks or personal belongings unattended at the library or grounds. The library assumes no responsibility for belongings left unattended. Items left on the premises after closing ~~will~~may be placed in Lost & Found, stored in a staff area until picked up (limited to one month), ~~or~~ forwarded to Ankeny Police Department, or disposed of.

16. Using bathrooms for unreasonable or unintended purposes such as bathing or laundering.
17. Entering the non-public or locked areas, unless accompanied by a staff member or through prior authorization from a staff member.

PROCEDURES:

1. In situations of a less severe nature, the patron will be informed of the concern for the demonstrated behavior, respectfully asked to discontinue it, and allowed to remain in the library to conduct their business.
2. Patrons who do not modify their behavior after one warning may be asked to leave the library for the remainder of the day.
3. In the case of more extreme or severe behavior, the patron may be asked to leave the facility immediately. If the individual is a minor, parents will be informed if present or contacted to come pick up the child.
4. If the parent, guardian, or supervising adult is unable to immediately pick the child up, the child will be allowed to stay until transportation can be arranged. Should the behavior in question continue while the child is awaiting the arrival of the parent, guardian, or supervisory caregiver, library staff may call the Ankeny police for assistance.
5. Whenever a situation or patron's behavior is considered significant enough to merit expulsion or police notification, it is desirable to have two staff members (one of which a supervisor preferably, if available) agree on the course of action to be taken.
6. The Director or designee may inform a patron that they can be barred from the Library for one year if the cited behavior continues.
7. Children seven (7) years of age and under unaccompanied by either a parent, guardian or supervisory caregiver is addressed in the library's Unattended Children's Policy.

CONSEQUENCES

- Patrons violating any of the above policies will have the matter called to their attention once.
- Should the behavior continue, they will be asked to leave the library facility and grounds.
- Should they refuse to leave, library staff will contact the Director or in the Director's absence: Public Services Manager or Circulation Manager. Director or designee may involve the Ankeny Police Department. The patron(s) will be escorted from the premises.

- A refusal to leave after being asked by staff will be grounds for suspension of library privileges. For minors, a suspension of privileges will be accompanied by an attempt—by phone, email, or mail—to notify a parent or guardian.

APPEAL PROCEDURE

Any patron whose library privileges are suspended for more than one day can appeal the suspension by:

1. Contacting the Library Director in writing (via email or letter). The Library Director or designee will consult with staff, review an incident report, related documentation and any written information provided by the patron. The patron may also schedule an appointment with the Library Director or designee to discuss the decision to suspend library privileges. After reviewing information and/or meeting with the patron, the suspension period may be terminated or shortened, or the suspension may remain in place. Library Director may also require the patron to sign a behavior agreement before library privileges are reinstated. The patron will be informed of the Library Administration's decision in the most expedient fashion—via telephone call, email, or mailed letter.
2. The patron may appeal the determination of the Library Director to the Library Board of Trustees via a written notice of appeal within 10 days after receipt of the Library Administration determination. The notice of appeal shall be filed with both the Library Director and the Library Board of Trustees President. The Library Board of Trustees will hold a hearing to discuss the suspension at their next regularly scheduled meeting. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
3. The Library Board of Trustees will hear the appeal and will vote to uphold, modify or dismiss the suspension. Library Administration will notify the patron by letter of the decision of the Library Board of Trustees. The suspension will remain in effect until the Board's decision. The Library Board of Trustees' decision will be final.

Adopted by Library Board of Trustees:

03/02

Policy Approved/Revised:

6/06
6/08
3/10
3/14
2/17
11/19
9/15/22