

Auburn Public Library Advisory Board

January 18, 2022 at 10:00 a.m.

Library Program Room

- I. Call to Order and Roll Call
- II. Minutes of December 21, 2021 – action item (approval)
- III. Citizens' Communications
- IV. Correspondence and Communications
 - a. Display Concern
- V. Monthly Policy Review
 - a. Collection Management Plan – action item (recommendation)
- VI. Director's Report, Statistics, and Financials – Library Management Team
- VII. Board Development
 - a. Digital Services Update – Brandon Rowland
- VIII. Parks, Recreation, and Culture Master Plan – Discussion
- IX. Annual Meeting
 - a. Election of Officers for 2022
- X. Announcements
- XI. Adjournment

Auburn Public Library Advisory Board

Karen Herring, Chair

David Housel, Vice-Chair

Marcia Boosinger | Betty Burgess | Bonnie MacEwan

Auburn Public Library Advisory Board Minutes from December 21, 2021

The Auburn Public Library Advisory Board met at 10:00 a.m. on Tuesday, December 21, 2021, in the Library Program Room. The following individuals were present:

Board Members	Karen Herring, Chair Marcia Boosinger Betty Burgess Bonnie MacEwan
APL Staff	Tyler W. Whitten, Library Director Ashley Brown, Public Services Librarian Manager Cynthia Ledbetter, Engagement and Outreach Librarian Brandon Rowland, Digital Services Librarian

The meeting was called to order by Board Chair Herring at 10:04 a.m.

APPROVAL OF MINUTES

- The minutes of the November 16, 2021 meeting were distributed to Board members in advance of today's meeting. MacEwan moved to approve the minutes as written. Boosinger seconded. The minutes were approved unanimously.

CITIZENS' COMMUNICATIONS

- There were none.

MONTHLY POLICY REVIEW

- The Confidentiality of Library Records policy was slated for review this month. Library staff did not recommend any changes, and no one posed any questions related to the draft. Burgess moved to recommend adoption of the draft as written. MacEwan seconded. None opposed.
- The Collection Management Plan is slated for review in January 2022, and Whitten introduced a revised draft at this meeting for initial discussion.
 - Whitten noted that the draft includes new language related to the procedure governing the reconsideration of library materials.
 - The new draft would ask an individual who wishes to challenge a title in the Library's collection to
 - include their full name, library card number, and current address in their request, and
 - review the work to be reconsidered in its entirety.
 - Board members also suggested that the individual should meet standard residency requirements, in terms of the Library's primary service area.
 - The additional suggestion will be added to the draft for review at the next meeting.

- In other sections, Board members suggested neutralizing language to avoid mentioning specific review sources, etc., as these may change over time, and a variety of sources will be used at any given time.
- In the Fiction section, Board members suggested clarifying how we determine which novels qualify as “important novels of the past,” where selection decisions are concerned.
- In the Collection Maintenance section, Board members suggested removing the reference to in-house use statistics, as staff stated that these are no longer officially tracked.
- A copy of the policy documents will be attached to the minutes.

DIRECTOR'S REPORT, STATISTICS, AND FINANCIALS

- Whitten and the Library Management Team presented the Board with a statistical report, a financial summary, and an update on Library activities.
 - Ledbetter noted that several one-off programs in October substantially raised program attendance for that month, thus leading to lower overall attendance for November, a month which focused on regular programs.
 - Herring mentioned appreciation for having the Boykin circulation figures broken out.
 - Whitten mentioned that a donation from Back Booth Books and the remaining funds from the Inclusive Internship Initiative grant are being used to fund the first collection purchased specifically for the Boykin Community Center micro-library. Titles are being selected based on feedback from the directors of Auburn Day Care and Joyland, both of which reside at Boykin.
 - Rowland noted that usage of the study room is increasing, and he mentioned that we experienced a good turnout for the tablet training for seniors at the Boykin Center. Another session is being planned for January 2022.

BOARD DEVELOPMENT

- Whitten prepared and presented an update on where the Library stands with regard to the recommendations in the Parks, Recreation, and Culture Master Plan, which was completed in 2018.
- This discussion served as an introductory session for the process of building feedback that the Library Advisory Board and staff have been asked to provide for the City Council as we approach the FY2023-FY2024 budget cycle.

ANNUAL MEETING PREPARATION

- Herring appointed herself and David Housel to serve as the nominating committee to present the nominees for Chair and Vice Chair of the Library Advisory Board in 2022.
- Herring noted that she and Housel are the outgoing officers and are not eligible for election in the coming term.

ANNOUNCEMENTS

- Whitten announced that the Library Board agendas, minutes, and packets are now available for FY2022 on the website.
- Rowland announced that Vega Discover, the Library's new search interface for patrons, is live and provided a demonstration. An official rollout is expected in January.

ADJOURNMENT

- There being no further items of business, the meeting adjourned at 11:17 a.m.

Respectfully submitted,

Tyler W. Whitten

Confidentiality of Library Records

Account Access by Third Parties

Information regarding the Library materials an individual patron uses is confidential and will not be divulged to another individual or to any agency unless the Auburn Public Library is presented with a court order to do so.

