

**Ames Public Library Board of Trustees  
Agenda – October 15, 2020**

**\*DUE TO THE COVID-19 PANDEMIC THIS WILL BE AN ELECTRONIC MEETING.**

If you wish to provide input on any item you may call 515-239-5630, email [libraryboard@amespubliclibrary.org](mailto:libraryboard@amespubliclibrary.org), or you may be a video participant by going to [www.zoom.com](http://www.zoom.com), click “Join a Meeting”, and enter this meeting ID and Passcode:

Zoom Meeting ID: 822 2978 2284

Passcode: 8675309

Please announce yourself at the start of the meeting to be reflected in the minutes. If you join during the meeting, please use the chat feature to announce your presence in order to avoid disrupting the meeting. Anyone wishing to comment during the Public Forum can do so by raising your hand in the chat feature; you will then be called on to speak following our Public Participation Policy. Please use the “mute” feature to minimize background noise when not speaking. Thank you for your cooperation during these unprecedented times.

**Call to Order** 7:00 p.m.

**Consent Agenda (Action Item)**

(All items listed under the consent agenda will be enacted by one motion. There will be no separate discussion of these items unless a request is made prior to the time the Board votes.)

- 1) Resolution approving donations
- 2) Motion approving minutes of the regular meeting September 17, 2020
- 3) Motion approving payment of claims 9/1/20 – 9/30/20

**Public Forum**

Members of the public who wish to address the Board will be given the opportunity at this time. (Please type your full name and address in the chat feature to sign in)

**Activity Reports**

- 4) Assistant City Manager - Schildroth
- 5) Administration – Schofer
- 6) APLFF – Butler/Myers

**Board Education**

- 7) Fine Free – Briseno

**Policy Review**

- 8) Circulation and Customer Accounts (Action)
- 9) Library Charges (Action)
- 10) Public Participation (Action)
- 11) Investments (Action)

**Unfinished Business**

- 12) Strategic Plan update (Action)
- 13) Reopening Plan (Discussion)

**Trustee Comments**

**Adjournment**

**Next regular meeting: Thursday, November 19, 2020**

**Ames Public Library: We Connect You to the World of Ideas**

**Website: [www.amespubliclibrary.org](http://www.amespubliclibrary.org) | E-mail: [libraryboard@amespubliclibrary.org](mailto:libraryboard@amespubliclibrary.org)**

Please note that this Agenda may be changed up to 24 hours before the meeting time as provided by Section 21.4(2), Code of Iowa.

## Donations

**BOARD OF TRUSTEES  
AMES PUBLIC LIBRARY  
October 15, 2020**

Be it resolved that the Board of Trustees, Ames Public Library, accepts the following donations:

- 1) From Debi Meyers ..... \$500.00
- 2) From Friendship Ark for the adult changing table project..... \$7,024.18
- 3) From Linda and Bernard White ..... \$400.00
- 4) In memory of Phyllis Harris from:
  - Peggy Chase ..... \$100.00
  - Janet Huggard ..... \$50.00
  - “The Hive” writers, class of 2000, Vermont College of Fine Arts ..... \$250.00
- 5) In memory of Dr. Elwyn Taylor from
  - Joy and John Kix ..... \$20.00
  - Terry and Judy Turner ..... \$40.00
- 6) In memory of Patricia Thiel from Wendy and Mark Henrichs ..... \$50.00

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Roger Kluesner, President

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Sandra Looft, Secretary

**Ames Public Library Board of Trustees  
Minutes of the Regular Meeting  
September 17, 2020**

The Ames Public Library (APL) Board of Trustees met in regular session on Thursday, September 17, 2020, via Zoom, with Butler, Glatz, Kluesner, Looft, Marshall, Myers, Raman, and Thorbs-Weber in attendance. Barchman was excused. Assistant City Manager Schildroth, Director Schofer, and Adult Services Manager Klein-Hewett were also in attendance.

**Call to Order:** President Kluesner called the meeting to order at 7:00 p.m.

**Consent Agenda:**

**Moved by Glatz, seconded by Marshall, to approve the consent agenda items as follows:**

1. Resolution approving donation:
  - A. In memory of William "Bill" Carlson from:
    - Winnie Lee Carleson..... \$300.00
    - Debra and Gary Hintz ..... \$35.00
    - Debra Maaske ..... \$100.00
  - B. In memory of Luanne Endreland from her friends for genealogy books .. \$90.00
  - C. In memory of Mary Jo Vivian form Tom and Susan Herrington ..... \$100.00
  - D. From Meeker School PTO for books given to Ames school children ..... \$728.90
2. Motion approving minutes of the regular meeting August 20, 2020
3. Motion approving payment of claims 8/1/20 – 8/31/20

**Vote on Motion: 6-0 (Kluesner abstaining; Barchman and Looft excused).  
Approved unanimously. Resolution No. 2020-L020 adopted.**

**Public Forum:** None

\* Looft arrived 7:03 p.m.

**Activity Reports:**

Assistant City Manager Schildroth: Schildroth gave a brief report to the Board.

- The City is making revision to the Personnel Policy. It is a comprehensive review that started in 2018. They plan on presenting it to the City Council at the October 13, 2020 meeting. The Executive Leadership Team (ELT) had the opportunity to review the proposed changes and provide feedback.
- The City received CARES funding from HUD (U.S. Department of Housing and Urban Development). Baker-Latimer, the City's Housing Coordinator created a Renters and Home Owners program. Persons can apply for funds to assist with back rent, home mortgage payments, and utilities. Applications are on the City's

website, or persons can come in to City Hall to complete the application in person.

Glatz asked if undocumented immigrants are eligible. Schildroth stated they were not but suggested contacting the United Way of Story County for assistance. A group has raised funds to help those undocumented immigrants.

Thorbs-Weber asked if college students were eligible. Schildroth stated they were.

One issue they are facing is that the City cannot issue funds to pay themselves so persons with City of Ames electric or water bills are not able to receive funds at this time. They are asking those persons to apply with MICA first while the City applies for a waiver.

- The FEMA office would like to set up a disaster recovery center in Ames. They will be coming tomorrow to do a site inspection at North River Valley Park. The site would be open for anyone to apply for relief.
- The ELC command team met this afternoon. They are working on drafting a work from home policy. It may be introduced to the ELT on Monday.

Administrative Staff Report: Schofer gave a report to the Board.

- Klein-Hewett was the successful candidate and recently promoted to Adult Services Manager.
- Schofer is working with managers and the City Human Resources Department on recruitment posting for two Customer Account Services clerks and one Youth Services clerk. They will be backfilling Klein-Hewett's Librarian position. An Adult Services Library Assistant position is also open from a recent resignation.
- Schofer will also be helping with the APLFF Development Officer interviews next week.
- As Schildroth mentioned, they are working on a multi-faceted approach to support staff who are dealing with Hybrid school model or COVID issues. She is grateful that the City is finding ways to approve remote work.
- We are making efforts to promote newer services.
  - Story Line - people can call in to listen to a story for a variety of ages or a joke.
  - Personalized Picks - is a way for the librarians to create personalized reading lists for individuals.
  - Student resources such as Brainfuse that provides online tutoring and tools.
- "The Truth about Fake news" online program in partnership with Iowa State University's Greenlee School of Journalism and ISU Graduate Students in Psychology was last Saturday.
- The Black Lives, Black Stories programs are upcoming. The first program is September 21, with additional programs scheduled for October and November. Participants will watch a film on Kanopy in their own time, and then join a live

virtual conversation facilitated by Dr. Novotny Lawrence from ISU's Greenlee School of Journalism and Communication and the Department of English.

- The Library will serve as a satellite absentee voting location. They will be using the auditorium on October 10, October 17, October 24, and October 31 during open hours. We will be a voting site on Election Day.
- Lobby service is going well.
- We are working on pulling stats to tell our COVID story.
  - The holds lists remain at average of 60-70 pages per day. Today was 89 pages. This is about 24,000 holds pulled a month were normally it would be around 11,000.
  - We are working on increasing browsing.
  - Our overall circulation is at about 66% of the normal level.
  - E-Resources have increased by 33%.
  - Our door count is about 25%, 11,000 compared to 44,000.

Kluesner asked if there was any feedback from staff with safety concerns. Schofer stated that there has been some apprehension with each step. Having time to talk things through with staff and allow them to be part of the process is helpful. We have not been receiving many complaints from the public about the limited access. Most are supportive and appreciate all the services we are providing.

Kluesner asked Schildroth if this is consistent with other City departments. Schildroth stated that the gym is limited. Parks and Recreation department has limited numbers. The Furman Aquatic Center did not open this year. The ice arena is will be allowing spectators. They will be required to wear masks and be socially distanced.

- Work continues on the strategic plan. It is nearing completion.

APLFF Report: Myers gave a report to the Board.

- The last meeting was a very short meeting.
- Book sales are still on hold.
- The teen youth group is looking at having more programs online.
- An online Pub Fiction was held.
- The Executive Committee will be conducting interviews next week for the Development Officer position.
- A virtual Author Café will be held October 4 from 2-4 pm; tickets are available.
- Margo Foreman is a new APLFF Board member.

Director's Evaluation Committee: Butler gave a brief report.

The Committee met with Schofer to discuss Schofer's goals per the evaluation schedule. They reviewed the goals and discussed progress noting everything seems to be progressing as expected.

**Board Education:**

Schofer stated that the intent of the strategic planning process was to be staff involved. Teams were established for Survey, Community Engagement, Staff/Board/Volunteer Engagement, Data, and marketing.

Klein-Hewett was the lead of the Community Engagement team. She gave a presentation on the Stakeholder Focus Group Analysis to the Board.

The team held six focus groups for identified stakeholder areas. They asked each group the same series of questions. They used Dedoose software to analyze the information they received. It became clear that there were several topics that were at the forefront of each focus group. These included a disconnect between ISU community and the Ames community, the need for a resource hub to connect people to local services, and an increased need for multicultural programs.

Klein-Hewett reviewed the analysis with the Board.

Butler asked if the teen group had the opportunity to provide input. Klein-Hewett stated that while they did not have the opportunity upfront, that there are opportunities at check-in points where they could. Also they were represented by the educators.

Kluesner appreciated the process not being about the physical space but focusing on the needs of the community and how the library could help address those needs. It is rewarding for him to see this level of conversation occurring.

Glatz stated that the presentation was interesting and informing. He can understand how things showed up in the strategic plan.

Marshall asked if the Library is sharing the data with ISU and the City. Schofer has shared some of the information with Schildroth. If there are suggestions of who at ISU to share it with she is open to recommendations.

\* Schildroth left at 8:02 p.m.

**Policy Review:**

Display and Exhibit Policy: Schofer stated that the policy has been reviewed. The only recommendations were to add the electronic display monitors with the Free-Standing Display Cases and to add “exceptions may be made at the discretion of the Library Director” in the General Guidelines under “Exhibits”.

It was pointed out that a formatting error with the exception needing a bullet should be corrected.

