



BOARD OF TRUSTEES OF THE INDIANOLA PUBLIC LIBRARY

November 9, 2021

5:45 PM

Indianola Public Library - Meeting Room B

Agenda

- 1. Call to Order**
- 2. Public Comment**
- 3. Agenda Approval**
- 4. Minutes Approval**
 - A. Minutes from October 2021 Meeting*
- 5. Unfinished Business**
 - A. Building Assessment
- 6. Financial Reports**
 - A. Approve Monthly Claims*
 - B. Review Financial Reports
- 7. New Business**
 - A. Policy Review: Sex Offender Policy*
 - B. Policy Review: Collection Development*
 - C. Policy Review: Reconsideration of Materials*
 - D. 2022 Library Closure Schedule*
 - E. Charles Ginter Memorial
- 8. Reports**
 - A. 2021 Public Survey Results
 - B. Director's Report
 - C. Library Statistics
 - D. Library's Annual Report
- 9. Friends of the Library Report**
- 10. Agenda Items for Next Meeting**
- 11. Trustee Comments**
- 12. Adjourn**

**Indianola Public Library
Board of Trustees Meeting Minutes
October 12, 2021**

(This meeting was held remotely using Zoom and in person. The meeting was made open to the public via reserved space at the IPL as well as a public comment form.)

Present: Library Director Michele Patrick, Andy Brittingham, Colleen Willmott, Emmett Konrad, Tom Smith, and Melanie Hundertmark. **Absent:** Cyd Dyer and Sally Van Dorin.

The meeting was called to order by President Andy Brittingham at 5:45 p.m.

There were no public comments.

An agenda was approved (motion Colleen Willmott; second Emmett Konrad).

The minutes from the September 14, 2021 meeting were approved (motion Colleen Willmott; second Tom Smith).

The board reviewed Chapter 13: Library Law and Legal Matters.

Financial Reports:

Monthly Financial Reports were reviewed. Monthly Claims were approved (motion: Colleen Willmott; second Melanie Hundertmark).

Unfinished Business:

Policy Review: Code of Conduct. Motion was made by Emmett Konrad, seconded by Tom Smith that the phrase “wearing inappropriate or insufficient clothing” be removed. Motion carried 4-1, with Willmott voting against the change.

New Business:

Library Piano: The library was approached by Paula Schultz about donating the baby grand piano to the Indianola High School’s Music Department. Any discussion will be tabled until it is determined if there will be a building referendum.

Policy Review: Genealogy Research: Motion made by Colleen Willmott, seconded by Melanie Hundertmark to increase the research fee to \$14.00 per hour. Motion passed.

Director’s Report: The library dinos participated in the Log Cabin Days Parade and it was a success. IPL librarians attended the Iowa Library Association’s Annual Conference in Des Moines. Thirty Wonderbooks have been added to the children’s collection. There is a plan to add 15 more each quarter. The library has contracted with the Formation Group to conduct a building assessment. The cost of the assessment will be \$4,500 and a budget amendment has been submitted to the city.

Monthly Statistics: Monthly statistics were reviewed. Circulation is continuing to increase especially in comparison to 2019 statistics. Attendance at programs is slowly increasing.

Building Report: Andy Brittingham reported that there was a steering committee meeting on September 21st. They are hopeful that a building referendum could be on the ballot in March.

Friends Report: Shayla Rabe was elected as the President and Meg Kissner as the Vice President.

Agenda Items for Next Meeting: Approval of Holiday Hours

The meeting was adjourned at 6:45pm. (motion: Colleen Willmott; second: Melanie Hundertmark)

Respectfully submitted,

Colleen Willmott



Invoices for Board Meeting

November 9, 2021

Vendor	Amount	Description of services or goods
Air-Con Mechanical	\$979.50	Service call
Amazon	\$1,374.63	craft supplies, DVDs, unboxed & loot box goodies, books, other materials and supplies
Baker and Taylor	\$3,150.78	Books
Baker and Taylor Entertainment	\$120.93	DVDs
Baker and Taylor Spoken Word	\$131.18	Books on CD
Brick Gentry	\$60.00	Review of Code of Conduct Policy
Alison Brown	\$52.35	ILA expenses
City of Indianola (IMU)	\$1,438.67	Utilities
Dave Bunch Piano Service	\$95.00	Piano tuning
Formation Group	\$4,050.00	Library Study
Iowa Poetry Association	\$9.00	Lyrical Iowa subscription
MidAmerican Energy	\$14.18	Natural Gas
Niche Academy	\$1,800.00	Annual Subscription
Michele Patrick	\$68.25	ILA expenses
Jody Ross	\$53.51	ILA expenses
6-ft Geek	\$1,495.00	janitorial services and supplies
Springer Pest Control	\$83.00	Pest management
TRM Disposal	\$106.00	Trash removal
Wells Fargo	\$452.78	General Fund Total: \$452.78 See statements for details

Total: **\$15,534.76**

Approved

Date

Approved

Date

Budget Summary



Personnel	Oct	Year-to-Date	YTD Budget	Variance	Budget	% Spent
Salaries	44,692.54	130,816.00	118,159.00	(12,657.00)	354,477.00	36.90%
Benefits	14,873.22	51,028.97	57,356.33	6,327.36	172,069.00	29.66%
TOTAL	59,565.76	181,844.97	175,515.33	(6,329.64)	526,546.00	34.54%

Collection	Oct	Year-to-Date	YTD Budget	Variance	Budget	% Spent
Print	50,001.62	16,034.92	24,666.67	8,631.75	74,000.00	21.67%
Digital	0	6,960.76	4,995.00	(1,965.76)	14,985.00	46.45%
Special	165.16	827.14	1,466.67	639.53	4,400.00	18.80%
TOTAL	50,166.78	23,822.82	31,128.33	7,305.51	93,385.00	76.53%

Operations	Oct	Year-to-Date	YTD Budget	Variance	Budget	% Spent
Repair/Maint	3,882.95	6,922.03	5,291.67	(1,630.36)	15,875.00	43.60%
Operations	4,364.10	62,282.96	49,442.67	(12,840.29)	148,328.00	41.99%
TOTAL	8,247.05	69,204.99	54,734.33	(14,470.66)	164,203.00	42.15%

TOTAL	Oct	Year-to-Date	YTD Budget	Variance	Budget	% Spent
TOTAL	117,979.59	274,872.78	261,378.00	(13,494.78)	784,134.00	35.05%

Capital Improvement Plan

	Oct	Year-to-Date	Budget	% Spent
Lighting	0	0	30,000.00	0.00%
Boiler	0	0	60,000.00	0.00%
TOTAL CIP	0	0	90,000.00	0.00%

MEMORANDUM

7.A.

To: Board of Trustees of the Indianola Public Library
From: Michele Patrick, Library Director
Date: November 9, 2021
Subject: Policy Review: Sex Offender Policy*

Recommendation: Review and approve the Registered Sex Offenders Policy

The Registered Sex Offenders Policy was adopted in 2009, and although there haven't been changes to it since, enough time has passed that a legal review seemed appropriate.

The City of Indianola's attorney's review:

I reviewed and made only the change on the cite to the Iowa Code. Otherwise, it looks good and is in accordance with the Iowa law.

Amy S. Beattie

 **BRICK GENTRY PC**
We put clients first. **BRICK GENTRY PC**

Attachments: 1. Registered Sex Offenders Policy

Registered Sex Offenders

In accordance with Section 692A.113¹ of the Code of Iowa, the Library Board of Trustees prohibits the presence of sex offenders convicted of offenses against minors upon or within 300 feet of library property without written permission of the library director.

The library director may only give written permission for use of the library following a thorough review by the police department, including a background check relative to the applicant's offender status.

The issuance of a library card to individuals who have been convicted of a sex offense involving a minor does not grant those individuals permission to enter the library or to be present on library property. Individuals convicted of a sex offense against a minor must follow proper library procedures and policies to request and obtain written permission to be on library property, regardless of whether they possess a valid library card.

Offenders barred from library property under the law remain entitled to library service. It is the responsibility of the offender to arrange for a courier to select, check out, and return materials to the library through possession of the offender's card.

Offenders barred from library property under the law will not be served by the library's homebound delivery service.

If an offender disagrees with the decision of the library director, which involves the interpretation or administration of the policy, the offender may appeal the decision in writing to the library board. Such appeal may only be at a meeting in which a quorum is present. Violations of this policy will be immediately reported to law enforcement.

Adopted 07/09; Reviewed 2/12; Reviewed 2/15; Reviewed 12/18; Reviewed 10/21

¹ Amy Beattie from Brick Gentry updated Iowa Code reference from "692A Title 16" to "692A.113"

MEMORANDUM

To: Board of Trustees of the Indianola Public Library
From: Michele Patrick, Library Director
Date: November 9, 2021
Subject: Policy Review: Collection Development*

Recommendation:

- 1) Approve suggested changes to the Collection Development policy
- 2) Remove the current Reconsideration of Materials policy

Library staff are in the process of conducting a thorough review of the Collection Development Policy and reconsideration process and are waiting for additional resources from the American Library Association's Office for Intellectual Freedom. In the interim, a few changes have been suggested. It is expected that any further recommendations will be submitted for consideration at the December meeting.

Attachments: 1. POLICY Collection Development

C. Circulation

Collection Development Policy

Purpose Statement

The Collection Development Policy exists to guide librarians in the selection of materials and to inform the public about the principals behind collection decisions.

Collection Goals

Materials selected for the collection will meet the current and long-term needs of Indianola and area residents of all ages and abilities for information, education, discovery, and recreation.

Criteria for Selection

1. Merits of a work in relation to the needs and interests of the community
2. Popular demand, particularly concerning books on the bestseller lists for which there is a persistent local demand.
3. Longevity of public interest
4. Representation of a range of subjects and views in varying formats and reading levels
5. Cost to acquire and maintain the material. Poor quality of materials or inability to endure public usage may disqualify otherwise suitable materials
6. Budget and physical space may restrict the acquisition of materials

Purchasing materials does not include endorsement of their contents by the Indianola Public Library or City of Indianola.

