

MATANUSKA-SUSITNA BOROUGH LIBRARY BOARD

Chairperson – Marci Hawkins - Sutton

Vice Chair – Bonnie Cavanaugh – At Large 1

Secretary – Jennifer Rinaldi - Big Lake

Ginny Robson – Trapper Creek

Virginia Richey – At Large 2

Carol Goltz - Willow

Deena Carlos - Wasilla

Diane Holl-Rambo – Talkeetna

Janel Gagnon- Palmer

AGENDA

REGULAR MEETING Talkeetna Public Library

**August 20, 2016
10:00 A.M.**

- I. CALL TO ORDER
- II. ROLL CALL – DETERMINATION OF QUORUM
- III. APPROVAL OF AGENDA
- IV. PLEDGE OF ALLEGIANCE
- V. MINUTES OF PRECEDING MEETING
 - A. May 21, 2016
- VI. BOROUGH STAFF REPORTS
 - A. Hugh Leslie – Recreation Library Services Manager
 - B. April, May, June 2016 stats
- VII. PERSONS TO BE HEARD / AUDIENCE PARTICIPATION – 3 minutes per person
- VIII. UNFINISHED BUSINESS
 - A. MSLN Participation
 - B. MSLN Strat. Plan 2014 update
- IX. NEW BUSINESS
- X. CORRESPONDENCE
 - A. Palmer Library April, May, and June 2016 Stats
- XI. MEMBER COMMENTS
- XII. NEXT MEETING
 - A. September 17, 2016 – Sutton Public Library
- XIII. ADJOURNMENT

1 **MATANUSKA-SUSITNA BOROUGH**
2 **LIBRARY BOARD**

3 Chair – Marci Hawkins - Sutton

Ginny Robson – Trapper Creek

Deena Carlos – Wasilla

Vice Chair – Bonnie Cavanaugh - At-Large 1

Virginia Richey - At Large 2

Diane Holl-Rambo - Talkeetna

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Carol Goltz - Willow

Janel Gagnon – Palmer

4
5 **DRAFT MINUTES**
6

7 **REGULAR MEETING**
8 **Trapper Creek Public Library**

May 21, 2016
10:00 A.M.

9
10 I. CALL TO ORDER

11 Meeting was called to order at 10:05 am
12

13 II. ROLL CALL-DETERMINATION OF QUORUM

- 14 A. Members present and establishing a quorum were: Deena Carlos, Carol Goltz,
15 Marci Hawkins, Virginia Richey, Diane Holl-Rambo, Ginny Robson
16 B. Members Absent and Excused: Bonnie Cavanaugh, Jen Rinaldi, Janel Gagnon
17 C. Staff Present: Jill Irsik, CD Admin Specialist
18 Jennie Earles, Trapper Creek Librarian
19 D. Guest Present: Beth Skow, Palmer Librarian
20

21 III. APPROVAL OF AGENDA

22 MOTION: Ms. Carlos moved, Ms. Richey 2nd, to approve the agenda. Agenda
23 approved as written.
24

25 IV. PLEDGE OF ALLEGIANCE – no flag was present
26

27 V. MINUTES OF PRECEDING MEETING

28 A. April 16, 2016

29 MOTION: Ms. Goltz moved, Ms. Carlos 2nd. Ms. Goltz had some changes to her
30 member comments. All in favor of the amendment.

31 MOTION: Ms. Richey moved, Ms. Holl-Rambo 2nd, all in favor. Minutes approved as
32 amended.
33

34 VI. BOROUGH STAFF REPORT

35 Ms. Earles reported:

- 36 • Trapper Creek Library has finished up with their winter kids programming
- 37 • Summer Reading Program is starting up soon
- 38 • March and April was very busy
- 39 • There will be landscaping occurring at the library this summer
- 40 • Explained the events that occurred during the “Cabin Fever Reliever”
- 41 • Upper Susitna Food Bank will be providing “backpack lunches” three days a
42 week at the Trapper Creek Library throughout the summer

43 Ms. Irsik reported:

- 44 • The FY17 budget has been approved by the assembly
45

- 46 VII. PERSONS TO BE HEARD
47 Beth Skow, Palmer Public Library Director:
48 • Unsure of the block grant amount given to the City of Palmer for FY17
49 • Shared that five different schools visited the Palmer Library over the month of
50 May, a total of 470 students came through.
51
- 52 VIII. UNFINISHED BUSINESS
53 A. Library Strategic Plan:
54 • Ms. Irsik shared that the Manager is still in possession of the Strat plan.
55 • Ms. Hawkins shared that the plan needs to be updated again.
56 ○ Asked the board to review the current plan and be prepared to discuss any
57 updates to the plan at the August Library Board meeting.
58
- 59 IX. NEW BUSINESS
60 None
61
- 62 X. CORRESPONDENCE
63 None
64
- 65 XI. MEMBER COMMENTS
66 • Ms. Hawkins – Sutton Library is rounding up the end of the school year
67 programming and is getting ready for the Summer Reading Program.
68 • Ms. Goltz – The fifth pre-design revision for the Willow Library should be ready
69 soon. There will be two fund raisers on May 28th, a dahlia sale and a 5k fun run
70 for all age
71 • Ms. Holl-Rambo – Talkeetna Library is winding down their school year
72 programing and is getting ready for the Summer Reading Program. There will be
73 a summer lunch program offered at the library this summer. There was a big
74 donation for the memorial garden, which will be going in this summer. Benches
75 and fountains, with planting happening next week.
76 • Ms. Carlos – The Friends of the Wasilla Library book sale was successful, with
77 \$5000 being made. The dates for the fall book sale have been set, and it will run
78 September 16-20. Contribution to the donor wall are due by June 1st.
79 • Ms. Richey – There is a bus that brings kids to the Willow Community Center
80 from the Caswell Lakes area. The kids get to participate in the summer reading
81 program, as well as receive lunch.
82
- 83 XII. FUTURE MEETING
84 • August 20, 2016, 10:00 am, Talkeetna Public Library
85

86 XIII. ADJOURNMENT

- 87 • Ms. Carlos motioned, Ms. Richey 2nd, to adjourn the meeting. Motion passed,
88 and meeting was adjourned at 10:55 am.
89

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Marci Hawkins, Chair

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ATTEST:

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102

Jill Irsik, Acting Board Secretary

April 2016 Statistics Report

Big Lake Library:

Programs:

Preschool Story Hour	4 events	103 participants
Afterschool Story Break	4 events	52 participants
Midnight Sun	3 events	82 participants
Big Lake Teens	5 events	65 participants
Book Club	2 events	12 participants
Total Programs:	18 events	314 total participants

Library Events:

Truth About Cancer	2 events	9 participants
Intro to Gardening	1 event	9 participants
Soil Sampling	1 event	6 participants
Composting	1 event	9 participants
Intro to Pressure Canning	1 event	10 participants
Proctor	2 events	2 participants
Total Events:	8 events	45 total participants

Use of Facility for Community/Other Functions:

Strong Women	8 events	75 participants
MSB Library Board	1 event	10 participants
Fiber Arts	5 events	24 participants
AWBRC	1 event	10 participants
Recycling Meeting	1 event	5 participants
Total Events:	16 events	124 total participants

Computer Usage:	971 users
Wi-Fi Usage:	550 users
Job Service Computer Usage:	10 users
Total Computer Use:	1,531 users

Reference Questions Answered: 42

Interlibrary loan requests filled:

Incoming - 0
Outgoing - 0

Volunteers: 1

Volunteer Hours: 9

Carol helped prepare crafts for story time and the upcoming school visits.

Community Work Service: 0 Hours 0

Monthly Patron Count: 5,513

Sutton Public Library:

Programs: *(These are reoccurring, planned programs, put on by library staff)*

Preschool Story Hour	4 events	60 participants
Afterschool Program	4 events	74 participants
Common Threads Artisans	2 events	5 participants
Sutton Community Book Club	1 event	4 participants
Sutton Elementary School Visits	12 classroom visits	216 students
Teen Activity	1 event	26 participants
Headstart Classroom Visit	1 visit	30 students

Total Programs: 25 events 415 total participants

Library Events: *(These are non-reoccurring events put on or sponsored by the library)*

Camp Read-A-Lot	1 event	45 participants
Glacier View School Visit	1 event	14 students
Sutton Community Concert Series	2 events	105 participants
Composting with Cooperative Extension Service	1 event	10 participants

Total Events: 5 events 174 participants

Use of Facility for Community/Other Functions: *(These are events, programs, meetings, etc. that are held at the library, and are not run by library staff)*

Sutton Road Service Area Mtg.	1 mtg.	4 participants
Alpine Historical Meeting	1 mtg.	6 participants
R.O.C.K. Mat-Su	1 mtg.	15 participants
Massage Demonstration	1 event	6 participants
Castle Mt. Coalition Speaker Series	1 mtg.	22 participants
Sutton Boy Scouts	1 mtg.	12 participants
Sutton PTA	1 mtgs.	6 participants
Kenai Peninsula College – Ahtna Class	3 sessions	12 participants
Sutton Community Council	1 mtg.	11 participants
Jonesville/Slipper Lake Committee Meetings	1 mtgs.	16 participants
Strong People Exercise Group	11 events	37 participants

Total Events: 23 events 147 participants

Computer Use:

Library Computers:	320 users
Wi-Fi Usage:	185 users
Job Service Computer Usage:	0 users

Total Computer Use: 505 users

Reference Questions Answered: 7

Interlibrary loan requests filled: 0

Volunteers: 2

Volunteer Hours: 5 (Steve Brown, Cooperative Extension and Craig Baer, Fish Printing - Afterschool Program)

Community Work Service: 0 Hours 0

Monthly Patron Count: 1,950

Talkeetna Public Library: Since April was poetry month, patrons submitted “book spine poems” throughout the month by stacking 5 or fewer books and arranging the titles so that they read as a poem. Photos were then displayed in the library and on Facebook. At Poetry reading night on April 28th, those patrons in attendance got to vote for their favorite book spine poem as well as share their own poems or a favorite.

Programs:

Story time	4 programs	97 participants
Breakfast Book Club	1 program	7 participants
Teen book2film club	1 program	14 participants
K-2 Reading Mentor	4 programs	172 participants
Total Programs:	10 programs	290 total participants

Library Events:

Book spine poetry	1 events	17 participants
Poetry Reading night	1 event	12 participants
Tests proctored	1 events	1 participants
Total Events:	3 events	30 participants

Use of Facility for Community/Other Functions: *(These are events, programs, meetings, etc. that are held at the library, and are not run by library staff)*

Talkeetna Community Council	1 event	47 participants
Denali Arts Council	1 event	11 participants
Friends of the Library	2 events	15 participants
Conference Call – job interview	2 events	2 participants
Talkeetna Community Council Bylaws committee	2 events	10 participants
Talkeetna Community Council Main Street Spud	1 event	16 participants
Alcoholics Anonymous	4 events	Anonymous
Total Events:	13 events	101 + participants

Computer Use:

Library Computers:	328
Wi-Fi Use:	480
AWE Use	89
Job Service Computer Usage:	14
Total Computer Use:	911

Reference Questions Answered: 163

Interlibrary loan requests filled:

Incoming -	12
Outgoing -	14
Total: requests	26

Volunteers: 31
Volunteer Hours: 72

Monthly Patron Count: 3434

Trapper Creek Public Library: Trapper Creek Library was the voting location for the Community Council vote on distribution of revenue sharing funds for our community. We hosted the local Library Association board meeting and a TC Fireweed Festival meeting.

Programs:

Book Club	1 events	4 participants
Preschool Reading	4 events	18 participants
After School Program	4 events	10 participants
Total Programs:	9 events	32 total participants

Use of Facility for Community/Other Functions:

TC Lib Assoc Board Mtg.	1 event	6 participants
TC Community Council Voting	1 event	3 participants
TC Fireweed Festival Mtg.	1 event	4 participants
Total Events:	3 events	13 total participants

Computer Use:

Library Computers:	164 users
Wi-Fi Usage:	145 users
Job Service Computer Usage:	N/A
Total Computer Use:	309 users

Reference Questions Answered: 34

Interlibrary loan requests filled:

Incoming - 4
Outgoing - 0

Volunteers: 6
Volunteer Hours: 9

Community Work Service: 0 **Hours** 0

Monthly Patron Count: 459

Willow Public Library: We had multiple community events and got a credit card machine!

Programs: *(These are reoccurring, planned programs, put on by library staff)*

Preschool Story Hour	5 events	47 participants
Mystery Book Club	1 events	6 participants
Total Programs:	6 events	53 total participants

Library Events: *(These are non-reoccurring events put on or sponsored by the library)*

Percussion Concert	1 event	35 participants
Mat-Su Community Chorus	1 event	40 participants
Nina's Retirement Open House	1 event	100 participants
Total Events:	3 events	175 total participants

Use of Facility for Community/Other Functions: *(These are events, programs, meetings, etc. that are held at the library, and are not run by library staff)*

Library Association	1 event	9 participants
AM Book Club	1 event	5 participants
Better Breathers Club	1 event	4 participants
Total Events:	3 events	18 total participants

Computer Use:

Library Computers:	456 users
Wi-Fi Usage:	646 users
Total Computer Use:	1102 users

Reference Questions Answered: 93

Interlibrary loan requests filled:

Incoming - 19
Outgoing -21

Volunteers: 14
Volunteer Hours: 218.5

Community Work Service: 0 **Hours** 0

Monthly Patron Count: 3055

May 2016 Statistics Report

Big Lake Library: This was a month of school field trips!

Programs:

Preschool Story Hour	4 events	69 participants
Afterschool Story Break	4 events	31 participants
Midnight Sun	3 events	71 participants
Big Lake Teens	4 events	61 participants
Book Club	2 events	10 participants
Total Programs:	17 events	242 total participants

Library Events

Better Breathers	1 event	2 participants
Big Lake Elementary	6 events	200 participants
Total Events:	7 events	202 total participants

Use of Facility for Community/Other Functions

Strong Women	8 events	76 participants
Fiber Arts	4 events	32 participants
Community Council	1 event	7 participants
Recycling	1 event	4 participants
Girl Scouts	1 event	18 participants
AWBRC	1 event	7 participants
Total Events:	16 events	144 total participants

Computer Usage:	984 users
Wi-Fi Usage:	540 users
Job Service Computer Usage:	10 users
Total Computer Use:	1534 users

Reference Questions Answered: 25

Interlibrary loan requests filled:

Incoming - 0
Outgoing - 0

Volunteers: 0
Volunteer Hours: 0

Community Work Service: 0 **Hours** 0

Monthly Patron Count: 5,081

Sutton Public Library: MSLN Training for all library staff members took place on May 17. All public libraries in Mat-Su were closed that day.

Programs: *(These are reoccurring, planned programs, put on by library staff)*

Preschool Story Hour	4 events	53 participants
Afterschool Program	2 events	46 participants
Common Threads Artisans	2 events	5 participants
Sutton Elementary School Visits	9 classroom visits	162 students
Teen Activity	2 events	30 participants
Total Programs:	19 events	296 total participants

Library Events: *(These are non-reoccurring events put on or sponsored by the library)*

Garden Planting with Tweens	1 event	6 participants
Total Events:	1 events	6 participants

Use of Facility for Community/Other Functions: *(These are events, programs, meetings, etc. that are held at the library, and are not run by library staff)*

Alpine Historical Meeting	1 mtg.	6 participants
Friends of the Library Mtg.	1 mtg.	7 participants
Castle Mt. Coalition Speaker Series	1 mtg.	15 participants
Sutton Boy Scouts	1 mtg.	15 participants
Sutton Community Council	1 mtg.	12 participants
Jonesville/Slipper Lake Committee Meetings	1 mtgs.	8 participants
Strong People Exercise Group	9 events	31 participants
Total Events:	15 events	94 participants

Computer Use:

Library Computers:	334 users
Wi-Fi Usage:	149 users
Job Service Computer Usage:	0 users
Total Computer Use:	483 users

Reference Questions Answered: 10

Interlibrary loan requests filled:

Incoming - 2
Outgoing - 0

Volunteers: 0

Volunteer Hours: 0

Community Work Service: 0 Hours 0

Monthly Patron Count: 1,822

Talkeetna Public Library: This was a particularly busy month as winter Storytime gave way to Summer Reading Programs. With the cooperation of the Upper Susitna Food Pantry, a Summer Lunch program also began this month and will continue through August 14th. To kick off the Summer Reading Program staff combined a video with sign up for the summer, to the delight of all.

Programs:

Story time	3 programs	50 participants
Summer reading program	1 program	58 participants
K-2 Reading Mentor	2 programs	82 participants
Total Programs:	6 programs	190 total participants

Library Events:

Author visit (Waterman)	1 events	37 participants
College course via OWL	1 event	1 participant
Tests proctored	1 events	1 participants
Total Events:	3 events	39 participants

Use of Facility for Community/Other Functions: *(These are events, programs, meetings, etc. that are held at the library, and are not run by library staff)*

Talkeetna Community Council	1 event	47 participants
Denali Arts Council	1 event	11 participants
Friends of the Library	2 events	15 participants
Parent Cafe	1 events	10 participants
Talkeetna Parks Advisory Committee	1 events	22 participants
DOT Airport improvements	1 event	75 participants
Mat-Su Health Foundation	1 event	22 participants
B&B of Talkeetna	1 event	7 participants
Summer Lunch Program	7 events	42 participants
Talkeetna CC Main Street Spud	1 event	16 participants
Alcoholics Anonymous	4 events	Anonymous
Total Events:	21 events	267 + participants

Computer Use:

Library Computers:	298
Wi-Fi Use:	631
AWE Use	85
Job Service Computer Usage:	9
Total Computer Use:	1023

Reference Questions Answered: 141

Interlibrary loan requests filled:

Incoming -	11
Outgoing -	16
Total: requests	27

Volunteers: 15
Volunteer Hours: 37

Monthly Patron Count: 3050

Trapper Creek Public Library: Trapper Creek Library was the voting location for the Community Council vote on distribution of revenue sharing funds for our community. We hosted the Mat-Su Borough Library board meeting.

Programs:

Preschool Reading	3 events	13 participants
After School Program	1 events	4 participants
Total Programs:	4 events	17 total participants

Use of Facility for Community/Other Functions:

Mat-Su Library Board Mtg.	1 event	9 participants
TC Community Council Voting	1 event	17 participants
Summer Lunch Program	1 event	10 participants
Total Events:	3 events	36 total participants

Computer Use:

Library Computers:	167 users
Wi-Fi Usage:	126 users
Job Service Computer Usage:	N/A
Total Computer Use:	293 users

Reference Questions Answered: 29

Interlibrary loan requests filled:

Incoming - 2

Outgoing - 1

Volunteers: 2

Volunteer Hours: 3

Community Work Service: 0 **Hours** 0

Monthly Patron Count: 365

Willow Public Library: The MSLN held their yearly training for all Library Staff in the Borough. We also hired our new Assistant Librarian.

Programs: *(These are reoccurring, planned programs, put on by library staff)*

Preschool Story Hour	1 events	14 participants
Mystery Book Club	1 events	5 participants
Total Programs:	2 events	19 total participants

Library Events: *(These are non-reoccurring events put on or sponsored by the library)*

Help our Library grow Fun Run	1 event	50 participants
Total Events:	1 events	50 total participants

Use of Facility for Community/Other Functions: *(These are events, programs, meetings, etc. that are held at the library, and are not run by library staff)*

Library Association Meeting	1 event	7 participants
Book Discussion Group	1 event	5 participants
Total Events:	2 events	12 total participants

Computer Use:

Library Computers:	401users
Wi-Fi Usage:	671 users
Job Service Computer Usage:	Gone
Total Computer Use:	1072 users

Reference Questions Answered: 82

Interlibrary loan requests filled:

Incoming - 9
Outgoing- 15

Volunteers: 8
Volunteer Hours: 45

Community Work Service: 0 Hours 0

Monthly Patron Count: 2,429

June 2016 Statistics Report

Big Lake Library:

Programs:

Preschool Story Hour	5 events	99 participants
Summer Reading Program	3 events	303 participants
Big Lake Teens	4 events	52 participants
Book Club	2 events	14 participants
Total Programs:	14 events	468 total participants

Library Events:

Big Lake Block Party	1 event	475 participants
Marie's Day Care Field Trip	1 event	5 participants
Proctor	2 events	2 participants
Total Events:	4 event	482 total participants

Use of Facility for Community/Other Functions:

Strong Women	9 events	74 participants
Fiber Arts	4 events	34 participants
Community Council	1 event	5 participants
Advocates	1 event	20 participants
Pathfinders	1 event	4 participants
Total Events:	16 events	137 total participants

Computer Usage:	1060 users
Wi-Fi Usage:	552 users
Job Service Computer Usage:	9 users
Total Computer Use:	1,621 users

Reference Questions Answered: 53

Interlibrary loan requests filled:

Incoming - 0
Outgoing - 0

Volunteers: 37

Volunteer Hours: 177

Various adult and teen volunteers helped make our Block Party and the Summer Reading Program such a great success.