**Moved by Glatz, seconded by Raman, to approve the revisions to the Display and Exhibit Policy as presented, correcting the formatting issue.**

**Vote on Motion: 7-0 (Kluesner abstaining). Approved unanimously.  
Resolution No. 2020-L021 adopted.**

Public Participation Policy: The Board discussed the Public Participation Policy. The Policy will be taken back to the Manger's Team for review before bringing brought back to the Board for approval.

Schofer doesn't know if she anticipates many changes. Kluesner directed Trustees to send any comments to Schofer.

Raman asked if "The rules may be suspended at the Board President's discretion" applies to all of the policy or the time limit. The Board discussed this.

Glatz asked about the Trustees hearing comments based on the order in which people sign in. He wonders if there is another procedure that would equalize the opportunity to speak more fairly. The Board discussed this concern.

Marshall asked if we need to add something to address how individuals would be recognized during the public comment session for electronic meetings.

Kluesner asked Schofer to research best practices for addressing public comments. It will be on the October agenda for approval.

Glatz asked about the Board meetings being recorded. All recordings are destroyed after one year from the date for any electronic meeting or closed sessions. In person meetings are not required to be recorded.

Investments Policy: The Board discussed the Investments Policy. The policy adopts the City of Ames Investment Policy.

Schofer will reach out to Pitcher, Director of the Finance Department, to see if any changes are expected. It will be on the October agenda for approval.

### **Unfinished Business:**

Strategic plan update. Schofer presented the Board with a version of the strategic plan. The Board had received the document last month to review and bring thoughts forward. The Board discussed the current draft of the strategic plan.

Butler asked what non-circulating collections are. Non-circulating items are placed at places like the shelter, fire station, etc. They are non-cataloged items such as books, CD's, or DVD's that are at places in the community where items may be needed, but persons may have challenges to return items.

The Board discussed Inclusion and doing a diversity audit. It is important to realize that we cannot list every community, but have broad goals to make the library a welcoming place for everyone.

Marshall stated some concern about the plan having too many goals.

Kluesner suggested Partner with Mary Greeley Medical Center and other healthcare providers in the community instead of listing specific providers.

Thorbs-Weber asked if there is flexibility to address other issues that may come up. The strategic plan is a fluid document that should be reviewed each year allowing for that flexibility.

Looft asked what the timeframe for the strategic plan was. Schofer believes it will be for four years. Looft doesn't feel the plan is too lofty. She encourages recruiting and retaining a diverse staff that could naturally provide a lens to help with the inclusion and diversity.

Glatz said it looks like an internal document. He feels it needs an introduction to be an external document. The Board discussed this.

The Board asked Schofer to send out an updated version by at least October 8 so they have time to review the document.

Capital Improvement Plan: Schofer had shared ideas for the Capital Improvement Plan last month with the Board. She will be meeting with the City Manager at some point in October to review the Library's Capital Improvement Projects. Project suggestions include furniture replacement in the youth service and adult services area, entryway doors, vestibule carpeting, outdoor digital programmable sign, carpet replacement in youth services, and carpet replacement in adult services.

**Moved by Butler, seconded by Thorbs-Weber, to approve the Capital Improvement Plan submission as presented.**

**Vote on Motion: 7-0 (Kluesner abstaining). Approved unanimously.**

**New Business:**

Fine Free: Schofer stated this was to resurrect the conversation about going fine free. Staff have done a lot of research regarding the APL going fine free. We have a lot of white papers from other libraries. Most Iowa Urban Public Libraries have already gone fine free. Des Moines is in the process. Going fine free aligns with the strategic plan lens for equity and the mission of the Ames Public Library.

Marshall stated that she completely supports going fine free. She would like to see the statistics and know how the City will respond to the loss of revenue.

Butler just thinks we need to get it done. Looft agrees and fully supports this. Myers more than supports this. Glatz supports this.

Raman supports going fine free even if it means the library has to find the money to offset the loss of revenue. He feels it is very important to make that clear on the front end.

Butler asked if by going fine free if it would eliminate a position in the library. Schofer reassured her that there isn't one person that works on collecting fines. The work would shift to having more positive interactions with patrons instead of making the calls for the fines.

This will be an agenda item at the October meeting.

**Trustee Comments:**

- Butler – Tonight's meeting was very productive. The sooner information can be sent to the Trustees for review, the better. Thanks to everyone.
- Thorbs-Weber – When presenting information for fine free to the public we need to be careful of our wording choices so it is not slating for people of color.
- Glatz - He suspects it is not a particular population and would like to see the fines map overlaid on the population.
- Raman – It was nice seeing everyone.
- Looft – none
- Myers – no additional comments
- Marshall – She will be resigning from the APL Board in January (several comments of congratulations to her). She has enjoyed serving with everyone.
- Kluesner – thank you everyone for a great meeting.

\* Raman disconnected from the meeting at 9:10 p.m.

**Adjournment:**

**Moved by Myers, seconded by Marshall, to adjourn at 9:11 pm.  
Vote on Motion: 6-0 (Kluesner abstained; Barchman and Raman excused).  
Motion approved unanimously.**

The next regular meeting will be on Thursday, October 15, 2020, at 7:00 p.m., via Zoom.

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Melissa Johannes, Library Secretary

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Sandra Looft, Board Secretary

**Library Claims**  
**September 1 - September 30, 2020**

<b>Administration FY20</b>		
PAYROLL SUMMARY	PERMANENT SALARIES/WAGES	\$ 44,091.80
PAYROLL SUMMARY	TEMPORARY SALARIES/WAGES	\$ 189.00
PAYROLL SUMMARY	DENTAL INSURANCE	\$ 442.72
PAYROLL SUMMARY	IPERS DISABILITY	\$ 222.67
PAYROLL SUMMARY	LIFE INSURANCE	\$ 74.25
PAYROLL SUMMARY	HEALTH INSURANCE	\$ 7,879.90
PAYROLL SUMMARY	MEDICARE FICA	\$ 628.27
PAYROLL SUMMARY	FICA	\$ 2,686.32
PAYROLL SUMMARY	IPERS	\$ 4,180.12
PAYROLL SUMMARY	WORKERS COMPENSATION	\$ 140.43
AUG 2020 PRINTING CHRGS	PRINT SHOP SERVICES	\$ 28.47
LONG DISTANCE CHARGES	CITY LONG DISTANCE	\$ 2.66
JUL 2020 EQUIPMENT CHRGS	FLEET MAINTENANCE	\$ 245.24
JUL 2020 EQUIPMENT CHRGS	FLEET REPLACEMENT	\$ 2,219.00
UNITED PARCEL SERVICE	POSTAGE/FREIGHT	\$ 23.27
POSTAGE CHARGES	POSTAGE/FREIGHT	\$ 4.52
BANK OF AMERICA	DUES/MEMBERSHIPS	\$ 954.00
AUG 2020 PRINTING CHRGS	RECRUITING COSTS	\$ 3.15
CITY OF AMES UTILITIES	ELECTRIC SERVICE	\$ 8,015.19
CENTURYLINK	OUTSIDE PHONE SERVICE	\$ 258.50
VERIZON WIRELESS	OUTSIDE PHONE SERVICE	\$ 187.53
IA COMMUNICATIONS NETWORK	OUTSIDE PHONE SERVICE	\$ 1,956.00
CITY OF AMES UTILITIES	WATER/SANITARY SEWER	\$ 316.18
CHITTY GARBAGE SERVICE IN	WASTE DISPOSAL	\$ 189.76
ALLIANT ENERGY/IPL	NATURAL GAS	\$ 47.94
ACI MECHANICAL INC	MAINTENANCE CONTRACTS	\$ 1,008.00
BACKFLOW PREVENTION SVC O	MAINTENANCE CONTRACTS	\$ 250.00
FITZ ELECTRIC	EQUIPMENT REPAIRS	\$ 120.00
BANK OF AMERICA	TECHNOLOGY MAINT/SUPPORT	\$ 295.00
XEROX CORPORATION	RENTALS/LEASES	\$ 469.15
ABM JANITORIAL BORTH CENT	NON-CITY SERVICE	\$ (2,178.51)
PREFERRED PEST MANAGEMENT	NON-CITY SERVICE	\$ 200.00
ABM JANITORIAL NORTH CENT	NON-CITY SERVICE	\$ 3,239.95
CITY LAUNDERING COMPANY	NON-CITY SERVICE	\$ 26.89
CH ISSUES	OFFICE SUPPLIES	\$ 1.88
OFFICE DEPOT INC	OFFICE SUPPLIES	\$ 15.82
STAPLES BUSINESS ADVANTAG	OFFICE SUPPLIES	\$ 419.93
BANK OF AMERICA	MINOR COMPUTER EQUIPMENT	\$ 219.00
BANK OF AMERICA	STRUCTURAL MATERIAL	\$ 45.24
CENT IA DISTRIBUTING INC	CLEANING SUPPLIES	\$ 48.00
BANK OF AMERICA	CLEANING SUPPLIES	\$ 55.83
BANK OF AMERICA	EQUIPMENT PARTS/SUPPLIES	\$ 484.03
BANK OF AMERICA	MINOR EQUIPMENT/TOOLS	\$ 12.99
	<b>Total Administration</b>	<b>\$ 79,720.09</b>
<b>Resource Services</b>		
PAYROLL SUMMARY	PERMANENT SALARIES/WAGES	\$ 25,537.80