Account Access and Updates by Patrons

Requests from Library patrons for personal account access and updates (renewals, holds, etc.) may be made through a variety of means, including but not limited to email and telephone, provided that the communication offers acceptable verification of the patron's identification, such as an email sent from the account associated with the patron's registration or the patron providing verbal documentation of contact information. Library staff will make this determination, as appropriate.

Tyler Wade Whitten

From: Tyler Wade Whitten
Sent: Thursday, January 13, 2022 5:06 PM
To: Harrison Machen
Cc: Megan McGowen
Subject: RE: Concern Regarding Displayed Books in the Youth Section

Mr. Machen,

Thanks for your email.

The Auburn Public Library serves a diverse community of residents, and we acknowledge that every Auburn resident will not connect with all that the Library has to offer, but we try to have something for everyone. When any patron makes a request for materials, we do our best to find something to meet that need, and we would be happy to work with you to select and acquire additional titles that are representative of what you would like to see in the Library collection. Further, we strive to be inclusive when building and maintaining all library displays, and we work to ensure that they represent a variety of viewpoints demonstrative of the range of community tastes. As materials circulate, the makeup of displays will fluctuate, and staff work to refresh them and maintain variety. If you have a question about the titles featured on a library display, please speak with a staff member. We will gladly work with you to find resources that are meaningful for you and your family, whether that's something already in the collection or something we need to acquire.

The *Who is/was* series you referenced is written for children ages 8-12 or grades 3-7 and covers a range of public figures, both past and present. For example, we have the entry covering Ronald Reagan in our youth collection. As this series is intended to introduce children to the field of biography and biographical writing, we have classified its entries among the youth materials. Again, we keep diversity of viewpoints in mind as we build that collection. Where access to information is concerned, Library staff strive to provide a variety of information to the community without judgment, and we work from the philosophy that only parents can make decisions regarding what is appropriate for their own children.

In order for us to build a great library collection for Auburn, we need input from the entire community. Please let us know what we can add to our collections to enhance the Library's offerings and appeal for you.

If you would like to discuss this further, please contact me.

Sincerely,
Tyler



Tyler W. Whitten, MA, MLIS | Library Director
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From: Harrison Machen <harrisonmachen@gmail.com>
Sent: Saturday, January 8, 2022 2:49 PM
To: Tyler Wade Whitten <twhitten@auburnalabama.org>
Cc: Ron Anders <randers@auburnalabama.org>
Subject: Concern Regarding Displayed Books in the Youth Section

Good afternoon Mayor Anders and Mr. Whitten,

Recently, I have noticed that there are several books from the "Who Is" series on prominent display in the Youth Section. Several of these books feature extremely liberal figures such as RuPaul, Gloria Steinem, AOC, etc. My main concern is the display of RuPaul. If a child grabs that book and then starts asking a parent about why the man on the cover is a woman in the mirror, it introduces a topic prematurely before a parent has the ability to present the subject at the time of their choosing. It is unnecessarily and needlessly being thrust upon us. That kind of material would be best housed outside of the Youth Section.

Additionally, there have been several occasions where LGBTQ material is lined near the corridor where you walk into the Youth Section from the main part of the library where children will see the material before going in.

It is interesting that the library feels free to promote that ideology, but there is no book featuring the other side such as Clarence Thomas, Ronald Reagan, Laura Bush, etc. (If it is available, I have yet to see it displayed in the same manner.)

As a taxpayer who has calculated the number of days I have to work each year simply to pay my tax bill, it is frustrating knowing that part of my time and money is being used by the City to promote a certain political agenda onto children.

Thank you for your time.

Harrison Machen

Collection Management Plan [DRAFT ; 12.21.2021]

Purpose of the Collection Management Plan

The Collection Management Plan is intended to provide guidance, within budget and space limitations, for the selection and evaluation of materials which anticipate and meet the needs of the Auburn community. It directly relates the collection to the Library's Mission Statement and defines the scope and standards of the collection.

As the community changes, the Library will reassess and adapt its collection to reflect new and differing areas of interest, concern, and formats. This plan will periodically be evaluated and revised as necessary to provide guidance for implementing changes throughout the collection.

Philosophy of Collection Management

In support of its mission, the Auburn Public Library fully endorses the principles documented in the Library Bill of Rights and the Freedom to Read Statement of the American Library Association. The Library upholds the right of the individual to access information without restriction, even though the content may be controversial, unorthodox, or unacceptable to others. Materials available in the Library present a diversity of viewpoints, enabling citizens to make the informed choices necessary in a democracy.

Through effective collection management, the Auburn Public Library is committed to the following:

- meeting the information needs of the Auburn community,
- assisting individuals in achieving intellectual growth and enjoyment of life to the fullest through recreational reading, listening, and viewing,
- supplementing formal study and encouraging informal self-evaluation and learning,
- stimulating thoughtful participation in the affairs of the community, the country, and the world by providing access to a variety of opinions on matters of current interest, and
- connecting readers of all ages and audiences with resources arranged to facilitate effective and appropriate discovery through browsing.