Access

1. Censorship is an individual matter. While an individual or group is free to reject material, no one shall restrict access to the rest of the community.
2. Selection of materials is not restricted by the possibility that children may obtain materials their parents consider inappropriate. Responsibility for children rests solely with their parents or legal guardians.
3. Guiding principles of this policy are the American Library Association's Library Bill of Rights and Freedom to Read Statement.

Commented [MP1]: Suggested substitution: While a person may reject materials for themselves and their child(ren), they may not exercise censorship to restrict access to the materials by others.

Responsibility for Selection

- 1. Responsibility for collection development lies with librarians who apply professional knowledge, experience, and the criteria of this policy.
- 2. Ultimate responsibility rests with the director who operates within the framework of policies determined by the Library Board of Trustees.

Collection Maintenance

- 1. To ensure the collection remains up-to-date and relevant to the community’s needs, it is the responsibility of assigned librarians to reevaluate the usefulness of materials in the collection.
- 2. Materials that are badly worn, damaged, or are no longer used will be removed.
- 3. Materials withdrawn will be recycled, donated, or sold with proceeds benefiting the library.

Public Input

- 1. Patron suggestions will be considered using the selection criteria.
- 2. Gifts and donations are subject to these same selection criteria.

The Library Board recognizes that the diversity of the collection may offend some patrons. A procedure outlined in the Reconsideration of Materials Policy was developed to communicate public concerns

Related Policies

- Reconsideration of Materials
- Gifts and Memorials
- Bill of Rights Statement
- Freedom to Read Statement

Adopted 5/00; reviewed; 1/02, reviewed 11/07; reviewed 2/12; reviewed 6/16; revised 8/20

Commented [MP2]: Suggested substitution: Any Indianola resident who objects to the presence or absence of a work may do so by completing a Statement of Concern About Library Resources form, which may be obtained in person at the library. The director will consider the request and respond to the complainant. If the complainant wishes to appeal the director’s decision, they may do so by asking for an appeal to the Library Board of Trustees

Commented [MP3]: Delete

Reconsideration of Materials Policy

Commented [MP1]: Discontinue this policy

Purpose Statement

The Reconsideration of Materials Policy outlines the procedure used when a resident wishes to communicate concerns or request the removal of an item from the library.

Policy Goals

The goals of this policy are to provide residents with a fair process to request the removal of items from the collection and to provide transparency regarding how the Library evaluates these requests and makes decisions.

Eligibility

1. In order to submit a reconsideration request, the requestor must be eligible for an Indianola Public Library card.
2. Anonymous complaints or requests from groups or organizations will not be considered.

Procedure

1. Submit a Reconsideration Form to the library director.
2. The director will use the criteria outlined in the Collection Development Policy to evaluate the request and respond in writing within 10 days of receiving the form.
3. If the requestor is not satisfied with the response, the requestor must contact the director within 10 days and request an additional review.
4. The director will appoint a review committee consisting of two staff librarians and three additional members who are outside librarians or subject specialists. This review committee will select a chairperson and adopt any rules necessary for conducting orderly business.
5. The committee will evaluate the request using criteria outlined in the Collection Development Policy.
6. The requestor will be notified of the date and times of committee meetings and may attend them.
7. The review committee will submit its recommendation in writing to the Library Board.
8. The Library Board will make a final ruling.

Related Library Policies

Collection Development Policy

Library Bill of Rights

ALA Freedom to Read Statement

Adopted 5/00; reviewed; 11/02, reviewed 11/07; reviewed 2/12; reviewed 6/16; revised 8/20

Reconsideration Request Form

Title _____

Author _____

Book _____ Music/DVD _____ Other _____

Requestor's Name _____

Address _____

City _____ State _____ Zip _____ Telephone _____

Email _____

1. Did you read/view the entire work? _____ If "no," which parts did you read/view?

2. What brought this title to your attention?

3. What are your specific concerns about this item? (Please cite pages)

4. What action would you like the library to take?

☐ No action. I wish to express my concerns to the library director and trustees.

☐ Replace item with a more appropriate selection.

☐ Move item to a different section of the library.

☐ Remove item from the library.

☐ Other (Please explain)

Signature: _____ Date: _____

Adopted 5/00; reviewed 11/02, reviewed 11/07, reviewed 2/12; reviewed 6/16; revised 8/20

Commented [MP2]: Rename: Statement of Concern of Library Resources

Commented [MP3]: Delete "No action"

Library Building Closures for 2022

The city's personnel policy sets the holidays for full-time employees. If a holiday falls on a weekend, employees receive a paid holiday either the Friday or Monday closest to the holiday. With full-time employees off for the holiday, it is difficult, but not impossible, for part-time employees to run the library alone.

City buildings are already closed on the weekends, but since the library is open seven days a week, the library board's job of setting the building closure dates is complicated.

Holiday	Date	City Buildings Closed & Paid Holiday	Suggested Library Closure
New Year's Day	Sat., Jan. 1	Fri, Dec. 31	Fri, Dec 31
President's Day	Mon, Feb 21	Mon, Feb 21	Mon, Feb. 21
Memorial Day	Mon, May 30	Mon, May 30	Mon, May 30
Independence Day	Mon, July 4	Mon, July 4	Mon, July 4
Labor Day	Mon, Sept 5	Mon, Sept 5	Mon, Sept 5
Thanksgiving Day	Thurs, Nov 24	Thurs, Nov 24	Thurs, Nov 24
Day after Thanksgiving	Fri, Nov 25	Fri, Nov 25	Fri, Nov 25
Christmas Eve	Sat, Dec 24	Fri, Dec 23	Fri, Dec 23 – Sat, Dec 24
Christmas Day	Sun, Dec 25	Mon, Dec 27	Sun, Dec 25 – Mon, Dec 26

- Staff Training Closure:
 - Close the library Jan 17 (Martin Luther King Jr Day) for all-staff training

MEMORANDUM

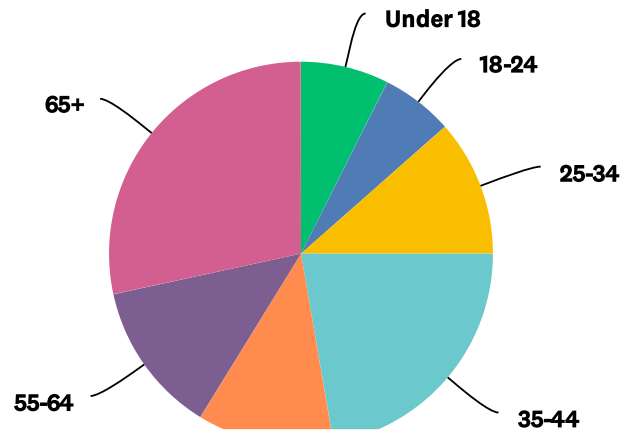
To: Board of Trustees of the Indianola Public Library
From: Michele Patrick, Library Director
Date: November 9, 2021
Subject: 2021 Public Survey Results

Recommendation: We had 148 responses to our annual public survey, which was offered electronically and in paper format during the month of September. The results are attached.

Attachments: 1. IPL Annual Survey Results 2021

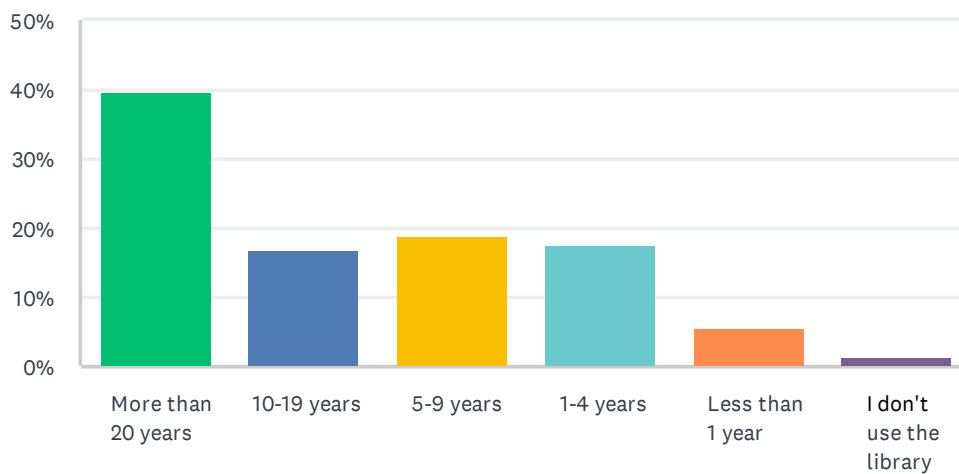
Indianola Public Library Survey 2021

Q1 What is your age?



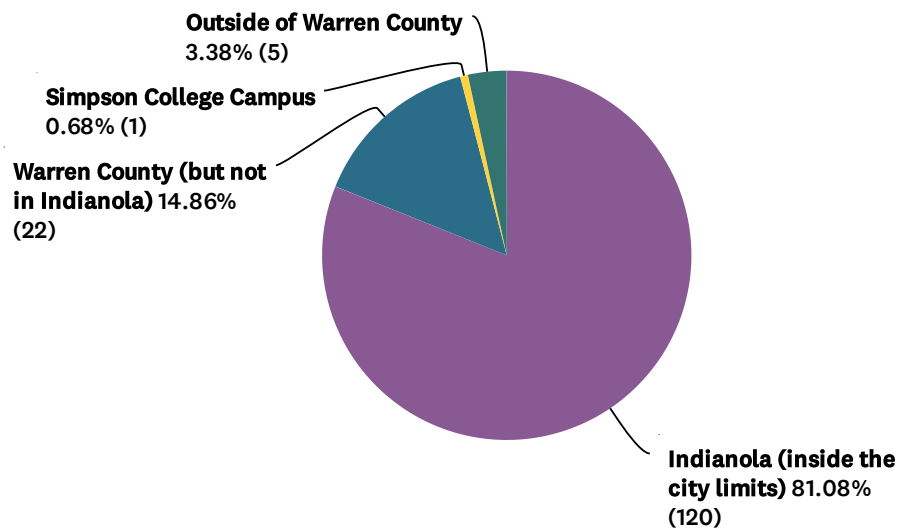
Q2 How long have you used the Indianola Public Library?