Community Work Service: 1 Hours 18

Monthly Patron Count: 6,875

Sutton Public Library:

Programs: *(These are reoccurring, planned programs, put on by library staff)*

Preschool Summer Story Hour	4 events	63 participants
Summer Reading Program	3 events	120 participants
Teen Activity	3 events	21 participants
Total Programs:	10 events	204 total participants

Library Events: *(These are non-reoccurring events put on or sponsored by the library)*

Tween Garden Planting	1 event	8 participants
Total Events:	1 events	8 participants

Use of Facility for Community/Other Functions: *(These are events, programs, meetings, etc. that are held at the library, and are not run by library staff)*

Sutton Community Council	1 mtg.	8 participants
Jonesville/Slipper Lake Committee Meeting	1 mtg.	5 participants
Total Events:	2 events	13 participants

Computer Use:

Library Computers:	285 users
Wi-Fi Usage:	179 users
Job Service Computer Usage:	0 users
Total Computer Use:	464 users

Reference Questions Answered: 13

Interlibrary loan requests filled:

Incoming - 2
Outgoing - 0

Volunteers: 1 (Phil Williams- Community Potluck)

Volunteer Hours: 2

Community Work Service: 0 Hours 0

Monthly Patron Count: 2,213

Talkeetna Public Library: As of June 24th the library had been operating out of the new facility for one year. In honor of the occasion, an anniversary open house with cake and lemonade was held on June 23rd. Summer Reading Programs included programs such as geocaching, a puppet show, decorating moose, and a walk at the XY Lakes Park.

Programs:

Summer Reading Program (various included puppet show, etc.)	5 programs	278 participants
Yoga for Kids	10 programs	152 participants
Total Programs:	15 programs	430 total participants

Library Events:

World Wide Knit in Public Day	1 events	4 participants
One year anniversary for new library	1 event	56 participants
Author visit (Martin Grossman)	1 event	12 participants
Tests proctored	3 events	3 participants
Bike Safety Check	1 event	12 participants
Total Events:	7 events	87 participants

Use of Facility for Community/Other Functions: *(These are events, programs, meetings, etc. that are held at the library, and are not run by library staff)*

Talkeetna Community Council	1 event	53 participants
Denali Arts Council	1 event	7 participants
Friends of the Library	1 events	11 participants
Talkeetna CC Main Street Spud	1 event	15 participants
Girl Scouts	1 event	12 participants
EMC Engineering (Airport Improvement	1 event	42 participants
MTA (new tower info mtng)	1 event	16 participants
National Park Service Wild & Scenic Rivers	1 event	22 participants
Alcoholics Anonymous	4 events	Anonymous
Total Events:	12 events	178 + participants

Computer Use:

Library Computers:	384
Wi-Fi Use:	957
AWE Use	110
Job Service Computer Usage:	9
Total Computer Use:	1460

Reference Questions Answered: 222

Interlibrary loan requests filled:

Incoming -	16
Outgoing -	14
Total:	30

Volunteers: 27
Volunteer Hours: 65

Monthly Patron Count: 5262

Trapper Creek Public Library: Fruit smoothies were enjoyed by children of all ages who joined us at a Summer Reading Program Kickoff. We also co-hosted with the Talkeetna Library a performance by McMazing Puppets for members of both communities. A “backpack summer lunch” program in conjunction with the Upper Susitna Food Bank is distributing lunches to children 18 years and younger at the library.

Programs:

Book Club	2 events	9 participants
Summer Reading	5 events	111 participants
Total Programs:	7 events	120 total participants

Library Events:

McMazing Puppets	1 event	89 participants
Total Events:	1 event	89 total participants

Use of Facility for Community/Other Functions:

Summer Lunch Program	5 events	100 participants
Total Events:	5 events	100 total participants

Computer Use:

Library Computers:	231 users
Wi-Fi Usage:	174 users
Job Service Computer Usage:	N/A
Total Computer Use:	405 users

Reference Questions Answered: 57

Interlibrary loan requests filled:

Incoming - 0
Outgoing - 1

Volunteers: 8
Volunteer Hours: 15

Community Work Service: 0 **Hours** 0

Monthly Patron Count: 678

Willow Public Library: Summer is upon us. Lots of tourists and the Summer Reading Program. This year we have added a special Jr. High/HS component and have had a great turnout!

Programs: *(These are reoccurring, planned programs, put on by library staff)*

Summer Reading Program	5 events	318 participants
Total Programs:	5 events	318 total participants

Use of Facility for Community/Other Functions: *(These are events, programs, meetings, etc. that are held at the library, and are not run by library staff)*

Book Discussion Group	1 event	5 participants
Total Events:	1 events	5 total participants

Computer Use:

Library Computers:	478users
Wi-Fi Usage:	963 users
Total Computer Use:	1441 users

Reference Questions Answered: 91

Interlibrary loan requests filled:

Incoming - 8
Outgoing- 14

Volunteers: 25

Volunteer Hours: 75

Community Work Service: 0 Hours 0

Monthly Patron Count: 3,610

Matanuska-Susitna Library Network Strategic Plan

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Executive Summary

The Matanuska-Susitna Library Network (MSLN) is comprised of the five borough libraries: Big Lake, Willow, Talkeetna, Trapper Creek, Sutton; and the two city libraries: Palmer and Wasilla. The libraries work together through the network to provide all residents of the Matanuska-Susitna Borough consistent library services at a lower cost than “stand-alone” libraries would be able to afford.

The purpose of this plan is to provide a tool for planning for the libraries that incorporates community and government support and input supported by professional library practices. The plan replaces the former Library Comprehensive plan and will be reviewed every three years and forwarded to the Matanuska-Susitna Borough Assembly.

The overall goal of the Matanuska-Susitna Library Network is support the educational, civic, and cultural services of the community, as well as the intellectual, creative, and inspirational endeavors of the individual. The MSLN combines technology and quality services to enrich lives of those living, working, or visiting within the Matanuska-Susitna Borough.

The specific goals include encouraging adequate funding, expanding library services, addressing the increased use of the MSLN libraries, promoting public awareness of the services available and the libraries’ needs.

The plan addresses the need for new library facilities for the current libraries and provides criteria for future libraries.

Background

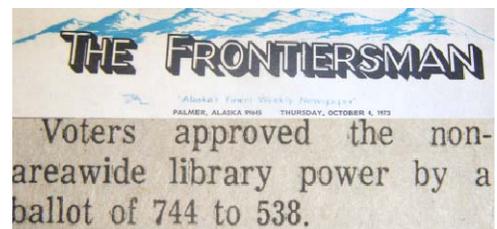
History

As early as 1965, public libraries in the Matanuska-Susitna Borough (MSB) have been working together. That was the year the Mat-Su Borough Library Association (MSBLA) was formed. It was incorporated in 1967, and dissolved by the Alaska Department of Commerce in 1982.

In large part due to efforts from the MSBLA, in the 1973 regular election, the MSB acquired non-areawide library powers through a non-areawide vote. At that time, the incorporated areas in the Borough were Palmer, Houston, and Long Island in Big Lake. As a result of this vote, library associations in Wasilla, Willow and Talkeetna received funding from the Borough.

The cities of Palmer and Wasilla, by their own ordinances, exercise library powers within their respective boundaries. The city of Houston does not currently exercise library powers.

Shall the Matanuska-Susitna Borough assume and exercise the non-areawide power to provide library facilities and service within the Matanuska-Susitna Borough?



In 1978 the Mat-Su Borough Library Board (MSBLB) was established to recommend, investigate, and review library functions within the non-areawide boundaries of the Borough. Despite this, the MSBLB is comprised of nine volunteer members who represent the non-areawide, or Borough, libraries, the two city libraries, and the public at large. The MSBLB, in part, was meant to fill a void in the formulation of library policy as the Borough does not maintain a library department or division; therefore, in its advisory capacity, the MSBLB works directly with the MSB department charged with oversight of the MSB Libraries, which is currently the Community Development Department, Recreation and Library Services Division.

In the mid-1980's, the MSB libraries, which were all originally established independently to fulfill the desires of local residents for library services, but had also worked together as a group for over 20 years, focused efforts on acquiring an integrated library automation system for the circulation of library materials and to provide an online catalog collection.

Presently, there are seven public libraries located in the Matanuska-Susitna Borough. The Mat-Su Library Network (MSLN), officially formed in 1995, is composed of the five Borough libraries, located in Big Lake, Sutton, Talkeetna, Trapper Creek, and Willow as well as the city libraries located in Palmer and Wasilla. The network was created to formally share the acquired library automation system and to provide more consistent public library service to MSB library users at a lesser cost. Participating in this network enables automation costs to be lower than would be possible as 'stand-alone' libraries; allows resources and materials to be shared between libraries; and provides collective buying power for online databases and other electronic resources. In 2004, Mat-Su Borough School District libraries also joined with the MSLN and together these libraries converted to the current library automation system.

Through the MSLN, the seven public libraries coordinate efforts to have consistent policies, procedures and fees, thus eliminating duplicate administrative and electronic services. Additionally, this also provides better service to MSB residents while providing cost savings to their respective political entities. In addition to providing for the circulation of library materials and providing an online catalog, today's library automation system enables residents of the borough to request items from any of the participating MSLN libraries and view their account status online. Through other cooperative agreements, Borough residents can also visit the MSLN webpage and through links found there download digital ebooks, audiobooks, or music through ListenAlaska, or search the State Digital Pipeline for a variety of online databases such as Homework Help, etc.

To provide more consistent and faster service for the sharing of resources to the library network's service population, a courier system arrangement was instituted in 1996. This arrangement was recommended by the 1993 Christensen report (see Appendix A), which examined public library services in the MSB and made several recommendations to improve efficiency and effectiveness.

Inventory of Existing Conditions

Some of the facilities currently housing libraries of the Mat-Su Library Network are old, outdated, and need to be larger to serve the current and growing populations of their service areas. Capital

improvements for each borough library have been included in the Borough's Capital Improvement Program (CIP) funding requests since 2006. In June 2012, the Sutton library celebrated the opening of its new library/community resource center. As of this writing, the Talkeetna Public Library is in the design phase of a new library/community resource center project. Estimated start of construction is summer of 2014 with an estimated opening date of summer of 2015. Both libraries went through the Foraker Pre-development process and received funding from the State of Alaska Library Construction and Major Expansion Grant Program. Wasilla also completed Foraker Pre-development and is currently in the design phase of a new 23,500 square foot library building. In October 2013, Wasilla residents passed a 1 cent sales tax increase, effective for 3 years or until \$15 million is raised to build and equip a new library building. Additionally, the Wasilla Public Library is seeking state funding from the capital budget. The remaining libraries all face limitations as a result of inadequately sized buildings and/or buildings that do not meet current building codes or ADA requirements.

Administratively, each borough library maintains a certain amount of autonomy as long as it complies with the policies established by the MSLN and the respective governing bodies. Funds are administered by the MSB, or by the cities of Palmer or Wasilla. All libraries continually seek grants and additional outside funding to supplement programming and other needs.

The MSLN operates cohesively and well together, but as with any group, it can only be as strong and effective as its weakest part. All seven libraries do an incredible service to the community with limited resources. Each year, every library continues to strive to serve more individuals, more families, and more visitors in this place we all call home. These services are hampered in all cases by one or more of several factors which include, but are not limited to: staffing, size and adequacy of facilities, and most importantly, funding. The lack of stable funding affects all the other inadequacies to a large degree. Currently seven library organizations assist the MSBLB with advice on community library functions. These organizations have varying degrees of involvement, for example: fundraising and development of programs to meet the needs within their respective communities. These library organizations are:

- Big Lake Library Advocates
- Friends of the Palmer Library
- Friends of the Sutton Library
- Friends of the Talkeetna Library, Inc.
- Trapper Creek Library Association, Inc.
- Wasilla Library Association (dba Friends of the Wasilla Public Library)
- Willow Library Association

Strategic Plan

Operational Issues and Concerns

A number of issues and concerns face the MSLN libraries in meeting the increasing demands and need for services by the residents of the MSB. Implicit in these issues and concerns is that library service in the 21st Century requires far more than being a repository for books and media, though that service

remains a critical part of services provided. For additional information from recent national studies, see: <http://www.gatesfoundation.org/learning/Documents/OpportunityForAll.pdf> and http://libraries.pewinternet.org/files/legacypdf/LibrariesAndReading_CommunityTypes_12.20.12.pdf.

The overriding issues and concerns are the following:

1. Lack of stable funding
2. Aging and/or inadequate facilities and need for better facilities
3. Need for advocacy, to include not only the education of members of governing bodies but also the general public
4. Exponentially increasing technological requirements
5. Unique character of geographic area and service population

Operational Goals

Summary of Goals

The overall goal of the MSLN is to support the educational, civic, and cultural activities of the community, as well as the intellectual, creative, and inspirational endeavors of the individual. The MSLN combines technology and quality services to enrich the lives of those living, working, or visiting within the MSB.

Strategic library service means a range of library resources – books, magazines, newspapers, Internet access, government publications, historical documents, manuscripts, audio and video recordings, and eBooks, all accessed through a variety of delivery systems, to include digital downloads and service programs.

The components of a strategic service include library materials (whether tangible or intangible), facilities, personnel, services, and management.

Specific Goals

Goal A

Strengthen library services within the Matanuska-Susitna Borough by encouraging adequate funding, clear and consistent policies and procedures, and the ongoing evaluation of the needs of each community as well as the larger MSB community.

Objective 1

Determine a methodology for library standards applicable to the unique factors of library service both in Alaska and in the MSB.

Objective 2

Achieve the library standards determined under Objective 1.

Objective 3

Seek stable funding for providing library services within the MSB, exploring all options including but not limited to the establishment of a MSB Library Foundation, a Library District, impact user fees, or some similar function which can remove some of the instability of political vagaries. The intent of this objective is not to remove the operational funding responsibility from the political entities, but to ensure that the informational, educational, and recreational needs of the Borough community are met. It is particularly important in relation to capital improvements and to maintaining available technology at the highest standard.

Objective 4

Evaluate and update on a regular cycle the policy and procedures manual for the MSLN.

Objective 5

Comply with current Federal, State, and local laws regarding library services.

Goal B

Expand library services beyond the boundaries of the library building through community outreach, using a variety of delivery methods.

Objective 6

Provide appropriate library services to patrons who cannot access the library in a traditional manner. One example of this type of service would be a kiosk located at some designated area such as a Senior Center or other communal area.

Objective 7

Maintain the informational web site for the MSLN.

Objective 8

Continue support of the State-funded Digital Pipeline as well as continued support of digital media downloading services such as ListenAlaska and/or other similar services.

Objective 9

Continue to improve the quantity and quality of library information resources accessible by MSB residents through the Automated Library System.

Objective 10

Continue membership in the Alaska Library Network and actively participate in its programs of service, including reciprocal borrowers' privileges.

Objective 11

Make use of current social networking sites for the benefit of library users, as governing body administrative policies allow.

Objective 12

Ensure that information regarding services is readily and easily available to library patrons.

Goal C

Continue to address the increased use of MSLN public libraries by non-MSB residents/taxpayers, by issuing a non-resident card for a fee.

Objective 13

Offset the additional operational cost during peak seasonal library use by providing to non-MSB residents an annual full service card for \$35 or a limited 4-month card for \$10

Goal D

Ensure that the MSLN remains current and effective.

Objective 15

Promote public and governmental awareness of current library services through advocacy and other means. Library Foundations in other areas often assume the bulk of advocacy efforts, but without such an organization this responsibility falls on the MSBLB, the MSLN libraries, and the various friends and advocates organizations.

Objective 16

Allow libraries to meet the needs of their communities through autonomous book and resource selection and acquisition; however, maintain the option of cooperative selection and acquisition between members of the MSLN if such an option would conserve funds.

Objective 17

Review and update this strategic plan periodically. The MSBLB will work in cooperation with the MSLN, friends and advocates groups, and library patrons to ensure current and up-to-date information. Revisions will be submitted through the MSBLB to the MSB Assembly for approval, and will be submitted to City administrations for informational purposes.

Library Funding

Library funding has been a contentious issue for almost 40 years and no resolution is currently forthcoming. For a detailed discussion of these issues to date, see Appendix B. The end result is that the funding issue continues to exist both for the borough and city libraries within the MSLN, to the detriment of all MSB residents. While development of the MSLN has strengthened operational cohesiveness of all libraries within the Borough, establishing a stable source of funding is imperative for any additional library solutions.

Facilities

Libraries are high-profile buildings and are heavily used by Borough residents. New library facilities must follow a community center concept and provide gathering areas for lectures and events that can increase public use, promote the arts and culture in the community, and enhance economic development of the community.

Building Survey

Big Lake Public Library

The Big Lake Public Library, built in 2002, already requires additional space for expansion to meet the growing population of this community. The *Jordan Lake Parcel Master Plan (adopted 2004)* identified the footprint for a potential library expansion. It is recommended that the expansion of the Big Lake Library include additional space for library services and public meetings. A space needs assessment needs to be conducted as size options for expansion may be limited based on site drainage and septic system limitations.

Palmer Public Library

Constructed in 1984, the 11,500 square foot Palmer Public Library is the largest public library facility in the Borough. However, the current library building is simply not large enough to meet the needs of the population it serves. A needs assessment completed in 2004 demonstrated that the current library is not adequate to house the collections needed to serve its population, or to house the staff and support activities needed to operate the library. Moreover, the internal building layout does not allow for flexibility in adjusting to better meet the needs of the community. The current library site does have limited room for expansion, and the City should consider pursuing an expansion to increase the space by at least 30%.

Sutton Public Library

The community of Sutton celebrated the opening of a new library/community resource center in June of 2012. Located adjacent to the Alpine Historical Park, the 6,250 square foot building includes public meeting room space as well as “typical” library spaces. The current facility has been planned to serve the community for 20 years. The current site has minimal room for expansion but the adjacent lot is owned by the MSB. Retention of this lot by the MSB for future library expansion is desirable.

Talkeetna Public Library/Community Resource Center

Talkeetna’s current library building is simply not large enough to meet the demands of the population of the three communities and remote areas it serves. With MSB funding allocated in FY14, plans for a new library/community resource center are currently in design. Estimated opening date for the new facility is summer of 2015. The new facility has been planned to serve its communities' for 20 years. The site has minimal room for expansion, but the adjacent lots are owned by the MSB and their retention for future library expansion is desirable.

Trapper Creek Public Library

This library moved to new space in January 2008 and occupies a building shared with the Trapper Creek Emergency Medical Services, with 900 sq ft of common area that is used by both occupants. An addition may be required by 2020 or earlier to house a growing collection and serve the expected growth of the population. Space is available at the current site to allow for expansion of this facility; however, it should be noted that the current facility at which this library is located was primarily built to house Emergency Medical Services, and that collocation with another facility or a stand-alone library facility may best meet the future needs of the Trapper Creek community.

Wasilla Public Library

Wasilla's current library was built in 1978, and the Wasilla Library has been serving the MSB for over 75 years. The library building is simply not large enough to meet the demands of the diverse, rapidly growing population. A space needs assessment done in 1997 showed that the facility was not adequate to house the existing collection and staff or to allow any growth in collection or services. The needs assessment was updated in 2006, and along with the inadequacies noted in the earlier assessment, there were marked deficiencies in parking, collection size, access to technology, reader seating, meeting space and work space. As a result, effective delivery of library services is limited by the availability of resources and space. A larger building would allow the Wasilla library to meet the demands of population by increasing collection size, access to technology, reader seating, meeting space and work space. The City of Wasilla was accepted into the Foraker Group's Pre-Development program in the summer of 2012, and graduated with a Project Development Plan in 2013.

A contract has been awarded to ECI/Hyer for preliminary library design services, which started in the fall of 2013. Additionally, City of Wasilla voters, in October 2013, approved increasing the rate of sales tax by one percent, to three percent, beginning on January 1, 2014, through December 31, 2016, or until \$15 million is collected, whichever is earlier, to construct and equip a new Wasilla Public Library. Moreover, Wasilla's application to the Alaska Department of Commerce, Community and Economic Development's (DCCED) Library Construction and Major Expansion Matching Grant program was ranked first for FY2015; if the appropriation is made through the State Legislature's Capital Budget, these monies will be available effective July 1, 2014. Ground should be broken on the new Wasilla library building in the spring of 2015, and the grand opening will be held the following summer.

Willow Public Library

The current library was constructed in 1992. The long-term goal for the community is to have a larger, more energy-efficient facility that is centrally located in Willow with other compatible community facilities. The Willow Library requires additional space in order to meet current Level of Service standards. As the population of Willow grows, so do the demands to its library. Any future facility must incorporate space for the library's expanding collection and a public meeting area.