Intellectual Freedom

The Auburn Public Library functions as a provider of information on many topics, levels, and opinions. To meet its goals and objectives, the Library must protect the freedom of all to choose their own information in their preferred format. The responsibility of the Library is to serve the entire community, not to promote - and above all, not to censor - any particular political, moral, philosophical, or religious conviction or opinion.

Patrons with concerns about the content of any library materials will be asked to follow the steps outlined in the section of this plan entitled Reconsideration of Library Materials.

Scope of the Collection

The primary responsibility of the Auburn Public Library is to serve the residents of Auburn by providing a broad choice of materials to meet their informational, educational, cultural, and recreational needs. Materials are selected to aid individuals, groups, and organizations in attaining practical solutions to daily problems and to enrich the quality of life for all community members. Major emphasis is placed on educational and recreational needs; therefore, a broad choice of print and non-print materials is selected to accommodate the diversity of reading levels and interests of users of all ages.

The interests and needs of the actual and potential users of the Auburn Public Library are continually evaluated so that the Library has a collection reflecting the community that it serves. While the Library serves the basic reference needs of the community, budget and space limitations, as well as local needs, preclude the Library from duplicating the specialized and comprehensive collections that exist elsewhere in the immediate area. Access to these collections is provided through interlibrary loan and direct referral.

Responsibility of Collection Management

Ultimate accountability for managing library collections rests with the Library Director, who routinely delegates responsibility for aspects of selection and deselection to professional library staff.

Selection Criteria

The general criteria listed below apply to the selection of all materials for the Auburn Public Library. Materials are evaluated as complete works and not on the basis of a particular passage. A work will not be excluded from the Library's collection solely because it represents a sensitive aspect of life, a frankness of expression, or controversial subject matter. Not all titles selected will meet all of the criteria listed, but will meet at least one of the following:

- public demand and interest
- timeliness and/or significance of the subject
- reviews in professionally recognized sources
- local or community relevance
- authority and competence of the author and/or reputation and standing of the publisher
- contribution to diversity, depth, or breadth of the collection
- effectiveness and suitability of format, durability, and ease of use
- replacement of lost or worn copies or updating of outmoded information
- support of the Library's mission

Purchase requests made by library patrons are an important consideration in materials selection. Titles suggested for purchase are subject to the same selection criteria as other materials and are not automatically added to the collection. It is the Library's intent that suggestions for purchase be used to help Library staff in developing a collection that serves the needs of the community.

Widely diverse points of view, including controversial and unorthodox subjects, will be available in the collection. Inclusion in the collection does not imply Library approval or agreement with the contents. The Library Advisory Board and the Library Director recognize that some materials are controversial and that any given item may offend some patrons. Selections will not be made on the merits of any anticipated approval or disapproval but solely on the merits of the work in relation to building the collection and to serving the interests of all the Library's patrons.

Self-Published Works

In addition to previously stated selection criteria, self-published works must also meet two of the following special criteria in order to be considered for addition to the library collection:

- availability for purchase through a vendor with which the Library has an established purchasing relationship
- reviewed positively in professional literary or trade journals or other industry-respected sources
- patron demand
- appearance on nationally recognized bestseller lists
- local significance (local author or local subject)
- award-winning title
- popularity of styles, authors, characters and/or series in the existing collection
- significant online buzz, including social media or crowd-sourced reviews

Selection Tools

The Auburn Public Library uses the following resources when selecting materials for the collection:

- professional journals
- trade journals
- subject biographies
- publishers' catalogs and promotional materials
- reviews from reputable sources
- popular and news magazines
- related websites and commercial websites

Gifts for the Collection

The Auburn Public Library encourages monetary gifts by groups or individuals, foundations, corporations, etc., for the purchase of materials. The Library Management Team, through the Collection Development Librarian, will select materials for the collection that fall within needed subject categories. Monetary gifts to the collection may be designated as memorials or honoraria. Gift additions must meet the same selection criteria as other purchased materials and are subject to the following limitations:

- The Library retains unconditional ownership of the gift.
- The Library Management Team makes the final decision on the use or other disposition of the gift.
- The Library reserves the right to decide the conditions of display, housing, and access to the materials.
- Gift materials will not be tracked beyond the means necessary for established statistical purposes.
- Donations of money designated for the periodicals and newspapers collection are accepted in lieu of actual subscriptions. These contributions offset the high cost of periodical subscriptions and maintain the continuity of subscriptions from year to year.
- Donors of the funds may suggest subjects or titles to be acquired with their donation, but the Library reserves the right of final decision.

The Library offers memorial and honorary bookplates that can be attached to materials purchased with money donated for this purpose.

Because of the cost of handling special collections, the Library reserves the right to evaluate such collections individually. Groups or collections of materials cannot necessarily be kept together.

Duplication of Material

Multiple copies of materials are purchased in response to patron demand as evidenced by number of holds, anticipated popularity, repeated requests, and monitoring of the collection. For popular fiction and non-fiction titles, the Auburn Public Library strives to maintain a ratio of one (1) copy for every five (5) holds placed on specific titles by library patrons; however, exceptions may be made depending on demand, timeliness, and availability.