Answered: 148 Skipped: 0



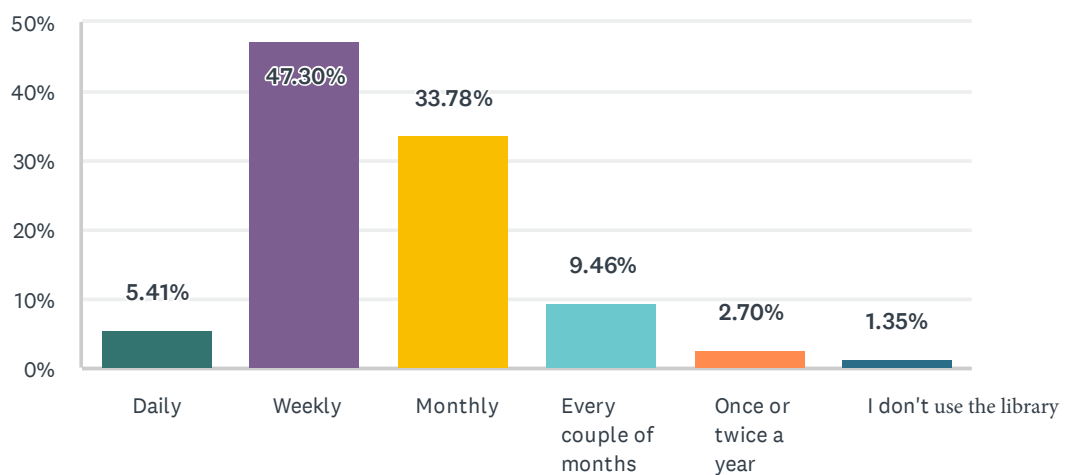
Q3 Where do you live?

Answered: 148 Skipped: 0



Q4 How often do you use the Indianola Public Library?

Answered: 148 Skipped: 0



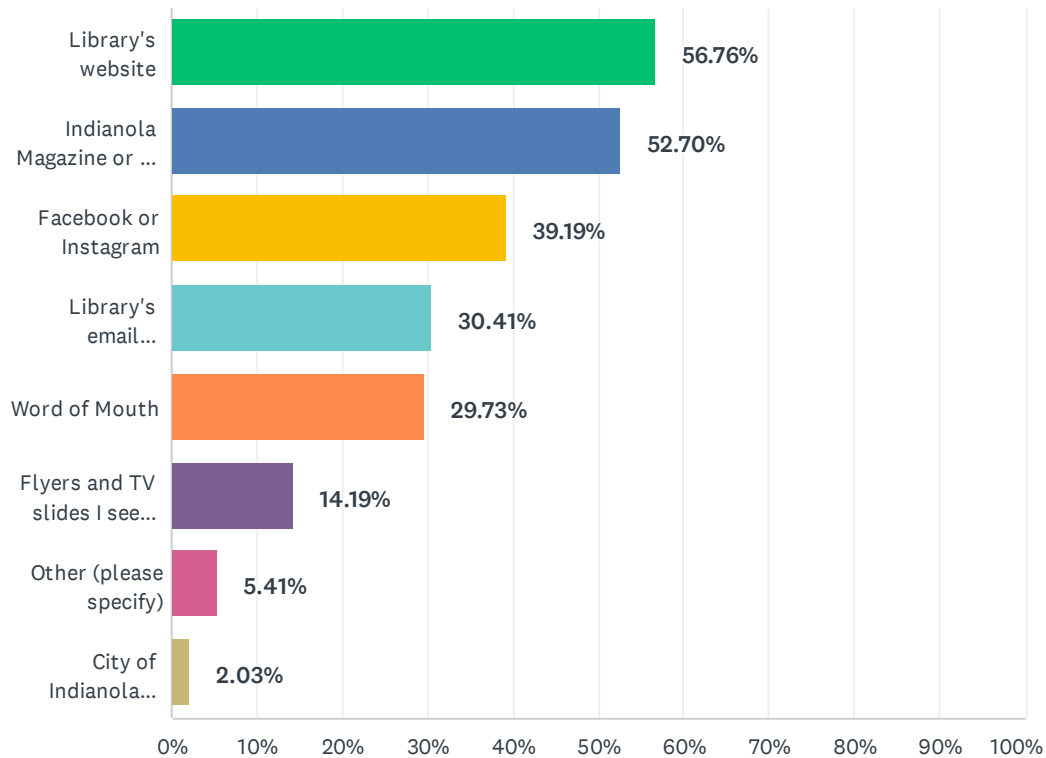
Q5 Which services do you use at the library (check all that apply)

ANSWER CHOICES	RESPONSES	
Check out materials	91.89%	136
Download ebooks and digital audiobooks	43.92%	65
Bring children or others to attend programs	35.81%	53
Attend programs for yourself	25.68%	38
Read newspapers or magazines in the library	16.22%	24
Make photocopies or scan items	15.54%	23
Use a library computer	14.19%	21
Work or study	8.78%	13
Do research	8.78%	13
Other (please specify)	6.08%	9
Use the meeting room	3.38%	5
Total Respondents: 148		

#	OTHER (PLEASE SPECIFY)
1	tutor
2	Read
3	Help parents with computer things for work
4	craft program
5	Handpicked box
6	Just moved here
7	curbside service
8	Play games
9	Book club

Q6 How do you find out about the library programs and services?

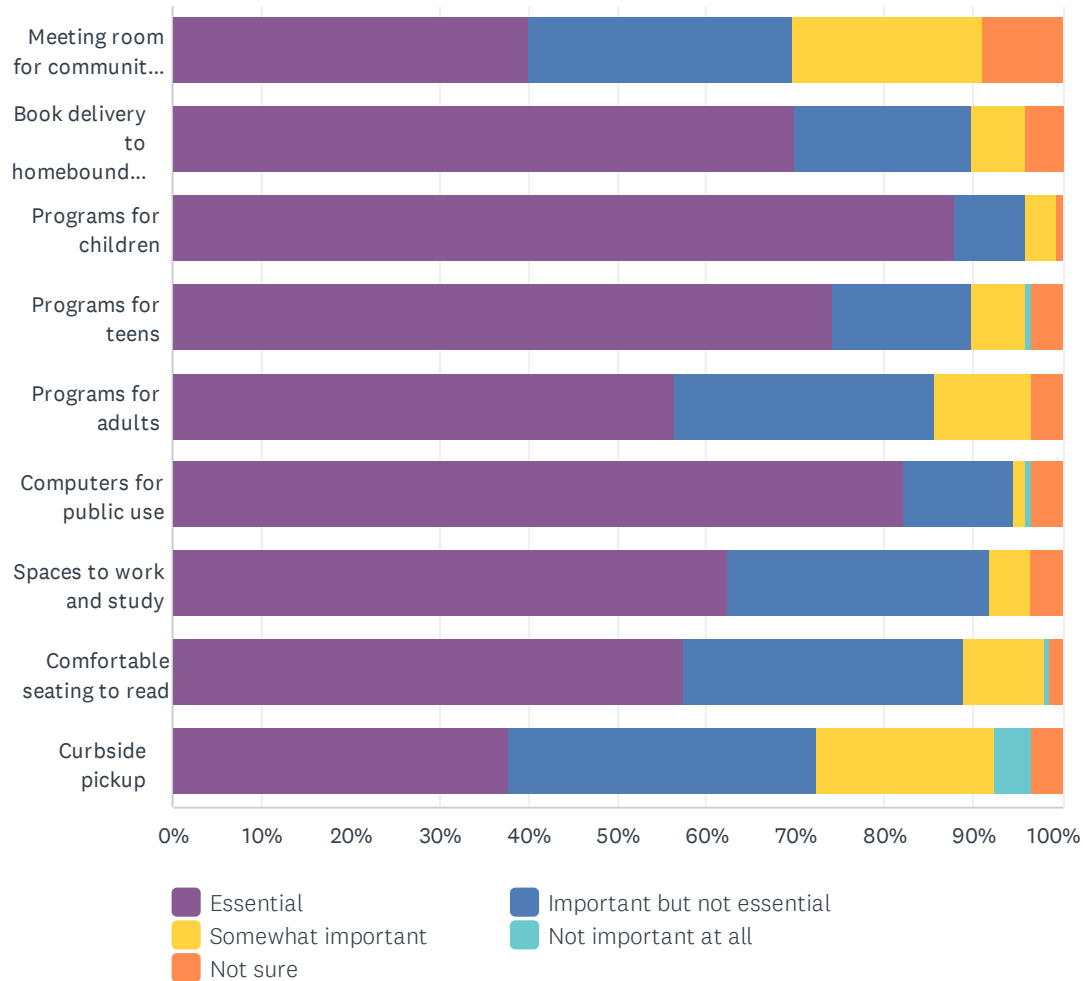
Answered: 148 Skipped: 0



#	OTHER (PLEASE SPECIFY)	DATE
1	getting the library informational pamphlets	10/6/2021 11:28 AM
2	handed a flyer	9/22/2021 12:56 PM
3	From mom and dad	9/14/2021 1:00 PM
4	Mom and Dad	9/14/2021 12:57 PM
5	Wonderful staff & word-of-mouth in our complex	9/14/2021 12:49 PM
6	app	9/8/2021 10:57 AM
7	signs in the library	9/1/2021 10:09 AM
8	Drive by	9/1/2021 8:50 AM

Q7 How important is it that the library continues to offer the following services:

Answered: 148 Skipped: 0

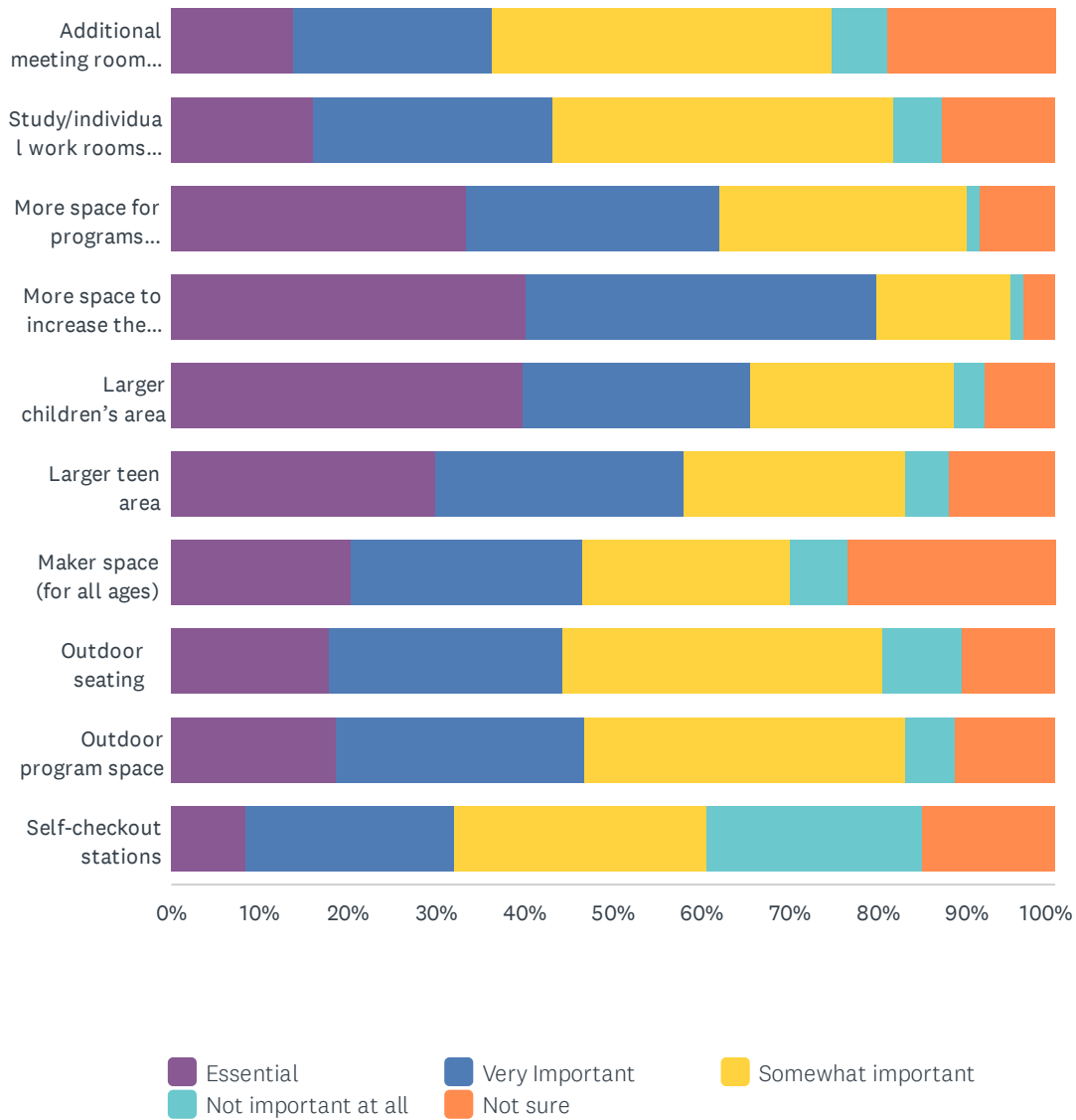


	ESSENTIAL	IMPORTANT BUT NOT ESSENTIAL	SOMEWHAT IMPORTANT	NOT IMPORTANT AT ALL	NOT SURE	TOTAL	WEIGHTED AVERAGE
Meeting room for community groups	40.00% 58	29.66% 43	21.38% 31	0.00% 0	8.97% 13	145	2.08
Book delivery to homebound residents	69.86% 102	19.86% 29	6.16% 9	0.00% 0	4.11% 6	146	1.49
Programs for children	87.84% 130	8.11% 12	3.38% 5	0.00% 0	0.68% 1	148	1.18
Programs for teens	74.15% 109	15.65% 23	6.12% 9	0.68% 1	3.40% 5	147	1.44
Programs for adults	56.46% 83	29.25% 43	10.88% 16	0.00% 0	3.40% 5	147	1.65
Computers for public use	82.19% 120	12.33% 18	1.37% 2	0.68% 1	3.42% 5	146	1.31
Spaces to work and study	62.33% 91	29.45% 43	4.79% 7	0.00% 0	3.42% 5	146	1.53
Comfortable seating to read	57.53% 84	31.51% 46	8.90% 13	0.68% 1	1.37% 2	146	1.57
Curbside pickup	37.93% 55	34.48% 50	20.00% 29	4.14% 6	3.45% 5	145	2.01

#	COMMENTS	DATE
1	I love how curbside pickup is available even now that the library is back to regular hours. It is such a help to those who are immune compromised (and even before Covid there were those in our community who still had to be very careful of getting ill) and I can only imagine how wonderful curbside pickup will be to care givers with young children in the winter and dealing with carseats and winter coats. It is a blessing! Thank you for making books even more accessible.	9/27/2021 8:40 PM
2	Curbside was essential when that was the only way the library was able to be open. It is less important now, but I can see it being more important for parents with kids that need to pick things up but don't want to drag them all in. It's also important for those with mobility issues to have a quick option for pick up. It would be wonderful if it continued in some capacity	9/17/2021 8:56 AM
3	On a recent visit to get a travel book, I was disappointed how much the non fiction section has been reduced. Not everyone has access to internet/or good internet. A book can actually be must faster to look through than internet searching. Please continue to keep books on the shelves.	9/13/2021 10:40 AM
4	We love the IPL! Thank you!	9/9/2021 11:10 AM
5	Purchasing all the books in a series is important.	9/8/2021 5:45 PM
6	Food	9/7/2021 4:24 PM
7	Curbside pickup for as long as Warren County/Indianola has even 1 Delta/Covid case.	9/6/2021 11:22 AM
8	Curbside is amazing, especially if you have kids in tote and not enough time to unload/reload.	9/1/2021 6:05 PM
9	Our family loves hard copies of books. We've run into quite a few books we had wanted to check out but were only available as an ebook. Especially for kids more hard copies than electronic would be great.	9/1/2021 4:52 PM
10	More diversity and programs to promote diversity. More community services.	9/1/2021 10:09 AM

Q8: What impact would the following improvements have on the library's ability to serve the community?

Answered: 145 Skipped: 3



	ESSENTIAL	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT AT ALL	NOT SURE	TOTAL
Additional meeting rooms (Library has 1)	13.99% 20	22.38% 32	38.46% 55	6.29% 9	18.88% 27	143
Study/individual work rooms (Library has 0)	16.08% 23	27.27% 39	38.46% 55	5.59% 8	12.59% 18	143
More space for programs (Library has 1)	33.57% 48	28.67% 41	27.97% 40	1.40% 2	8.39% 12	143
More space to increase the collection of books, DVDs, and other materials	40.28% 58	39.58% 57	15.28% 22	1.39% 2	3.47% 5	144
Larger children's area	39.86% 57	25.87% 37	23.08% 33	3.50% 5	7.69% 11	143
Larger teen area	30.07% 43	27.97% 40	25.17% 36	4.90% 7	11.89% 17	143
Maker space (for all ages)	20.44% 28	26.28% 36	23.36% 32	6.57% 9	23.36% 32	137
Outdoor seating	18.06% 26	26.39% 38	36.11% 52	9.03% 13	10.42% 15	144
Outdoor program space	18.88% 27	27.97% 40	36.36% 52	5.59% 8	11.19% 16	143
Self-checkout stations	8.57% 12	23.57% 33	28.57% 40	24.29% 34	15.00% 21	140

#	COMMENTS	DATE
1	This library is great!	10/9/2021 4:47 PM
2	Would be great to have one room for storytime that's all children themes	9/28/2021 11:43 AM
3	Having a large variety of books is one of the best uses for a library in my opinion. All the meeting rooms and other programs are great but not at the expense of books. Self check out is nice if it is a great cost saving measure since the library is publicly funded however, personal interaction with library employees is always preferred over a lifeless computer.	9/27/2021 8:40 PM
4	So far, if the library is a quiet place, that if patrons know this, then this is most important.	9/17/2021 2:20 PM
5	No self-checkout is needed, it won't serve the community better unless it has the potential to help individuals who are not strong with English lang.	9/17/2021 9:47 AM
6	Outdoor spaces would be wonderful, but not important to increase use. I enjoy talking to the librarians when checking out books. An optional self checkout would solve a staffing need and keep the personal touch for those that want it	9/17/2021 8:56 AM
7	It would be nice to have a snack area with food.	9/14/2021 1:00 PM
8	I love your books	9/14/2021 12:57 PM
9	Your staff is so well informed & helpful. Sometimes finding where you shelve things is confusing. The ILL program is wonderful because of course you can't have everything I want to read. Thank-you, thank-you for being here. If I had NOT liked the library two years ago - we would NOT have moved to Indianola. Please expand.	9/14/2021 12:49 PM
10	People need a place to sit outside when waiting for rides. The availability of materials/books is more important than a Maker space, which seems to be a fad. I don't know the usage rate of the meeting room, but rarely see it in use when I stop in on Friday or Sunday.	9/8/2021 5:45 PM
11	- outdoor seating would be awesome. - the kids section is perfect but the teens need more space	9/7/2021 10:22 AM
	Great staff!	9/3/2021 4:41 PM

Q9 How can the library better serve the community (suggested services, programs, features)?