Capital Projects

A build-out analysis was completed by the Borough in 2012 which generated locations of possible future libraries/community resource centers based on an "acceptable" level of service for the future population. The density and build-out population projections were a 100+ year forecast of growth for the MSB. General areas about 2x2 miles square were identified where land should be set aside or acquired for these facilities. See Appendix C for the map generated by this study.

In addition, other possible road service area locations for future Borough libraries based on heaviest use of city libraries might be South Colony, Knik, Gold Trail, or Bogard.

All new libraries, particularly those in the smaller communities, need to contain adequate square footage in order to meet their operational goals and function as a library and community resource center. All libraries must include, at minimum, a designated main library area, community meeting/multipurpose rooms, children’s program area, dedicated teen areas, staff/administration area, multi-media computers, restrooms, and mechanical space. It is recommended that all new libraries be designed by professionals with expertise in library layout and construction. It is further recommended that designs incorporate room for both library services and community resource services. The design of new or expanded libraries must be customized to fit various communities based on population areas served, unique characteristics of that population base, and need for community resource space.

Other considerations for future libraries are the following:

- a. Future library locations shall be based on and chosen with community support and input, and shall be easily accessible.
- b. In order to receive funding from the MSB, the community must be unincorporated. However, if the community is incorporated, in order to receive funding from the MSB, it must relinquish library powers to the MSB. New libraries are defined as newly created entities in the MSB. New libraries do not refer to existing libraries relocating to new facilities.
- c. A community must have a population of no less than 400 residents.
- d. A community must operate and manage a non-profit library under the guidance of a non-profit library association with the following characteristics:
 - a. Services must be provided free and without discrimination to all residents in the library’s legal service area.
 - b. Paid or volunteer staff must be on duty in the library during open hours .
 - c. By Alaska Statute, the library must:
 - i. Purchase, maintain and provide for the circulation of a collection of library books and materials;
 - ii. Provide interlibrary loan service;
 - iii. Provide reference services; and
 - iv. Provide children’s programs
 - d. The library must be open regularly scheduled hours a minimum of 48 weeks per year based on the following:

Population Served	Hours
Under 750	10
750-1,500	15
1,500-3,000	25
3,000-10,000	40

- e. Each library must be open at least three (3) days per week.
- f. Each public library outlet must be open at least five (5) hours during evening and weekend hours.

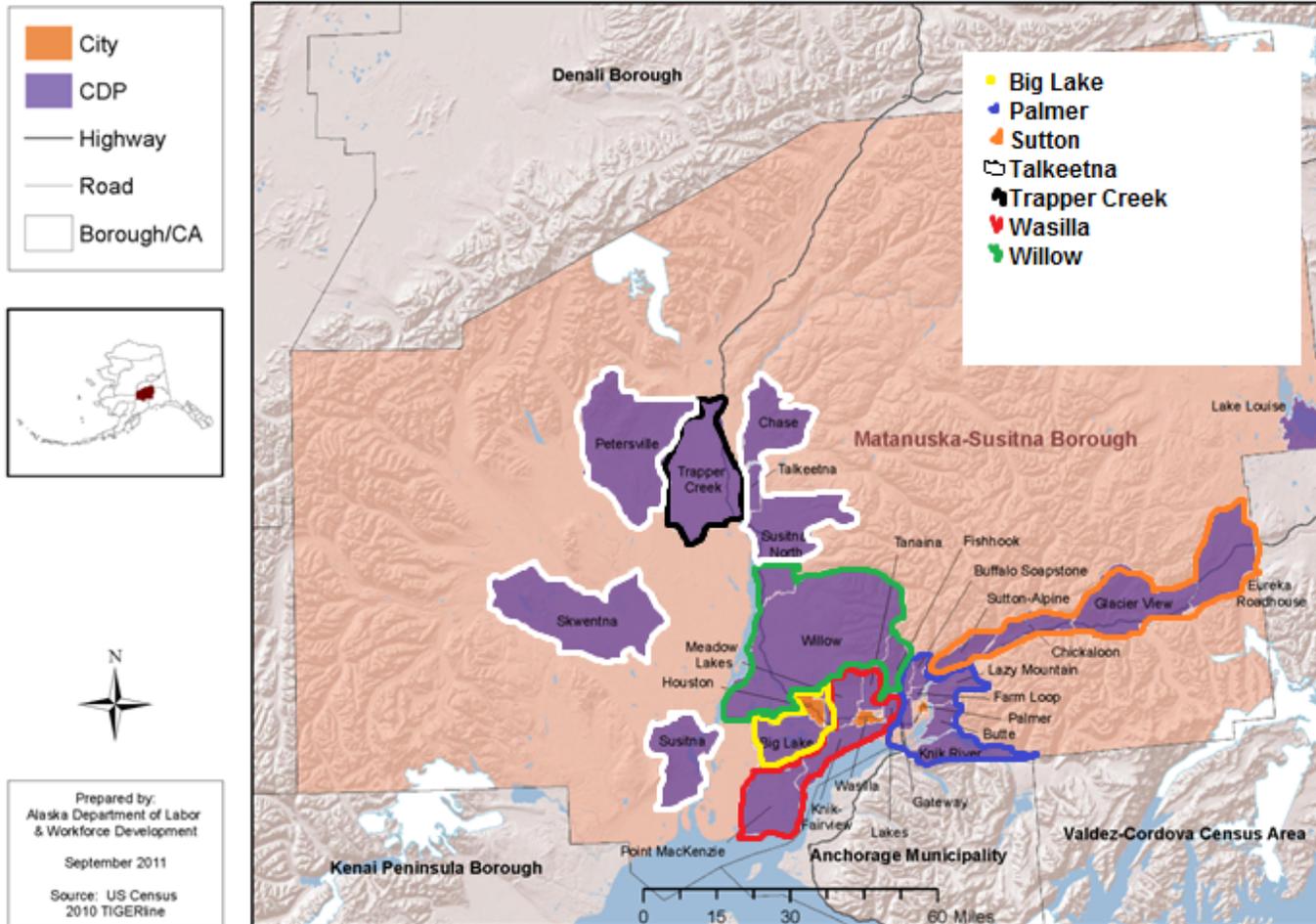
Recommended Timeline

To best provide reasonable library services throughout the MSB, a short and long term timeline for continued library operations and expansion will be developed by the MSBLB with assistance from City and Borough libraries and administrations, library advocates and Friends groups and through public participation. The complete timeline will be presented to the Assembly for its approval. This timeline shall include data collected in the most recent census and other community planning tools available. Potential new community libraries must also be identified. The timeline shall be revisited by the MSBLB for updates as needed. The timeline will develop library services within the MSB following this recommended framework:

- A. **COMMUNITY LIBRARIES:** These libraries are located in smaller population areas. They have access through the library automated system to any material within the MSLN. They will have at least one permanent staff member and established library hours. These community libraries may be located near or with other community services or in existing facilities. Currently, these existing libraries are located in Big Lake, Palmer, Sutton, Talkeetna, Trapper Creek, Wasilla and Willow. Each library is a critical component of their community and the library network as a whole.
- B. **GENERAL ACCESS:** In order to provide access to materials for all populations in the MSB an interactive Internet site shall be maintained for information retrieval, requests and renewals of books and other circulating materials.

Rank	Community	Year Current Building Completed	Project Type	Space Program	Census Designated Places Served Primarily by Library	Design Concept Study	Cost Estimate	Local Funding	State Funding Request	State Funding Received	Comments
1	Talkeetna	1950's (FAA building, became library in 1982)	New Facility	7,840 sf	Talkeetna; Susitna North; Skwentna; Susitna; Petersville; Chase	Entering design phase.	\$5.2M	\$2M	\$2.8M	\$2.8M in FY2013	Total cost estimate from pre-development was \$5.2M. The Borough provided an in-kind donation of property valued at approximately \$250K. Borough Assembly has designated \$1.2M for the project. Friends of the Talkeetna Library have given \$30K to the Borough for the project, and are continuing fund raising efforts. \$635K has come from grants from Rasmuson and Mat-Su Health
2	Wasilla	1978	New Facility	23,500 sf	Wasilla; Lakes; Knik-Fairview; Meadow Lakes; Taniana; Houston; Point MacKenzie	Design services contract awarded to ECI/Hyer	\$16.4M	\$6.3 - \$15 M	\$8.2M	\$175,000 in FY13 (for new building planning)	Total project cost estimate \$16.4 million. The City has an in-kind contribution of \$1.3 million and is asking the state for \$8.2 million in Library Constructon & Major Expansion Matching Grant Funds. At the October 1, 2013 election, voters approved raising the sales tax from 2 cents to 3 cents for two years, or until \$15 million is raised for a new library building, whichever happens first. The remaining \$680,000 is anticipated to be raised through local fundraising, gifts from companies, and grants from foundations.
3	Willow	Expanded in 1993 to accommodate relocation of the library	Expansion or new building (TBD)	TBD	Willow; Sustina North; Fishhook; Skwentna; Pt. MacKenzie						Currently shares building with Willow Area Community Organization (WACO).
4	Palmer	1984	Expansion	TBD	Palmer; Lakes; Butte; Knik River; Chickaloon; Glacierview; Farm Loop; Fishhook; Lazy Mountain; Gateway; Buffalo-Soapstone; Point MacKenzie						Needs assessment completed in 2004 determined that facility needs additional space; however, the current site has limited room for expansion.
5	Big Lake	2002	Expansion	TBD	Big Lake, Houston, Meadow Lakes						Expansion will be needed by 2020.
6	Trapper Creek	2008	New Facility	TBD	Trapper Creek				No state funds requested.	None.	Currently shares a building with EMS.
7	Sutton	2012	New Facility	6,250 sf	Sutton-Alpine, Chickaloon, Glacierview	Completed.	\$3.3M		\$1.5M	\$1.5M in FY2011	Should meet needs of community until 2032.

Matanuska-Susitna Borough



Additionally, the community of Meadow Lakes has expressed an interest in building a library, and the approximate future library sites, as listed on the build-out map, are near Caswell, Houston, Knik, the Hay Flats, Trunk & Palmer-Wasilla, the Butte, Fishhook and Pt. MacKenzie.

When patrons are registered for library cards, the library enters which Road Service Area (RSA) the library cardholder lives in. From this data, a picture can be painted of the geographic area served by each library. Unfortunately, the RSAs do not correspond directly to the Census Designated Places(CDP) so each RSA has been assigned to a corresponding CDP as the CDP map provides a more complete representation of all the areas in the MSB.

CHRISTENSON LIBRARY REVIEW COMMITTEE REPORT EXECUTIVE SUMMARY

The standard of library service provided is an important measure of any community. A high quality library system improves the quality of life in a multitude of ways. In a northern community such as ours it assumes even more importance during the long winter season. We have a good start towards a high quality library system and the recommendations in the Christenson Library Review will improve it.

The most effective, efficient system would be a consolidated one with the two city libraries serving as the main libraries and the rural ones as branches. In order to keep pace with the demands, the library system needs stable funding. The establishment of the library service area would further both goals. While it would not directly consolidate the libraries, it would provide a mechanism for doing so if the cities decide to join the service area.

The specific recommendations of the Christenson Library Report should be implemented with all deliberate speed. As noted, a number of them are underway already.

1. **Service Area:** After hours of discussion and meeting with Assembly and City Councils, the Committee recommends the creation of a library service area. Boundaries will be determined by corresponding road service areas and include all areas presently served by libraries.

It is recommended that a vote for the establishment of the library service area be placed on the ballot for the October 1994 election and that the Matanuska-Susitna Borough Administration involve the Matanuska-Susitna Borough Library Board in the preparation of information materials for the election.

The Board of Supervisors should be elected and composed of three at-large members. We recommend that the first board of supervisors be placed on the October 4, 1994 ballot. If Palmer and Wasilla choose to join the service area, an additional member for each should be added to the Board.

2. **Governance:** A contractual arrangement between the Borough Service Area and the cities of Palmer and/or Wasilla will be necessary in order to deliver library services throughout the service area. This contract could take either of two forms:
 - a. It could follow the general form of the existing agreement, i.e. pay the cities for the use of city libraries by borough residents plus other items recommended by the report.
 - b. The contract could cover all library services, i.e. could provide for management of the borough libraries by Wasilla and/or Palmer.
3. **Further Needs:** Longer term projects include the recommendations for a delivery service, the position of Library Coordinator, and the construction of a new Core Area Library.

We urge the Assembly and City Councils to work together and with the Matanuska-Susitna Borough Library Board to implement these recommendations.

The committee wishes to acknowledge the outstanding support received from the Borough Recreational Services Staff and the two City Librarians. This task would have been impossible without their expertise and assistance. We suspect that the assistance resulted in a great deal of unpaid overtime and we are truly grateful.

Because the major problem confronting the libraries at the moment is funding related and because the budget preparation is about to start, the committee decided to look first at the Service Area recommendation, keeping in mind the long term goal of developing a unified library system.

We set a deadline of April 1 for a report on the Service Area recommendation.

We considered several alternatives (most of which were also considered by Christenson) to achieve an adequate and equitable level of funding.

1. Adopt library service as an areawide service. This is undoubtedly the simplest way to achieve a consolidated library system and would be easy to administer: the library funds would be included in the areawide mil rate. There are only 2 ways of making a power areawide: by vote of the people or by the cities ceding the power to the Borough. We judged that the likelihood of either of these approaches being successful to be so small as to make this alternative unfeasible.
2. Continue the present system. There is a contractual arrangement between the cities and the borough under which the Borough pays to the cities a portion of the library operating costs based on the estimated patronage of the city libraries by borough residents. Such patronage has, over the years, averaged about 75% of the total library patronage for each city. In FY 1994 there was a sharp, unilateral reduction in the amount of funding provided by the borough as shown in **Chart 1** of *Appendix A*. As a result of that cut, the borough contribution to the city libraries dropped to 44.54% of the Palmer budget and 26.18% of the Wasilla budget.

This reduction in funding was most serious for the Palmer Library. Staff was reduced by two positions, the book budget was halved, and hours of operation reduced. The city of Palmer levies a fee on non-city users. Revenue has been estimated at \$16,000 for FY 94. Reduced services and hours also affected the Wasilla Library. However, the city of Wasilla elected to use sales tax revenue to offset the shortfall, with the expectation the Borough would pursue an equitable funding solution prior to FY 95.

We noted that the continuing public demand for reduced taxes which led the Borough Assembly to reduce the library budget in FY 1994 is unlikely to change. Coupling this with the ongoing reduction in State assistance to municipalities led us to make a major assumption: the level of borough funding for library services is unlikely to increase from the FY 1994 level, but it may fall.

The only condition under which continuation of the current system is a viable option is with some sort of advance funding agreement from the Borough which would assure the City libraries of adequate funds to provide services for core area residents.

3. Establish a service area. Christenson recommended creation of a Library Service Area as a means of providing dedicated funding for an improved library system. The committee agrees with that recommendation and decided to consider two differently sized Service Areas. The committee set as its first priority the development of a plan for establishing a service area at the October 1994 election.

Section 3. Committee Recommendation

The Core Area Library Service Area has the advantage of being the simplest solution, but it would further fragment the library system. It would also result in what might be perceived as double taxation in the Core Area. Residents there would pay the non-areawide tax plus the service area tax. The larger service area would avoid those disadvantages and because of the reduction in non-areawide tax for those areas outside the service area, would be more equitable.

The Committee Recommends:

1. Establishment of a library service area as described in **Section 2** above.
2. That the question of establishing the service area be placed on the ballot for the October 1994 election.
3. That the Board of Supervisors of the service area be elected.
4. That the original Board be composed of 3 members elected at-large.
5. That the Board be increased by the addition of one member representing each city, should Wasilla and Palmer elect to join the service area.
6. That the Administration involve the Matanuska-Susitna Borough Library Board in the preparation of information materials for the election.

B. Recommendation #10 — Library Coordinator (Governance)

The committee concurs in the recommendation and believes that whoever administers the library contract will be the *de facto* Library Coordinator. The rewriting of the job description for that position is a proper subject for the Administration to address.

If the service area is established, there will need to be a very detailed contractual agreement between the Cities of Palmer and Wasilla and the Borough Service Area to provide for the ongoing administration and funding of the library system.

A copy of such a contract in use in Florida is included in this report as *Appendix B*. While not directly applicable to our situation in all particulars, it is an example of what will need to be addressed in our contract.

The committee also heard a suggestion that all borough library services be contracted. This is included as *Appendix C*. Note also that this recommendation is viable in the absence of a service area. If the economies meet the Borough budget objectives, it could be pursued as an alternative to the service area provided the contract could include multi-year funding. It could also serve as a fall-back in the event the service area is not approved by voters.

The Assembly may wish to include some required contractual items in the ordinance such as a long notice period for intent to terminate the contract, a requirement for joint budget review by all the parties to the contract, and provision for the continued funding of a central administrative unit.

While our directions did not include drafting an ordinance for implementation of our recommendations, we would be willing to assist the administration in doing so.

C. Recommendation #9 — Central Library

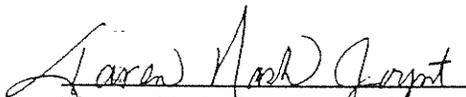
The committee recognizes the need for a new central library. *While the Palmer and Wasilla libraries are providing excellent service and are highly respected beyond their cities, neither has the space nor staff to fulfill all the functions of a main library.* There is barely room for the present functions, and certainly not space for future demands. A General Obligation bond issue is one way to fund construction of a new library.

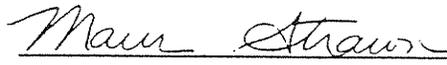
D. Recommendation #8 — Delivery Service

The committee recommends the establishment of delivery service. *A three-day a week scheduled delivery connecting the libraries and the borough office will literally expand the walls of each individual library to include the assets of all.*

E. Recommendations - #1 - 7

These remaining recommendations should be implemented by the Borough Administration and/or service area Board of Supervisors, as appropriate and necessary.


Karen Nash Joynt - Chair

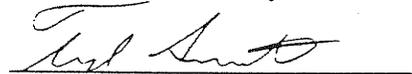

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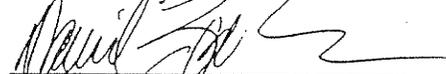

Jodee Force

Sally Hitchcock


Havi C. Hoffman


Katie Hurley


Ted Smith


David Zavortink


Mary Ellen Emmons (signed check copy -
unavailable to sign original)
-YE-

A
PLAN
FOR
COMPREHENSIVE LIBRARY SERVICES
IN THE
MATANUSKA-SUSITNA BOROUGH
ALASKA
1993

Christenson Library Council
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Mankato, Minnesota

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I INTRODUCTION

Public libraries are possibly the best bargain in the United States. Library support has ranged from one to two percent of U.S. municipal budgets for a century. For that comparative pittance, libraries know they serve about 25 percent of the population on a regular basis, and a much larger percentage less frequently.

Very few agencies, public or private, can claim to provide that much service. We don't know of any that do it on a shoestring and still manage to deliver satisfaction at the rate of 95 percent.

The point is that public libraries do an amazing job for very little money. Rather than apologize for the cost of that service, we should suggest that the cost per user or per taxpayer be compared with any other municipal service.

Those libraries that have faced fiscal crises have learned that the citizens are on their side. The tax revolt is not a library revolt. There is ample evidence that the taxes they pay for libraries are among the few taxes that citizens recognize as valid and necessary.

Public libraries are one of the few bargains left in America, and possibly the only bargain in municipal government.

-- John Berry, editor, Library Journal

*If ever I have a
question or need I go
to the library. It's
opened up a world
for me.*

-- Palmer user

John Berry could have had the Matanuska-Susitna Borough in mind when he penned these words in an editorial in 1991. It was exciting for us to encounter throughout the Borough incredibly strong support for public libraries, even from non- or infrequent library users. Indeed, many expressed willingness to pay more for library services in some way, and to work in support of libraries.

While no studies have been conducted to evaluate what percentage of the Mat-Su population uses the libraries, our guess is that it is well above the 25 percent Berry cites as average. In 1992 the circulation of library materials in the borough was seven items per capita, well above the national average of 5.8. The total library attendance was 132,875, or 3.3 visits per capita.

*If I can't read I can't
live. It's a family
tradition.*

-- User, Big Lake

Everywhere we went enthusiasm for the libraries was unbounded, more than either of us has observed anywhere else. Many people regularly use more than one of the libraries in the Borough, including the Palmer and Wasilla Libraries, and further, many drop in at the Loussac Library when in Anchorage. More than 3,000 Borough residents are registered at the Loussac Library. In fact, there is some confusion from people thinking the local libraries are branches of the Anchorage system. The Anchorage system is not funded to serve nonresidents, but to the benefit of Mat-Su users, it does anyway.