Fiction

The Library's collection includes a wide variety of contemporary works of fiction representing all genres, international works, and important novels of the past, such as those held in support of local school curricula. The Library places emphasis on acquiring fiction that is representative of the diverse community that it serves and satisfying the range of interests and recreational needs of its users.

Because of the volume of new fiction published each year, very few titles will be collected retrospectively. Exceptions will be made for new editions or translations of essential classic titles or to replace missing or worn copies of works with enduring popularity. Special emphasis is given to providing multiple copies of high-demand titles in order to fill patron requests as quickly as possible.

Non-Fiction

The Library aims to acquire materials that provide core knowledge in a variety of topics, with emphasis placed on materials representative of current community interests. In addition, the Library selects, makes accessible, and promotes the use of materials that seek to do the following:

- address contemporary issues
- provide self-help information
- facilitate continuing education
- enhance job-related knowledge and skills
- increase knowledge of affairs of the community, the country, and the world
- support business, cultural, recreational, and civic endeavors in the community
- nourish intellectual, aesthetic, creative, and spiritual growth
- present different viewpoints on issues
- celebrate local history, persons, and events

Large Print

The large print book collection strives to meet the needs of visually impaired patrons. Emphasis is placed on popular fiction, including mysteries and westerns, along with high interest non-fiction, such as biographies and health-related materials.

Periodical Collection

The print collection of newspapers and magazines provides current and retrospective information aimed at meeting the research and recreational needs of the community. The collection also contains periodicals that serve the professional reading needs of the Library staff. Periodicals supplement the book collection by providing up-to-date information, covering current topics not yet available in books and presenting a less in-depth treatment of a subject than is usually found in books.

The periodical collection consists of a diversity of publications in fields that are of current interest to the community. It includes basic and popular reading magazines and a small selection of business, trade, financial, and local publications. Journals that are highly technical or scholarly are generally not included in the collection. In addition to magazines, the collection includes a selection of newspapers published locally and nationally.

Within a limited retention model, back issues of some magazines and newspapers are available.

Reference Collection

The Library maintains a small collection of reference materials to satisfy the need within the community for information that cannot be readily obtained through digital resources. Reference sources typically summarize or give a comprehensive overview of a topic, and they remain in the Library to be readily available to all patrons. Selection criteria of particular importance for reference sources are the following:

- accuracy
- arrangement
- ease of use
- uniqueness of information
- authority
- documentation and indexing
- demonstrated need for the specific title or information therein

As part of the reference collection, the Library provides Auburn residents with information on local government actions, services, and programs. Additionally, reports produced by the City of Auburn are made available for public review. Depending on the nature of the content, some of these materials will become a standing part of the collection, while others will be discarded when no longer in demand.

Certain literary works and educational materials may be designated as non-circulating and utilized in the Library to support library programs.

Textbooks

Recognizing the responsibility of schools and universities to provide access to required textbooks for their students, the Auburn Public Library does not acquire textbooks required for school curricula. The Library may elect to acquire textbook-style works in order to provide broad or introductory coverage in high-interest subject areas if other survey materials are not available.

Media

The Library's goal is to provide a collection of instructional, educational, and recreational-based audio and visual materials that will enhance the Library's existing fiction and non-fiction collections. The media collection will follow the same selection and deselection criteria as other library collections.

Periodically, new forms of media are introduced and are studied carefully to assess their suitability for public library use. Sufficient time is given to properly determine whether they will receive lasting and widespread acceptance before they are adopted by the Library.

Digital Resources

Digital resources consist of content that is accessed via computers and mobile devices. These resources are often referred to as databases or as online or electronic media.

The Library collects a variety of digital resources that may include some or all of the following:

- full-text periodicals
- reference sources
- images
- electronic books, both textual and audio
- streaming video

Through digital resources, the Library aims to extend access to library information, as patrons can access these collections within or beyond the physical library facility. The electronic format enables increased usability of library resources and improved searching and interactivity. Because these resources expand the depth and breadth of the collection, the need to purchase some resources in a physical format is alleviated.

When selecting digital resources, Library staff will evaluate the following in addition to the criteria employed for the collection at large:

- compatibility of the content and/or software with popular electronic devices
- ease of use
- usage restrictions
- ownership/licensing of the content and usage models
- possible impermanence of the technology
- relationship of the resource to the print collection
- availability of remote access
- quality of technical support
- usage statistics

Reconsideration of Library Materials

The Auburn Public Library Advisory Board and Library Management Team recognize that the Auburn Public Library serves a community with diverse interests and needs. To that end, the Library strives to build a collection that will entertain, enlighten, inform, and inspire our patrons. At the same time, the Board also recognizes the right of citizens to question materials that have been purchased for the Auburn Public Library collection.

The Auburn Public Library has developed the following procedures for the reconsideration of library materials.

A patron who objects to a particular title in the Library collection may express their concerns to a staff member. At this point, the patron may be referred to the supervisor on duty or a member of the Library Management Team, who will explain the Library's Collection Management Plan.

If the patron still objects to a particular title in the Library collection, the patron may state their opinions and concerns in writing and request a formal reconsideration of the title in question. The patron will be asked to submit a Request for Materials Reconsideration, which will be routed to the Library Management Team for review.