**Library Claims**  
**September 1 - September 30, 2020**

PAYROLL SUMMARY	DENTAL INSURANCE	\$ 266.32
PAYROLL SUMMARY	IPERS DISABILITY	\$ 120.05
PAYROLL SUMMARY	LIFE INSURANCE	\$ 57.76
PAYROLL SUMMARY	HEALTH INSURANCE	\$ 5,006.12
PAYROLL SUMMARY	MEDICARE FICA	\$ 349.89
PAYROLL SUMMARY	FICA	\$ 1,496.19
PAYROLL SUMMARY	IPERS	\$ 2,410.77
PAYROLL SUMMARY	WORKERS COMPENSATION	\$ 30.65
LONG DISTANCE CHARGES	CITY LONG DISTANCE	\$ 0.30
BAKER & TAYLOR INC	EQUIPMENT PARTS/SUPPLIES	\$ 514.45
CRYSTAL CLEAR WATER	EQUIPMENT PARTS/SUPPLIES	\$ 17.00
DEMCO INC	EQUIPMENT PARTS/SUPPLIES	\$ 663.08
MIDWEST TAPE	EQUIPMENT PARTS/SUPPLIES	\$ 433.40
STATE LIBRARY OF IOWA	ELECTRONIC COLLECTION	\$ 3,562.90
MIDWEST TAPE	ELECTRONIC COLLECTION	\$ 6,102.00
OVERDRIVE	ELECTRONIC COLLECTION	\$ 4,131.82
KANOPY LLC	ELECTRONIC COLLECTION	\$ 845.00
USA TODAY	PERIODICALS	\$ 113.40
BANK OF AMERICA	PERIODICALS	\$ 20.00
WT COX INFORMATION SERVIC	PERIODICALS	\$ 7,251.02
BAKER & TAYLOR INC	YOUTH COLLECTION	\$ 2,279.35
INGRAM LIBRARY SERVICES	YOUTH COLLECTION	\$ 1,069.86
JUNIOR LIBRARY GUILD	YOUTH COLLECTION	\$ 12,824.97
AMAZON	YOUTH COLLECTION	\$ 831.67
MIDWEST TAPE	YOUTH COLLECTION	\$ 1,150.54
BANK OF AMERICA	YOUTH COLLECTION	\$ 191.70
PENWORTHY COMPANY	YOUTH COLLECTION	\$ 103.64
LIBRARY IDEAS LLC	YOUTH COLLECTION	\$ 809.00
AMAZON	AUDIO-VISUAL COLLECTION	\$ 393.87
MIDWEST TAPE	AUDIO-VISUAL COLLECTION	\$ 6,363.65
BAKER & TAYLOR INC	ADULT PRINT COLLECTION	\$ 9,956.50
INGRAM LIBRARY SERVICES	ADULT PRINT COLLECTION	\$ 591.55
AMAZON	ADULT PRINT COLLECTION	\$ 1,081.60
INFO USA MARKETING INC	ADULT PRINT COLLECTION	\$ 550.00
BANK OF AMERICA	ADULT PRINT COLLECTION	\$ 244.17
SAMP, SONDR	REFUNDS	\$ 112.90
EMANUELSON, PATRICIA	REFUNDS	\$ 99.37
	<b>Total Resource Services</b>	<b>\$ 97,584.26</b>
<b>Youth Services</b>		
PAYROLL SUMMARY	PERMANENT SALARIES/WAGES	\$ 41,029.06
PAYROLL SUMMARY	TEMPORARY SALARIES/WAGES	\$ 742.50
PAYROLL SUMMARY	DENTAL INSURANCE	\$ 345.18
PAYROLL SUMMARY	IPERS DISABILITY	\$ 206.22
PAYROLL SUMMARY	LIFE INSURANCE	\$ 82.54
PAYROLL SUMMARY	HEALTH INSURANCE	\$ 5,900.88
PAYROLL SUMMARY	MEDICARE FICA	\$ 582.80
PAYROLL SUMMARY	FICA	\$ 2,491.95

**Library Claims**  
**September 1 - September 30, 2020**

PAYROLL SUMMARY	IPERS	\$ 3,943.26
PAYROLL SUMMARY	WORKERS COMPENSATION	\$ 62.00
LONG DISTANCE CHARGES	CITY LONG DISTANCE	\$ 1.35
BANK OF AMERICA	OFFICE SUPPLIES	\$ 60.92
	<b>Total Youth Services</b>	<b>\$ 55,448.66</b>
<b>Adult Services</b>		
PAYROLL SUMMARY	PERMANENT SALARIES/WAGES	\$ 30,544.66
PAYROLL SUMMARY	DENTAL INSURANCE	\$ 113.22
PAYROLL SUMMARY	IPERS DISABILITY	\$ 107.58
PAYROLL SUMMARY	LIFE INSURANCE	\$ 66.02
PAYROLL SUMMARY	HEALTH INSURANCE	\$ 1,938.48
PAYROLL SUMMARY	MEDICARE FICA	\$ 433.61
PAYROLL SUMMARY	FICA	\$ 1,854.06
PAYROLL SUMMARY	IPERS	\$ 2,883.40
PAYROLL SUMMARY	WORKERS COMPENSATION	\$ 36.64
LONG DISTANCE CHARGES	CITY LONG DISTANCE	\$ 12.69
POSTAGE CHARGES	POSTAGE/FREIGHT	\$ 4.29
	<b>Total Adult Services</b>	<b>\$ 37,994.65</b>
<b>Customer Account Services</b>		
PAYROLL SUMMARY	PERMANENT SALARIES/WAGES	\$ 38,002.59
PAYROLL SUMMARY	TEMPORARY SALARIES/WAGES	\$ 13,418.86
PAYROLL SUMMARY	COVID19 LEAVE	\$ 466.42
PAYROLL SUMMARY	DENTAL INSURANCE	\$ 281.70
PAYROLL SUMMARY	IPERS DISABILITY	\$ 191.40
PAYROLL SUMMARY	LIFE INSURANCE	\$ 85.29
PAYROLL SUMMARY	HEALTH INSURANCE	\$ 4,537.82
PAYROLL SUMMARY	MEDICARE FICA	\$ 726.09
PAYROLL SUMMARY	FICA	\$ 3,104.57
PAYROLL SUMMARY	IPERS	\$ 4,898.18
PAYROLL SUMMARY	WORKERS COMPENSATION	\$ 158.17
LONG DISTANCE CHARGES	CITY LONG DISTANCE	\$ 21.71
AUTOMATED MERCHANT SYSTEM	OUTSIDE PROFESSIONAL SVCS	\$ 115.25
POSTAGE CHARGES	POSTAGE/FREIGHT	\$ 410.45
ONESOURCE	RECRUITING COSTS	\$ 35.00
BANK OF AMERICA	OFFICE SUPPLIES	\$ (40.05)
DEMCO INC	MINOR OFFICE EQUIPMENT	\$ 2,303.98
	<b>Total Customer Account Services</b>	<b>\$ 68,717.43</b>
<b>COVID</b>		
BANK OF AMERICA	SPECIAL PROJECT SUPPLIES	\$ 615.48
	<b>Total COVID</b>	<b>\$ 615.48</b>
	<b>Total:</b>	<b>\$ 340,080.57</b>
<b>Roger Kluesner, President</b>	<b>Sandra Looft, Secretary</b>	<b>Date</b>

**Background:** For years Ames Public Library staff have been working to make the library more accessible to everyone, including evaluating processes and procedures, offering opportunities for customers to volunteer to reduce charges, and encouraging payment plans. However, we kept returning to a broader need for equity. Repeatedly customers would share with us how they were struggling to maintain access to their accounts due to fines. Those conversations led to in depth research about the possibility of going fine free over several years, including attending conference sessions, reading research, and discussing with colleagues across the country their experience in going fine free. We see there is a need in our community and our community has begun questioning when we will address it. Libraries across the country are going fine free and sharing their positive experiences. The Ames Public Library staff affirms and recommends the best way to serve our customers equitably in regards to overdue fines is to become a fine free library and provide amnesty on previous fines.

**Current situation:** The COVID-19 pandemic has further exposed inequalities in our communities. Community members are facing additional struggles due to the intersections of the derecho, COVID-19, and racial injustice. People have lost jobs, are experiencing economic hardships, and families face an extremely challenging school year ahead. Public libraries play a critical role in the well-being and education of our communities, and public library service should be accessible to everyone, especially now. Eliminating overdue fines is a significant action that would demonstrate our commitment to service, access and equity.

**Benefits of Fine Free Libraries:** The national landscape of public libraries is undeniably shifting toward minimizing or eliminating overdue fines. Currently around 500 public libraries in the United States have gone fine free, with many others in the planning stages. Many vanguard libraries in large cities across the country, San Francisco Public Library, Denver Public Library, Phoenix Public Library, Anythink Libraries, Saint Paul Public Library, Kansas City Public Library, and Salt Lake City Library, have all eliminated fines. Many smaller libraries have already followed suit, including several in Iowa, such as Carnegie-Stout in Dubuque, Cedar Rapids, Council Bluffs, Davenport, Ely, and Waverly public libraries.

Many of the arguments for this are similar from library to library. They seek to expand access to materials by removing barriers, save valuable staff time from fine collection, and improve relationships with their communities.

If the Ames Public Library wants to continue to draw top talent and capitalize on the talents of current staff we need to continue to evaluate our policies to ensure they support our mission, vision, values, and guiding principles. The ALA's Resolution on Monetary Library Fines as a Form of Social Inequity clearly states that collecting fines does "not serve the core mission of the modern library." The idea that fines encourage people to return items on time has been proven false through studies that have come with this nationwide trend to discontinue fines.

**Assertions:**

1. **Overdue fines do not work.** Libraries that eliminate fines experience no noticeable increase in overdue material, as documented in published reports from libraries that have gone fine free. Therefore, fines do nothing to ensure "availability of and access to" materials.

2. **Overdue fines are not aligned with Ames Public Library's mission, vision, and values.** Equity is a guiding principle of the Ames Public Library, yet fines restrict access and

disproportionately impact residents in low-income brackets. GIS mapping shows correlations between income level and number of blocked borrowers in Ames.

**3. Overdue fines have multiple deleterious effects.** These include reduced staff effectiveness, cost associated with fine collection, and more patrons blocked from library service. "Overdue library fees often represent a very small fraction of a library's operating budget, yet disproportionately affect communities that have income insecurity or individuals with low incomes. Late fees add up and become insurmountable for some families when forced to choose between paying the fee and buying food. For many, this is a reminder of past injustices within public institutions." Urban Libraries Council

**Equity and Access:** Keeping Equity and Access top of mind as our reasons for service, Library staff conclude there is a clear and overwhelming case to recommend the elimination of overdue fines and to provide amnesty for existing late charges. Library staff also recommend keeping existing fees for lost items and ensuring materials retention through regular email and mail reminders.

"Fines have become a privilege and — not only do they not work — they actually encourage people to keep materials longer if they can afford it. If you can afford it, you pay your fines, you don't feel guilty and you support the library. We love people to support the library. We don't love that it was a privilege and that people who couldn't afford fines stopped using the library altogether." - Annette Birdsall, Director of the Tompkins County Public Library

"Overdue fines do not turn irresponsible patrons into responsible ones, they only distinguish between patrons who can afford to pay for the common mistake of late returns and those who cannot." (San Francisco Public Library white paper)

#### **Ames Public Library statistics:**

- As of September 2020 – 6% of Ames Public Library patrons are blocked from checking out materials due to overdue charges.
- Looking at active users (those who have used the library in the last 18 months) that number remains at 6% of those users. However, 12% of inactive users are blocked from the library. Those who become blocked are more likely to stop using the library altogether.
- The library blocks personal accounts at \$10 and family accounts at \$20. Of the almost 3,000 library patrons who cannot check out, 35% are blocked for less than \$20 in charges. 86% are blocked for under \$100 in charges. By removing overdue fines the Library would be able to focus on the return of materials and working with customers to help them continue to use the Library. Library staff could focus time and attention on continuing to reach out to blocked users about getting materials returned. This would positively impact the almost 2,500 library patrons with less than \$100 standing between them and being able to fully utilize their library.
- Currently 95% of library materials are returned on time. By 2 weeks overdue 99% of items are returned. Only .5% reach the stage to be declared lost (30 days late).

### **Other Libraries Experiences:**

The experience of libraries that have eliminated fines is illuminating.