In its public libraries, the Mat-Su Borough has a natural reservoir of good will upon which to build. Furthermore, studies show that active, assertive,

technologically current public libraries are important not just to readers. Libraries are also important amenities in attracting prospective businesses, in providing a cost effective educational supplement and support to people of all ages, and in assisting current business and local government in research and data acquisition.

More people in this country take advantage of cultural opportunities such as art, music, museums and libraries than attend all sporting events put together. Yet the media emphasis on sports leads to a general perception that cultural activities are insignificant. Nothing could be further from the truth, even, or especially, in Alaska.

In the Mat-Su Borough we were repeatedly told of the importance of the libraries for families in getting through the long winter, of how critical the libraries are to the many families opting for home based education, of how the libraries are the salvation for young mothers otherwise isolated from social and intellectual interaction, of how meaningful they are for preschoolers who may not be exposed to reading or books at home, of how helpful they have been to adults pursuing hobbies, in need of business information, or seeking information on do-it-yourself projects, especially homebuilding and remodeling.

Not only are the libraries serving the traditional role of providing recreational and informational reading, they are also satisfying demands for videos, recordings,

*The library has
everything, it's like
a magic store. It
gives access to the
whole damn world.
If the Borough tried
to shut down the
library there'd be a
big revolt. People
love this library --
it's our one link.
- Househusband,
Talkeetna*

*Over the long
winters, the libr
are a place to me.
people, to get
together -- if you
really want to st
sane, you have to
- Chickaloon*

typewriters, computers, copying machines, bulletin boards, adult and children's programming, and interlibrary loan.

The Public Library Association (PLA) has established eight basic roles of public libraries:

- Independent Learning Centers Libraries support individuals of all ages pursuing sustained programs of learning independent of any educational provider.

- Popular Materials Centers Libraries feature current, high demand, high interest materials in a technologically increasing variety of formats for persons of all ages.

- Preschoolers' Door to Learning Libraries encourage young children to develop an interest in reading and learning through services to children, and to parents and infants together.

- Community Information Centers Libraries are clearinghouses for current information on community issues, services and organizations.

- Formal Education Support Centers Libraries assist learners of all ages in meeting objectives for formal courses of study in elementary and secondary schools, community colleges, four-year colleges and universities, and other types of educational opportunities.

- Reference Centers Libraries provide information for residents in the pursuit of job-related, personal, spiritual, travel, avocational and other interests, and for business and government leaders in their pursuit of

*We're pretty lucky
to have the library
we've got. It has
heavy local support.
If you don't have a
lot of bickering and
bitching about
something, then it's
OK.*

— Trapper Creek

information on economic development, services improvements, resources, models and examples, statistics, projections and other tools of sound planning and process.

- Research Centers Libraries assist scholars and researchers in conducting in-depth studies, investigation of specific areas of knowledge, and the creation of new knowledge.

- Community Activities Centers Libraries are central focus points for community services, activities and meetings.

This report will review the extent to which the four Borough libraries and the two City Libraries in the Mat-Su region are fulfilling these roles, how they are perceived in their communities and their present and future needs.

The final chapter of this report provides two alternative recommended courses of action for adequately meeting public demands for library service.

Most recommendations are identical in both plans. These generally are low-expense or non-expense measures that are easily implemented and basic to consistent, high-quality library service. Where the plans diverge, difficult decisions will need to be made in terms of cost effectiveness, political realism and public need.

The library is a hub. There's no place else to go. The how-to books and videos are very popular. They bring lots of people of diverse backgrounds. The copier, tax forms, wood cutting permits, maps and other things bring people into the library.

— Willow

II STANDARDIZATION

The four libraries totally supported by the Mat-Su Borough at present -- Sutton, Big Lake, Talkeetna and Willow -- were originally established independently to fulfill desires of local residents for library service. The libraries developed their own procedures and policies, are named after their communities, and in general meet local needs.

(There is a seventh library in the Borough, the Trapper Creek Library, which is successfully run by volunteers and receives some state aid. The Trapper Creek Library Board has no desire to become a member of the Borough system at this time and it will not be included in this report.)

While a certain amount of local autonomy and decision-making should always be allowed in order to continue to meet local needs effectively, some standardization in libraries should be implemented in order to strengthen services and provide more uniform service to taxpayers. There should also be recognition of the Borough through public relations materials for its financial and administrative support of area library services.

As much as possible, the same standards should apply to the two city libraries as well. We recognize that developing city library policies to be compatible with

*There's a lot of
ridiculous
provincialism here.
The Palmer/Wasilla
thing is really
stupid and counter
productive, but it's
better than it used to
be. Rivalry is great
for high school
sports, but the bottom
line is that Palmer
and Wasilla are more
alike than different.
They impact each
other.*

- Palmer

Borough library policies will require some negotiation and compromise but common policies are not unusual among cooperating libraries.

- Circulation Because of the overlapping service areas and Borough citizen mobility (a large part of the borough population regularly uses more than one of the libraries) circulation policies should be formalized and standardized throughout the Borough to simplify patron use. Length of loan periods, limits on materials, interlibrary loan policies, and fines, if any, should all conform based on consensual agreements among the libraries. Ease of customer use should be the guiding standard for these uniform policies.

- Registration For the same reasons, a single bar-coded, plastic library card for all Borough and City libraries should be implemented, and the registration procedures and policies should be the same for all the libraries. A card holder should be able to register just once, be able to use the card at any of the libraries, and should be able to expect evenly applied rules across the Borough.

The addition of the four Borough libraries to the Dynix automation system will not only make unified procedures easier to manage, it will provide a natural beginning for common registration and cards as libraries are brought on-line.

- Name The four borough libraries should be prominently identified indoors and out as members of a Mat-Su Borough library system. For example: Mat-Su Borough Library, Sutton Branch; or the Talkeetna

The Borough is roundly despised equally. It's seen as incompetent and grossly overpaid. Engineering and road services are horrible, the planning department is a disaster. Library service is one area the Borough has done well in.
- Businessperson

Community Library of the Mat-Su Borough Library System, or Mat-Su Library System, Willow Community Facility.

The libraries are an integral part of their communities but they are funded and administered by the Borough and this should be acknowledged. Public relations materials developed by the libraries and the Borough should also reflect the "wholistic" nature of the libraries' relationships to one another and the Borough. The two city libraries should also publicly acknowledge their participation in a boroughwide system. Flyers or bookmark-size public relations pieces highlighting all six library locations, hours and common services should be available at all libraries and at schools, visitor centers, businesses, churches, city halls, and Borough offices.

Theoretically I'd love to see satellite libraries all over the place with computer networking. Realistically I don't expect to see any expansion because of funding problems. The larger libraries must be maintained as a core so there's no loss of a base of operations.

— Wasilla

III AUTOMATION

Automation is one of the most critical issues facing libraries today. With the rapidly changing communications technology, libraries are hard pressed to keep up, yet public demand for faster, more efficient services fueled by expectations of computers, fax machines, on-line data bases, and other tools of research and information is growing rapidly as users become more computer-literate and technologically sophisticated.

The Borough began steps toward automating certain library services several years ago. The initial purchases of a Dynix computer sited in the Wasilla Library with an on-line connection to the Palmer Library, with plans to eventually extend the system to all the libraries, was funded with state support.

Planned expansion of the system has lagged however, because of uncertain financial resources. The four Borough libraries are projected to be on-line within the next year.

It is important that automated circulation functions for all six libraries be accomplished soon. Libraries are one of the few public entities one can find still keeping track of records by filing, then removing, 3x5 index cards.

I love the computer networking. If the funding isn't there, there's the potential waste of all that's been spent on automation if it all goes down. They have all that money invested and they need to carry it forth and link the rest of the libraries.

*— Wasilla
businessowner*

*The library has
really strong
support. I'd give it
a 10.*

*- Young mother,
Trapper Creek*

Countless hours can be consumed by this task. Even for the smallest libraries, this method is quickly becoming obsolete.

A common boroughwide automated circulation system will allow library users to easily access all libraries or be blocked boroughwide if they are delinquent. A circulation system linked to the catalog will allow a librarian searching for a needed book in another library to know immediately whether the book is checked out or available for borrowing. With the forthcoming dial-up access available to the Dynix system in Wasilla, a user will be able to search all six library collections from a home or office computer.

The Dynix automation system has been operated as a cooperative function fairly successfully thus far, but its owner, the Borough, should be overseeing its operation and directing expansion of the system.

IV STRUCTURE

The following areas have been identified as in need of attention. Some can be addressed at little or no cost. Others will require substantial funding. Some of the recommendations included here will be reiterated in the final chapter.

Coordination

There is a great deal of cooperative effort being attempted among the libraries, but this cooperation isn't coordinated, it isn't very visible, and it is very fragile. Good cooperative library systems permit a group of libraries to easily share materials, to consult with other librarians, to make joint purchases at a savings, to provide coordinated services and uniform policies to users, and to circulate to their users materials which they could not expect to provide on a single library's budget.

When financial resources are scarce, as they are in the Mat-Su Valley, the most effective money-stretcher is cooperation and coordination. A written plan for coordination responsibilities is needed, identifying all possible areas of cooperation, such as joint purchasing and processing, cooperative collection development, circulation procedures and policies, rotating collections, shared adult and children's programming, in-depth

There's huge support for the library. For many up here, reading is our number one recreation. The library needs a lot of new books, it needs a courier service, and it needs more evening hours, especially in the summer.

— Talkeetna

reference services, transport of materials between sites, formalized interlibrary loan system and others.

Communication

One of the more serious problems we have identified is the communications gap among key stakeholders in the Mat-Su library arena.

The Matanuska-Susitna Borough Library Board (MSBLB) and the Assembly do not seem to be able to communicate effectively. We heard comments from Assembly members that they are not kept informed about the libraries, and we heard strong remarks from library staff and volunteers that the Assembly members don't seem to pay attention to information that is provided.

The Mat-Su Library Board, the various "little boards," and the six librarians are also not in effective or regular communication. A general feeling of "what's the use" was expressed to us frequently. Likewise, communication between the city councils and the Mat-Su Library Board appears to be practically non-existent.

And we heard many complaints about lack of communications generally between the Borough, both staff and Assembly, and the cities' staff and councils.

Since full and open communication is the most effective way to stop rumors, promote understanding, nurture cooperation, and implement long range planning, we strongly urge all library boards and library staff, City Councils and staff, and Borough Assembly and staff to actively seek a structured approach to

What the Borough needs is a good PR person, but the public won't allow another position on the payroll. . . . I'd have no problem with the Borough taking over the city libraries I'm certainly a supporter of libraries. Library usage is tremendous. I don't use them myself because I don't have time.
- Community activist, Big Lake

communication. All the stakeholders must be willing both to convey information and to pay attention to information received.

Borough credibility among the public in general is distressingly low. There is almost universal cynicism, with very few exceptions, about the capability of either elected or appointed Borough officials. From our own observations, we found that much of the criticism was based on unfounded rumors, misinformation, a lack of understanding of the role of the democratic process in the tasks of local government and no formal process for conveying accurate information. This was true not only regarding libraries, but across the spectrum of government services.

The task of governance for the Borough could be facilitated with improved public relations. The Borough has been remiss in not actively promoting its role in the many positive and effective services it provides. The well used and highly regarded libraries are but one example.

Board Structure

The Matanuska-Susitna Borough Library Board (MSBLB a.k.a. "Big Board"), the individual libraries' "little boards," and the various friends of the library groups are a hodgepodge of well meaning but frequently ineffectual organizations. They have no power and little respect. This is not a reflection on the people involved, all of whom appear to be bright, capable, dedicated individuals.

The library should be moved under the Borough but the fear of the community is that the Borough will neglect the library and it would go the way of parks and recreation.

— Wasilla official

The Wasilla library board has no power. Who wants to be on board that doesn't, anything? It's frustrating because there are two levels of bureaucracy above. The Council has a say over the City's portion, the rest is up to the Borough.

— Volunteer

Rather it is a consequence of limited powers, lack of professional direction, murky missions, and ungoverned development.

There is general widespread dissatisfaction with the boards and associations as they presently operate, although some of the librarians find their local association or friends group helpful for small-scale fund raising and as sounding boards for ideas. Frustration with what the Big Board seems capable of achieving was expressed to us both within and without the past and existing Board membership and by library staff.

Our first inclination was to recommend eliminating all present "big" and "little" boards, associations, and friends groups, and beginning again with structured interrelated organizations that have a clearly detailed purpose and process.

However, the current structure, on paper, as detailed in the MSBLB Handbook/Policy Manual, 6/19/93, (Appendix A) contains the basis for a well functioning boroughwide library system board. It would be worthwhile to simplify and clarify some of the terminology and procedures, but most of the basics are there.

The problem is that there are some important pieces missing, and that implementation difficulties are exacerbated by communication, coordination, and funding problems.

A case in point is the Review of Comprehensive Planning for the General Field of Public Library Services in the Matanuska-Susitna Borough (Appendix B) which

*Wages should be more in line with what other people are getting in the area. One librarian might be getting enough to pay three ordinary salaries.
-User, Big Lake*

was originally developed in 1986 and *slightly* revised and approved by the MSBLB in June, 1993. It was a good basic blueprint for planning in 1986 but needed massive overhauling in 1993. This overhauling should have directly called on the talents and viewpoints of the six librarians, of users and nonusers, of local officials and little boards. Planning sessions similar to the August focus group meetings might have made the comprehensive plan more relevant.

Many of the recommendations in the 1991 Library Services in the Mat-Su Borough by Sonya Lyon, (Appendix C) interim Mat-Su Library Coordinator, should have been incorporated into the revised plan. Her report contains many specific observations, possibilities and recommendations useful for area library planning.

Missing in the MSBLB Handbook/Policy Manual is a provision for term limitations and term rotations. We recommend that Mat-Su Borough Library Board members be appointed to three-year terms and limited to no more than two terms. Terms should be staggered, with three members rotating off each year. The first year of reorganization, length of terms should be determined by drawing lots.

Consideration should be given to holding MSBLB meetings late afternoon or early evening on a weekday rather than Saturdays. A number of "little board" members and librarians made this request feeling weekdays are more workable for most people, and we agree. Most library boards meet weekday evenings, but where weather may be a consideration, as in Alaska and

The Borough wants people to volunteer but then it makes decisions that ignore volunteer recommendations. Whatever the board, if you have people volunteer you should give them some power of recommending, to look at budgets and make priorities.
— Wasilla teacher, volunteer

Minnesota, many people are able to arrange time in the late afternoon for a meeting, allowing an early return home.

System Coordinator

The most important missing piece in the current structure of Mat-Su Valley library services is a Borough Library Coordinator position.

For example, while Sonya Lyon was the interim coordinator (funded by a state grant), several cooperative service programs were developed among the libraries. Now, two years later, most of these cooperative programs are not being carried out because no one has the responsibility or time.

Sonya Lyon also made a number of basic recommendations for cooperative development that were not undertaken because no one had the responsibility for coordinating them.

Many of the MSBLB's current difficulties could be alleviated if there were a coordinator to open and maintain channels of communications.

A permanent, full time library coordinator position should be seriously considered by the Assembly for maximum, efficient utilization of area library resources. Qualifications for this position should include a graduate degree in library science from an ALA-accredited institution, a minimum of five year's experience (including administrative and supervisory experience), preferably in a networked system, experience in public

All the tax money goes to the other end [Palmer/Wasilla].

The library is the only thing we really have. If the library is cut it would hurt a lot of people.

— Non-user, Willow

The libraries have become pawns in games over other issues.

— Palmer

relations, automation, budgeting, public policymaking, and oral and written communications.

The responsibilities of the Borough Library Coordinator should include:

1. Acting as a technical advisor to the board and to the Mat-Su Borough Library & Recreation Services Manager.
2. Supervising Borough library personnel.
3. Coordinating an active program of public relations for all the libraries.
4. Preparing an annual budget for the system in consultation with the Board, Librarians, and local funding units.
5. Giving a current report of actual income and expenditures against the budget at each board meeting.
6. Responsibility for coordinating Boroughwide cooperative collection development according to the board's collection development policy, and for joint purchasing arrangements.
7. Attendance at all board meetings and development of the agenda in consultation with the board chair, librarians and the Library & Recreation Services Manager.
8. Scheduling and coordinating regular meetings of borough librarians.
9. Affiliating with state and national professional organizations, and attending professional meetings and workshops.

Libraries provide equal access to information for everybody. We all know education and information are the keys to democracy. Budget cuts should not affect services like libraries or education. If we don't have these foundations, our society suffers. Libraries should be basic right.
- Palmer

The Borough wastes money. If there is a grant, they take a cut off the top for administration.

There's a lot of resentment. If they managed their money better there'd be enough.

- Willow

10. Developing and providing continuing education and professional development opportunities for area staff and board members.

11. Developing and coordinating boroughwide library services and programs, including a delivery system.

12. Overseeing the operation of the boroughwide automated circulation and on-line catalog system.

13. Using the services and consultants of the Alaska State Library and representing the Borough in library business related to Borough libraries.

14. Reporting regularly to the Mat-Su Library Board, to the officials of local governments, to Mat-Su Borough officials, and to the general public.

15. Preparing regular reports detailing current progress and future needs of the library system.

16. Coordinating the development and bi-annual review of comprehensive long range planning of borough library services.

The relationship of the Borough Library Coordinator to the Borough librarians will be that of supervisor, but relationship to the Wasilla and Palmer library directors will be by contractual agreement as long as they are city employees.

It is anticipated that an agreement can be developed with Wasilla and Palmer to provide boroughwide services under contract and that the Coordinator would be responsible for the administration of the contracts. The Coordinator would oversee the contracted projects but would not supervise city personnel.

Library Support Groups & Support Group Council.

No individual library funded by the Borough should have its own board, but each should have a single strong support group that can work for more visible libraries, assist the librarians as volunteers, and generally be advocates for quality library service and appropriate funding.

At present, the Wasilla, Willow and Talkeetna libraries have library associations and the Palmer Public Library has a friends organization. The Big Lake Public Library has two support groups and the Sutton Public Library has none.

We strongly recommend that each library have one library support organization. This local association or friends group should be a powerful asset for community library service. It can be a strong advocacy group that can increase the libraries' visibility in its service area. There should be a Boroughwide policy on the establishment, function, and purposes of the associations. The foremost purpose of these local associations would be to assist the libraries in serving their communities through lobbying, fund raising, volunteering, public relations, and programming.

We additionally recommend a Mat-Su Library Support Group Council comprised of two representatives from each local support group. This council's purpose would be for networking, cooperative projects, assisting the individual support groups, developing a commitment to a strong *system* of libraries and promoting library services as a whole Boroughwide.

*Whenever we need
to know something –
dog training,
research, anything –
we use the library.
We use the
typewriter to do our
resumes, we use the
copier, borrow
videos and talking
book tapes and read
fiction constantly.
My husband works
construction and is
often out of town. He
uses the libraries
where he's working.
– Palmer user*

I think it's sad when
people don't read.
I've been shocked at
lots of people who
don't read, but I've
also met people
living without
electricity who know
absolutely
everything through
reading.

— Government
worker, Trapper
Creek

Librarians should be ex officio members of their individual library support associations, and one librarian should represent all six librarians on the system-wide Mat-Su Library Support Group. The Borough Library Coordinator should also be a member of the council.

One message that came through loud and clear from all the focus groups is that the libraries need to develop a stronger, unified voice to become more visible, especially on the local and borough levels, but also on the state and federal levels. The individual support groups and the proposed Council should be organized with advocacy in mind, not simply as "do-good" organizations.

A surprising number of the people we interviewed expressed willingness to be advocates for libraries.

Librarians' Advisory Committee

Because of mutual or similar opportunities, challenges and problems, the staffs of the libraries, including the two city libraries, need regular interaction and scheduled formal networking. The librarians need to have a voice in decisionmaking, and need to be fully informed on issues affecting them and their libraries.

We propose a Librarians' Advisory Committee that would meet monthly on a rotation between the four borough and two city libraries and the Borough office. Each meeting should have a formal agenda drawn by either the system coordinator (when and if there is one), or by the Manager of Library and Recreational Services, in consultation with the Advisory Committee chair. The agenda should be responsive to requests from any library

staff member. Attendance at these meetings should be considered part of the librarians' job, covered by salary, and including reimbursement for mileage and meals.

Continuing Education

The only local librarians with graduate library degrees are the directors at Wasilla, Palmer and Talkeetna, and the children's librarian at Wasilla. The others have various levels of education and training. All the librarians and staff expressed a need for ongoing education through workshops and inservice training.

With the rapid changes in technology, growth in population, service expectations by the public, and information deluge, such a request is not a frivolous desire, but an essential ingredient to maintaining the present level of service and satisfaction among library users.