In order for a Request for Materials Reconsideration to be processed, the Library Advisory Board and the Library Management Team require the following:

- that the person requesting the reconsideration be a registered library patron who meets standard residency requirements
- that any Request for Materials Reconsideration include the patron's full name, library card number, and current address
- that the patron has reviewed the work to be reconsidered in its entirety

Upon submission, the Library Management Team will review the patron's request and assemble a review committee consisting of three (3) librarians, including the Collection Development Librarian, who will serve as Chair. The review committee will examine and evaluate the material in question in its entirety to determine whether or not the title was selected in accordance with the Library's Collection Management Plan.

The Library Director will review the committee's recommendation and respond to the patron in writing to inform them about the status of the material in question and to explain the review committee's reasoning behind their decision. The Library Director will inform the Library Advisory Board about the matter at their next regular meeting.

If the patron is not satisfied with the decision reached by the review committee, they may express their concerns during Citizens' Communications at the next regular meeting of the Auburn Public Library Advisory Board. Upon hearing the patron's concerns, the Board may elect to conduct their own evaluation as to whether or not the title was selected in accordance with the Collection Management Plan and then rule on whether the title should be retained as is, reclassified, or removed.

The decision of the Library Advisory Board shall be considered final.

Collection Maintenance

The Auburn Public Library collection is continually maintained and evaluated through deselection of unused, outdated, outmoded, and worn materials. The systematic removal of materials from the collection, or deselection, is an important component of total collection development. Ongoing evaluation of materials is necessary in order to maintain a current, accurate, and inviting collection. Deselection improves the accessibility of the remaining materials, enhances the appearance of the collection, and helps improve the overall circulation of materials. Maintenance of the Library's collection through constant re-evaluation by the Library staff ensures its usefulness and relevancy to the community. This evaluation depends heavily on the professional expertise of the Library staff in assessing the needs of the community in relation to the content of the collection.

Library materials are discarded for one or more of the following reasons:

Usage/Age

- infrequent circulation
- outdated or inaccurate information
- wear or damage

Value/Quality:

- subject matter is no longer of current interest or historical or literary significance
- lack of community or regional interest
- availability of better materials in the field
- physical appearance/condition relative to other factors of importance
- multiple copies of a title no longer in demand

Space Allocation:

- relative to other factors, the material is occupying space that could be utilized more effectively

Deselected materials cannot be reserved. These items become surplus property and will be discarded at the discretion of the Library Director and/or the Collection Development Librarian.

Replacement

Replacement of deselected materials is not automatic. The decision to replace is influenced by the following factors:

- popular interest
- adequacy of coverage in the subject area
- significance of the subject area to the community
- cost and availability of the title
- availability of space

Director's Report

Program of Work Updates through December 31, 2021

1. ACCESS & DELIVERY

- a. Enhance the patron experience by reducing barriers to materials and services.
 - i. Implement the Vega Discovery layer for our Polaris automation system to introduce next generation patron experiences in finding resources.
 - 1. October 2021 – The initial installation of Vega was completed during the week of October 18. Configuration and staff training are pending.
 - 2. November 2021 – Software administrators at the Library participated in administration training conducted by the vendor's training staff, and front-line Library staff attended end user training. We are tentatively planning for a public launch the week of January 10, as we continue to hone functionality and give additional staff an opportunity to view training webinars.
 - 3. December 2021 – Library staff have done the background work to get Vega ready for public introduction in January. Front line staff have attended training sessions, and management staff have participated in meetings with the vendor to prepare.
 - ii. Develop welcoming, patron-focused messaging for regular service point interactions, such as patron registration.
 - 1. October 2021 – The Public Services Management Team met for initial discussion and are creating a plan to launch this program.
 - 2. November 2021 – No updates at this time.
 - 3. December 2021 – The Public Services Management Team is working through what form

this goal might take and the areas that should be further developed. This project might include elements of Vega that are forthcoming, including a new patron registration journey and email communication package. Launch will occur at some point after that workflow is reviewed. Management staff also met with vendors that offer a variety of communication tools to enhance the patron experience.

- iii. Establish a service point at the Boykin Community Center, featuring a Public Services office hour once per week.
 - 1. October 2021 – The Public Services Management Team met for initial discussion, and they have set a tentative rollout date of January 2022, after a planning period in the fall.
 - 2. November 2021 – The Public Services Management Team continues to plan for this service, with a tentative launch date of January 19.
 - 3. December 2021 – This program will launch on January 19, with one hour on Wednesdays at 11:00am. The effectiveness of this time slot will be analyzed, and the time will be adjusted, if necessary.
- iv. Create tutorial videos and video user guides to assist patrons in navigating the Library and accessing collections.
 - 1. October 2021 – Digital Services and Engagement and Outreach discussed how the Library has utilized the City of Auburn YouTube platform in the past, as the videos will likely be hosted there. Library staff will work with the Office of the City Manager to determine best practices for organizing information on the platform.
 - 2. November 2021 – Digital Services and Engagement and Outreach plan to ask staff for

feedback regarding needed topics and will work toward producing a video for a January launch.