- Salt Lake City found **that wait times for materials on hold were largely unaffected or actually decreased when they went fine free**. This means patrons continued to return high-demand items on time or slightly earlier than before. Salt Lake City's Public Library also saw late returns drop from 9% to 4% after fines were eliminated.
- Chicago Public Library saw a 240% increase in returned books in the month after they eliminated fines in September of 2019.
- The San Diego Public Library found materials **were returned eight days earlier** than they were before the policy change to remove overdue fines.
- Saint Paul Public Library found that when they removed overdue fines from children's items, they **were returned at a similar rate** to materials that still had fines applied.
- Multiple Chicago area public libraries removing overdue fines also found that there **were no negative effects**.
- L.E. Phillips Memorial Library in Eau Claire Wisconsin saw a slight increase in materials slightly overdue but a decrease in materials over 45 days overdue. Their patrons are more likely to return materials because they will not be blocked upon their return due to late fees.

### **All of the libraries listed found that their usage increased after removing overdue fines.**

All of the libraries listed also continued to charge for items that were not returned. They all cited concerns about access for low-income patrons and the negative effects on staff morale as reasons for removing overdue fees. There is no evidence that overdue fines get materials back to the library.

### **Benefit – Financial Stewardship**

#### ***The Financial Cost behind Fines and Fees***

While libraries gain revenue from fines and fees, there is also a tangible cost to assess these fees. Charging fines, working with patrons on fines, money handling, and reconciliation all require significant staff time. Fiscal impact is one of the larger concerns for a library going fine-free, especially for smaller libraries. However, fines elimination has indirect impacts that are a counter argument to the revenue loss. Libraries report increased usage statistics: door counts, circulation, program attendance, and number of library cards issued increases. When the stigma of fines is removed, people are encouraged to return to the Library and feel welcome.

#### ***Benefit – Staff Morale***

The cost to our library and our patrons cannot always be monetized. There is a cost to our public perception and relationships when considering statistics on fines and fees conversations.

Despite staff efforts to be supportive and helpful to patrons, it is difficult for these conversations to be positive. The conversations can be a drain on staff morale and patron relationships. Shame about overdue fines is a real prevalent issue and has tangible impacts on the use of the library. Every library staff person can share stories of customers who stopped using the library for a period of time (often years) because of a bad experience or the possibility of a bad experience with overdue fines. While this cannot be measured in dollars, the removal of thousands of negative interactions in a year has the potential to revolutionize our Library environment for the better.

Staff can spend their time helping patrons write resumes, find their next favorite book, offering outreach, and innovating new services rather than performing transactions with a negative outcome. Patrons will no longer feel chastened or ashamed to return to the Library.

Job satisfaction and morale increases when hard conversations about fines are eliminated. Staff time to collect and manage fines is also removed, allowing the staff members to focus their time on the Library's mission. The discontinuation of fines can also help us recruit service-focused candidates who are looking to work in a library or library system whose mission aligns with their personal values as a librarian.

**Conclusion:** Charging fines is unduly punitive to those who most need the Library, now and in the future. It does not affect the return rate for materials, and can actually have adverse effects on returns when customers feel ashamed and wish to avoid the Library. The customers most directly affected are those who can least afford any barrier between them and the resources they need to read with their children, increase their skills and knowledge, and enjoy leisure materials.

**Recommendation:** Ames Public Library staff recommend eliminating overdue fines and providing amnesty for any past overdue charges on customer's accounts.

## References and Resources

ALA Resolution on Monetary Library Fines as a Form of Social Justice

[http://www.ala.org/aboutala/sites/ala.org.aboutala/files/content/governance/council/council\\_documents/2019\\_ms\\_council\\_docs/ALA%20CD%2038%20RESOLUTION%20ON%20MONETARY%20LIBRARY%20FINES%20AS%20A%20FORM%20OF%20SOCIAL%20JUSTICE%20Revised%201\\_27\\_0.pdf](http://www.ala.org/aboutala/sites/ala.org.aboutala/files/content/governance/council/council_documents/2019_ms_council_docs/ALA%20CD%2038%20RESOLUTION%20ON%20MONETARY%20LIBRARY%20FINES%20AS%20A%20FORM%20OF%20SOCIAL%20JUSTICE%20Revised%201_27_0.pdf)

Removing Barriers to Access: Removing Fines on Children's Materials White Paper

[spellproject.weebly.com/uploads/1/5/3/3/15331602/spellwhitepaperfinal.pdf](http://spellproject.weebly.com/uploads/1/5/3/3/15331602/spellwhitepaperfinal.pdf)

GARE Libraries Report

[https://www.racialequityalliance.org/wp-content/uploads/2018/04/GARE\\_LibrariesReport\\_v8\\_DigitalScroll\\_WithHyperlinks.pdf](https://www.racialequityalliance.org/wp-content/uploads/2018/04/GARE_LibrariesReport_v8_DigitalScroll_WithHyperlinks.pdf)

TED Talk: A Librarian's Case Against Overdue Book Fines

[https://www.ted.com/talks/dawn\\_wacek\\_a\\_librarian\\_s\\_case\\_against\\_overdue\\_book\\_fines](https://www.ted.com/talks/dawn_wacek_a_librarian_s_case_against_overdue_book_fines)

Salt Lake City Public Library –Impact of Going Fine Free

[https://www.dropbox.com/sh/pk77n53ujmsi2ec/AADvJVNQnt0hWKZmprErd\\_9sa?dl=0&preview=Impact+of+Going+Fine+Free+-+April+2018+Report.pdf](https://www.dropbox.com/sh/pk77n53ujmsi2ec/AADvJVNQnt0hWKZmprErd_9sa?dl=0&preview=Impact+of+Going+Fine+Free+-+April+2018+Report.pdf)

Eliminating Late Fines Presentation – St. Paul

[https://www.dropbox.com/sh/pk77n53ujmsi2ec/AADCPJVlvyTqPc2dE8-YBWdpa/Other%20Library's%20Materials?dl=0&preview=Eliminating-Late-Fines-Presentation+-+Saint+Paul.pdf&subfolder\\_nav\\_tracking=1](https://www.dropbox.com/sh/pk77n53ujmsi2ec/AADCPJVlvyTqPc2dE8-YBWdpa/Other%20Library's%20Materials?dl=0&preview=Eliminating-Late-Fines-Presentation+-+Saint+Paul.pdf&subfolder_nav_tracking=1)

The End of Overdue Fines – Public Libraries Online

<http://publiclibrariesonline.org/2015/11/the-end-of-overdue-fines/>

LONG OVERDUE: Eliminating Fines on Overdue Materials to Improve Access to San Francisco Public Library

<https://sfpl.org/uploads/files/pdfs/commission/Fine-Free-Report011719.pdf>

Fine Free Libraries map

<https://www.google.com/maps/d/viewer?mid=1kDI0KZEUWx38bncqGgy0-UMd3yLSucix&ll=27.9486168154376%2C-87.63700668499973&z=4>

Overdue Fines: Advantages, Disadvantages, and How Eliminating Them Can Benefit Public Libraries

<https://ischool.syr.edu/wp-content/uploads/2020/04/Overdue-Fines-Advantages-Disadvantages-and-How-Eliminating-Them-Can-Benefit-Public-Libraries.pdf>



**Legend**

**Patrons\_ \$20\_Fines\_Density\_5**

- 0.0000000000000000 - 30.689907836914063
- 30.689907836914063 - 61.379815673828126
- 61.379815673828126 - 92.069723510742193
- 92.069723510742193 - 122.759631347656253
- 122.759631347656253 - 153.449539184570312
- 153.449539184570312 - 184.139447021484386
- 184.139447021484386 - 214.829354858398460
- 214.829354858398460 - 245.519262695312534
- 245.519262695312534 - 276.209170532226608
- 276.209170532226608 - 306.899078369140625