As library budgets are drawn, continuing educational opportunities should be included. These can range from workshops provided by the State Library or another library system, to seminars at the annual Alaska Library Association conference, to bringing in a workshop presenter for an annual systemwide "staff day" on a topical subject. Public library workshops and training are not generally high cost, but there are associated expenses such as travel, lodging and meals which should be covered.

We suggest librarians take turns attending workshops, then sharing what they've learned with the others. It would also be appropriate for the librarians'

The Borough is not communicating early enough or directly enough. We want more face-to-face discussions on an administrative level. Stabilize funding. Have a formula. The Borough treats its librarians like clerks.
- Librarian

The staff is really dedicated – it's more than just a job to them. The library is handicapped from lack of funds. They're struggling for existence. That's pitiful.

-- Retired Federal employee, Wasilla

advisory committee, the coordinator or the support group council to mount at least one in-house workshop a year for appropriate library staff in the Borough. Well conceived and coordinated workshops open to other library systems or outside librarians for a small fee can often be break-even propositions.

Long Range Planning

At this time there are six public libraries plus the tiny start-up Trapper Creek Library serving the 48,000 citizens of the Mat-Su Borough. Adequate financial support for all these libraries gets more difficult each year.

Trapper Creek has survived through a policy of the State Library that we disagree with (that each library in the state is eligible for the same funding annually, no matter what its size or state of development), and though the people involved in the Trapper Creek Library are not now interested in being affiliated with the Borough, there very well may come a time when they will be.

The determination of the most efficient, economic delivery of service should be based on careful long range planning, including setting standards for public libraries funded by the Borough.

Not only can the Borough not afford to have libraries popping up here and there, but the provision of optimal services to the public needs careful planning and allocation.

A comprehensive five-year plan relating to all library service in the Mat-Su Borough should be developed with a step-by-step outline and timeline for

implementation. The plan should be evaluated in writing bi-annually, detailing what steps have been followed, and for those that have not been followed, an explanation of why not.

The plan should also be updated bi-annually to reflect changing circumstances in the Borough, such as new state library laws, evolving demographics, unanticipated commercial or industrial development, etc. A completely new plan should be developed every five years with input from all stakeholders in the process.

(Suggested new books for library planning, Appendix D.)

Delivery Service

A boroughwide library function that would facilitate a high degree of cooperation, efficiency of service and resource sharing would be a regularly scheduled delivery service linking all six public libraries and the Borough office. The Mat-Su Community College Library and selected public school libraries should also be included in the courier delivery service in the future.

The Mat-Su School District at one time delivered some items for the public libraries through a somewhat informal arrangement, but these were primarily school library materials. Last summer the school district eliminated even this rudimentary delivery service. At this time there is no guarantee of timely delivery of materials from one library to another, even though interlibrary loan is one of the most popular and cost

It feels like they're cutting all regional services for people in the outlying area. If libraries are cut, people will realize there's a big gap in the community that missing.

*- Mother, teacher,
Chickaloon*

effective services the libraries offer. Materials mailed from one post office in the borough to another may travel by way of Anchorage, an unacceptable delay.

A three-day a week scheduled delivery connecting the libraries and the Borough office will literally expand the walls of each individual library to include the assets of all. Library users should be able to check books out at any one library and return them to any other without overdue problems. The Borough offices and departments could utilize the service to deliver information and other items quickly throughout the geographic area.

*The library is an
absolute necessity
and is great. If they
don't have
something they can
get it for you.*

- Non user, Willow

V SYSTEM

The facilities issue was discussed with us almost everywhere we went.

The Palmer Library is in a relatively new, centrally sited, very attractive building that should meet community needs for some time. The Wasilla Library, coping with escalating usage, is badly overcrowded with inadequate parking and no room to grow at its present site.

The Willow, Sutton and Talkeetna Libraries are all adequately housed in buildings accessible to area residents. Willow has a particularly suitable new building integrated with the community center. The Talkeetna and Sutton Libraries effectively function as community information centers. Big Lake, however, has outgrown its present quarters. The planned Big Lake addition will help relieve pressure, but should only be a stopgap measure because of soaring use.

The facilities question that most urgently needs to be addressed is whether there should be a central (core, main) library and if so, where it should be sited and what the relationship to the other libraries should be.

Wasilla would be the logical place to have a main library. It's best to keep central control under the Borough. There shouldn't be a problem having library branches. Personalities come into it. It's a matter of working together.
— Palmer retiree

Unified System, yes or no?

Generally in this country libraries function in one of three basic modes: independently, as part of a consolidated system, or as part of a federated system. (There are further refinements, such as participation in a multitype system that includes school, college and special libraries, but these variations are irrelevant to this report.)

A consolidated system is a number of libraries joined together under a main library with a professional director and any number of branches, book stations, bookmobiles, and other service outlets. This is the most common form and its administration is usually strongly centralized.

A federated system is a number of libraries cooperating together under a director and common set of bylaws or joint powers agreement, but maintaining a certain amount of local autonomy. The system has no direct authority over local functions but can administer specific functions throughout a designated area, such as technical services, delivery, automation and interlibrary loan.

The two methods can be likened to the approach to centralized government the North advocated in the Civil War, and that of the South, which fought for states' rights. Each has strengths and weaknesses.

Consolidated systems are the more efficient and cost effective. Federated systems have greater local support and often more per capita financial support. They are more closely attuned to specific community needs and they provide more individual services. Administrative

If we could get our own basic needs met a central library would be OK, but then they'd get carried away and want a Taj Mahal for a library.

- Trapper Creek

and support functions are often duplicated among members of a federated system causing inefficiencies.

We feel that for the Mat-Su Valley, a modified centralized system would work best.

Central Library, yes or no?

On the question of whether a central library is needed, we believe that, yes, it is. While the Palmer and Wasilla Libraries are providing excellent service and are highly respected beyond their cities, neither has the space nor staff to fulfill all the functions of a main library.

The Dynix Computer's mainframe, for example, is crowded into an inadequate nook in the Wasilla Library basement. There is barely room for the present functions, and certainly not space for the future demands it will need to meet.

None of the libraries has an in-depth reference collection or a specifically trained reference librarian. Questions must frequently be referred to the Mat-Su College Library, the Anchorage Library or even out of state. The better and more immediate the reference service a library system can offer, the more satisfaction it will provide to users, the stronger its reputation will be, and the more patronage it will gain, providing more bang for the Borough's buck. There is no formal reference-referral procedure guaranteeing that a library user will have any question asked, answered.

At this time the four Borough libraries are semi-autonomous branches with some duplication of

*I could see a central library for Palmer/Wasilla located between them. Ten to 15 years down the line they won't be separate cities.
-- Businessperson*

functions. Someone remarked that "the Borough libraries are branches without a trunk."

The four are funded by the Borough and conform to certain common Borough policies and procedures, particularly in the area of personnel rules and purchasing.

Centralized purchasing of materials through a central library system such as is done at the Loussac Library in Anchorage or at the Fairbanks Library would free up considerable time for the librarians. The Borough's purchasing department is not sufficiently attuned to library needs and procedures to handle this process expeditiously and effectively.

Centralized cataloging and processing at one acquisition point would also result in greater efficiencies, particularly when all libraries are on the Dynix automated system.

We recommend that the Borough contract with the Palmer Public Library to establish and operate a Technical Services support unit. In order that the unit have adequate working space and that an efficient system be developed and maintained, the Palmer library would need to reduce its backlog, reconfigure its work area, develop a written procedure and then project per item cost figures for each function (acquisition, cataloging and processing).

The advantage of housing this unit in the Palmer Library is the technical expertise of its current director, its building size, and its location within a few hundred yards of the Borough offices.

The City/Borough thing is a nightmare. There's talk of centralizing all libraries under the Borough with an areawide tax. I'm not sure either city is willing to give up control of its library and I don't trust the Borough assembly. They haven't shown strength since '86. They kowtow to whoever yells the loudest.

The Borough should contract with Wasilla to provide areawide interlibrary loan, reference and backup database search services; and to operate and maintain the Dynix automation system.

The Borough Library Coordinator and a secretary could be housed in the Wasilla Library when a new one is built, or could be housed in the Borough building, or in a separate, centrally located structure. A Coordinator will need space to coordinate the courier delivery functions, administer the contracts with the Palmer and Wasilla libraries, and supervise the four borough libraries.

A central library must be just that -- central. Located not only for the present population, but sited for future population characteristics, it needs to be accessible, visible, and close to other places frequented by the public. Most library users combine visits to the library with other stops, such as shopping malls, post offices and government offices.

A study of the Core Area Comprehensive Plan of June, 1993; the projected patterns of growth of the Department of Labor, 1993, plus personal observation leads us to recommend that a central library be planned to the west of Wasilla, preferably with easy access from the communities along the Parks Highway farther north.

The Core Plan's proposed road and trail improvements lead us to recommend a central library site on the Palmer Wasilla Highway at or very near a major intersection such as the Trunk Road, Four Corners or Seward Meridian, preferably in conjunction with other planned commercial or government development.

*If we lost the library
we'd be bereft. It
was where we first
felt at home and
welcome in the
Borough.*

— Palmer family

Consideration of bike and pedestrian trails near the library is nearly as important as motorway proximity. Trails provide independent access to the library for children and nondrivers, and for the people who enjoy a destination stop on an exercise outing.

Housed in a main library structure, in addition to traditional public library collections of popular materials and staff offices, should be the Dynix mainframe and office for the Dynix administrator; office for a Borough library coordinator and secretary; a reference center; an audio-visual center to serve the system; garaging for system-owned vehicles such as a minivan or courier van; and meeting rooms.

With a new library in preliminary planning stages for Wasilla, we advise the Borough and Wasilla to consider a joint construction project through a joint powers agreement that would provide Wasilla with the size facility it needs, and the Borough with a headquarters that would house auxiliary functions for all the libraries.

There is talk of locating a new Wasilla library at the former airport site. While not the site we consider ideal, in this less than perfect world we can certainly pragmatically accept the former airport location as favorable. It is accessible, in a high growth area where other services are likely to locate, and has the advantage of already being owned by the city. The City of Wasilla is relatively debt-free, enjoying more income than had been anticipated from its sales tax, and conceivably could handle a general obligation bond to fund construction.

Any cuts shouldn't be libraries, but they're probably one of the areas that'll be cut first. There's a great need for the library.

*- Retired Couple,
Big Lake*

Persons interviewed in Wasilla indicated a willingness to discuss a Borough/Wasilla library at that site or elsewhere, provided an agreement could be reached assuring that library service would be maintained at its present or a higher level. Details of an agreement could provide a funding formula of mutual benefit, perhaps sparing the Borough the immediate cost of construction, while providing the city with an annual income stream to offset library expenses in its annual budget.

We also encourage Palmer to participate in discussions and explore areas of common interest and needs that would be beneficial to all parties. According to an opinion from Borough Attorney Michael Gatti of April 2, 1992, "it is legitimate for the cities to enter into intergovernmental cooperation agreements for the joint exercise of a function that each entity has the power to perform," i.e. libraries. He further stated that the Borough has no legal obligation to continue supporting the two city libraries, though to cease doing so would probably have severe political repercussions.

Because efficiencies of scale are more readily achieved with a networked and coordinated library system, we strongly urge the Borough and the two cities to look seriously at forming a coalition of some kind as soon as possible. To safeguard all parties' perceived interests, it would be well to exercise creativity in planning, but beyond that it is time to set turf protection aside and consider the most effective means for providing service to the greatest number.

If it would increase efficiency, let the Borough take over the Palmer Library. What works best for the community should be implemented.

—Palmer user

With a present population of about 48,000, the Mat-Su region enjoyed the greatest annual rate of population growth in Alaska (7.61%) during the 1980-90 decade, almost two and one-half times the state's overall rate (*Alaska Population Overview, 1991 Estimates, Alaska Dept. of Labor*).

Although the growth trend has continued at a somewhat slower pace in the '90s, with a winter ski attraction coming to Hatcher Pass in '95, improved drive time from Anchorage with the completion of the Glenn Highway four-lane, and a Japanese-based steel processing plant proposed at Port MacKenzie by the end of the century, population will undoubtedly continue to be attracted to the Valley, and possibly surge again, and tourism probably will see a dramatic increase.

Libraries will be impacted by the growth as much as any other government service. The Borough and the two Cities will be wise to plan now for the demand on libraries that can be expected with this kind of growth.

Funding

The system of funding public libraries in the Mat-Su Borough, which is unusual, has become more complicated because of the recent budget reductions by the Borough Assembly.

The Borough owns and fully funds four libraries and a percentage of the two city libraries in Palmer and Wasilla. The funding provided by the Borough to the two city libraries was supposed to be based on the percentage of customers from outside the city limits using the library.

*I'd give more money
to the library over
church or anything
else.*

*- Palmer working
mother*

*Why not have some
kind of revenue to
help libraries? How
about \$1 for every
car registration?*

*- Retiree, volunteer
activist, Wasilla*

Until recently 75 percent of the funding for the two city-owned and operated libraries came from the Borough. This was based on the 75 percent use of each library by persons residing outside the two cities. Other than serving the non-residents, the two city libraries had no other legal requirements. In addition, the Wasilla library houses and operates the Borough-owned Dynix automation system which at this time serves only the Palmer and Wasilla libraries. Next year it is expected to be expanded to the four Borough libraries.

The existing Borough contract with the two cities is short and states that a formula involving the number of users will determine the amount of Borough support. (Appendix E) The two cities each built their own building and developed their materials collections which they own. The Borough has not had any input or control over the amount of the cities' annual library budget, no direction over operations, no criteria for expected service levels, and despite its 75 percent funding has no ownership of the materials purchased. However, the 75 percent funding over the years has helped provide good quality service to Borough citizens living outside the two cities' limits.

This funding system, while legal according to the Borough attorney, is not good administrative practice. This year's budget reduction has caused several tears in the fragile fabric of area library cooperation. Despite the fact that the Borough still funds more than half of the City of Palmer's library operating budget, the city library is now charging non-residents for library cards and interlibrary

It would be super hard if the library were cut. I wish the mental health land money could go to the libraries as preventive mental health.

- Sutton user

Stein feels not totally accurate

The Butte area and other areas all depend on the Palmer library. When talking about a non resident fee they're hitting a huge amount of people who have been taxed in the past. It's not fair for those people.

loan. Also, citizens of Houston, which does not have a public library, use libraries throughout the Borough without paying taxes to support those libraries.

A different type of funding system needs to be devised. Alaska Statute Title 29 provides options for several appropriate approaches for acquiring areawide powers in Article 5, AS. 29.35.300. However Article 7, AS. 29.35.450 provides for the establishment of Service Areas, offers a better approach for levying taxes to finance an areawide service basis in a borough.

The borough may include a city in a service area if the city agrees by ordinance, or approval is granted by a majority of voters residing inside the boundaries of the proposed service area but outside the city. The Assembly may authorize the levying of taxes in a service area to finance the special services. The potential "areawide" service area structure as opposed to the current "non-areawide borough revenue" structure would eliminate the many existing problems of formulas, nonresident use, and turf battles.

A similar concept for police protection was described by the Borough Manager at a Borough Assembly meeting on September 7, 1993. The police service area discussed was based on the concept of contracting with the Palmer and Wasilla existing police departments for independent law enforcement service areas that would stretch from Houston to Chickaloon. The Borough would be divided into two central law enforcement service areas with the dividing line running down Trunk Road. The Wasilla service area would not include Willow,

Talkeetna, or Trapper Creek and the Palmer service area would not cover the Butte or Lazy Mountain areas. At present assessed values, one mill of property tax in the Wasilla police service area would generate \$850,000. One and one-half mills in the Palmer police service area would generate \$305,000. The concept would require approval by the voters living in each area.

The Borough Assembly has not taken a position on the issue of law enforcement service areas and currently has no plans to do so until the public initiates an interest in the idea.

The same concept however could be applied to an equivalent library service area which could include the areas of Houston, Willow, Talkeetna, the Butte, Lazy Mountain, Chickaloon and Meadow Lakes areas, all of which have high library user populations (relative to their sizes). In this case, a half mill levy would adequately fund a borough-wide library system and provide a coordinator and contracted services.

The cities of Wasilla and Palmer could retain ownership of their buildings and employment of their staffs but Boroughwide services could be provided.

Law enforcement and library service areas together on a ballot might have enough popular support to pass on a Boroughwide vote.

Tax phobia is driven by a small number of people. The Borough libraries are always crowded. The Borough can afford libraries.

— School administrator

VI PROPOSED ALTERNATIVE PLANS

On the surface, the most cost-effective, efficient plan for Borough library service would be a consolidated borough library system with one director, one central library and five branches with areawide funding and termination of the cities' responsibility for libraries. Wasilla and Palmer could transfer library powers to the Borough pursuant to A.S. 29.35.100 and MSB 1.10.090.

However, because of political, financial and geographical ramifications, we recommend a modified consolidated library system.

The first four items recommended may be done without any additional funding. Time from the Borough staff, library staff and volunteers will be required for rewriting bylaws and policies and reorganizing the various organizations mentioned.

Items 5, 6 and 7 may be done with little or no additional cost, but will require cooperative negotiations in good faith on the parts of the Borough and the cities of Palmer and Wasilla to reach contractual agreements.

Items 8, 9, and 10 will require additional funding and careful, cooperative planning, but it is these three additions to the current library structure that are at the heart of making a system work in an efficient, cost-

This country was founded on public libraries. It's a way anyone could get an education. I think people think of libraries as recreational. They're not perceived as access points to realms of information.

*— Palmer
Businessman*

I feel strongly
enough to speak up
about the library, and
I wouldn't object to
paying more for
library service. The
library has a lot of
support.

— Retiree, Talkeetna

effective manner, providing the kind of library services residents of the Borough seem to require.

Item 11 address funding for Items 8, 9 and 10, and does involve voting and taxing, which we recognize as "hot," unpopular subjects in the Borough.

With the implementation of the items requiring little or no additional cost, a strong public relations effort, and the kinds of responses we got from the public and the focus groups in support of libraries, we believe a library service area with moderate taxing power could become a reality.

Such an area with its own income would free the present library funding budget for other Borough requirements.

Implementation of these recommendations will require time, and without a coordinator or director who is a professional librarian, will require a great deal of effort and "homework" on the part of city councils, MSBLB members, the Assembly and the Manager of Libraries and Recreation. A commitment should be made to implementing those items acceptable, and a time line assigned to each item. Momentum needs to be maintained, and delay will only put off cost savings and service improvements that could be realized.

Alternate Plan A (Preferred)

1. The Matanuska-Susitna Borough Library Board's mission statement is fine and the board members are

dedicated, but the board has been operating in relative isolation. It needs to be reorganized with specifics on term lengths and limits and simplification of the "bureaucratese" in the current Policy/Handbook. The MSBLB must work on opening channels of communication, do more long-range planning with all affected stakeholders and address the roles of the board more aggressively and specifically.

Palmer

There's nothing greater than watching a kid sit down and read a book, to laugh and cry with it. To sit down and read to a kid is so neat.

- Palmer

2. The Librarians need a Librarian's Advisory Committee -- a formal group for networking that should meet once a month, rotating meetings between libraries. A direct connection between this group and the MSBLB needs to be established and formalized. These meetings should be considered an integral part of the librarians' jobs, with mileage and meal reimbursement.

3. Each library should have one (and only one) strong library support organization, such as an association or friends group. These are not boards and should not be called boards. They should be organized with advocacy in mind and be available for lobbying, fund raising, volunteerism and public relations.

4. A Mat-Su Library Support Group Council should be established. It would consist of representatives from the six library support organizations, and one representative from among the six librarians (or a designated staff member). This Council would facilitate networking, assist the individual groups in public relations, programming and fund raising and promote Boroughwide library services. The meetings would provide cross-fertilization of ideas and could help mold a unified sense of "system."

separate for each more like a SAC-like friend group
reps from under support groups

5. The steps that have been taken toward automation are appropriate, but have not been carried through. The Dynix automation program needs to be expeditiously expanded to the four Borough libraries. It is our understanding that funds have been designated for this purpose. Completion of the automation system should be done without delay.

Maximum ease of library use would be facilitated by Boroughwide uniform circulation and registration policies and procedures and the issuance of one common Mat-Su Borough library card that can be used in every library. This should be implemented as all Borough library circulation functions go on line.

6. To make the fullest possible use of the Dynix System, and to keep abreast of advancing technology, the Wasilla library should be officially designated to take formal responsibility for operating the system under contract with funding provided for in the contract. Some of this funding could be from monies already allocated to Wasilla, thus formalizing the use and providing the Borough with oversight responsibility that should come with fiscal support.

7. For efficiency and economy the Palmer library should be contracted to provide technical services for all six libraries. The Palmer Library would have to reconfigure its work area, develop a written procedure and project per item cost figures before such a project could successfully commence. This contract should also specify funding methods to offset the cost to Palmer and

Everybody in public service should think real hard about what their jobs are really worth. Business people aren't paid anywhere near what the public sector makes. Put a lot of blood on the floor.