3. December 2021 – Digital Services plans to acquire a Camtasia license to make screen recording more efficient and improve our ability to produce instructional videos for the community. Initial videos will likely focus on Vega Discovery and cloudLibrary.
- v. Expand the Books by Mail pilot program to approximately fifteen (15) individuals. Develop guidelines and explore feasibility for a public rollout.
1. October 2021 – The team is currently researching the policies of other libraries, in preparation for developing a policy that will guide our service. Additionally, team members have contacted a local assisted living facility to explore a partnership for expanding the pilot program this year.
 2. November 2021 – No updates at this time.
 3. December 2021 – The team has selected fifteen participants for this phase of the project, and the team is working with administrative personnel at a local assisted living facility to develop a partnership. This will include patron registration for those participants who do not have library cards.
- vi. Explore the feasibility of implementing automated materials handling (AMH) through discussions with potential vendors and a grant application.
1. October 2021 – After an exploratory meeting with an AMH vendor, the cost estimate submitted was excessive and would have provided a poor return on investment, plus the proposed design did not meet Library needs. We are waiting on further feedback from the vendor and exploring other options.

2. November 2021 – After investigation and several discussions, we have determined that automated materials handling is not a sound investment for the Library at this time. The high cost of the associated equipment and software would yield a low return on investment, particularly given that our existing team of Library Aides perform these functions with great efficiency. The concept will continue to be evaluated as needs change and additional Library locations are being planned.
 3. December 2021 – This item is complete, pending further review as needs and resources evolve.
- vii. Continue the process of developing new safety and security procedures to ensure that patrons and staff have clear guidance in challenging situations.
1. October 2021 – No updates at this time.
 2. November 2021 – No updates at this time.
 3. December 2021 – Public Services and Digital Services met to discuss relaunching this project. They will reconvene the team and look to begin soon.
- viii. Enhance technology assistance to patrons by pursuing one (1) Microsoft Office Associate certification for 50% of the staff by September 2022. Eligible programs include Excel, Outlook, PowerPoint, and Word.
1. October 2021 – Currently, four staff members have obtained certification. Several additional staff members are now pursuing certification through independent study options.
 2. November 2021 – No updates at this time.
 3. December 2021 – Several staff members finished certifications during December 2021 and are now Microsoft certified associates in Excel, with one staff member achieving expert certification. Additional staff members are testing for their certifications in January 2022.

b. Assess patron technology needs and implement resources and services to address deficiencies.

i. Implement cloud-based management of the public access computers by upgrading to the latest functionality offered by our vendor.

1. October 2021 – We met with Information Technology staff and our software vendor to discuss the implementation plan. We are currently in the queue for installation.
2. November 2021 – No updates at this time.
3. December 2021 – Our vendor continues to work through their queue of installations, and we are tentatively slated for implementation in February 2022.

c. Establish more usable spaces for learning, studying, collaborations, and public meetings.

i. Conduct an internal pilot program to gauge best practices for study room use by small groups of up to four (4) people.

1. October 2021 – We have observed the study room being requested for a variety of activities, with most sessions being individuals who need a quiet space for videoconferencing.
2. November 2021 – Traffic has increased in the small study room, and we are fielding requests from groups of sufficient size that the study room would not provide adequate space. We are considering the impact of allowing the Conference Room to be used for groups of 5-10 people during the trial period. We are also exploring the implications of making the wall monitor available to those using the rooms.
3. December 2021 – The study space trial continues to go well. Staff are experiencing an uptick in same-day requests, as well as requests to use the technology installed in the rooms, such as the

large screens. Currently, users are required to mirror their own laptops with a hardline connection. Library staff will explore options to make this process more accessible. Recently, our first larger group met in the Conference Room.

- ii. In conjunction with the display team, enhance the décor in the youth area to increase engagement and provide for improved learning opportunities.
 - 1. October 2021 – Staff are brainstorming ideas for enhancing the appeal of the youth area. The solar system model is experiencing good engagement, and artistic skills present among staff members are proving valuable in creating ideas for the chalk wall.
 - 2. November 2021 – No updates at this time.
 - 3. December 2021 – The Auburn City Schools recently installed their popular display of student art, now located in the youth area.
- iii. Continue to work with the Teen Advisory Board (TAB) to develop engaging, welcoming, and functional teen spaces, services, and programs.
 - 1. October 2021 – The TAB members have submitted schedules that detail when they are available for volunteering with duties such as shelving and shelf reading. Next, the staff mentors will arrange a meeting with the TAB to discuss the next steps and determine times for training sessions.
 - 2. November 2021 – Members of the TAB have completed their training sessions for shelving and shelf reading so that they can begin assisting staff with these duties. From this group, nine volunteers will begin serving in one-hour shifts in January 2022.
 - 3. December 2021 – TAB mentors are working to train volunteers to assist with collection maintenance duties in consultation with Materials

Management and starting with shelf reading. Following this, volunteers will begin assisting with shelving. Mentors will coordinate with the Collection Development Librarian to determine needs.

d. Increase collection visibility and discoverability by employing retail merchandising techniques.

i. Explore ways to maximize the potential of the atrium and marketplace shelving to showcase popular resources and facilitate patron discovery.