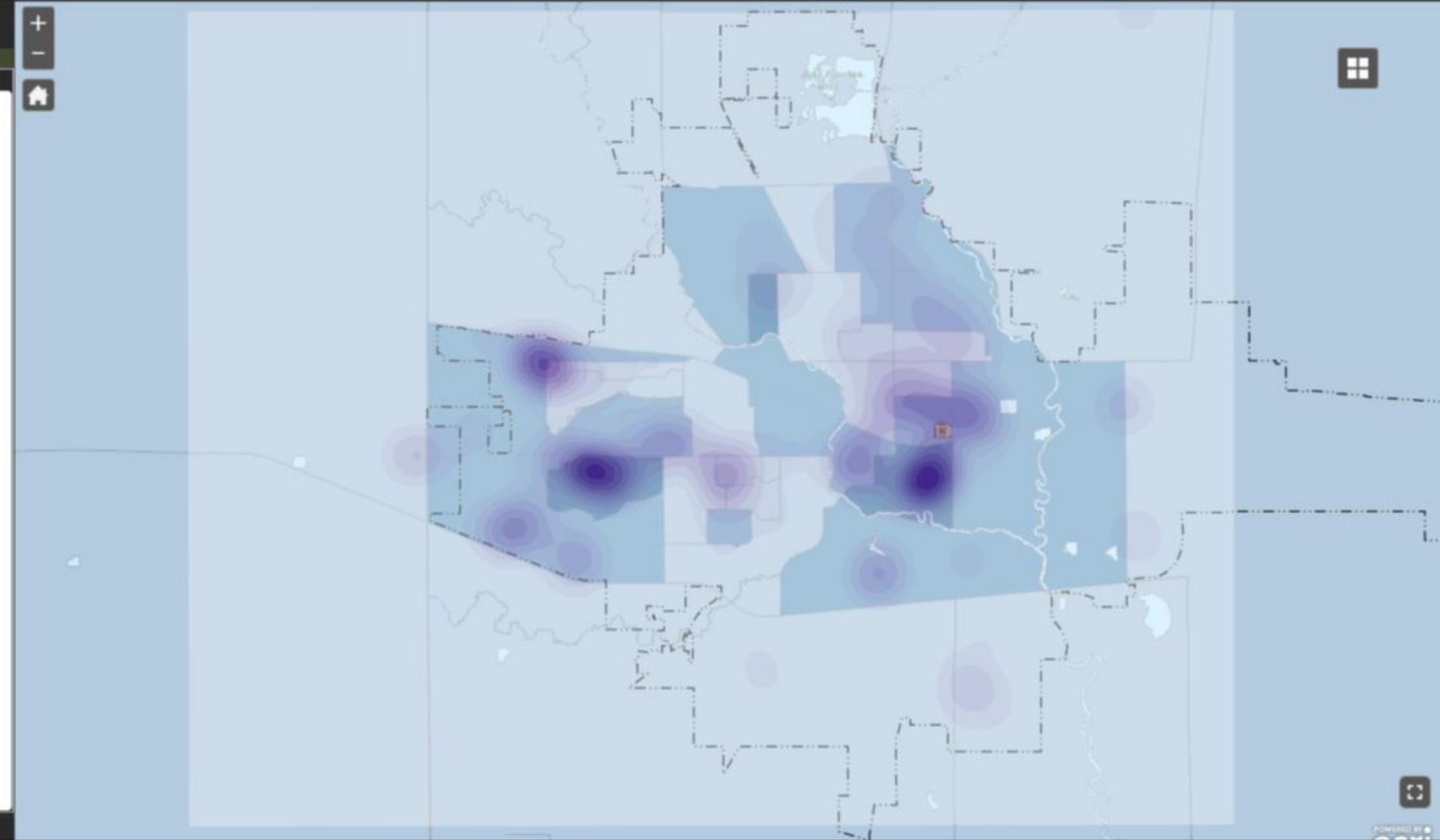
**Libraries**

**AMES INCORPORATED LIMITS**

**2019 USA Diversity Index**

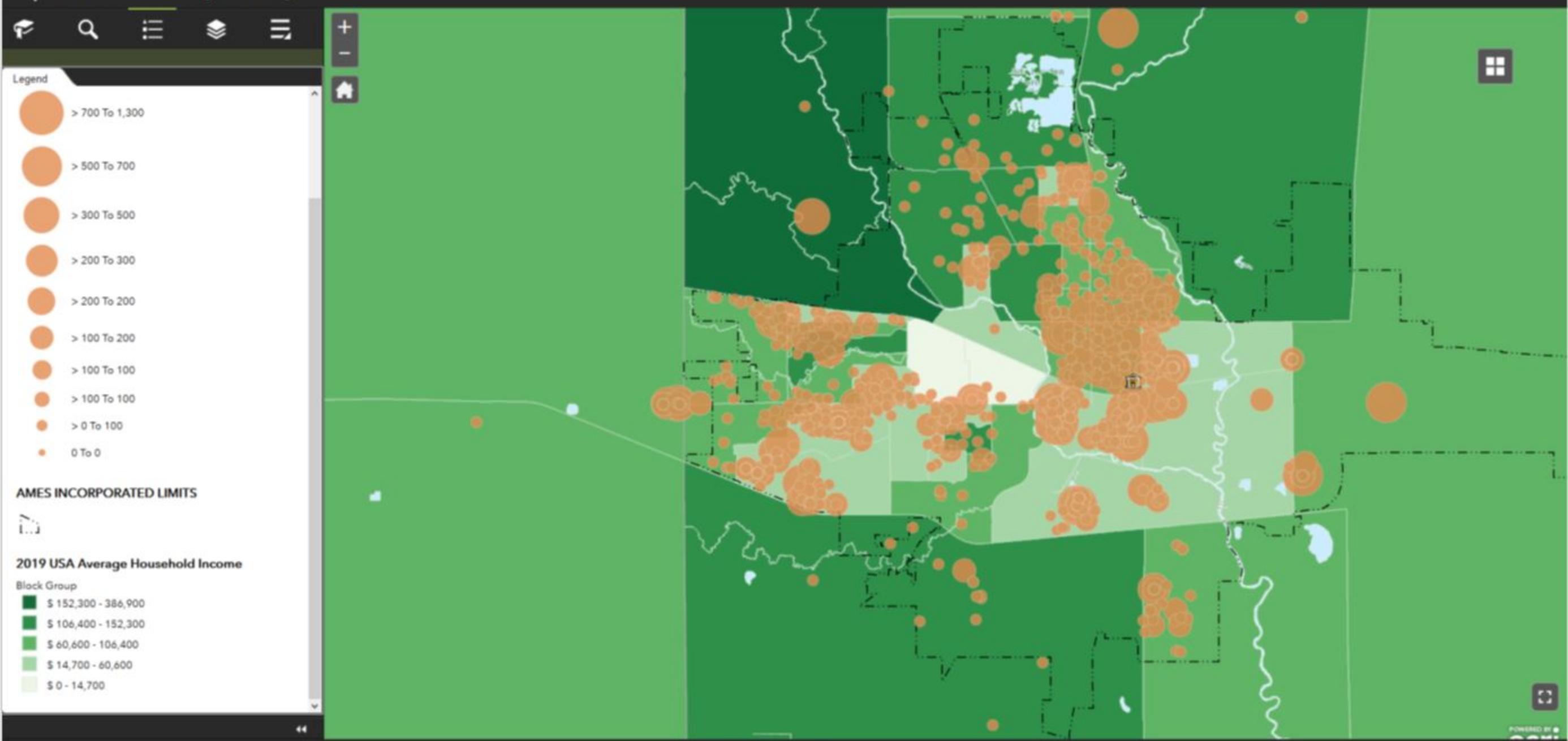
Diversity Index Block Group

- 83 - 100
- 58 - 83
- 32 - 58
- 7 - 32
- 0 - 7



All rights reserved

Patrons \$20+ Fines Density layered over 2019 USA Diversity Index



Patrons - \$20+ Fines Individual Points (fine amount determines bubble size) layered over 2019 USA Average Household Income (Opaque)



# Circulation and Customer Accounts Policy

Section: Library Operations

Approved: 7/24/1996

Reviewed:

Revised: 9/16/2004, 10/10/2005, 4/16/2009, 5/20/2010, 10/18/2012, 11/21/2013, 1/15/2015, 1/18/2018, 1/17/2019, [10/15/2020](#)

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Ames Public Library strives to provide all customers with fair and equal access to library materials.

## Library Materials and Services

All customers may have access to library materials while in the building or on the bookmobile.

A valid library account is required to make use of some library services. To be eligible to check out library materials, customers must have a library borrower account in good standing. To use public access computers, customers must have a borrower account or a computer use account.

## Library Borrower Accounts

### Account Application and Activity:

Residents of the state of Iowa are eligible to register for a library borrower account. Residents of cities not in compliance with Iowa's Open Access agreement are excepted.

- To open a borrower account, customers must present a completed registration form, valid photo ID (required for persons age [12-16](#) and older), and proof of current residence.
  - A photo ID may include a valid driver's license, state issued ID, school ID, or passport.
  - Proof of current residence may include a valid driver's license, recent utility bill, lease, car registration, or a piece of mail received at the current address within the last 30 days.
- Library borrower accounts are active for a period of one to two (1-2) years and must be renewed by verifying/updating account information, [and paying all fines/fees on the account.](#)
- A photo ID is required for customers age [12-16](#) and older to replace a lost or stolen card or to retrieve a card from library lost and found.
- Library borrower accounts can be closed only when all materials have been returned and all ~~fines~~/fees have been paid. The account holder or adult responsible for a Family Account or Professional Account may request closure.

### Account Types:

Ames Public Library offers four types of borrower accounts: *Individual Account*, *Family Account*, *Educator Account*, and *Professional Account*. Customers may have more than one type of account.

### Individual Account

- An Individual Account may only be used by the person opening the account.
- Information about the Individual Account may only be given to the person whose name is on that account.
- Children must be at least age 5 to apply for an Individual Account.

## **Family Account**

- A Family Account may be opened by an adult (age 18 or older) who agrees to take responsibility for the account.
- The responsible adult may add or remove the name or names of other persons they wish to be authorized to use the account. .
- Family Account customers share account privileges with other authorized users and any member may exercise those privileges independently.
- Information about a Family Account may be given to any person whose name appears on that account.
- Individual members may remove themselves from Family Accounts.

## **Educator Account**

- An Educator Account may be opened by an adult (age 18 or older) who agrees to take responsibility for the account.
- An Educator Account requires a signed statement of responsibility, valid photo ID, proof of residence, and proof of employment at a qualifying organization (e.g. school, home school or daycare)
- An Educator Account may only be used by the person opening the account.
- Information about the Educator Account may only be given to the person whose name is on that account.

## **Professional Account**

- A Professional Account may be opened for an organization by an adult (age 18 or older) who agrees to take responsibility for the account.
- A Professional Account requires a signed statement of responsibility and the approval of the Customer Account Services Manager.
- The named responsible party may add other persons to the account.
- The named responsible party may remove other persons from the Professional Account and any persons named on the account may remove themselves.
- Professional Account customers share account privileges with other account members and any member may exercise those privileges independently.
- Information about the Professional Account may be given to any person whose name appears on that account.

## **Computer Use Account**

### **Account Application and Activity:**

Anyone who is not the named responsible party on a borrower account is eligible to register for a Computer Use Account.

- To open an account, customers must present a completed registration form and photo ID (required for persons age ~~12~~16 and older).
  - A photo ID may include a driver's license, state-issued ID, school ID, or passport.
  - A customer who does not have a photo ID may provide proof of residence in place of the photo ID.
  - Parents may serve as proof of identity in lieu of a photo ID for children under age 17.
- A Computer Use Account may be used only by the individual card holder.

- Computer Use Accounts are active for a period of one year.
- Computer Use Accounts may be closed at any time upon request by the cardholder.
- A photo ID is required for customers age 12-16 and older to replace a lost or stolen computer use card or to retrieve a card from library lost and found.

## Customer Responsibilities

- Customers are expected to comply with the library's policies and procedures.
- Customers are expected to comply with copyright laws, and the library assumes no responsibility for customer infractions of copyright laws while using library materials.
- Customers are expected to use their own library cards when checking out materials or conducting other library transactions. Customers with valid library borrower accounts may request that circulating items be held for them; requests are added to queue lists in the order they are received.
- Customers must notify the library of changes in account information (name, address, telephone numbers, etc.).
- Customers must notify the library immediately when a library card is lost or stolen; customers are responsible for all account activity until the library is notified about a lost/stolen card. The library operates under implied consent - the expectation that a customer in possession of another person's card has their consent to use it.
- Customers must not tamper with or alter library materials in any way.
- Customers must return library materials, including all parts and packaging, in good condition. (City of Ames Municipal Code, Sec. 15.12 Library Regulations)
- The responsible party on a borrower account must manage that account and pay any ~~fin~~es or fees accrued.

## ~~Fines and Fees~~

Some materials are designated by the library as non-circulating. Other library materials have pre-determined check out and renewal periods.

The library charges ~~fin~~es and fees to encourage compliance with procedures which promote fair and equal access to limited resources for all customers. Customers may be notified of overdue materials, outstanding ~~fin~~es/fees, or problems with their borrower account by telephone, email notices, printed notices, and/or other means. Please note: ~~fin~~es and fees apply whether or not the notification is sent or received.

- ~~The library charges a daily fine for overdue items for each day the library is open.~~
- ~~The library charges a replacement fee for lost or stolen library cards.~~
- The library charges for lost or damaged library materials.
- The library charges for lost or damaged parts or pieces of library materials.
- The library may charge for repairable damage to library materials.
- Customer borrowing privileges are suspended when ~~fin~~e/fee limits are surpassed.
- More extensive measures may be taken for excessively delinquent accounts, including the use of a collection agency and/or prosecution in a municipal court.
- A list of ~~fin~~es and fees is available as an addendum to this policy.
- The library may offer programs that allow options for the payment of ~~fin~~es fees (such as a payment plan or a ~~fin~~e fee alternative program).

- The library may reduce or eliminate charges as part of a promotional activity or due to extenuating circumstances.