- Businessman

should be negotiated and implemented as soon as possible to get cost savings underway.

8. There needs to be a regularly scheduled three-day-a-week (or more) delivery service to facilitate the highest degree of cooperation and resource sharing.

9. We advocate a central library to be located in the Core Area and to be operated by the Wasilla Library with contracted reference and interlibrary services for all Borough area libraries. The library should be sited with projected population growth and transportation in mind, space for a coordinator's offices, garage space for a delivery van and/or library vehicle, adequate safe parking, room for an expanded mainframe for the automation system, and allowances for future technological advances.

10. A Borough Library Coordinator should be hired for maximum, effective utilization of area library resources. Qualifications and job description were addressed in Chapter IV.

11. A plan for a Library Service Area with at least 1/2 mill funding should be placed on the ballot for public approval as outlined in Chapter V.

Alternate Plan B

The only option we can envision to Plan A is a truncated version of that plan that would involve minimal cost, but would only achieve minimal change and improvements.

I wish they'd raise taxes for library services. People moan and complain about any kind of taxes but expect all kinds of services. I'd vote to cut salaries over reducing services.

- Talkeetna

Funding should be based on supply and demand. I see people going to the library every day. The kids are better off there than on the loose. I don't mind tax money going to libraries.

*- Businessman,
non-user, Sutton*

Frankly, not much more can be accomplished by librarians, volunteers, board members and Borough staff without a professional librarian coordinating Borough-wide functions, and without the amenities, such as a delivery system, that make a system covering a large geographical area workable.

At a minimum, we hope that Items 1, 2, 3, 4 and 5 of Plan A will be carried out as soon as possible.

Because Items 6 and 7 regarding automation contracted to the Wasilla Library and technical services contracted to the Palmer Library will require more negotiation than additional funding, we hope that those two functions can be worked out expeditiously.

The opportunity to work with Wasilla on a central library will soon pass. City officials are already committed to a new Wasilla Library and will proceed alone, planning only for Wasilla's needs, if serious efforts toward cooperation are not initiated soon.

Without a central library, coordinated services with a library coordinator/director could be undertaken, but at greater expense for the services and with less efficiency. A coordinator/director would have to be housed in a free-standing office structure (or with other government offices) rather than in a central library. This is definitely a less than ideal situation.

If the Borough were to move ahead with hiring a library coordinator/director immediately, temporary housing for that office could serve until a central library is built.

Without a service area for a dedicated library tax, funding for libraries will continue to be a problem. Setting minimum standards for start-up libraries, and lobbying the State Library or State Legislature to do the same, would help stem inappropriate diffusion of resources in support of libraries, would assist start-up volunteers in providing quality services, and would still leave the door open for new libraries in areas of population growth.

We recommend that close attention be paid to the focus groups' summaries. Each group was different, yet all three reflected the input we received from the more than 60 personal interviews we conducted between us.

Support for all libraries in the Matanuska-Susitna Borough, including the four Borough-run libraries, the Palmer and Wasilla libraries, and the start-up Trapper Creek library is thriving.

We are confident that with close intergovernmental cooperation and implementation of most, if not all, of our recommendations, the Mat-Su Valley will provide a library system that not only meets its citizen's needs, but will be a model for the state of Alaska.

A users fee is counterproductive terms of the politic landscape. It only gets people mad at the library.

— Wasilla

Most Alaskans are pretty broke by spring. Libraries something they can do — there's equal access, rich or poo. The copy machine used a lot. A lot of people get videos. My husband gets tax papers there. the winter Sutton couldn't live with the library.

— Sutton user

VII APPENDICES

APPENDIX A

MSBLB Policy/Handbook Manual (Partial)

MSBLB HANDBOOK / POLICY MANUAL

6/19/93

A. PURPOSE / MISSION of MSBLB (Borough Code 4.40.040)

The purpose of the Matanuska-Susitna Borough Library Board (MSBLB) is to be an advocate for public library programs and public library patrons of the borough by eliciting common needs, proposing plans to meet those needs, and making the prioritized needs and the plans known. The duties of the MSBLB shall include:

1. Act in a advisory capacity to the Manager and the Assembly in the administration of the Borough non-area-wide library powers;
2. Initiate and recommend to the Assembly proposed ordinances and regulations pertaining to libraries;
3. Review the budget of the libraries and make recommendations to the Manager with regard to the proposed annual budget to be submitted to the Assembly;
4. Make such investigations and reviews in the general field of libraries as shall be considered beneficial to providing library services within the Borough at the request of the Assembly, Manager or on its own initiative;
5. Receive and consider recommendations from individuals and groups with regard to libraries and evaluate and refer these to the Assembly and Manager;
6. Recommend to the Manager and Assembly needed programs and expenditures for the promotion of library services in connection with any local, state or federal program;
7. Review and make recommendations to the Manager and the Assembly in regards to the long range capital improvement plan.

B. ORGANIZATION AND DUTIES OF MSBLB MEMBERS

1. MEMBERSHIP (Borough Code 4.40.20).

The MSBLB is a 9 member board appointed by the Mayor with the approval of the Assembly. The members represent the public libraries and library patrons of the borough with due consideration given to geographical distribution. A majority of the membership shall not be representative of a single profession. Appointments are chronologically staggered to promote continuity.

2. OFFICERS shall include Chair, Vice-Chair, Secretary. (Borough Code 4.40.030)

- JOB DESCRIPTIONS: (As appointed board members, Officers have full voting rights, etc.)

CHAIR

- a. see that the purpose and duties of the board are fulfilled
- b. preside at all meetings of the board
- c. plan meetings and prepare agendas
- d. appoint committees/task forces and serve as ex-officio member of them.
- e. organize and supervise elections
- f. receive and handle board correspondence.
- g. *prepare and deliver Agency Report to the MSB Assembly, approx. times: Nov. & March.*
- h. maintain permanent file of pertinent documents pertaining to the MSBLB for 5 years.
Earlier records shall be archived.

VICE CHAIR

- a. perform the duties of the chair in his/her absence.
- b. perform such duties as the chair assigns
- c. assist the secretary in writing and send memos and correspondence as needed
- d. serve as Parliamentarian at all meetings
- e. be responsible for maintaining and reviewing the Policy Manual/Table of Contents and Borough Codes. Keep official copy and have duplicated for others as needed.
- g. maintain official roster of board members, of the positions filled and unfilled, and of the expiration date of each member's term.
- h. *Send welcome letter & background info to new members. Introduce to board.*
- i. prepare a telephone tree for emergency communications for board members.

B. ORGANIZATION AND DUTIES OF MSBLB MEMBERS

2. OFFICERS

- JOB DESCRIPTIONS: (Cont.)

SECRETARY

- a. record minutes and/or proceedings of all meetings (*see procedure in Appendix C*)
- b. report by publication of minutes -draft minutes to be put in MSBLB packet
-approved minutes to go to Mayor/Assembly
- c. write and send memos and correspondence as directed by Board and/or Chair.
- d. Send packet two weeks before next meeting to Borough Clerk for distribution to MSBLB members, Public Libraries, Mayor/Assembly, necessary Borough Officials.
- e. Maintain permanent file of minutes, proceedings, correspondence, and committee/task force reports for 5 years. Earlier records shall be archived with the Borough.

-ELECTION: (Borough Code 4.05.110)

to be elected before Nov. 1st each year. Officers shall be elected by a majority of the board members for a term of one year. Election of officers shall be the first order of business at any time that an officer's seat is not filled.

3. COMMITTEES / TASK FORCES (see adopted policy) (Borough Code 4.40.040 / D)

4. MEETINGS (Borough Code 4.40.030)

- regularly designated times: *Second* Saturday of each month except July, August, and December. Meeting dates can be changed by vote of Board members.
- where: Meetings will be held at least once a year at each public library of the borough. During the winter, the board shall meet at the most conveniently located library which has meeting space they can use.
- Quorum: by majority, which is 5 members of our 9 member board.
- Authority: Parliamentary Procedure (see Appendix C)
- Agenda: (see Appendix C for adopted format)
- Minutes: as recorded by secretary and approved by board, following samples from Robert's Rules of Order. (see Appendix C for samples)

5. COMMUNICATIONS

- a. with MSB ASSEMBLY (Borough Code 4:40:040 / A & B)
 - Memo's
 - to Assembly and Mayor via Borough Clerk.
 - to MSB Manager for immediate information, cc to appropriate person.
 - Speaking at MSB Assembly Meetings:
 - Placement on MSB Assembly Meeting Agenda for Agency report.
(Procedure: Mayor puts agenda together and would need notification in advance. Contact MSB Clerk for timeline.)
 - "Persons to be Heard" Notify clerk 10 days in advance.
 - Audience participation. No prior notification necessary.
 - Regular Agency Reports: delivered & presented to Assembly approx. twice a year by MSB Chair or designee. (*seeMSBLB Handbook, B:2 Job Description, Chair)
 - Resolutions/Proclamations
 - Developed and written by MSB Library Board
 - Send to MSB Clerk with request to send copies to appropriate Depts, etc.
ie., Mayor, Manager, Appropriate Dept. Chairs.
 - Can ask that it be included in MSB Assembly Packet.
 - Can also ask that a Borough resolution be based on it.
 - Approved MSBLB Minutes. Sent to clerk for Assembly Packet.

5. COMMUNICATIONS (cont.)

- b. with MSB Library Board Members
 - PACKETS for next meeting:
 - Agenda (Put on MSBLB Letterhead)
 - Minutes (draft) of prior meeting
 - Copies of other communications
 - PACKETS for new members
(see JOB DESCRIPTION OF VICE CHAIR, MSBLB Handbook sec.B, #2)
- c. with LIAISON: Be sure has info from last meeting BEFORE Assembly Meetings.
- d. OTHER Communications. (ie., Correspondence, Policy statements)

6. BOARD RESPONSIBILITIES, monthly, annually, periodically
- Capital Improvement Program review & update (annual)
 - Library Budget reviews and recommendations (annual)
 - Comprehensive Plan review & update (annual)
 - Sunset Review (Re-establishment of MSBLB), every 3 years (periodically)
 - Initiating and proposing ordinances and regulations for Libraries (as needed)
 - Review of all proposed ordinance and regulations of the Borough affecting Libraries.
(as needed)

C. BOARD POLICIES

1. Budget Review Policies
2. Task Force Policies
3. Training Policies
4. Equipment Policies
5. Library Construction, planning new & expansion
6. Miscellaneous, to be given date of board approval and kept in chronological order.

(List of Appendices)

APPENDIX A

MATANUSKA SUSITNA BOROUGH CODES THAT ESTABLISH LIBRARY BOARD

1.10.230 LIBRARIES

The Borough may exercise the power to provide library facilities and services in the area outside of cities as provided by Ordinance 73-52 and approved by the electorate (Ord. 84-34 & 2 (part). 1984)
(Borough Roster of 5/93 says "established by Ordinance 78-60") ???

TITLE 4 - MSB BOARDS AND COMMISSIONS

4.05 GENERAL PROCEDURES

4.40 LIBRARY BOARD

4.40.10 Established

4.40.20 Membership

4.40.30 Organization - Meetings

4.40.40 Duties

APPENDIX B

MATANUSKA SUSITNA BOROUGH ORGANIZATIONAL CHART(S)
SHOWING LIBRARY DIVISION PLACEMENT

-Governance Chart- 4/92, and Personnel Chart- 12/92.

(Summary: The Library Board is in advisory position to the Assembly and the Borough Administration. The Community Services Director - under the direction of the Assembly, Borough Manager and Finance Director - is in charge of the Library Division which includes Librarians at Sutton, Big Lake, Willow and Talkeetna, and which also includes contracted library services at Wasilla and Palmer Public Libraries.)

APPENDIX C

AGENDA FORMAT

Robert's Rules of Order.

Article X: Officers and Boards. Secretary and the minutes. Sample Minutes

PARLIAMENTARY PROCEDURE, KINDS OF MOTIONS

APPENDIX D

WHAT MAKES A GOOD BOARD MEMBER

APPENDIX E

APPLICATION FORM "MSB Application for appointment to Committees, Boards & Commissions."

APPENDIX F

Milage Form for reimbursement

APPENDIX G

LIBRARY BILL OF RIGHTS

APPENDIX B

**Review of Comprehensive Planning for Libraries in the
Matanuska-Susitna Borough, 1993**

**A Review of Comprehensive Planning
for the general field of Public Library Services
in the Matanuska Susitna Borough**

Revised and Approved by the
Matanuska-Susitna Borough Library Board
June 19, 1993

This Report was Originally Presented as a
Report to the Matanuska Susitna Borough Library Board
from the
"Special Library Task Force"
September 20, 1986

Members:

Sally Gwin - Palmer Public Library
Pat Jouppi - Mat-Su Community College Library
Judy Monroe - Alaska State Library
Linda Olson - MSBLB
Pat Wamsley - MSBLB
Betty Victors - Wasilla Public Library

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I. GOALS

The overall goal of the Matanuska-Susitna Borough Library System must be to provide total library service in order to meet the educational, informational, recreational, and cultural needs of all Borough residents in an effective and efficient manner.

Total library service means a full range of library resources - books, magazines, newspapers, government publications, historical documents, manuscripts, sound recordings, video tapes and cassettes, films, etc. -- accessed through a variety of delivery systems and service programs.

The components of a total library service include library materials, facilities, personnel, services, and management.

Goal A

To improve assistance to all public libraries and to communities where there is no local public library.

Objective 1

To implement the State Library Assistance Grants Program and any other grant programs available.

Objective 2

To seek funding for necessary public library construction / remodeling.

Objective 3

To work toward the achievement of the library standards proposed in Section II of this report.

Objective 4

To establish a library system policy and procedure manual that will be available to assist individual borough librarians to develop policies and procedures and to establish guidelines for periodic re-evaluation.

I. GOALS (cont.)

Goal B

To improve special services in accord with the needs of patrons who are unable to use a library or library materials in a conventional manner.

Objective 5

To help public libraries assist persons with visual and physical handicaps, homebound, institutionalized, and persons with limited English so that they truly have access to library services.

Objective 6

To help public libraries assist with the implementation of literacy programs.

Goal C

To improve the quantity and quality of library and information resources accessible to Alaskans through interlibrary cooperation.

Objective 7

To continue implementation of the Borough-wide Automation Plan.

Objective 8

To support at least two staff development activities each year for library staff and trustees through consultants, coordinators, Workshops, Talent Bank, seminars, conferences, staff exchanges, etc., or the Alaska Library Association.

II. STANDARDS

- A. All libraries should eventually contain a collection of at least four books per capita within the area served
- B. All libraries should have a listed phone number
- C. All libraries should cooperate in the Borough-wide Automation Network, and the interlibrary loan program and the Western Library Network (WLN) database.
- D. All libraries should have a basic reference collection.
- E. All libraries should have at least one full-time staff person for each 15,000 annual circulation.
- F. All libraries should have access to professional working tools for materials review and selection.
- G. Library locations should be based on and chosen with community support and input, and should be easily accessible.

III. INVENTORY AND CURRENT STATUS

Library services are provided in the Borough through non-area-wide powers. The cities of Palmer and Wasilla exercise library powers within their respective boundaries. However, in order to eliminate duplicate services, the Borough contracts with each city to provide library service outside its boundaries.

The Borough Library Board was established in 1978 to advise, recommend, investigate and review library functions throughout the Borough. It fills a void in the formulation of library policy as the Borough does not maintain a library department or division. The function of a library administrator is delegated to a member of the Borough staff. The Library Board is supported by local taxes collected outside of cities through an annual operating budget. Some of its annual budget is used to provide in-service and education for library staff and board and local association members.

There are seven non-profit library associations assisting the Borough with advice on community library functions. These organizations have varying degrees of responsibility within their communities. They are:

Friends of the Palmer Library

Wasilla Library Association

Talkeetna Library Association

Willow Library Association

Sutton Library Association

Big Lake Library Association and Big Lake Library Advisory Council

A new library association has been organized in the Trapper Creek area. It is their hope to become the next library in the Borough system.

III. INVENTORY AND CURRENT STATUS (cont.)

Each library maintains a certain amount of autonomy as long as they comply with the policies established by the Assembly. Funds are held and administered by the Borough, or by the cities of Palmer and Wasilla. Use and expenditure of funds are reviewed with each library association, and by the Borough or City administration pursuant to the library powers. Staff at Wasilla and Palmer libraries are responsible to their respective city administrations. Librarians act as local administrators.

The Alaska State Library has been granting the Borough Libraries assistance grants to supplement each library's operating costs. The purpose of the state grant is to continually upgrade library services to the local communities. The amount of such funds is a function of legislative appropriations and have ranged from \$1,000 to \$10,000 per year.

The funding received the cities of Palmer and Wasilla from the Borough to support their libraries was approximately 75% of their budget needs. The percentage was based on patronage from outside city limits. Each city is also entitled to State library assistance grants. The grants account for only a small percentage of their budget needs.

Basic data on each library is summarized in Table A.

The Mat-Su College and District Court libraries are available for research use by the public. Other local library collections include:

Native Heritage Library, located at Palmer Public Library

U.S. Dept. of Agriculture Library

Mat-Su Borough School District Libraries

IV. ANALYSIS OF NEEDS

The fragmented jurisdiction, with two city libraries under city management and four operated under the Borough's powers, creates several practical operational problems and requires complicated funding arrangements. If a library system serving the entire Borough is to developed, the relationships between city and Borough libraries need to defined, and a way to provide uniform funding and administration should be explored.

There is no full time, professional library assistance available to all of the libraries.

To facilitate shared resource development, the libraries have begun to automate. Two libraries, Wasilla and Palmer are linked through their automated catalog/circulation systems. The remaining public libraries should be linked to this system.

Efforts should be made to explore the role of the Mat-Su Borough School District in borough-wide resource development and co-operation in interlibrary loan.

Generally, Borough library facilities and operations are rudimentary. City libraries are better developed. Wasilla Public Library, despite expansion, is still lacking space for adequate library service. Big Lake Community is urgently requesting a new library facility to serve growing needs. Trapper Creek is working towards becoming a Borough library. Palmer Public Library has reached capacity for storage and workspace.

V. CONCEPTS

Existing and future public libraries in the Borough should be organized into a mutually supporting system. The system should be coordinated, and include a headquarters with a professional library staff which will administer the system. The entire system, with its common automated data base and its electronic linkages among member libraries, will provide coordinated development of a full range of library services for Matanuska-Susitna Borough residents. Participation of special libraries, the Matanuska-Susitna College Library, and school libraries in the interlibrary loan system are important elements of this plan.

The system should recognize local circumstances. Maximum individuality and local control of each library should be maintained in the development of this system. Due to the fast-changing nature of the library-information field, this plan should be reviewed on an annual basis with the assistance of the Matanuska-Susitna Borough Library Board.

To best provide library services throughout the Matanuska-Susitna Borough, a five to ten year timeline for library continuation and expansion should be developed. This timeline should develop libraries within the Borough following this recommended framework:

A. CORE AREA LIBRARIES: These libraries would be located central to major population cores within the Borough as Palmer and Wasilla Libraries are today. They would be staffed with expertise, have expanded collections, and house centralized referencing services to be shared throughout the system. Administration office space should also be provided. They would generally be equipped and supplied to meet the highest feasible level of need.

V. CONCEPTS (cont.)

B. COMMUNITY LIBRARIES: These libraries would be located in small population areas of at least 400 persons and be developed along guidelines yet to be established of need and distance to core-area libraries. They could have smaller collections with only basic reference collections but would have access through computer cataloging to any material within the system. They would have at least one staff member, and regular library hours. Ideally, these libraries would be located near / or with other community services.

C. LIBRARY STATIONS: This facility could be located in a school, post office, or other community facility and consist basically of a material ordering station with access to library materials through a printed catalog, microfiche, or computer terminal. It would have supplies for ordering materials and returning them through mail or other transportation means. It would give rural areas with small populations access to the system.

APPENDIX C

Library Services in the
Matanuska-Susitna Borough

by Sonya Lyons, 1991

July 26, 1991

To: Don Moore, Mat-Su Borough Manager
Pat Wamsley, President, Mat-Su Library Advisory Board

From: Sonya Lyon, Mat-Su Library Coordinator

Re: Library services in the Mat-Su Borough

As you are aware, my grant-funded position as Mat-Su Library Coordinator is ending. I have enjoyed working with Mat-Su librarians and their staffs and hope that their cooperative efforts will continue to be supported. In parting, I'd like to share with you a few of my observations concerning current library services in the Mat-Su Borough.