Answered: 83 Skipped: 65

#	RESPONSES	DATE
1	Act out children's books	10/9/2021 4:47 PM
2	The library is already amazing and I use it's services a lot. It is very important to the community.	10/9/2021 4:44 PM
3	Increase variety and number of audiobooks	10/4/2021 4:02 PM
4	Very interested and hopeful that our library will begin making streaming services available, such as Kanopy. Des Moines and Johnston have such services available but only to card holders who live within Polk County	9/28/2021 12:06 PM
5	A larger and more modern and welcoming space for children's programs.	9/28/2021 12:03 PM
6	We use a library in Camdenton, MO that has a computer program that keeps track of the books you've read - it is helpful - especially for voracious readers and elderly.	9/28/2021 12:02 PM
7	More space for books, do more work with schools to access more families, library needs updated/expanded, spaces for tutoring	9/28/2021 5:07 AM
8	Not sure	9/27/2021 10:21 PM
9	I would love the website to have a suggestions page. For example, it would be nice to have a list of the books Janice has read to each of the storytime groups. It would serve as a good guide of books to checkout for little ones. We love the children/family events. Thank you for all of the work put into those events.	9/27/2021 9:21 PM
10	over the past 18+ months many families have brought their children home to educate them. It might be nice to have a small resource collection of homeschooling curriculum to better equip those families who are best served educating their children at home in the current world condition. Our schools are lovely to work with but there are differences in how to school at home vs schooling in a class room setting and helping set parents and children up for successful learning seems like a wonderful and natural extension of the library's mission.	9/27/2021 8:40 PM
11	larger selection of books	9/27/2021 2:46 PM
12	You all do a great job! The facility is outdated. I support the efforts to get a new one!	9/27/2021 1:58 PM
13	Increased digital library, larger children's area	9/27/2021 1:19 PM
14	More space is needed	9/25/2021 8:05 AM
15	Have a greater selection of cross-cultural books.	9/23/2021 5:22 PM
16	I like all the programs for kids and family. It's nice to have something fun to do together as a family	9/23/2021 2:37 PM
17	I wish they had more children's activities and groups at night or on the weekends. My 2/4yos like the story times on Tuesday's, but it's hard when I have a M-F job to try to attend for them.	9/21/2021 2:06 PM
18	You do a wonderful job now! Did the program ever get up and running where you could check out a tool (ie. special baking pan)? It is a great idea!	9/21/2021 8:27 AM
19	More selection,updated look,more space	9/20/2021 8:18 PM
20	I'm not sure what changes might be appropriate. I'm "old school" and like to sit down with a book in my lap and read.	9/20/2021 11:23 AM
21	So far, the service is adequate. The fact that the Library is now open on Sundays, year round,	9/17/2021 2:20 PM

Indianola Public Library Survey 2021

this is a bonus.

22	Adult events that are aimed for younger adults, 18-24? College aged students	9/17/2021 9:47 AM
23	I'm from north Iowa an am here during the week. I am very impressed with everything the library has to offer. Just wanted to say thanks!!	9/17/2021 9:44 AM
24	Not sure	9/16/2021 11:10 PM
25	Not sure	9/16/2021 10:34 AM
26	Maybe offer reading challenges, like the summer reading challenge, but at least one during the non-summer months? Also increasing the teen book section, to give more options for people who like that genre and for teens to feel more welcomed	9/14/2021 4:06 PM
27	Sustain your good work, e.g. your patient, friendly staff	9/14/2021 2:21 PM
28	I have really enjoyed the adult boxes! And also the hotspots	9/14/2021 2:17 PM
29	I don't know it's pretty good to the max right now. Keep the loot boxes We've had problems with our books not getting checked in or being put back on the shelf, which has caused some problems. Is there some way to double check books being checked in?	9/14/2021 1:00 PM
30	It is great already so I can't think of anything. PS Loot Box's for yunger kids	9/14/2021 12:57 PM
31	-More study rooms, dedicated area for study rooms, art/program room, more storage, 2 floors for more books and storage - larger area for teens, children & adults. Outdoor seating and program space -need an updated building	9/14/2021 12:53 PM
32	Continue to provide computers for public to use. But also continue to provide books. Great to see programs offered to community members. Are there programs for adult illiteracy and english/2nd language learners?	9/13/2021 10:40 AM
33	Keep abreast with technology.	9/13/2021 9:13 AM
34	More after school programs. Weekend family programs.	9/11/2021 6:54 PM
35	Offer book clubs for students and/or homeschoolers. Promote and foster excitement for the reading of great literature.	9/11/2021 5:49 AM
36	I think you're doing a great job. A new facility would be amazing but that's not in your control.	9/10/2021 10:32 PM
37	Create more space for the physical lending collection and for community members to "hang out" at the library.	9/10/2021 11:12 AM
38	Expand the building, increase seating	9/10/2021 7:49 AM
39	Become a center for sharing community information.	9/9/2021 5:59 PM
40	More teen kids and family events	9/9/2021 5:53 PM
41	We love all the children's programs and would love to see more!	9/9/2021 2:47 PM
42	N/A	9/9/2021 2:31 PM
43	You are all doing a wonderful job.	9/9/2021 12:33 PM
44	Not sure. We love our library!	9/9/2021 11:10 AM
45	Continue what you are doing and more as time and technology change	9/9/2021 8:54 AM
46	Take services out to the retirement homes and nursing homes; Arrange a club where teens can go and read at these places; Yes to pick up and drop off for homebound. Create internships for HS students. Partner with the Annett Nature Center to install a temporary book walk.	9/8/2021 5:45 PM
47	Please start wearing masks again - the pandemic is not over. I hope all staff is vaccinated.	9/8/2021 5:28 PM
48	More new releases. More reference books	9/8/2021 5:28 PM
49	Programming, meeting space, technology	9/8/2021 11:48 AM
50	Board game events on weekends.	9/8/2021 11:41 AM
51	More unique ideas such as loot boxes (which are awesome). Maybe a coffee bar. Better	9/8/2021 10:57 AM

	selection of books for all ages and more copies of books.	
52	Idk teen Halloween party at library	9/7/2021 4:24 PM
53	More comfortable seating areas	9/7/2021 4:13 PM
54	Thank you for all you do! We love the library!	9/7/2021 10:17 AM
55	Our community needs a safe, clean, well lit place to turn to for all the individual reasons we all already come to the current building. Our library should plan for future use and accomodation toward future population.	9/6/2021 11:22 AM
56	Good to see the library now open Sundays. Staffing and increased hours would be good.	9/4/2021 6:53 PM
57	Keep hiring approachable, kind staff	9/4/2021 10:58 AM
58	Separate study areas, larger areas for the kiddos	9/3/2021 4:41 PM
59	Continue zoom book club conversations. More adult programming	9/3/2021 4:38 PM
60	not everyone wants to read a book online or kindle.	9/3/2021 1:17 PM
61	I feel like you do an excellent job serving the community. We love our library and try to visit regularly.	9/2/2021 10:30 AM
62	Maybe get a drawing tablet for people to check out? Like maybe an Wacom Intuos?	9/2/2021 7:49 AM
63	More diverse children's books.	9/1/2021 10:24 PM
64	More adult and children's programs. Especially outdoor or "to go". Great for families with health concerns. Really enjoyed the Splash n Story time.	9/1/2021 9:16 PM
65	I like what is being done.	9/1/2021 8:08 PM
66	NA	9/1/2021 7:03 PM
67	Better ways to find your fantastic programs. I did the adult staff picked thing, but then couldn't find again how to do it again on Facebook.	9/1/2021 6:05 PM
68	I don't typically spend study/reading time in the library. If anything would love to have a larger collection of books. Keep up the good with with children's programming as well. Mystery Science was fantastic this past summer!	9/1/2021 4:52 PM
69	My organization has a diaper bank - we would love to put a diaper donation box at the library for people to donate diapers.	9/1/2021 3:47 PM
70	Maybe create a teen program to help teens understand government/political issues? Or maybe current issues to talk about? I feel like that would be cool.	9/1/2021 2:35 PM
71	Joint programming with other organizations; improved collection	9/1/2021 1:05 PM
72	Keeping up-to-date with materials, innovation (like the library of things), promotion and marketing to increase awareness and use of the facility, additional staffing for children's programs and outreach.	9/1/2021 12:42 PM
73	Increased space and services.	9/1/2021 12:32 PM
74	Bigger collection of books. It's quite frustrating when the library does not have what you're looking for and have to pay to get it from another library or buy it yourself. The purpose of libraries is to provide FREE access to books. Games, movies, etc are nice, but the point of a library is to encourage reading. Focus on books, not all the other stuff.	9/1/2021 11:47 AM
75	Focus more on children's and teen's programs. Makerspace would be good. Loan program other than books, etc., e.g., tools, kitchen equipment, special hobby equipment, etc. Programs for adults - genealogy, music art appreocation, etc.	9/1/2021 11:19 AM
76	More diverse books/programs.	9/1/2021 10:09 AM
77	hot spot equipment check outs for those who need internet	9/1/2021 9:13 AM
78	The library is doing a great job within the restraints of the physical space.	9/1/2021 9:13 AM
79	I have only lived here 1 month, but have been impressed with the staff, facilities, and	9/1/2021 8:58 AM

	programs!	
80	No suggestions at this time	9/1/2021 8:50 AM
81	Make it a place community members want to linger in rather than use the get in and get out approach	9/1/2021 8:50 AM
82	Continued children's programming with more opportunities throughout the week. Would also love to see programming geared specifically for preschoolers instead of grouping all children under kindergarten age	9/1/2021 8:26 AM
83	I can't think of any right now!	9/1/2021 8:21 AM

Q10 In the next 5 years, the library's top priority should be ...

Answered: 96 Skipped: 52

#	RESPONSES	DATE
1	bathroom fixing	10/9/2021 4:49 PM
2	ebooks	10/9/2021 4:47 PM
3	Activities for all ages	10/9/2021 4:44 PM
4	Maybe more activities	10/9/2021 4:41 PM
5	Technology	10/5/2021 12:11 PM
6	Repair building	10/4/2021 4:02 PM
7	Keep doing the same. We all don't like reading a tablet or device. I like a real book!	9/28/2021 12:09 PM
8	expand the library	9/28/2021 12:02 PM
9	Staying active! We Love Our Library!	9/28/2021 11:45 AM
10	Expand movie collection (Indianola no longer has video rental besides redbox)	9/28/2021 11:43 AM
11	Expanding and updating the building	9/28/2021 5:07 AM
12	Expanding programs and book selection	9/27/2021 9:21 PM
13	First and foremost: quality books and resources that not only promote joy in reading but also educate and and expand the horizons, vocabulary, and critical thinking of our community.	9/27/2021 8:40 PM
14	new building to better meet the needs of the community now and in the future	9/27/2021 4:46 PM
15	Larger selection of books	9/27/2021 2:46 PM
16	New building	9/27/2021 1:58 PM
17	Kids / teens space, programs and content. Personally I enjoy book club and librarian recommendations, but for the actual space I think it's important to focus on young readers. Maybe dedicating a quiet space for serious patrons would help open up more space for children? I feel bad if I take my child to enjoy the library because we tend to be disruptive!!	9/27/2021 1:19 PM
18	Increased digital options	9/25/2021 8:05 AM
19	Encouraging reading and involvement	9/23/2021 5:22 PM
20	It would be nice to have a bigger space for everything and everyone. Just to expand on what is a great place in our community	9/23/2021 2:37 PM
21	Continuing to promote book reading and literacy to children and teens.	9/22/2021 12:56 PM
22	Expansion overall- the book sections, outdoor areas, programs and activities for all ages.	9/21/2021 2:06 PM
23	You offer wonderful programming, keep that up. More small rooms for one or two to meet,	9/21/2021 8:27 AM