## References

Ames Public Library [Confidentiality and Library User Records Policy](#)

## **Circulation and Customer Accounts Policy**

**BOARD OF TRUSTEES  
AMES PUBLIC LIBRARY  
OCTOBER 15, 2020**

Be it resolved that the Board of Trustees, Ames Public Library, approves revisions to the Circulation and Customer Accounts Policy as presented.

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Roger Kluesner, President

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Sandra Looft, Secretary



# Library ~~Fines and~~ Charges (Addendum to Circulation and Customer Accounts Policy)

Section: Library Operations

Approved: 4/16/2009 Reviewed: 4/21/2011  
Revised: 4/19/2012, 10/18/2012, 11/21/2013, 1/15/2015, 4/18/2019, 10/15/2020

## Fines

### General Collection Books and Other Materials:

Daily Fine (per item) .....	<del>\$0.25</del>
Maximum Fine (per item, except magazines) .....	<del>\$5.00</del>
Maximum Fine (per magazine) .....	<del>\$2.00</del>

### Youth and Young Adult Books and Other Materials:

Daily Fine (per item) .....	<del>\$0.25</del>
Maximum Fine (per item) .....	<del>\$2.00</del>

## Standard Charges

<del>Replacement Borrower's Card .....</del>	<del>\$1.00</del>
Adult and Youth Materials (except magazines) .....	Cost of item
Magazines .....	\$5.00
Map Inserts in Travel Books .....	\$2.00
CD Insert in Book .....	\$10.00
Media/Special Packaging or Liner Notes .....	\$5.00
Replaceable Part From a Set .....	Cost of part
Irreplaceable Part From a Set .....	Cost of item/set
<del>Processing Charge for Lost or Irreparably Damaged Items .....</del>	<del>\$5.00</del>
Repairable Damage to an Item.....	\$2.00
Referral to Debt Collection .....	\$10.00

Note: Borrowing privileges are suspended when charges on an ~~Individual Account or Educator Account~~ reach ~~\$10~~ or charges on a ~~Family Account or Professional Account~~ reach ~~\$250~~.

## **Library Charges**

**BOARD OF TRUSTEES  
AMES PUBLIC LIBRARY  
OCTOBER 15, 2020**

Be it resolved that the Board of Trustees, Ames Public Library, approves revisions to the Library Charges (Addendum to Circulation and Customer Accounts Policy) as presented.

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Roger Kluesner, President

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Sandra Looft, Secretary



# Public Participation Policy

Section: Administration

Approved: 12/18/2003  
Reviewed: 8/20/2009, 3/19/2015, 9/17/2017  
Revised: 12/21/2006, 10/20/2011, [10/15/2020](#)

The Ames Public Library Board of Trustees encourages ~~individuals~~ community members to share their views. The Board agenda includes time at ~~the beginning of~~ each meeting for comments. In order for the Board to fulfill its obligation to complete the scheduled agenda and conduct library business in an effective and efficient manner, a maximum of 30 minutes of public participation will be permitted ~~at the beginning of each meeting~~. Comments from ~~individuals~~ community members will not change the scheduled meeting agenda.

## Visitors

All visitors are required to sign in ~~prior to the call to order~~. Community members wishing to speak must complete a card with their full name and address. The card shall be given to the recording secretary prior to the call to order. Community members wishing to speak at an electronic meeting shall use the chat feature to submit their full name and address, if they wish to speak. Those ~~visitors~~ who have indicated a desire to speak will be recognized in the order in which they signed in.

Each speaker is given a maximum of three (3) minutes to share ~~her/his~~ their views with the Board. If several ~~persons~~ community members wish to speak, the presiding officer will determine how much time each will be allotted ~~three (3) minutes~~ until the total public participation time of 30 minutes is used. The rules may be suspended at the ~~Board President's~~ presiding officer's discretion.

No person may speak more than once per meeting. All remarks shall be addressed to the Board of Trustees as a body and not to any Trustee specifically. Public comments must be relevant to the operation of the Library. The presiding officer shall rule on the relevancy of public comments. Behavior that is abusive, personal, impertinent, irrelevant, loud, threatening, slanderous or profane shall not be allowed. Persons not following this policy may be asked to leave the meeting.

If an ~~individual~~ community member wishes to share additional comments, or did not have the opportunity to speak due to time constraints, they ~~she/he may schedule an appointment with the Library Director, who will then present a summary of that meeting to the Board of Trustees. Individuals may also choose to put their comments in writing. Comments may be directed to the Library Director.~~ All communication with the Library Director or Board of Trustees is public information.

## Trustees

The ~~Board President~~ presiding officer recognizes each registered speaker. The presiding officer ~~Board President~~ introduces each speaker and keeps track of time. The trustees listen and may ask questions.

## References

[Iowa Code Section 21](#), Open Meetings Law

## **Public Participation Policy**

**BOARD OF TRUSTEES  
AMES PUBLIC LIBRARY  
OCTOBER 15, 2020**

Be it resolved that the Board of Trustees, Ames Public Library, approves revisions to the Public Participation Policy as presented.

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Roger Kluesner, President

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Sandra Looft, Secretary



# Investments Policy

Section: Administration

Approved: 12/16/1999

Reviewed: 5/19/2005, 3/9/2006, 7/16/2009, 11/17/2011, 2/19/2015, 10/23/2017, 10/15/2020

Revised: 4/20/2006

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The Ames Public Library Board of Trustees has authority over and controls the expenditure of private funds given to the City of Ames for the use of the Ames Public Library. In accordance with [Section 12B.10 \(1\)](#) of the Code of Iowa, the responsibility for conducting investment transactions resides with the City Treasurer. The City Treasurer, under the general direction of the City Council, shall be responsible for all transactions undertaken and shall establish a system of controls to regulate activities. The Ames Public Library Board of Trustees hereby adopts the City of Ames Investment Policy as its investment policy.

**Investments Policy**

**BOARD OF TRUSTEES  
AMES PUBLIC LIBRARY  
OCTOBER 15, 2020**

Be it resolved that the Board of Trustees, Ames Public Library, approves revisions to the Investments Policy as presented.

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Roger Kluesner, President

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Sandra Looft, Secretary



Ames<sup>TM</sup>  
PUBLIC LIBRARY

# STRATEGIC PLAN 2020-2024



**EQUITY**



**INCLUSION**



**CIVIC ENGAGEMENT**



**ACCESS**



**WELLNESS**



**STAFF DEVELOPMENT**

# About the Strategic Plan

In the fall of 2019, Ames Public Library staff began a year-long process of developing a Strategic Plan to guide us through the next several years. We gathered staff and community input, analyzed data, reviewed library best practices, and looked at overall societal trends.

Although the pandemic has forced us to think creatively about how we connect and serve our community, our commitment to providing responsive and relevant collections, programs, and services has remained the same.

We are excited to be launching a new strategic plan in 2020 to guide us through the next four years.

## The Process

The goal was to have an open and inclusive process where staff, volunteers, board members, the broader community, and key stakeholder groups would have the opportunity to help inform our service priorities—and roadmap for achieving them—over the next four years.

To achieve this, we set up teams of Library staff to gather key information and organized input sessions with a variety of community groups.

After gathering and analyzing this wide range of staff and community input, data, and best practices, clear themes and trends emerged. These themes form this plan's six strategic priorities.

## Bringing It Together

In this document, you will find definitions of four strategic priorities. Each priority has big-picture goals followed by selected examples of activities that will help us achieve those goals, as shown below.

### Strategic Priority

#### Definition

- Goal

Example Activities

The Strategic Plan is intended as a guide to help us focus on key areas of growth and development rather than an exhaustive list of every program and service offered by the Library. Tried and true programs and collections will continue, but resources and training will be directed to support the strategic priorities.

This plan is paired with more detailed documents, including a timeline of activities chosen to achieve the goals, measurement metrics, and an in-depth operation plan.

Our evaluation will be ongoing, and we will check in regularly with staff and our Board of Trustees to track our progress and adapt as needed. We will celebrate successes and share updates annually with the broader community.

Help us plan  
*for the future*  
of **your Library!**

Take a short  
5-10 minute survey

**You're Invited**  
to a Community Conversation  
at AMES PUBLIC LIBRARY

Join the conversation...

We are proud of an inclusive process and an ambitious plan, and we are excited to work together to continue to respond to our community's needs and interests in impactful and meaningful ways!

**Thank you**  
for helping us make Ames Public Library—and your community—even better!



## Equity

*Create an intentional plan to address barriers in library systems, and actively work to create equitable services and access.*



- **Remove systemic barriers to library use**

Evaluate and address the impact of fines to ensure equity of access

Audit policies, hiring process, procedures and staff training for inequities affecting staff and patrons

- **Reduce language barriers to service**

Review points of access for language barriers and readability

Provide Travis Translation devices at public service points to offer immediate assistance to non-English speaking customers

- **Create welcoming and inclusive spaces for community members with intellectual and physical disabilities**

Identify proactive ways to provide assistance to customers with intellectual and physical disabilities at all service points

Identify ways to provide equitable access to programming in person and virtually

## Inclusion



*Create a welcoming and comfortable place for all community members. Develop best practices for collaborative partnerships in order to amplify a diversity of ideas, cultures, and experiences and foster community understanding.*

- **Provide programming and collections that reflect and engage specific communities, with involvement from those communities**

Amplify Black voices and experiences

Amplify LGBTQIA+ voices and experiences

Provide programming and meaningful support for the multi-lingual and multi-cultural community

- **Intentionally represent the diversity of our community in Library services, collections and programming**

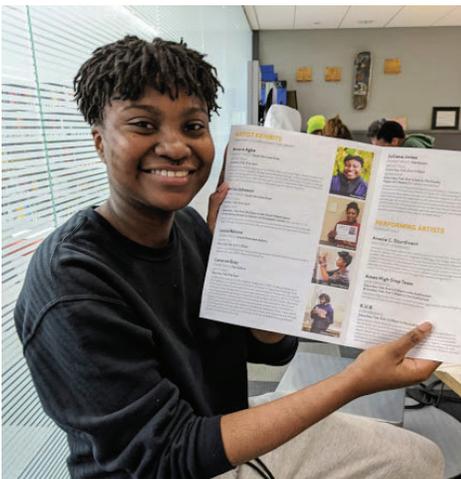
Complete a diversity audit of Library collections and displays to ensure Library materials represent a diversity of race, gender, sexual orientation and ability

Complete a diversity audit of Library programming to ensure traditionally marginalized perspectives are being represented

- **Provide programming that fosters community understanding**

Develop and implement civil discourse programming

Plan programs to foster an environment that is welcoming to community members of all abilities and backgrounds



# Civic Engagement

*Provide opportunities for community members to connect with accurate information, be involved in their community, and better understand and be prepared to participate in the institutions of representative democracy.*



- **Provide opportunities for community members to increase knowledge and preparation to be active participants in their community**