1. October 2021 – The Display Team continues to target popular genres and subjects to be featured. Based on recent deselection activities, Materials Management is working with the team to create a display of items that have experienced lower circulation in an attempt to generate interest. Digital Services is developing an idea to aid in item discovery by linking curated lists to QR codes.
2. November 2021 – No updates at this time.
3. December 2021 – The Library Management Team is discussing ideas to boost circulation of physical audio/visual materials, such as signage encouraging patrons to request titles that are meaningful to them.

2. COLLECTIONS, PROGRAMS & OUTREACH

a. Expand breadth, depth, and diversity of patron-driven and inclusive physical and digital collections.

i. Research community wants/needs and develop a plan to implement a pilot program of unconventional collections in FY2022 and beyond.

1. October 2021 – Staff have a working list of possible implementations from the chalk wall

poll. Next, the team will pick two of these and implement those collections, then monitor results.

2. November 2021 – We are preparing to implement our first unconventional collections with a C-Pen Reader, for those with dyslexia, and a Lingo Pen, which aids in translation, along with a selection of board games.
3. December 2021 – We have received C-Pen Lingo and C-Pen Reader devices, and staff are working to develop procedures in preparation for introducing those devices for public use. Teen Advisory Board Mentors are working with the TAB to determine which board games are of most interest as a first step toward launching that collection.

ii. Ensure that physical resources get to patrons faster by implementing shelf-ready collections processing through our vendors.

1. October 2021 – Materials Management is beginning to receive orders from our primary vendor that are pre-processed, and these are getting to patrons much more quickly, with minimal adjustments needed. Staff are now beginning the configuration process with other vendors.
2. November 2021 – Materials Management, with assistance from Digital Services, is continuing the process of configuring processing parameters with remaining vendors.
3. December 2021 – Shelf-ready collections that are in place are working well to improve efficiency and reduce the amount of time needed to get new materials into circulation. Materials Management and Digital Services are working to complete the setup with remaining vendors.

- iii. Build the Library's collection of popular nonfiction in Korean.
 - 1. October 2021 – No updates at this time.
 - 2. November 2021 – Materials Management is gathering input from the Korean community regarding subjects of interest and is preparing to request a quote.
 - 3. December 2021 – No updates at this time.
- iv. Explore the addition of a language learning platform to the Library's digital offerings by FY2023.
 - 1. October 2021 – Digital Services will contact potential vendors to arrange a time for demonstration sessions.
 - 2. November 2021 – Library staff are currently reviewing trial subscriptions for three potential vendors, and Digital Services is gathering feedback. As there is a significant difference in cost among the vendors, return on investment will be examined closely.
 - 3. December 2021 – Deliberation is ongoing. Digital Services is still polling staff for preferences among the vendors featured in the recent review and determining overall value among the offerings.
- v. Explore the feasibility of expanding the Library's LinkedIn Learning platform to the Auburn community in FY2023.
 - 1. October 2021 – Digital Services met with the vendor to discuss options and pricing for expanding the platform to library patrons.
 - 2. November 2021 – Digital Services has a quote for adding community access to our LinkedIn Learning subscription, and we will include the anticipated cost in our recommendations for the FY2023-FY2024 budgeting process.
 - 3. December 2021 – Digital Services has obtained price quotes, and we will include this

implementation in the budget request for FY2023, maintaining our enterprise subscription for staff training, while adding the public access component.

b. Expand breadth, depth, and diversity of relevant and needed programs and outreach initiatives.

i. Collaborate with Auburn City Schools to provide relevant eBooks and other digital resources.

1. October 2021 – No updates at this time.
2. November 2021 – Engagement & Outreach plans to reach out to local media specialists to determine how the Library can help meet needs.
3. December 2021 – Engagement and Outreach is tentatively planning to launch this dialogue and project in February 2022.

ii. Explore collaborations to develop one or more bilingual early literacy and family engagement programs.

1. October 2021 – Engagement and Outreach has contacted Auburn University to partner, and they are looking to spring and summer semesters for launching this initiative.
2. November 2021 – Multi-lingual and family story time programs are scheduled for February, and these will include time to socialize. Also, we will host community English classes on Tuesdays in April.
3. December 2021 – No updates at this time.

iii. Continue to build relationships with groups in residence at the Boykin Community Center with the goal of better meeting their needs with regard to Library resources, and explore outreach opportunities.

1. October 2021 – Library staff are working with the Boykin Center to develop a host of programs. We will launch this initiative by providing training for

seniors on the tablet computers recently purchased by the Community Services Department with grant funds.

2. November 2021 – Several Library staff members conducted a tablet computer training class for the senior group at the Boykin Center. Digital Services is currently working with the group's coordinator to schedule a second session in the coming weeks.
 3. December 2021 – After two successful visits, staff who coordinate the activities of the senior group have informed Digital Services that they would like to continue Library visits for technology assistance on a regular basis. Library staff will incorporate this request into overall partnership plans.
- iv. Explore developing a suite of programs focused on financial literacy and economic opportunity.
1. October 2021 – Engagement and Outreach has a Budgeting 101 session planned for January 2022 that is marketed to ages 16 and up.
 2. November 2021 – No updates at this time.
 3. December 2021 – No updates at this time.