	study, tutor) would be helpful too!	
24	Space or updated look to existing space	9/20/2021 8:18 PM
25	Because technology is changing so rapidly, the top priority should be to evolve as consumption of information changes.	9/20/2021 11:23 AM
26	Always to promote the true nature of what a library should be all about: a place for quiet reading, studying, research projects, and proper use of the computer	9/17/2021 2:20 PM
27	Kids programs Adult programs (these bring the community together!) :)	9/17/2021 9:44 AM
28	Expanding options of things/experiences to check out. This is such a neat idea and we've enjoyed it. Expand access to digital titles	9/17/2021 8:56 AM
29	Not sure	9/16/2021 11:10 PM
30	Needs more space to grow.	9/16/2021 6:08 PM
31	Community involvement	9/16/2021 10:34 AM
32	Keeping young readers coming! Marketing any materials that are inclusive!	9/15/2021 10:38 AM
33	finding more opportunities to include the community and engage with those who love to read.	9/14/2021 4:06 PM
34	Sustain its core mission against the onslaught of video and the tinnitus of technology, especially as the mission may foster robust thinking and curiosity ignition.	9/14/2021 2:21 PM
35	To be fun and enjoyable. It already is those things.	9/14/2021 1:00 PM
36	To be fun	9/14/2021 12:57 PM
37	Programs more space updated building	9/14/2021 12:53 PM
38	More large print fiction and nonfiction	9/14/2021 12:51 PM
39	Expanding the space and collection. IPL is VERY important!	9/14/2021 12:49 PM
40	Growth	9/14/2021 12:45 PM
41	Continue to grow and expand on what services are offered.	9/13/2021 10:40 AM
42	Keeping current and having knowledgeable accommodating staff. Even with advanced technology personal service still important.	9/13/2021 9:13 AM
43	A new building	9/11/2021 6:54 PM
44	A new facility IF it is fiscally possible	9/10/2021 10:32 PM
45	Maintaining and increasing the materials available to the community and providing the means to attract and maintain the type of helpful and friendly staff we have long had in our library.	9/10/2021 11:12 AM
46	Expansion, maintaining/increasing prominence in the community	9/10/2021 7:49 AM
47	Become a center for getting community information.	9/9/2021 5:59 PM
48	A new building	9/9/2021 2:47 PM
49	unknown	9/9/2021 2:31 PM
50	Children's area/programs. The library habit and community focus should start early.	9/9/2021 12:33 PM
51	Maintaining activities for younger kids and toddlers.	9/9/2021 11:10 AM
52	Current books	9/9/2021 8:56 AM
53	More space	9/9/2021 8:54 AM
54	Extended hours.	9/8/2021 5:45 PM
55	More space	9/8/2021 5:28 PM
56	Expansion and updating	9/8/2021 4:59 PM
57	Continuing to increase usage of space, materials, and resources	9/8/2021 2:54 PM

58	Increasing use of facility by expanding in whatever way survey indicates is greatest need.	9/8/2021 2:18 PM
59	Improving usability, engaging thr community	9/8/2021 11:48 AM
60	Children books and events	9/8/2021 11:41 AM
61	engaging kids to become life-long readers by supporting different events that bring families to the library.	9/8/2021 10:57 AM
62	More activities for everyone like mystery night, outdoor activities, larger group space	9/8/2021 10:37 AM
63	Expanding the library or building a new library	9/8/2021 10:34 AM
64	More books and teen programs	9/7/2021 4:24 PM
65	Expansion, teen area, reading nooks	9/7/2021 4:13 PM
66	Adding a teen space and outdoor seating	9/7/2021 10:22 AM
67	Changing with times, I guess, but I still love holding an actual book, so don't change too much.	9/7/2021 10:17 AM
68	Remain open while planning a new location/bigger building. Plan for handicap entry/exit/parking. Make sure a new location is as easy to drive to, park and enter the building as the current building.	9/6/2021 11:22 AM
69	Continue to be a resource area for the community in terms of reference, education, and programs for all ages.	9/4/2021 6:53 PM
70	Educating community on why new building is essential for improved services for our growing community	9/4/2021 10:58 AM
71	EXPANDING	9/3/2021 4:41 PM
72	Continue awesome selection of books and electronic resources and children's programming	9/3/2021 4:38 PM
73	Continuing their teen and children's programs and increasing the materials in the library. This includes physical resources, games, books, and e books.	9/2/2021 10:30 AM
74	Provide a safe space for people of all ages to learn, have fun, and read.	9/2/2021 7:49 AM
75	Makerspace, more diversity in books and opportunities to learn and read about other cultures.	9/1/2021 10:24 PM
76	Programming	9/1/2021 9:16 PM
77	Meeting electronic/computer/internet needs for those who don't have access. Keeping children & teens involved in library programs. Increasing the knowledge of how important the library is as a resource in the community.	9/1/2021 8:08 PM
78	Even further community outreach	9/1/2021 7:03 PM
79	A sound proof room (music practice, silent study, etc) Children sitting (aloud reading) area without disturbing other patrons KEEP the child carts, and lower desk area so kids can feel part of it.	9/1/2021 6:05 PM
80	A new building	9/1/2021 5:14 PM
81	Not losing any funding that would lead to current programs or services being cut.	9/1/2021 3:47 PM
82	Continuing to service to the public, be able to checkout books, welcome in people, etc.	9/1/2021 2:35 PM
83	I think Indianola needs a modern library facility in a prominent location in town. City leaders should back such a plan because the library directly serves (meaning face-to-face contact) more individuals than many of the other departments .	9/1/2021 12:42 PM
84	Larger digital footprint.	9/1/2021 12:32 PM
85	Wisely stewarding money and not creating situations that put it in a financially difficult position for taxpayers	9/1/2021 11:47 AM
86	Expanding the building	9/1/2021 11:25 AM
87	Children & teens. Growing the collection. Expanding the space.	9/1/2021 11:19 AM

88	Maintain current services, improve access to technology	9/1/2021 10:42 AM
89	Provide more community services (like in "The Library Book"!	9/1/2021 10:09 AM
90	Keeping kids and teens involved to make sure they are the readers of the future. Continue the digital collections.	9/1/2021 9:13 AM
91	Room for more books. I personally would rather read an actual book than an ebook, but many of the books on my want-to-read list are only available as an ebook. I do read many ebooks on the treadmill and when we travel (which was never in the last year and a half!).	9/1/2021 9:13 AM
92	I haven't been here long enough to share an opinion.	9/1/2021 8:58 AM
93	To continue to provide space & serve the community's current needs	9/1/2021 8:50 AM
94	Building a bigger space that can accommodate programming for a community of our size.	9/1/2021 8:50 AM
95	Continued increase in programming for all ages	9/1/2021 8:26 AM
96	Work to improve space needs in order to continue to provide excellent services to the community.	9/1/2021 8:21 AM

Q11 How does the library benefit the community?

Answered: 101 Skipped: 47

#	RESPONSES	DATE
1	Too many to count. The yard signs are a great idea! It's been fun to see patrons throughout the neighborhoods and community. Is it possible to do again next year?	10/9/2021 4:50 PM
2	helps other people who like to read. I don't tho :) have a good day	10/9/2021 4:49 PM
3	It enhances the community's literacy	10/9/2021 4:47 PM
4	It benefits the community by providing a space for learning and fun.	10/9/2021 4:44 PM
5	It helps the community read more!	10/9/2021 4:41 PM
6	I think one can judge a town by the quality and offerings of the public library.	10/5/2021 12:11 PM
7	It provides an educational atmosphere for children and a place for safe activities and interaction. It is a doorway to the rest of the world and unlimited resources.	10/4/2021 4:02 PM
8	Very pleasant place and run by very pleasant people.	9/28/2021 12:09 PM
9	The library is of great benefit to our household. We get almost all of our "entertainment" from the library, public television, and public radio.	9/28/2021 12:06 PM
10	We should all be thankful that we had a library that was able to have pick-up and delivery during COVID. As a child I loved going to the library to look at books and listen to someone read books to me. I took my grand-children to some of your programs. To me a library is a welcoming, safe place for all ages.	9/28/2021 12:02 PM
11	The library provides essential opportunities for families and children to expand their literacy and knowledge. The children's programs provide an excellent introductory experience to school/preschool for toddlers in a welcoming and parent-friendly environment!	9/28/2021 11:45 AM
12	Allows equitable access for everyone to obtain resources Additional comment: We love Jim, Denise, Kelsey, and Janis!	9/28/2021 11:43 AM
13	I grew up in Indianola and now am raising my own family here. I love our library so so so much. Giving community members access to books is the most worthy of endeavors and our library does a great job of this! I have also used this space to tutor students and use the internet when mine was out. I have noticed that the building has not been updated or expanded since I was a child. Looking forward to seeing what changes on the horizon.	9/28/2021 5:07 AM
14	I think the library does a good job of offering a wide range of programs for kids and families.	9/27/2021 9:21 PM

This is beneficial as it provides opportunities to learn, bond, create, read, and learn. Thank you!