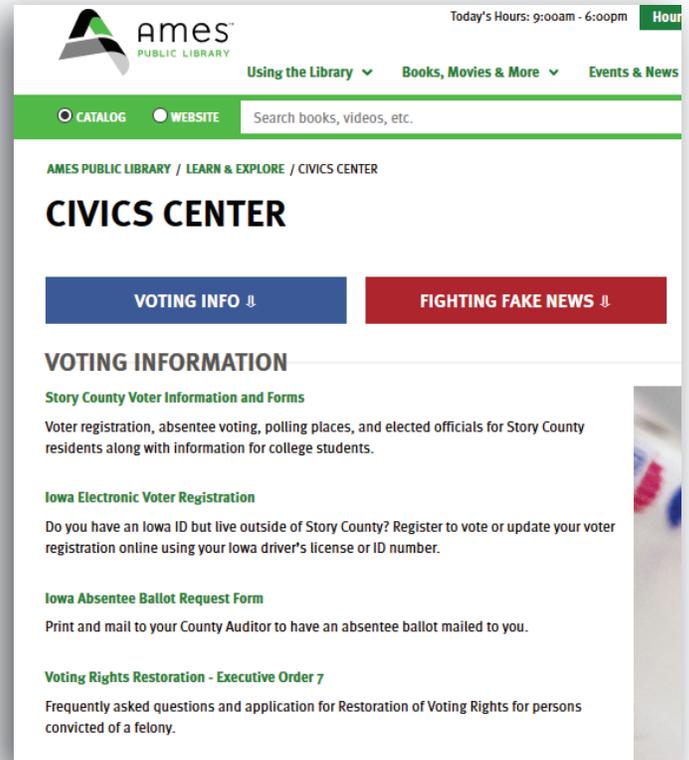
Develop and implement programs to increase knowledge about active participation in local government

Build out virtual resources, like the Civics Center, for adults and youth to provide reliable information related to civic engagement and media literacy on the Ames Public Library website

- **Make the Library a recognized space for discussing and addressing key community issues**

Foster dialog around key community issues such as child care, housing and emergency preparedness

Foster partnerships with other city departments in order to cross promote city and other relevant information



Connect community members to needed information and resources.



- **Increase discoverability and access to Library information**

Enhance online readers' advisory through personalized reading lists and updated website content and resources

Target marketing to specific communities to increase use of Library resources among underserved communities

- **Provide access to information and online resources patrons need to make informed decisions**

Expand computer/technology assistance to reflect community needs

Develop media literacy programming

- **Serve community partners as a hub for information and coordination as a trusted community resource**

Convene community resource fairs

Connect childcare providers with training and resources

**Ames PUBLIC LIBRARY**

**WE'VE PICKED THESE JUST FOR YOU!**

We came up with the following books, authors, and series based on the recommendation form you filled out. Please let us know which of our suggestions are spot on and which ones don't work out. We'll use that feedback to find a better fit for you next time!

**Have questions?** Feel free to contact us by phone or e-mail

*Happy Reading! - Adult Services*

**The Sweetness at the Bottom of the Pie**  
by C. Alan Bradley  
Eleven-year-old Flavia de Luce, an aspiring chemist with a passion for poison, begins her adventure when a dead bird is found on the doorstep of her family's mansion in the summer of 1950, thus propelling her into a mystery that involves an investigation into a man's murder where her father is the main suspect.

**Why we think you'll like this book:** This is the first in a mystery series with a narrator we think you'll really like. Flavia is smart and brave sleuth who draws you into her mysterious world in the English countryside.

**American like me: reflections on life between cultures**  
by America Ferrera  
From an award-winning actress and political activist comes a vibrant and varied collection of first person accounts from prominent figures—including Lin-Manuel Miranda, Issa Rae, Kumail Nanjiani, Roxane Gay and many more—about the experience of growing up between cultures.

**Why we think you'll like this book:** Offers a glimpse into the lives of many Americans and their contributions to history, science, politics, and culture.

**The evolution of Calpurnia Tate**  
by Jacqueline Kelly  
In central Texas in 1899, eleven-year-old Callie Vee Tate is instructed to be a lady by her mother, learns about love from the older three of her six brothers, and studies the natural world with her grandfather.

**Why we think you'll like this book:** protagonist Callie is a bit like Flavia in Bradley's mystery series. She wants to get out and study the world and break from the suffocation of expectations that she "act like a lady." She's fun, feisty, and an excellent story teller. This book is appealing to both kids and adults.

**Grayson**  
by Lynne Cox  
The author describes her real-life adventure when, while training for a long-distance swim off the coast of California, she encounters a baby gray whale that had become separated from its mother and had been following her instead, and her race against time to find the baby's mother, which had been migrating north to feeding grounds in the Bering Sea.

**Why we think you'll like this book:** This true story involves a strong brave woman and her interaction with a baby whale. It ticks a lot of boxes: animals, spirituality, sports and outdoor activities. It's a magical tale!

515 Douglas Avenue, Ames, IA 50010  
(515) 239-5646  
www.amespubliclibrary.org

Ames Public Library connects you to the world of ideas through diverse and inclusive resources and programs. We welcome program proposals via our website at bit.ly/APLprogram.

FACING FACTS:

THE TRUTH ABOUT FAKE NEWS  
AND WHAT TO DO ABOUT IT

SATURDAY  
SEPT. 12

VIA ZOOM  
2-4:30PM

Ames PUBLIC LIBRARY

## Wellness

*Foster a thriving community through promotion of physical, mental and socio-emotional well-being.*



- **Support community mental health efforts**

Explore hosting a social work intern or partnership with Iowa State University

Update and promote referral resources for support services in the community

Promote awareness of trauma and mental health service supports available in the community

- **Connect community members to health and wellness supports**

Connect Library users with accurate and current health information through online resources and meaningful programming

Partner with social services agencies to provide opportunities for in-reach services

- **Support community members experiencing temporary or long-term housing insecurity and/or unemployment**

Provide job/resume help through partnerships with community organizations

Develop street cards to readily share community resource information with the public

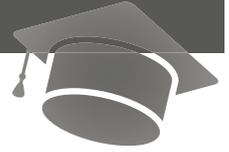


The screenshot shows a library website interface with a green header. The header includes "Today's Hours: 9:00am - 9:00pm" and navigation links for "Hours & Location", "How Do I?", and "My Account". Below the header is a menu with "Books, Movies & More", "Events & News", "Learn & Explore", and "Get Involved". A search bar is present with the text "deos, etc." and a "SEARCH THE CATALOG" button. The main content area features four external resource cards:

- BRAINFUSE JOB NOW & VET NOW**: Looking for your dream job? Start here with free expert online resources including Resume Lab for virtual resume review services, and daily virtual live job coaching. Special services for veterans include Veteran Navigator to connect veterans to VA services and community resources, and a focus on transitioning from military to civilian careers. Connect to adult learning resources like live virtual tutoring, computer training courses, and study guides for college entrance exams. [VISIT EXTERNAL LIBRARY RESOURCE](#)
- CYPRESS RESUME**: Create professional-quality resumes in three quick and simple steps online with Cypress Resume builder. [VISIT EXTERNAL LIBRARY RESOURCE](#)
- FIRSTSEARCH ONLINE DATABASE**: FirstSearch is a great place to start if you're looking for a specific book or for full-text articles. You can search for books and [VISIT EXTERNAL LIBRARY RESOURCE](#)
- GCF LEARNFREE**: If you need a quick brush up on your Microsoft Office or other technology skills GCF LearnFree is the place to start. Check out [VISIT EXTERNAL LIBRARY RESOURCE](#)

## Staff Development

*Ensure excellent customer service as our community needs evolve through proactive staff development and training.*



- **Identify and provide opportunities for deliberate staff growth**

Evaluate and reinvigorate onboarding, training, skill development, and mentorship opportunities to meet the needs of 21<sup>st</sup> century libraries

Offer training in library advocacy so all staff can speak to the importance of the Library in the community

- **Hire and develop staff who are inclusive and welcoming to all**

Actively pursue diverse candidates when filling open positions

Offer staff training opportunities to support strategic initiatives



- **Develop staff tools for assessment and planning**

Train in and employ future casting techniques to ensure the Library is aware of broader nationwide trends

Develop a library-wide system for evaluating programming based on intended outcomes



**2020-2024 Strategic Plan Timeline**

	Fall-Winter 2020	Spring-Summer 2021	Fall-Winter 2021	2022	2023
<b>Equity</b>	Evaluate & address fines	Advocate for parking and transportation to support library use	Expand non-circulating deposit collections	Audit policies, hiring process, procedures and staff training	
	Explore ways to increase access to the internet	Review points of access for language barriers & readability	Identify ways to assist customers with intellectual and physical disabilities		
	Travis Translation devices at public service points	Coordinate translation services of signage and forms	Identify ways to provide equitable access to programming		
	Explore ways to increase library card access		Identify and address challenges faced by customers in check out/return of library materials		
	Identify and address physical space challenges				
<b>Inclusion</b>	Develop programming that centers the Black experience in America		Build on Ames Pride partnership	Support international students and their families	
	Develop programming that celebrates Black voices	Diversity audit of collections & displays			
	Build world language programming and collections	Develop and implement civil discourse programming	Diversity audit of programming		
	Evaluate language learning and discussion offerings		Diversity audit of marketing		
<b>Civic Engagement</b>	Build out virtual Civics Center	Develop and implement programs to increase knowledge local government	Foster dialog around key community issues	Promote the Library as a space for City of Ames public input sessions	
			Foster partnerships with other city departments to cross promote		
<b>Access</b>	Enhance online readers' advisory	Identify opportunities for effective high-level directional signage	Serve community partners as a hub for information		Develop an adaptable and flexible process to increase digital access and offerings
	Develop media literacy programming	Expand computer/technology assistance	Target marketing to specific communities	Improve ease of access to Library catalog and online resources	
				Increase outreach at local events	
<b>Wellness</b>	Provide job/resume help		Promote trauma supports available in the community	Explore hosting social work intern or partner with ISU	Evaluate partnering with Peer Support Specialists
	Develop street cards	Connect Library users with current and accurate health information		Develop creative programming to support socio-emotional well-being	Explore nontraditional supports for ecofriendly programming and services
			Partner with social services agencies to provide in-reach opportunities		
<b>Staff Development</b>	Evaluate and reinvigorate onboarding, training, skill development and mentorship opportunities		Review and assess opportunities for job showing, cross training and cross departmental teams	Offer training in library advocacy	Train in and employ future casting techniques
	Develop library-wide system for evaluating programming	Hire and develop staff who are inclusive and welcome to all			

## **Equity: Create an intentional plan to address barriers in library systems, and actively work to create equitable services and access.**

### **Remove systemic barriers to library use**

- Evaluate and address the impact of fines to ensure equity of access
  - Metric – Determine baseline and inequities, post – increase in circ, account sign up or usage (active users), returns, anecdotal responses
- Audit policies, hiring process, procedures and staff training for inequities affecting staff and patrons
  - Partner with CoA Human Resources, CoA Diversity and Inclusion Team
    - Metric: Utilizing the metric for evaluating an organization from Crossroads training – Continuum on becoming an antiracist, multicultural organization
- Advocate for parking and transportation options that encourage and support library use by communities' experiencing inequities
  - Metric: Identify inequities & impacts (survey?) Increased usage, length of stay?(post COVID)
- Identify and address challenges faced by customers in checking out and returning library materials
  - Identify challenges – staff perception & patron feedback, increase usage, increase returns/decrease lost items, more active users, fewer to debt collect?
- Expand non-circulating deposit collections to increase ease of access to materials without concern for fines/lost charges
  - # of locations, types of locations, staff feedback from locations, patron feedback from locations, usage
- Explore ways to increase access to internet
  - Identify areas of significant need, increase support for hotspots, dialog with COA
- Explore proactive ways to increase library card access
  - # Partnerships created – specific accounts created with partnerships
  - Survey type question in account registration asking why people signed up for a card?