3. MARKETING & COMMUNICATIONS

- a. Maximize effectiveness of existing marketing resources and explore the development of new assets and programs to raise public awareness of Library resources, programs, and services.
 - i. In partnership with the Office of the City Manager, launch Library-specific social media channels to expand the Library's social media presence.
 1. October 2021 – Engagement and Outreach is working to build a calendar of posts for the next three months and is tentatively planning for a

December launch of the Library-specific social media channels.

2. November 2021 – Library-specific social media channels launched on December 1 with Facebook and Instagram. We are currently working to build followers through regular posting.
3. December 2021 – Library-specific social media channels are gaining traction and are fully functional. We currently have approximately 170 followers on Facebook and 200 on Instagram. Public Affairs staff will be adding links to our channels on the Library homepage.

b. Develop and implement marketing strategies to attract new users.

- i. In conjunction with the Auburn Public Library Foundation, explore hosting pop-up library card registration and engagement events in a variety of locations.
 1. October 2021 – No updates at this time.
 2. November 2021 – The APL Foundation will hold an annual meeting and elections in January 2022, and additional events will be discussed once the new Executive Board is seated.
 3. December 2021 – No updates at this time.

One Year Comparative Summary	Dec-20	Dec-21	% Change
Collection			
Circulation - Adult Print	8,110	8,444	4.12%
Circulation - Adult Audiovisual	2,091	1,607	-23.15%
Circulation - Teen Print	1,172	1,227	4.69%
Circulation - Youth Print	13,597	17,368	27.73%
Circulation - Youth Audiovisual	199	414	108.04%
Circulation - Other	5	0	-100.00%
Digital - Adult	5,641	6,780	20.19%
Digital - Teen	379	408	7.65%
Digital - Youth	415	430	3.61%
Total Digital Circulation	6,435	7,618	18.38%
Circulation Boykin		14	
Total Circulation	31,609	36,678	16.04%
Items Borrowed via Self-Checkout	9,729	10,545	8.39%
% of Circulation via Self-Checkout	87.45%	90.00%	2.92%
Total Database Hits	6,836	6,292	-7.96%
Requests Filled	2,438	1,364	-44.05%
Borrowers			
Borrowers Added	113	164	31.10%
Total Borrowers	23,618	21,105	-11.91%
Borrowers Active	2,343	2,878	18.59%
% of Borrowers Active	9.92%	13.64%	27.27%
Reference Questions	3,299	2,723	-21.15%
Boykin Borrowers		43	
Active Boykin Borrowers		4	
% of Boykin Borrowers Active		9.30%	
Programming			
Adult Programs	4	1	-75.00%
Teen Programs	2	3	50.00%
Elementary Programs	0	8	
Early Literacy Programs	48	105	118.75%
General Audience Programs	1	3	200.00%
Onsite Events	14	65	364.29%
Off Site Events	2	9	350.00%
Virtual Events	39	46	17.95%
Total Programs/Outreach Events	55	120	118.18%

Nov-21	Dec-21	% Change
8,360	8,444	1.00%
1,946	1,607	-17.42%
1,182	1,227	3.81%
19,947	17,368	-12.93%
446	414	-7.17%
0	0	
6,651	6,780	1.94%
446	408	-8.52%
502	430	-14.34%
7,599	7,618	0.25%
38	14	-63.16%
39,480	36,678	-7.10%
12,487	10,545	-15.55%
91.00%	90.00%	-1.10%
7,025	6,292	-10.43%
1,731	1,364	-21.20%
157	164	4.27%
21,127	21,105	-0.10%
2,972	2,878	-3.27%
14.07%	13.64%	-3.15%
3,085	2,723	-13.29%
42	43	2.33%
4	4	0.00%
9.52%	9.30%	-2.37%
12	1	-91.67%
2	3	50.00%
29	8	-72.41%
84	105	25.00%
3	3	0.00%
44	65	47.73%
31	9	-70.97%
55	46	-16.36%
130	120	-7.69%

On Site Attendance	487	862	77.00%
Off Site Attendance	23	163	608.70%
Virtual Attendance	177	52	-70.62%
Total Attendance/Participation	687	1,077	56.77%
Visitors			
Visitors	7,045	7,893	12.04%
Website Page Views	6,944	8,594	23.76%
Unique Website Users	4,116	4,909	19.27%
Study Room Bookings		10	
Study Room Hours		25	
Technology			
Computer Use (Hours)	814.00	1,163.00	42.87%
Computer Use (Logins)	1,230	1,538	25.04%

1,053	862	-18.14%
541	163	-69.87%
64	52	-18.75%
1,658	1,077	-35.04%
7,666	7,893	2.96%
8,900	8,594	-3.44%
5,095	4,909	-3.65%
2	10	400.00%
4	25	525.00%
1,223.00	1,163.00	-4.91%
1,571	1,538	-2.10%