15	It promotes community with offering resources and encouragement to learn and grow and engage with each other as we learn through out our lives.	9/27/2021 8:40 PM
16	Libraries are essential for communities	9/27/2021 2:46 PM
17	Quality of life for all ages. It provides community space, resources for some who can't afford or don't have, a quiet place, and things to do and read!	9/27/2021 1:58 PM
18	So many ways! Programs for kids, recommendations for adults, online download options through the app, a safe place to hang out, endless book options, and a place for library and book lovers to unite! One of the first things I did when we moved to town was to get my library card and install the Libby app. We even listened to story time at the pool this summer! Thanks for all that you do!	9/27/2021 1:19 PM
19	It benefits the community by having an option for individuals or families can't afford things to be able to use a computer or read a good book. It's a nice place to come not just for those people but for everyone that just needs a good book to read or some information about something. And all the programs are great activities for families to participate in.	9/23/2021 2:37 PM
20	It gives a safe place for activities for all age groups to meet people in the community and provides a service	9/21/2021 2:06 PM
21	Free access to books, the internet and programs are invaluable! Some people could not experience these things if there was a cost. Free tickets to the zoo and science center are amazing!	9/21/2021 8:27 AM
22	Libraries have always been a central spot in cities for decades and something open to all. We need to keep places like that to unify the people.	9/20/2021 8:18 PM
23	The library is a resource that is just as available to low income people as to those with more disposable income. Additional comment: outdoor programming such as story walks are great for kids who need the freedom to run and make noise but as we get older we can provide for our own outdoor activity apart from the quiet solace of the library.	9/20/2021 11:23 AM
24	The Library helps those who want to find useful information. It should also foster public cooperation in that each patron respects the right to quiet enjoyment of other patrons.	9/17/2021 2:20 PM
25	Access to information, education. How does the library not benefit the community?	9/17/2021 9:47 AM
26	I love all the different programs you have for all ages! I've met so many people by coming to the library!	9/17/2021 9:44 AM
27	The library promotes literacy for the community with the activities for the children as well as older groups. Bringing people in to see what there is to check out and do increases use for those that didn't know things were there. The library offers a quiet place for study and meetings. It offers a safe place for older children to go after school. It is a place for computer access for those that don't have one at home	9/17/2021 8:56 AM
28	Not sure	9/16/2021 11:10 PM
29	Provides free resources to a community.	9/16/2021 6:08 PM
30	Gives us a lot of free fun!	9/16/2021 10:34 AM
31	Encourage interaction across different communities.	9/15/2021 10:38 AM
32	It gives people the opportunity and option to read a variety of genres and age ranges, without having to pay for each book. It also gives the community a safe space to just come, relax, and read a good book.	9/14/2021 4:06 PM
33	The Library -- like all public libraries -- is an almost costless gateway to the wonderment of reading and curiosity engaging interest that lasts a life time. Most know what a great gift it is to have a library card and most old folks like me remember getting their first card and its key to a larger world.	9/14/2021 2:21 PM
34	It gives people a place to read and relax and help those in need.	9/14/2021 1:00 PM
35	To meet new people and to read books	9/14/2021 12:57 PM

36	Providing services	9/14/2021 12:55 PM
37	Brings the community closer positive benefits - school, programs, etc	9/14/2021 12:53 PM
38	To be able to access information in printed form.	9/14/2021 12:51 PM
39	Wow - too many ways to count. GET MORE FUNDING AND EXPAND.	9/14/2021 12:49 PM
40	Providing services not available easily to many community members	9/14/2021 12:45 PM
41	There are many ways! Of course, books to check out, but also public access to computers and internet. A gathering place for community members of all ages to engage with others in the community through activities and events.	9/13/2021 10:40 AM
42	Free public library is long standing tradition that must be continued!	9/13/2021 9:13 AM
43	Provides meeting spaces, brings community together, allows access to items for low-income users	9/11/2021 6:54 PM
44	It's a place of sanctuary, of learning, to play, and to gather.	9/10/2021 10:32 PM
45	It provides materials for information and pleasure. It provides space to sit and relax. It provides access to technology. It provides a place to ask questions and have a reasonable expectation of getting an answer. It is a place where people can interact and feel like part of the community.	9/10/2021 11:12 AM
46	The library should always be the heart of the community. It should be a place where one feels welcome, a safe haven, a source of information, and a resource for entertainment, with programs and resources that challenge patrons to explore new ideas and interests. A tall order, but the current staff addresses these things well.	9/10/2021 7:49 AM
47	Help improve community knowledge.	9/9/2021 5:59 PM
48	Educates adults children and teens Nd promotes literacy	9/9/2021 5:53 PM
49	It's a public service and resource with resources and info available to all!	9/9/2021 4:01 PM
50	It provides a fun, safe environment for children and families	9/9/2021 2:47 PM
51	n/a	9/9/2021 2:31 PM
52	It creates community by welcoming every person. A library is the foundation of a community, it is what is good, true, and open. There is no judgment, all are welcomed, served, safe, and hopefully inspired.	9/9/2021 12:33 PM
53	IPL is safe, clean and comfortable space for all ages.	9/9/2021 11:10 AM
54	#7 (services questioned - marked essential)	9/9/2021 8:56 AM
55	It is free ... so very democratic	9/9/2021 8:54 AM
56	Greatly in so many ways. Every community needs a good library.	9/8/2021 9:09 PM
57	Provides space and means to read/learn thru various media types (i.e. books, magazines, computer, video, programs/activities).	9/8/2021 6:44 PM
58	It is a promoter of literacy and provides access to news and a variety of resources. It gives the elderly a place to interact with others, which decreases isolation. It is centrally located, so many can walk to it.	9/8/2021 5:45 PM
59	It is a tremendous asset, a great source of knowledge.	9/8/2021 5:28 PM
60	Oh, my! The library serves as a constant, reliable information source available free of charge for all. A good library is invaluable!	9/8/2021 2:54 PM
61	Reading is not just a "school" thing and seeing it within the community elevates its importance.	9/8/2021 2:18 PM
62	It provides free books and access to other educational tools and programs.	9/8/2021 2:07 PM
63	Resources, space, promotes reading, allows for participation by all	9/8/2021 11:48 AM
64	Encouraging reading	9/8/2021 11:41 AM

65	By providing events and crafts that promote the betterment of people and families.	9/8/2021 10:57 AM
66	Community involvement, important to be able to have computers and books for the people who can't afford.	9/8/2021 10:37 AM
67	Allowing the community a way to read a variety of books. If an individual had to purchase every book they read then they probably wouldn't read as many. Since the library is free, one can get endless books to read and enjoy.	9/7/2021 11:54 PM
68	It just does it has books and is my favorite place in this town	9/7/2021 4:24 PM
69	Numerous ways, programming, internet access & keeps kids reading!	9/7/2021 4:13 PM
70	Gives people [a place] to come and relax and travel through books.	9/7/2021 10:22 AM
71	LOTS!!	9/7/2021 10:17 AM
72	A place to learn, socialize and grow!	9/4/2021 6:53 PM
73	Knowledge is personal power!	9/4/2021 10:58 AM
74	Access to things otherwise unattainable to some, such as a safe space, computers, internet access, a quiet space, etc...	9/3/2021 4:41 PM
75	Way to meet people. Gives youth something positive to do.	9/3/2021 4:38 PM
76	A place everyone can go and feel comfortable, and be able to read or research in peace	9/3/2021 1:17 PM
77	It brings people together, gives them a way to meet other people, and also offers resources that allow them to see the world through someone else's eyes. Also, BOOKS.	9/2/2021 10:30 AM
78	Some people don't have the time or money to buy and do certain things. But the library has that for them.	9/2/2021 7:49 AM
79	Providing quality programs for kids through adults, creating a place to belong. We LOVE the games and puzzle selection, as well as the programs- especially summer ones. We are always telling out of town/state friends what an amazing library we have.	9/1/2021 10:24 PM
80	Provides great resources and opportunities for individuals and families to connect. Encourages literacy and provides a wide range of items for checkout.	9/1/2021 9:16 PM
81	A resource, a healthy activity location for younger children, a learning location, a networking location, a reading outreach to schools, & many, many other benefits to the community!	9/1/2021 8:08 PM
82	Offering safe and free entertainment/space for community members. Computer access.	9/1/2021 7:03 PM
83	Social outlet for kids and adults, programs are great. Keeps everyone at a level field by allowing people to check out books, use internet/printer, check out games.	9/1/2021 6:05 PM
84	It offers free services for all to improve their social, cultural and academic lives.	9/1/2021 5:14 PM
85	Access to literature. Great children's educational programs.	9/1/2021 4:52 PM
86	The programming offered for people of all ages is awesome. We have missed in-person activities during the pandemic, and are excited that library activities are starting to return!	9/1/2021 3:47 PM
87	It is a very connective part of our community at Indy and help create a welcoming environment for whatever your needs are.	9/1/2021 2:35 PM
88	The library is one place in town that provides free and equal access for all individuals. Putting reading materials in the hands of young children and their parents is essential to helping close the gap between haves and have-nots. Public computers serve a similar purpose for older generations. The library staff have the expertise to assist patrons on book selection, information-seeking, and technology needs. The library is an essential element in the community, and it is way past time for city leaders to get behind it and make it a priority. I find it shameful that this community has never been asked to consider approving a bond referendum for a library.	9/1/2021 12:42 PM
89	It helps make our community literate.	9/1/2021 12:32 PM
90	Encouraging reading in all ages	9/1/2021 11:47 AM

91	Too many ways to list! It should be one of the focus centers in the city and should be funded at the police and fire dept. levels. It should be a place for the young to grow and interact with each other and where they are encouraged to think! Teens should have programs that encourage them to think of their future and to explore the opportunities, especially in the trades. And a place for people to gather to discuss issues.	9/1/2021 11:19 AM
92	Continued education for all ages	9/1/2021 10:42 AM
93	It could do so much more than books.....	9/1/2021 10:09 AM
94	It is a resource for the community to access information, entertainment, and explore. Most of the resources are free. Internet access is also a benefit.	9/1/2021 9:13 AM
95	It is vital. Public computers alone is a necessity for many people. And many of them need some help doing things, such as job applications. The Library staff helps patrons in any way they can. Kids need to have access to books. Teens need a safe place where they can enjoy activities.	9/1/2021 9:13 AM
96	For book lovers it's almost a second home. It helps people who don't have access to computers. Curbside service is essential for people who have difficulty walking. Libraries are necessary for an informed public...if only more people would take advantage of them.	9/1/2021 9:13 AM
97	It has helped me feel welcome and to meet new people. It's a safe place and I appreciate it!	9/1/2021 8:58 AM
98	Provides space & resources for the community	9/1/2021 8:50 AM
99	Access to books and materials which leads to a more informed community. The library is one of the few places in the community that bridges multiple generations.	9/1/2021 8:50 AM
100	An awesome library is key to a healthy community	9/1/2021 8:26 AM
101	A gathering place, a place where all people are equal, providing access to life long learning.	9/1/2021 8:21 AM

Director's Report

November 2021



Trunk or Treat

Our City of Indianola-IMU Trunk or Treat was a HUGE success with our largest turnout yet - estimated at 1,200-1,500. Janis Comer organizes this annual event (with a little help from the dinos), and, as usual, she did a fantastic job.