Library materials (books, magazines, videos, etc.): - Overall, the Borough is lacking in both quality and quantity of materials. Several libraries still contain a large percentage of donated items, which are often in poor physical condition with outdated information. The actual number of items is also low and, where worn and dated materials have been withdrawn, the shelves are obviously bare. A library should contain a well-rounded, diverse collection of recent materials, selected with community needs in mind. Adequate book budgets and resource sharing are essential in order to provide sufficient materials.

Staffing and services: With the current, independent mode of providing library services, staffing is minimal at all libraries. Although highly motivated, library employees are often asked to perform duties beyond their abilities (both in time and expertise). Services suffer accordingly. When staffs are overextended dealing with clerical and administrative duties, there is little time left for librarianship - selecting and cataloging materials, providing reference and childrens services - let alone library cooperation and training. A re-evaluation of staff allocation, qualifications and training would result in improved services to Mat-Su residents.

Facilities and equipment: - The physical condition and layout of library structures varies from library to library. Inadequate, sub-standard shelving is a problem at several Borough libraries. Equipment age and condition is also a problem, particularly at Palmer. A long range plan for facilities & equipment is needed.

The lack of automation is a major problem. A Borough-wide, integrated system (circulation, cataloging and public access functions) was initiated several years ago. An example of library cooperation which would vastly improve public access to all library collections. However, this system (Dynix) is currently operational only at Wasilla Library. Funding to bring the other five libraries on-line was pulled by the Borough in 1986 and recent attempts for State funding failed (with a strong hint that this should be locally funded). Continuation of manual sorting and filing systems is very time consuming - an extremely inefficient use of valuable staff time and frustrating for library patrons.

Library organization and utilization: - Currently three governmental units are providing similar services - resulting in wasted, duplication of effort. Each of the six libraries separately selects, orders, catalogs and processes materials. Tasks, which if done centrally, would be much more cost effective.

Utilization of these 6 libraries varies greatly - some are consistently, heavily used while others are underutilized. These use patterns are not taken into consideration when planning staffing and hours of operation - all libraries are open similar numbers of hours.

The two city libraries provide the most cost effective library service to the majority of Borough residents. These libraries are owned and managed by their respective cities, however, they receive the majority of their funding from the Borough government. They are in the difficult, nebulous position of reporting to one governmental unit, yet financially dependent on another. They have no direct input into the Borough budget process.

The four Borough librarians report to the Borough Community Services head, who manages such diverse programs as animal control and parks as well as libraries. With scant time to spend on libraries, he provides little coordination and no professional guidance. As a result, Borough librarians have made decisions about their individual libraries in a vacuum without concern for the long range effects on other libraries. This has created situations that will be difficult and costly to correct in the future.

The Borough librarians do call on the Palmer and Wasilla librarians for professional advise and assistance and city librarians have attempted to fill this leadership void and foster cooperation (such as this inter-library cooperation grant). But, finding time to even advise is increasingly difficult and frustrating considering the city librarians' work loads and minimal staffs. The Coordinator position was a start towards filling the leadership gap, but there has been no governmental support for the continuation of this position.

CONCLUSIONS: Library services in the Mat-Su Borough suffer from lack of materials, inadequate staffing, training and facilities, as well as poor administration. The latter has resulted in duplication of effort, thus wasting the limited funds of all governmental units involved.

I strongly recommend that these governmental units (Borough and cities) review their current method of providing services and consider cooperative efforts. Explore alternative methods that take into consideration the current structure.

A FEW POSSIBILITIES:

Start a courier system to service all the public libraries - ideally, it should be tied into the existing School District Courier system (and also include the Mat-Su College Library).

Fund the automation system (Dynix) for more efficient use of staff time and improved access to all library materials in the Borough.

Contract library services to one governmental unit to facilitate:

--Consolidation of tasks - particularly technical services (selection, ordering, cataloging).

--Review library use patterns. This could result in limiting hours at underutilized facilities and shifting staff hours to more heavily used sites.

--Reorganization of staff to reflect consolidation of tasks. This would allow for the creation of a Borough library coordinator position to provide expertise, direction and leadership.

I am returning to my permanent position at the Alaska Resources Library. Please feel free to contact me regarding this report.

APPENDIX D

Suggested New Books for Long Range Planning for Libraries

SOME RECOMMENDED NEW BOOKS FOR LIBRARY PLANNING

THE RESPONSIVE PUBLIC LIBRARY COLLECTION: How to Develop and Maintain It by Sharon L. Baker. Libraries Unlimited, 1993.

THE PUBLIC LIBRARY EFFECTIVENESS STUDY: THE COMPLETE REPORT by Nancy A. Van House and Thomas A. Childers. ALA, 1993. \$22.00

WHAT'S GOOD? DESCRIBING YOUR PUBLIC LIBRARY'S EFFECTIVENESS by Thomas A. Childers and Nancy A. Van House. ALA, 1993. \$25.00.

WORKING TOGETHER: A HOW-TO-DO-IT MANUAL FOR TRUSTEES AND LIBRARIANS by James Swan. Neal-Schuman, 1992.

APPENDIX E

**Recent Contracts Between the Palmer and Wasilla Libraries
and the Mat-Su Borough**

LIBRARY SERVICES AGREEMENT

between

MATANUSKA-SUSITNA BOROUGH

and

CITY OF PALMER

THIS AGREEMENT is made between the Matanuska-Susitna Borough, a municipal corporation (hereinafter the Borough) and the City of Palmer, a municipal corporation, (hereinafter the City) for providing library services.

Section 1. Definitions. In this Agreement:

A. The term "Borough" means the Matanuska-Susitna Borough.

B. The term "City" means the City of Palmer.

C. The term "Borough Manager" means the Manager of the Matanuska-Susitna Borough or his authorized representative.

D. The term "City Manager" means the Manager of the City of Palmer or his authorized representative.

E. The term "Borough residents" shall mean all residents of the Borough residing outside the Cities of Wasilla, Houston and Palmer who reside within the Borough.

Section 2. Authority. This intergovernmental agreement is authorized pursuant to Alaska State Constitution Article 13 AND A.S. 29.35.010 (13) and is for the joint administration and exercise of library powers by the Borough and the City recognizing that the Borough library powers is a non-areawide power of the Borough.

Section 3. Services. The City shall provide total library services to all Borough residents on the same basis as provided to the residents of the City.

Section 4. Term. This Agreement shall become effective on July 1, 1988 and shall expire on December 31, 1988.

Section 5. Payment.

A. In exchange for the services described in Section 3 above, the Borough shall pay to the City \$ 96,146.50 subject to Section 9 hereafter.

B. Within 15 days following the signing of this Agreement by the Manager, the Borough shall pay the City \$ 64,146.50 of the total sum described in Section 5-A above.

C. Thereafter the Borough shall make equal monthly payments in the amount of \$ 16,000.00 commencing November 1, 1988, which shall be due on the 10th of each month.

D. The Borough shall not provide any additional compensation, payment, use of facilities, service or other thing of value other than the compensation described in Section 5-A above.

Section 6. Relationship of Parties. The City shall perform its obligations under this Agreement as an independent contractor of the Borough. The Borough may administer the contract and monitor the City's performance of its obligations under this Agreement. The Borough shall not supervise or direct the City other than as provided in this section.

Section 7. Non-Discrimination. In performing its duties under this contract, neither party may discriminate against any person on the basis of race, creed, color, religion, national origin, age, sex, or marital status or physical handicap.

Section 8. Indemnification. The City shall save and hold the Borough harmless from any claim, demand, suit or liability, including attorney's fees and costs arising from any loss, damage or injury to persons or property occurring in connection with performance of its duties under this Agreement by its employees, attorney's, officials, agents, contractors, subcontractors or suppliers.

Section 9. Financial Records.

A. The compensation described in Section 5-A above is based on seventy-five percent of all library users of the City's library services who are Borough residents and the Borough agrees to compensate the City seventy-five percent of its actual budgeted library services expenditures.

Actual Budgeted Expenditures X 75% = Borough Cost

The seventy-five percent is based on the following formula:

Total library users divided by Borough residents = % Borough Cost

B. Expenditures of funds under this Agreement shall be made by the City solely for the purpose of fulfilling the City's duties described in Section 3 above.

C. Expenditures and revenues to the same extent as may be required by law governing all other expenditures and revenues of the City, shall be independently audited annually.

D. The City shall furnish the Borough a copy of the annual audit of these funds within thirty days of the City's annual audit.

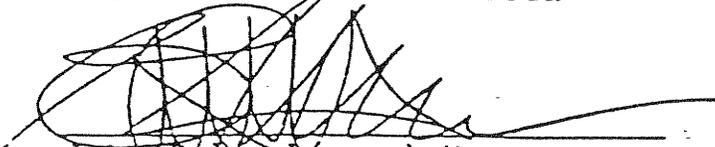
E. The City shall furnish the Borough within thirty days after the expiration of the term of this Agreement, a record of the number of Borough residents and non-Borough residents to which the City provided library services during the term of this Agreement. Such report shall be certified by the City as true and accurate. Such record shall not contain any confidential information prohibited by AS 09.25.140.

F. The Borough and City shall, within 30 days of the City's final audit and report described in Section 9-D and 9-E above, adjust the compensation described in Section 5-A above in accordance with the formulas described in Section 9-A above.

G. Any funds due the City or due the Borough under Section 9-F above shall be paid to the respective party within 15 days of the final adjustment under Section 9-F above.

Section 10. Integration. This written Agreement and any attachments embody the entire Agreement of the parties. There are no promises, terms, conditions, or obligations other than those contained herein, and this instrument shall supersede all previous communications, representations or agreements, either oral or written between the parties.

MATANUSKA-SUSITNA BOROUGH



John Dahl, Borough Manager

CITY OF PALMER



David L. Soulak, Manager

ATTEST:



Linda Dahl, Borough Clerk

AMENDMENT NO. 6

10

LIBRARY SERVICES AGREEMENT

between

MATANUSKA-SUSITNA BOROUGH

and

CITY OF PALMER

This Amendment No. 6 hereby amends the Library Services Agreement with the effective date of July 1, 1989 between the MATANUSKA-SUSITNA BOROUGH and the CITY OF PALMER as follows:

Section 4. Term. This agreement shall be for the period beginning July 1, 1992 and ending June 30, 1993.

A. In exchange for the services described in Section 3, the Borough shall pay to the City for the term of this agreement as follows:

(1) For the period July 1, 1992 through June 30, 1993, the total payment amount shall be \$212,500.

Except as herein amended, all other terms, conditions, and specifications remain the same.

Dated: 22 July 92

MATANUSKA-SUSITNA BOROUGH

By: Donald L. Moore
Donald L. Moore
Borough Manager

Dated: July 10, 1992

CITY OF PALMER

By: _____
David L. Soulak
City Manager

APPENDIX F

Mat-Su Borough Library Statistics, 1993

FY 93 MSB STATS

LIBRARY:	BIG LAKE	SUTTON	TALKEETNA	WILLOW	MSB TOTAL	PALMER	WASILLA	GRAND TOTAL
POPULATION	3,261	750	2,500	1,661	8,172	13,000	23,000	44,172
CIRC -- JUV BOOKS	18,415	2,979	4,555	6,583	32,532	34,486	80,982	148,000
% OF CIRC	80.00%	56.17%	46.69%	54.82%	64.95%	43.08%	55.54%	53.63%
CIRC -- ADULT BOOKS	4,604	2,325	5,200	5,425	17,554	45,558	64,833	127,945
% OF CIRC	20.00%	43.83%	53.31%	45.18%	35.05%	56.92%	44.46%	46.37%
CIRC BOOKS TOTAL	23,019	5,304	9,755	12,008	50,086	80,044	145,815	275,945
PERIODICALS	590	381	328	890	2,189	1,231	3,888	7,308
AUDIO TOTAL	644	186	516	617	1,963	1,072	3,534	6,569
VIDEO TOTAL	1,957	1,671	1,668	1,063	6,359	4,672	5,063	16,094
OTHER	0	204	398	51	653	41	91	785
TOTAL CIRC	26,210	7,746	12,665	14,629	61,250	87,060	158,391	306,701
CIRC PER POPULATION	8.04	10.33	5.07	8.81	7.50	6.70	6.89	6.94
ATTENDANCE	14,805	6,264	10,990	8,864	40,923	41,524	50,428	132,875
CIRC PER USER	1.77	1.24	1.15	1.65	1.50	2.10	3.14	2.31
ILLS SENT	33	25	5	34	97	2,827	415	3,339
ILLS RECEIVED	96	179	398	411	1,084	750	1,946	3,780
PROGRAMS JUVENILE	68	60	3	59	190	111	109	410
JUV ATTENDANCE	1,770	720	300	610	3,400	1,899	2,765	8,064
PROGRAMS ADULT	10	4	0	16	30	7	0	37
ADULT ATTENDANCE	65	40	0	243	348	700	0	1,048
TOTAL PROGRAMS	78	64	3	75	220	118	109	447
TOTAL ATTENDANCE	1,835	760	300	853	3,748	2,599	2,765	9,112
VOLUMES HELD BOOKS	8,894	7,701	10,790	10,697	38,082	39,000	47,706	124,788
VOLUMES GOV. DOCS	28	28	0	28	84	75	0	159
VOLUMES AUDIO	182	173	1,098	484	1,937	85	881	2,903
VOLUMES VIDEO	324	297	326	184	1,071	383	582	2,036
SUBSCRIPTIONS	30	28	40	36	134	100	96	330
TOTAL VOLUMES	9,458	8,167	12,254	11,429	41,308	39,643	49,265	130,216

LIBRARY REFERENCE QUESTION	BIG LAKE	SUTTON	TALKEETNA	WILLOW	MSB TOTAL	PALMER	WASILLA	GRAND TOTAL
832	150	520	1,716	3,218	10,348	2,300	15,866	
TOTAL BUDGET FY 93	94,197	67,079	83,840	87,215	\$332,331.00	301,718	369,565	\$1,003,614.00
STAFF (FTE)	1.4	1.2	1.2	1.2	5	5	7.5	17.5
VOLUNTEERS	19	10	0	60	89	14	30	133
VOLUNTEER HOURS	525	300	25	458	1,308	1,620	900	3,828
WORKLOAD	18,721.4285	6,455	10,554.17	12,190.83	12,250.00	17,412	21,118.8	17,525.77
COST PER CAPITA	\$28.89	\$89.44	\$33.54	\$52.51	\$40.67	\$23.21	\$16.07	\$22.72
COST PER CIRC	\$3.59	\$8.66	\$6.62	\$5.96	\$5.43	\$3.47	\$2.33	\$3.27
% OF TOTAL CIRC	8.55%	2.53%	4.13%	4.77%	19.97%	28.39%	51.64%	100.00%
POPULAT. BY CIRC %	3,589	1,061	1,734	2,003	8,388	11,922	21,690	42,000
CIRC PER CAPITA MSB					7.30			7.30
COMPILED BY ZAVORTNK	9/15/93							

APPENDIX G

Focus Group Summaries

Christenson Library Council Focus Group

Palmer/Sutton
Wednesday, August 25, 1993

Advisory Board (???)

- Detail responsibilities
- Technical advisory board
- Better representation to Assembly
- Be better organized for lobbying
- Have clear objectives
- Has been a passer of information - trying to coordinate
- Agenda has been problem brought to it.
- Agonizingly slow
- [Get plan from Pat]

A. THE PRESENT

1. What are the strengths and opportunities of the present public library structure?

Strengths	Opportunities
Total delivery to population	Continuing education
Start of automation	To have consistent funding
Cooperation and interaction	To be a model for other areas in State.
Staff - above and beyond	To enlarge where needed (Big Lake, Trapper Creek)
Good group of volunteers - backbone	Book Mobile
Focal point of community	To keep expanding and growing: space to use warm atmosphere
Each represents unique community	Public Relations
Grassroots	

2. What are the obstacles and challenges of the present public library structure?
- Funding methods
 - MONEY
 - State and federal rules and regulations - mandates
 - Can't have dedicated tax
 - User fees
 - No planning or guidance
 - Duplication
 - DeCentralization

Christenson Library Council

Focus Group

B. FUTURE

1. What do you see happening between now and the year 2000 that will probably affect library service?

- User fees
- No more borough funding
- Population growth - more demand for service
- Demand for new services - computer data base searches
- Changes in entire information industry
- More computer linkage with other types of libraries
- Lot more need for re-education and re-training
- Continued federal and state funding reductions
- Trend shift in lifestyles
- More urbanized

2. How will these affect government and library decision makers?

- High user groups - may become more vocal - not vocal now.
Average age 30 - Highest concentration of seniors.
- Growth affects demand
- Pressure to keep taxes down
- More division between those willing to pay and those unwilling
- Have to put up with abuse - destroys leadership.

3. What would your ideal of library services look like?

- Courier Service
- Coordinator
- Library lobby - on all levels
- ID decision makers on state levels
- Immediate supply of services
- Complete computerization
- Decent buildings - especially Big Lake.

C. STRATEGIES

1. What efforts on the part of the libraries will help achieve these results?

- Lobbying all year - not just budget time
- Public Relations - educate public - make sure libraries keep positive feel they have.
- Report to assembly monthly (*in person*) - keep short & simple
- Thank elected officials for what IS given.
- Give staff support
- Use liaison to Assembly
- Invite elected officials to observe library
- Develop support groups at each location.

THERE IS A FEAR OF LOBBYING

Christenson Library Council

Focus Group

3. What could/should be done in:
 - a. organizing support services?
 - workshops on lobbying.
 - system for decision making
 - somebody in place to make decisions
 - formalize board
 - b. extending automated systems capabilities?
 - Commitment to upgrade computerization
 - lobby for more state money
 - continue maintenance of system
 - Find matching funds
 - c. initiating cooperative efforts with other types of libraries?
 - Coordinator - really critical
 - Need identified group implementing coordination
 - Advisory board more integrated between borough and cities (government) and more structured.