### **Reduce language barriers to service**

- Review points of access for language barriers and readability
  - Plan to review, identify barriers, how, why, & which items were addressed, anecdotal responses

- Coordinate with CoA/ACSD/ISU for translation services for signage and forms
  - How many items translated and into which/how many languages + result for customers – anecdotal?
- Provide Travis Translation devices at public service points to offer immediate assistance to non-English speaking customers
  - Staff comfort with devices at beginning and end of strategic planning period, number of uses/month, signage and promotion created, PR to partner organizations?

**Create welcoming and inclusive spaces for community members with intellectual and physical disabilities**

- Identify and address physical space challenges to find opportunities for improvement
  - Best practices reviewed, review completed - # of suggested opportunities – then # addressed & how, impact on customers (anecdotal)
- Identify proactive ways to provide assistance to customers with intellectual and physical disabilities at all service points
  - Research/best practices identified, staff survey on comfort/familiarity, staff training completed (# sessions/#staff), impact for customers (anecdotal)
- Identify ways to provide equitable access to programming in person and virtually
  - Identify best practices, identify inequities, changes implemented, impact for customers (anecdotal)

**Inclusion: Create a welcoming and comfortable place for all community members. Develop best practices for collaborative partnerships in order to amplify marginalized voices and foster community understanding.**

**Provide programming and collections that reflect and engage specific communities, with involvement from those communities**

- Amplify Black voices and experiences
  - Develop programming that celebrates Black voices
    - Build on BAMF programming
  - Develop programming that centers the Black experience in America
    - Partner with ISU Office of Diversity, Equity & Inclusion
    - # of programs (per year/per quarter), attendance, partnerships, impact on customer's comfort and experience in the library, impact on community understanding and perception
- Amplify LGBTQIA+ voices and experiences
  - Build on Ames Pride partnership
    - # of programs (per year/per quarter), attendance, partnerships, impact on customer's comfort and experience in the library, impact on community understanding and perception
- Provide programming and meaningful support for multi-lingual community
  - Build world language programming and collections – usage, attendance, impact
    - # of programs (per year/per quarter), attendance, partnerships, impact on customer's comfort and experience in the library, impact on community understanding and perception
  - Support international students and families
    - Partner with ISU International Student & Scholars Office
    - identify needs, what did library do to partner, meet their needs
  - Evaluate language learning and discussion offerings – best practices, usage, impact (survey participants?) next steps
  - Build on ACSO ESL partnership\*
    - evaluate current offerings & needs of community, next steps

**Intentionally represent the diversity of our community in Library services, collections and programming**

- Diversity audit of Library collections and displays
- Diversity audit of Library programming
- Diversity audit of Library marketing
  - research best practices, provide training for staff, PR talking points, audit – respond – audit again to see impact

**Provide programming that fosters community understanding**

- Develop and implement civil discourse programming
  - benchmark/best practices, # of programs, attendance, outcomes through survey of attendees
- Engage impacted community members in program planning - Programming to encourage community growth
  - identify issues affecting community members – seek out involvement of those community members in participating in program development - outcome measurement with surveying
- Plan programs to foster an environment that is welcoming to community members of all abilities and backgrounds
  - set goals for programming – use outcome measurement and program surveys

**Civic Engagement: Provide opportunities for community members to connect with accurate information, be involved in their community, and better understand and be prepared to participate in the institutions of representative democracy.**

**Provide opportunities for community members to increase knowledge and preparation to be active participants in their community**

- Develop and implement programs to increase knowledge about active participation in local government
  - Community organizing 101 programming
  - How to run for office programming
  - Programming on how to get involved with government boards and committees
  - City Council with a buddy program
  - Build on CoA Citizen's Academy
    - pre & post survey of participants about comfort, knowledge, and familiarity; number of programs, # of attendees
- Build out virtual Civics Center to provide reliable information related to civic engagement and media literacy on the Ames Public Library website
  - Provide information on voting, candidate forums
    - hits, usage, feedback from customers

**Make the Library a recognized space for discussing and addressing key community issues**

- Foster dialog around key community issues such as child care, housing and emergency preparedness
  - # of programs, # of partners, outcomes survey of participants, anecdote capturing
- Foster partnerships with other city departments in order to cross promote city and other relevant information
  - survey of COA staff now and in 3 years, how they view library as partner, what needs are, what tools they use for promotion, # attendees, # usage
- Promote Library as a space for City of Ames public input and information sessions
  - # of sessions, attendees, outcome measurement from attendees, informal or formal surveying of COA staff

## **Access: Connect community members to needed information and resources.**

### **Increase discoverability and access to Library information**

- Improve ease of access to library catalog and online resources
  - determine options and impact for customers, hits, PR used
- Identify opportunities for effective high-level directional signage
  - # directional questions at beginning (hash marks) vs end
- Increase outreach at local events
  - # outreach opportunities, # people seen, community demographics targeted
- Enhance online readers' advisory through personalized reading lists and updated website content and resources
  - Usage of services, hits of website pages, anecdotal stories, increased holds/circ?
- Target marketing to specific communities to increase use of library resources among under-utilized communities
  - Active marketing to ISU and Ames schools
  - Active marketing to multi-lingual community
  - Create new resident packets
    - increase in usage, do they reference marking (splash page survey, anecdotal), include something to turn in for small giveaway to track?

### **Provide access to information and online resources patrons need to make informed decisions**

- Develop an adaptable and flexible process to increase digital access and offerings based on changing community needs
  - turnaround time benchmark, decrease in staff frustration (staff survey), streamlined approval process – anecdotal impact stories
- Expand computer/technology assistance to reflect community needs
  - determine ongoing community needs - # of programs, # of participants, pre & post survey of comfort/knowledge
- Develop media literacy programming
  - pre/post survey of participants knowledge and understanding, # of programs, # of participants

**Serve community partners as a hub for information and coordination as a trusted community resource**

- Identify stakeholders and service providers
- Convene community resource fairs
- Convene community groups like educators, social services, etc.
- Connect childcare providers with training and resources
- Host relevant information sessions in coordination with CoA Planning & Housing
- Host relevant issue sessions on childcare
  - what tables are we invited to, who/how much are folks reaching out to us , # of partners, # attendees, # of programs

## **Wellness: Foster a thriving community through promotion of physical, mental and socio-emotional well-being.**

### **Support community mental health efforts**

- Explore hosting a social work Intern or partnership with Iowa State Department of Human Development & Family Studies, in order to help the community more fully access available resources
  - determine needs, establish partnership, # of hours, # of referrals
- Promote awareness of challenges or trauma supports available in the community
  - # hits on website resource, anecdotal response, response of partners
- Partner with National Alliance on Mental Illness
- Evaluate partnering with Peer Support Specialists
  - determine needs, establish partnership, # of hours, # of people served
- Develop creative programming to support socio-emotional well-being for all ages
  - identify how and what goal is, # programs, # attendees, outcomes based survey

### **Connect community members to health and wellness support**

- Connect Library users with accurate and current health information through current online resources and meaningful programming
  - Provide nutritional support
  - Partner with Mary Greeley/McFarland Clinics
    - website hits, program attendance, anecdotal responses, outcome survey
- Partner with social services agencies to provide opportunities for in-reach services
  - Office Hours at library for social services providers
    - determine needs, establish partnership, # of hours, # of referrals/sessions/people assisted
- Explore nontraditional supports for eco-friendly programming and services
  - identify needs, determine supports, implement supports as feasible – use, impact, anecdotal response

### **Support community members experiencing temporary or long-term housing insecurity and/or unemployment**

- Provide job/resume help

- Partner with Iowa Workforce Development, ISU Writing Center
  - # of hits/usage, # of people assisted, outcomes measurement?
- Develop street cards to readily share community resource information with the public
  - Partner with United Way and/or Emergency Residence Project
    - # handed out, anecdotal response by users

## **Staff Development: Ensure excellent customer service as our community needs evolve through proactive staff development and training.**

### **Identify and provide opportunities for deliberate staff growth**

- staff survey, # of trainings (EDC classes, webinars, in-house trainings, Niche academy) & usage/attendance
- Review and assess opportunities for job shadowing, cross training and cross departmental teams in order to expand staff knowledge and leadership opportunities
  - opportunities created, # of staff participated
- Evaluate and reinvigorate onboarding, training, skill development and mentorship opportunities to meet the needs of 21<sup>st</sup> century librarianship
  - changes & impact (staff surveys)
- Offer training in library advocacy so all staff can speak to the importance of the library in the community
  - (staff survey, # of trainings, attendance)

### **Develop staff who are inclusive and welcoming to all**

Trauma informed care training

Antiracism training

Implicit bias training

Training for assisting customers with language barriers

Training for assisting customers with physical disabilities

Anti-oppression training

- Determine expectations base on position level and job responsibilities, identify training plan for each staff member, evaluate success at accomplishing training plan

### **Develop staff tools for assessment and planning**

- Train in and employ future casting techniques to ensure the Library is aware of broader nationwide trends
  - Research library and retail trends to determine how they affect the Ames community
  - Awareness and knowledge about broader worldwide trends and how they affect libraries
- Staff comfort (staff survey), staff usage, impact on services

- Develop a library-wide system for evaluating programming based on intended outcomes
  - # of surveys, response information, and USE of information gathered

### **Overarching metrics**

- staff survey – comfort, knowledge, familiarity with technology and resources, maybe also staff impression of challenges and barriers facing patrons, changes they'd most like to see implemented
- Increases in usage – based on patron demographics (how do we track this!?), increase in active users, checkouts, account registrations, decrease in frustration, increase in positive interaction/perception of the library (can previous COA and APL surveys provide a baseline for any of this?) What data to be collected to support?
- Opportunities for staff to provide easy feedback and customer comments – storage for the comments and tagging option to identify which areas they connect to

## **Strategic Plan**

**BOARD OF TRUSTEES  
AMES PUBLIC LIBRARY  
OCTOBER 15, 2020**

Be it resolved that the Board of Trustees, Ames Public Library, approves the priorities, goals, and activities of the 2020-2024 Strategic Plan as presented.

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Roger Kluesner, President

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Sandra Looft, Secretary