Employee Breakfast

Thanks to Alison's work on the Employee Engagement Committee, the library hosted the City's recent employee appreciation breakfast.



Expanded Coverage

In addition to our current outreach efforts, such as the newsletter, brochures, social media posts, interviews with KNIA, Indianola Magazine, and monthly column in the Indianola Living magazine, we have added a monthly column in the Record Herald.

PEO

I enjoyed speaking with the local PEO chapter on the evening of Oct. 21. They were a very attentive group.

Library Annual Report

The Indianola Independent Advocate's coverage of the library's annual report to city council is attached.

Teen Hangout

Alison's teen hangout on Wednesday afternoons from 2:30-4:30 pm continues to gain in popularity. The teens meet in Room B on early out days and enjoy a variety of activities.

We received a noise complaint about the teens from a patron last Wednesday, followed by a criticism posted on a community Facebook page. Many residents jumped in to defend the library and expressed support for our teen programming.

Complaints about noise in the library are common and further proof that the community would benefit from a larger library that could accommodate a variety of activities - including space for both quiet work and teen programs.

Circulation FY22



Print	Oct 2019	Oct 2020	Oct 2021	YTD-FY20	YTD-FY21	YTD-FY22
Adults	3,688	3,090	3,178	14,695	10,962	13,724
Teens	245	430	410	1,770	1,430	2,706
Children	3,398	3,386	3,999	14,421	11,554	18,712
TOTAL	7,331	6,906	7,587	30,886	23,946	35,142

Entertainment	Oct 2019	Oct 2020	Oct 2021	YTD-FY20	YTD-FY21	YTD-FY22
Movies & TV	1,731	1,066	1,085	5,520	3,774	4,663
Music CDs	105	15	8	458	142	35
Magazines	157	205	176	695	678	729
Audiobooks	339	186	170	1,397	592	651
Games & Puzzles	105	110	246	305	414	1,163
Library of Things	-	-	30	-	-	131
TOTAL	2,437	1,582	1,715	8,375	5,600	7,372

Digital	Oct 2019	Oct 2020	Oct 2021	YTD-FY20	YTD-FY21	YTD-FY22
Ebooks	1,055	1,425	1,428	4,218	5,498	5,886
Eaudiobooks	773	870	1,069	3,079	3,593	4,095
Digital Magazines	16	54	49	60	179	188
Streaming Videos	-	1	-	2	3	-
TOTAL	1,844	2,350	2,546	7,359	9,273	10,169

	Oct 2019	Oct 2020	Oct 2021	YTD-FY20	YTD-FY21	YTD-FY22
TOTAL	11,612	10,838	11,848	46,620	38,819	52,683

Library Programs



Attendance	Oct 2019	Oct 2020	Oct 2021	YTD-FY20	YTD-FY21	YTD-FY22
Adult Programs	52	12	46	361	60	132
Adult - passive	0	0	27	0	0	143
Teen Programs	27	0	79	115	0	164
Teen - passive	0	0	21	0	0	147
Children's Programs	1437	0	1922	3152	0	3093
Children - passive	0	0	357	0	0	2545
Library Meetings	17	16		55	57	42
Total Attendance	1533	28	2047	3683	117	3431
Total Passive	0	0	405	0	0	2835

Program Numbers	Oct 2019	Oct 2020	Oct 2021	YTD-FY20	YTD-FY21	YTD-FY22
Adult Programs	6	1	7	27	8	44
Teen Programs	3	0	8	15	0	24
Children's Programs	37	0	49	94	2	98
Total # of Programs	46	1	64	136	10	166

Library Services



User Statistics	Oct 2019	Oct 2020	Oct 2021	YTD-FY20	YTD-FY21	YTD-FY22
New Library Cards	53	42	57	310	137	312
Door Count	6,979	4,126	5,597	28,467	14,730	23,214
In-house Browsing	375	0	341	1,710	0	2,285
At Home Deliveries	NA	NA	5	NA	NA	19
At Home Items Delivered	NA	NA	119	NA	NA	442
Curbside Deliveries	-	117	14	0	684	88
ILL Requests (IPL loaned)	18	15	12	64	55	59

Computer Usage	Oct 2019	Oct 2020	Oct 2021	YTD-FY20	YTD-FY21	YTD-FY22
Public Computers	508	205	212	2,168	585	943
WiFi Sessions	1,329	NA	358	NA	NA	1,071
WiFi Unique Users	NA	NA	165	NA	NA	466
Mobile App Launches	653	730	838	NA	3,084	3,683
Mobile App Page Views	772	788	1,015	NA	3,405	4,300

Public Meeting Room	Oct 2019	Oct 2020	Oct 2021	YTD-FY20	YTD-FY21	YTD-FY22
# of Meetings	22	0	13	41	0	41
Meeting Attendance	229	0	57	432	-	140



Indianola Public Library

Serving Indianola since 1884



annual report

FY-2021



Programs & Services

Programs

In response to COVID concerns, the library offered virtual programs for much of the year, such as online trivia and book clubs.

In-person programs began again in June with the popular Summer Reading Program for all ages. Game night, Mario Kart tournaments, trivia, craft activities, and book clubs met in person.



Storytime
with Janis!

3,313

online views

1,860

attending in-person

Crafts to Go

Originally started as a response to the cancellation of children's programs, craft and activity kits for kids became so popular with patrons that we have continued this service.

Adventure Passes

Funded by the Friends of the Library, patrons can check out family passes to the Blank Park Zoo, Science Center, Children's Museum, and Botanical Gardens.

Subscription Boxes

Originally started when the building was closed, the popularity of subscription boxes have prompted this service to continue. Librarians hand-pick books based on patrons' preference.

Personalized Help

Librarians answered 6,344 questions -- from "what was the average rainfall last year" to "how do you pronounce the word rancid".

Ask us!

6,344

Questions answered

Services Offered

The library offers free test proctoring, research assistance, computer help, home delivery for home-bound residents, and curbside pickup.

Online Presence

15,375

wifi sessions

31,646

website hits

13,002

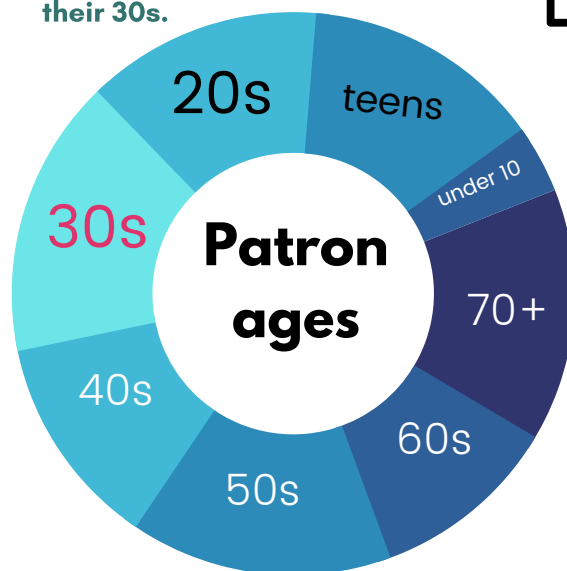
ipl app launches

Library Card Holders

10,638



IPL's top users are those in their 30s.





Library Collections

Collections

The library strives to offer a diverse collection for all ages. In addition to books, the library offers digital materials, games, puzzles, DVDs, books on CD, family history materials, and streaming videos.

Library of Things

In addition to more than doubling the library's popular games collection, we added a Library of Things which includes items such as wifi hot spots, a radon detector, laser level, and telescope for checkout. This also includes fun items such as outdoor games, a metal detector, and kites.

Game & Puzzle Collection

Due to their popularity, the library increased its games collection. Circulation for games increased 60% in FY-21.

60%
circulation increase

114,544
items borrowed



Usage

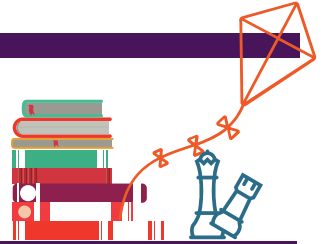
Physical items account for **74%** of checkouts

Books

Ebooks

129,313

Number of items



Collection Size

The library had 129,313 items in FY-21. This is an ever-shifting collection in which less popular collections, such as large print books are downsized to make room for more in-demand collections.

Due to the building size, any new item purchased requires an existing item to be removed.

Collection Composition

Digital materials are the largest portion of the library's collection.



Eliminated Late Fees

In FY-21 the Library Board eliminated late fees for books and DVDs, removing a barrier to access and joining a nationwide trend of libraries going fine-free.





Library Building



207 North B St.

Built in **1984**, the library building is 10,650 sq. feet. It is a one-story building with one program/meeting room and a partial basement. Its defining feature is a skylight that divides the building to create an atrium.

39,383

The number of people entering the library in FY-21 was 39,383.

The busiest month was June with 7,452 visitors.

Open
7
days a week

Expanded Hours

In FY-21 the library expanded its hours to include more evening hours and to be open Sunday afternoons.



Work from Home Space

The library continues to be a popular place for adults to work from home, and this has increased since COVID.

COVID Response

Although the building was closed for 10 weeks, curbside pickup was still available and patrons could enter the building to use the public computers, use the wifi and browse.

Community Fridge

In partnership with Helping Hand, a small refrigerator in the east lobby provides free food for the community.



Library Building

Capital Improvement Plan

Maintaining the library's aging building is a priority and is reflected in the library's long-term Capital Improvement Plan:

- Boiler replacement
- HVAC replacement
- Tuckpointing
- Parking lot repairs
- Energy-efficient lighting
- Accessible circulation desk
- Entryway flooring replacement
- Carpet replacement
- Roof replacement
- Bathroom renovations
- Security system installation



FY-21 Building Costs

Utilities	\$18,816
Janitorial	\$17,869
Maintenance	\$9,800
Insurance	\$5,428
Grounds	\$2,097
Repairs	\$1,924
Beautification	\$248
Total	\$56,182

Repairs

FY-21 included repairs to the library's sump pump, bathroom hand dryers, and automatic door.