D. WRAP-UP

1. Any Comments
 - a. What questions did you expect?
 - What other funding sources are there?
 - b. What questions do you have?
2. If you have additional thoughts later, please contact us:

John and Ann Christenson
Christenson Library Counsel
115 Broad Street
Mankato, MN 56001

Phone (507) 345-4034
FAX (507) 345-6267

Christenson Library Council

Focus Group

Big Lake, Houston, Willow, Talkeetna
Wednesday, August 25, 1993

A. THE PRESENT

1. What are the strengths and opportunities of the present public library structure?

Strengths	Opportunities
Palmer/Wasilla - mechanism for coordinating	Good start on automation. Opportunity to fully utilize sources.
Pretty good coverage of Borough population	More closely coordinate programs
Networking between the librarians	CIP's
Good rapport between all libraries	Long range planning
Good core groups of supporters	
All try to address needs of communities	

2. What are the obstacles and challenges of the present public library structure?

- MONEY
- No long range planning
- Areawide vs non-areawide
- No uniform payment system or ownership
- Politics
- Demands of growing population
- Public unawareness
- Lack of space
- Lack of warmth - assumption everybody *knows the ropes*.
- Lack of communication between boards/borough and cities
- Need for rules & fines - protect assets

B. FUTURE

1. What do you see happening between now and the year 2000 that will probably affect library service?
- Big Lake will have a new library
 - Local bonding vs State funding for facilities
 - Population growth - increase in demands
 - Changing technologies - information explosion

Christenson Library Council

Focus Group

- Total automation
 - Possible core/central library
 - Institution of fees for service
 - Trapper Creek into system
2. How will these affect government and library decision makers?
- Technology requires capital investment
 - Restricted operating budgets
 - Areawide vote on libraries (making power areawide)
 - Too heavy expectations for Palmer/Wasilla (inequitable funding)
 - Make them aware of problems. Don't Assume!
3. What would your ideal of library services look like?
- Standard Operating Policy for all libraries
 - Little data system you can call in from home
 - Adequate facilities
 - Total automation
 - Coordinator
 - Bookmobile
 - Book Planes
 - Space to upgrade
 - Courier
 - Trained staff and continued education
 - School/Public library coordination

C. STRATEGIES

1. What efforts on the part of the libraries will help achieve these results?
- Educate the Assembly
 - Establish funding process - both in and out of cities
 - Educate the public
 - Make facilities welcoming - reach out to adults
 - Public relations
 - Long Range Plan
 - Go to Senior Centers
 - Use volunteers
2. What can the Cities and Borough do to bring about the desired results:
- Encourage more funding from State.
 - More mandates from state
 - Have borough wide funding (referendum has to pass in both cities and borough)
 - Facilitate a long range plan
 - Libraries develop
 - Lobbying on all levels
 - System of standards for libraries (tiered system)
 - Quit fighting and stick to decisions

Christenson Library Council

Focus Group

3. What could/should be done in:
- a. organizing support services?
 - Need for coordinator (mending, courier, central purchasing, processing)
 - Big Board be more involved
 - Use of floaters
 - Standardize services
 - b. extending automated systems capabilities?
 - As much as possible
 - Keep it current
 - Money
 - Use one system
 - Commitment to maintain
 - c. initiating cooperative efforts with other types of libraries?
 - Access to University libraries by automation
 - Putting public libraries administration (Dept. of Education [School District])
 - PROTECT THE FUNDING (would this make them secondary?)
 - Historical libraries
 - Coordinator and staff

D. WRAP-UP

1. Any Comments
- Go to Assembly at non-budget time
 - They need to see faces
 - Lobby cities
 - Need teeth to get books returned
 - Need Borough-wide policies
- a. What questions did you expect?
 - b. What questions do you have?
2. If you have additional thoughts later, please contact us:

John and Ann Christenson
Christenson Library Counsel
115 Broad Street
Mankato, MN 56001

Phone (507) 345-4034
FAX (507) 345-6267

Christenson Library Council Focus Group

Wasilla
Thursday, August 26, 1993

A. THE PRESENT

1. What are the strengths and opportunities of the present public library structure?

Strengths	Opportunities
Heading in the right direction: Cooperation	Opportunity to grow with increased population
Well used	
Community Ownership of Library	
New people really like them	
Really serve their own communities	
ILL's	
Service majority throughout the Borough	
Technology and facilities are good (computer network)	
2 major libraries in retail centers	
Desire among all librarians to work together	
Dedicated staff and knowledgeable	

2. What are the obstacles and challenges of the present public library structure?

- Population increase - \$
- Money
- Operating with restricted budgets
- Community^{COOPERATION} between governing agencies
- Marketing - educating public
- Communication between library and assembly
- Educating assembly
- Lack of policies regarding service and automation
- Long range planning
- Coordination with schools

Christenson Library Council

Focus Group

B. FUTURE

1. What do you see happening between now and the year 2000 that will probably affect library service?

- Rapid changes in technology - on-line data bases
- Sharing software
- How information is delivered
- Population growth - clash between old/new
- User fees from Anchorage
- Facility needs (ADA, space, collection development, staffing)
- Completion of 4-lane
- Fastest growth: Average age 30, concentration of seniors
- Decreased federal and state funding
- Career changing - re-training, continued education, job search

2. How will these affect government and library decision makers?

- Vocal minority gets its way (changing)
- Need mechanism for on-going communication
- Emphasizes need for long range planning
- Facilities design
- More funding needs
- Increased pressure on funding agencies

3. What would your ideal of library services look like?

- A long range plan in place
- Adequate facilities
- Complete the automating
- In-service training ongoing
- Objective formula for funding
- Self checkout
- Meeting and program space
- Home based dial-in access
- Bookmobile
- Courier
- Borough Library Coordinator
- Data base access for patrons
- Inter-connectedness between different types
- Definition of Boards
- More educational opportunities for general population
- Bigger periodical collection
- Sound collection development

Christenson Library Council

Focus Group

C. STRATEGIES

1. What efforts on the part of the libraries will help achieve these results?

- Lobbying - local, state, federal
- Reaching a common goal
- Organized support groups
- Education of elected officials and of the public
- Develop a skills inventory among supporters and staff

2. What can the Cities and Borough do to bring about the desired results:

- Provide more money
- Clearly define responsibilities
- Have a fair, equitable funding mechanism
- Areawide? Service areas?
- Build a strong central library
- Communication among all cities and the Borough

3. What could/should be done in:

a. organizing support services?

- Hire a Borough coordinator
- In-service continued education for staff
- Hiring standards (include school district)
- Centralized processing and repairs
- Negotiate with school for courier service
- Coordinate activities (public, schools, college)
- Organize support groups (direction, training, goals)
- Is this a job for Borough Board?
- Shift role of friends groups to advocacy

b. Extending automated systems capabilities?

- Fiberoptic link
- Add lines
- On-going staff training - especially small libraries
- Better facility for system
- Commitment to maintenance

c. Initiating cooperative efforts with other types of libraries?

- Get school, public, and college librarians together to plan
- Enlisting and educating administration
- One coordinator for public and schools

Christenson Library Council

Focus Group

D. WRAP-UP

1. Any Comments

- Be sure direction continues to strengthen and improve all the libraries.
- Establishment of service area. ex. Big Lake, Houston, and Wasilla area have assessed valuation of \$860,000,000; Proposed FY 93 budget for Big Lake and Wasilla was \$475,000 which would equal approximately .5 mil levy to fund.

a. What questions did you expect?

- Expected more discussion about facilities
- Need to find a solution for Wasilla NOW
- What, where, how big, what role
- Has to be functional and practical
- Concern about safety at present library

b. What questions do you have?

2. If you have additional thoughts later, please contact us:

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Library funding has been a contentious issue for longer than most residents can remember.

From 1979-1985 a funding agreement between the Matanuska-Susitna Borough and the Matanuska-Susitna Library Association, which was dissolved in 1982, dictated the level of borough contribution for city libraries at 75% of each library's budget. This was based on the percentage of library patrons who lived in the borough, outside of city limits.

From 1985-1993, the borough funded about 60% of the Wasilla Public Library's budget. In 1993, the borough decreased its contribution by almost half.

In an attempt to resolve the dispute of which entity should pay for what in regards to library service, on October 9, 1999, representatives from the Matanuska-Susitna Borough Assembly and administration, the Mat-Su Borough Library Board, the Palmer and Wasilla city councils, the Palmer mayor and city manager, the library directors and library advocacy groups attended a library issues workshop to discuss funding, governance, and facility issues. The outcome of this meeting was the decision to establish a formal Borough-City funding formula to allow for better planning and service of library services for all borough residents. Furthermore, the consensus among those assembled was to continue to maintain city operation of the city libraries. Although a funding formula was developed, and agreed upon by all parties, it was only used for two funding cycles. In the third funding cycle, the borough issued block grants to the cities in the same amount as the previous year. In the fourth funding cycle (FY08), the borough reduced each block grant to the cities by 20% and has stated that it will continue to reduce funding by 20% per year until it reaches zero.

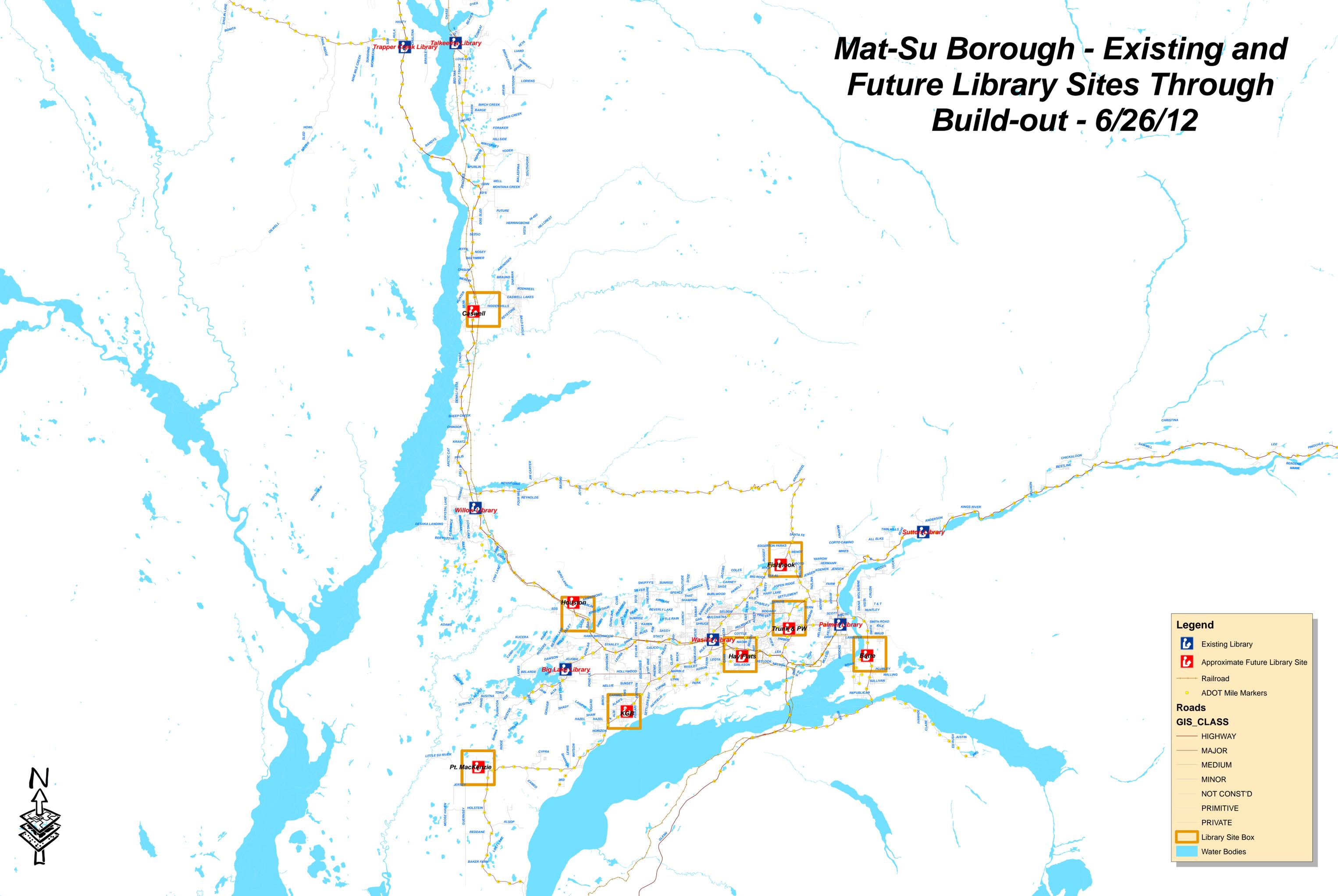
In order to make up for the shortfall from the block grant, the cities proposed charging non-city borough residents \$20 per card. Although the idea was proposed, neither city council instituted a non-resident for library use.

In an effort to resolve the "funding problem", the cities and the borough, along with interested library supporters, met regularly starting in January 2007. At one point it was suggested that libraries become an areawide power, and the borough lease the two city libraries back to the respective cities. An exhaustive analysis, compiled by a joint City and Borough Libraries Task Force, concluded that additional cost to the borough of taking on the city libraries would be at least \$1.6 **million**. The cost to the borough to maintain the libraries at the FY08 level would be \$2.6 million. The decision made by the committee was to take this information back to the respective city councils so that they could make an informed decision regarding library funding. As a result, the Wasilla City Council, under Ordinance Serial Number 08-06, embraced the Wasilla Public Library as a

city function and declared that maintaining library powers is in the best interests of the residents of the city.

The Mat-Su Borough Library Board recognizes the majority of the Borough population resides in and around the Wasilla and Palmer libraries. Also, the positive relationship created through the city libraries membership in the Mat-Su Borough Library network warrants a reconsideration by the Borough Assembly to reinstate the funding formula supporting the library services provided by the city libraries to non-city borough residents.

Mat-Su Borough - Existing and Future Library Sites Through Build-out - 6/26/12



Legend

- Existing Library
- Approximate Future Library Site
- Railroad
- ADOT Mile Markers

Roads

GIS_CLASS

- HIGHWAY
- MAJOR
- MEDIUM
- MINOR
- NOT CONST'D
- PRIMITIVE
- PRIVATE

- Library Site Box
- Water Bodies



Total Registered Patrons	11,989	
Total Mat-Su Borough Resident Patrons	9,234	77% of Palmer patrons are Mat-Su Borough Residents
Total City of Palmer Resident Patrons	2,755	
New Library Users	75	

Statistics:

Patron Visits/Count	8,345	April is typically a slow month
Reference Questions	1,241	
Library Computer Sessions	1,693	
WIFI Sessions	1,308	
Circulation	11,356	(PPL items checked out at both PPL & other libraries)
Circulation	10,538	(JLC items checked out to Palmer Patrons)
Magazine circulation	789	
Take Home Paperbacks	250	
Inter Library Loans:	9 Incoming	13 Outgoing
Volunteers	19	152.75 Volunteer Hours
College Intern	67 hours	10 hours a week Last month of college intern

Programs:

Children's Programs	22 Events	758 Participants
Class Visits	2 Events	62 Participants
Young Adult Programs	3 Events	50 Participants
Adult Programs	5 Events	53 Participants
Total Library Programs	32 Events	923 Participants

<u>Community Events</u>	<u>14 Events</u>	<u>328 Participants</u>
Total Programs and Community Events	46 Events	1,251 Participants

Total Totes sorted 221

MSLN 153 Mat Su Library Network Libraries (7 libraries)
 MSB 88 (MSB 5 Libraries) Wasilla 50
 Total JLC Totes sorted 68 These are totes with PPL items going between JLC libraries.

Postage: Total \$362.89 with 216 items mailed

Bills: 63.70 Bills sent 130
 ILLs: \$58.89 ILLs sent 21
 JLC items: \$236.38 JLC items sent 62
 Misc: \$3.92 items sent 3 (returns, thank you notes, funding requests, etc..)

Mat Su Library Board: Beth Skow and Janel Gagnon (Palmer MSLB Rep.) attended the Mat Su Library Board meeting at the Big Lake Library April 16th. The MSLB worked on their board presentation to the MS Assembly.

Joint Library Network (JLC): Three new libraries joined the JLC – Soldotna Public Library, Seward Community Library & Museum, and Haines Borough Public Library. This shared catalog has over 3.5 million items, many of which will be accessible to our patrons.

Palmer Public Library Statistics

May 2016

Total Registered Patrons	12,097	
Total Mat-Su Borough Resident Patrons	9,323	77% of Palmer patrons are Mat-Su Borough Residents
Total City of Palmer Resident Patrons	2,774	
New Library Users	108	

Statistics:

Patron Visits/Count	8,497	
Reference Questions	1,098	
Library Computer Sessions	1,662	
WIFI Sessions	1,268	
Circulation(PPL items)	10,679	JLC
Circulation	9,959	(JLC items checked out to Palmer Patrons)
Magazine circulation	539	
Take Home Paperbacks	234	
Inter Library Loans:	12 Incoming	14 Outgoing
Volunteers	16	99.65 Volunteer Hours

Programs:

Children's Programs	19 Events	600 Participants
Class Visits	19 Events	600 Participants
Young Adult Programs	4 Events	100 Participants
Adult Programs	4 Events	21 Participants
Total Library Programs	46 Events	1,321 Participants

Community Events 13 Events 304 Participants

Total Programs and Community Events 59 Events 1,625 Participants

There were no children's programs in May while we gear up for the Summer Reading Program and conduct school class tours. It is however when schools and daycares are invited to tour the library with Katie holding a story time, an introduction to the library and question and answers. There were 5 different schools with several classrooms that visited the library with over 460 students.

Total Totes sorted 223

MSLN 161 Mat Su Library Network Libraries (7 libraries)

MSB 105 (MSB 5 Libraries) Wasilla 56

Total JLC Totes sorted 62 These are totes with PPL items going between JLC libraries.

Postage: Total \$314.98 with 213 items mailed

Bills: \$63.21 Bills sent 129

ILLs: \$72.76 ILLs 25

JLC items: \$171.66 JLC items sent 49

Misc: \$7.35 items sent 10 (returns, thank you notes, funding requests, etc..)

Grants: Katie Schweisthal applied and received an Early Literacy Outreach grant from the State of Alaska. The AK State Library awarded Palmer Public Library with a board book grant. We received 33 new titles with a total of 85 new board books. This included duplicate titles of the popular board books. Board books are intended for infants, babies and toddlers.

Computer Training: Joy Bailey held her third and final computer training class May 23rd with 6 in attendance. The computer class evaluations have been outstanding. The classes have caught on and are limited to 6 students per class, due to the number of lap tops available for training. This is the last class that will be offered at the Palmer Library due to her acceptance of a full time position at the Willow Public Library.

Training: On May 17th MSLN library staff attended the MSLN yearly training session in Wasilla. Training included hints and tricks using Workflows and Enterprise.

On May 9th, Katie Schweisthal attended the Library Journal Professional Development hosted a leadership training in Anchorage. It was an excellent opportunity to explore what leadership is and looks like with in the library sector. Two powerful impressions she was left with were that leadership isn't about titles. It's an attitude and a choice. Second, remembering "why" is important. It's important to know why you're doing what you're doing so that you remain aligned with your goals and vision for the library. It's also important to explain "why" when asked by staff or patrons so that they, too, can have a better idea of the library's values. The time spent discussing and sharing was invaluable for our library because it served as reassurance to boldly embrace what our community desires.

Book Sale: The Friends of the Palmer Public Library was May 5 through May 7th. Over \$700.00 was raised.

Radio Free Palmer: On Wednesday, May 25th, Katie Schweisthal will have the opportunity to join Judy Gette on Big Cabbage Radio's monthly book club. Judy is kind enough to invite the library on air to discuss popular books in an attempt to spotlight our Summer Reading Program. This year we will discuss, *Most Dangerous: Daniel Ellsberg and the secret history of the Vietnam War* and *Incarnate*. Both books are targeted toward young adults and address different aspects of society. These books were chosen not only because of their content, but also because they appeal to a broad spectrum of readers.

Beth Skow and Katie Schweisthal guest hosted on Radio Free Palmer talk show May 27th. They discussed the up and coming Summer Reading Program.

Mat Su Library Board: Beth Skow attended the MSLB meeting in Trapper Creek on May 21. This is the last meeting until August. The Board talked about updating the strategic plan since it has not been approved by the MSB and does not include the new libraries.

Total Registered Patrons	12,257	
Total Mat-Su Borough Resident Patrons	9,445	77% of Palmer patrons are Mat-Su Borough Residents
Total City of Palmer Resident Patrons	2,812	
New Library Users	160	

Statistics:

Patron Visits/Count	11,015	
Reference Questions	1,543	
Library Computer Sessions	2,178	
Website hits	104,620	
WIFI Sessions	1,159	(Issues month of June the WIFI modem)
Circulation(PPL items)	14,513	
Circulation	13,339	(JLC items checked out to Palmer Patrons)
Magazine circulation	802	
Take Home Paperbacks	286	
Inter Library Loans:	5 Incoming	5 Outgoing
Volunteers	40	Volunteer Hours 407

Programs:

Children’s Programs	28	Events	1,025	Participants
Class Visits	8	Events	127	Participants
Young Adult Programs	3	Events	35	Participants
Adult Programs	4	Events	17	Participants
Total Library Programs	43	Events	1,204	Participants

Community Events	10	Events	302	Participants
Total Programs and Community Events	59	Events	1,506	Participants

Summer Reading Program (SRP) started June 6th. We are half way through our program and have 827 people registered. The break down is 501 kids, 128 teens and 198 adults. We have about 30 teen volunteers assisting with registration, programs, and prizes. We host Baby Lap Sit and Story Time weekly as well as programs for kids ages 6-12. To date, we’ve had programs with AK Fish & Game, AK Wild Bird Rehabilitation Center, a Pet Parade, and the Mat Su Miners. SRP was represented in the Colony Days Parade by walking and handing out promotional goodies. The Geocache challenge (originally planned for teens) has been going really well and all ages show interest in the program. To supplement the teen program, we also hosted visits from Dr. GPS and American Red Cross. The SRP program is funded by the Friends of the Palmer Public Library as well as various community organizations like: Moose Lodge, Masons, Kiwanis, Subway and Healthy Futures.

Palmer Public Library Website pplak.org: The library website was created in February 2015 by contracting with HOSTGATOR as the website host which provides the platform for the website to be built and maintained. The website was created and maintained by two-part time level 2 library assistants. In 2015 there were 822,008 hits, there have been 572,616 hits to the website in 2016 alone, with 104,620 in June.

Facebook page: Friends of the Palmer Public Library Facebook page reaches over 3,000 people along with 10 organizations that readily share the Friends pages. (Alaska’s Kids, Alaska Kids Don’t Float, Early Childhood Partnership

of Mat-Su, Mat Su Valley News, Mat-Su What To Do, Mat-Su Valley News, Thrive Mat-Su, What's Happening in the Mat SU Valley).

Training: Quality Customer Service Training was provided on June 10th from UAF Cooperative Extension for 6 hours to 11 library staff. The training touched on meeting patron needs and solving problems along with how to talk to patrons under distress. The training was interactive and allowed the staff to talk about how they handle situations and how to improve or change what they are doing.

Postage: Total \$303.75 with 173 items mailed

Bills: \$40.67 Bills sent 85

ILLs: \$29.40 ILLs 10

JLC items: \$222.32 JLC items sent 57

Misc: \$11.36 items sent 23 (returns, thank you notes, funding requests, etc..)

Total Totes sorted 235

MSLN 111 Mat Su Library Network Libraries (7 libraries)

MSB 173 (MSB 5 Libraries) Wasilla 62

Total JLC Totes sorted 68 These are totes with PPL items going between JLC libraries.