



BOARD OF TRUSTEES OF THE INDIANOLA PUBLIC LIBRARY

December 13, 2022

5:45 PM

Indianola Public Library - Meeting Room B

Agenda

- 1. Call to Order**
- 2. Public Comment**
- 3. Agenda Approval**
- 4. Minutes Approval**
 - A. Nov. 8, 2022 Meeting Minutes
- 5. Trustee Continuing Education**
 - A. City of Indianola Library Ordinances
- 6. Financial Reports**
 - A. Approve Monthly Claims
 - B. Review Financial Reports
- 7. Unfinished Business**
 - A. Plumbing Repair
 - B. Referendum Update
- 8. New Business**
 - A. FY-24 Budget Update
 - B. Policy Review: Test Proctoring*
 - C. Policy Change: Library of Things Cleaning Fee*
 - D. Review: Strategic Plan Goals for 2022
- 9. Reports**
 - A. Director's Report
 - B. Library Statistics
- 10. Agenda Items for Next Meeting**
- 11. Trustee Comments**
- 12. Adjourn**

**Indianola Public Library
Board of Trustees Meeting Minutes
November 8, 2022**

Present: Library Director Michele Patrick, Sally VanDorin, Cyd Dyer, Colleen Willmott, Tom Smith and Randi Malone

Absent: Emmett Konrad and Andy Brittingham

The meeting was called to order by Vice President Colleen Willmott at 5:45pm.

There were no public comments.

Michele amended the agenda to add Plumbing to New Business.

Approval of Minutes: Randi Malone motioned to approve the minutes from the October 11, 2022 meeting. Sally VanDorin seconded the motion and it was approved.

Trustee Continuing Education: Trustee Handbook Ch. 14: Public Library Standards were reviewed.

Financial Reports: A motion was made by Sally VanDorin and seconded by Cyd Dyer to approve the monthly claims. Motion approved.

Review of Monthly Expenditures and Revenue: It was noted that in general things are costing more than normal and staff is keeping a close eye on the budget.

Unfinished Business: Library Referendum Update: City Council has approve the purchase of the house to southwest of the library. They are pursuing the purchase of additional land.

New Business:

1. Policy Review: Bed Bug Policy: The policy was reviewed and a motion was made by Randi Malone and seconded by Tom Smith to approve the policy. Motion carried.
2. Policy Review: Library Cards Policy: The policy was reviewed and a motion was made to approve the policy with a clause to eliminate charging a fee for replacing library cards. Motion made by Randi Malone, seconded by Sally VanDorin. Motion carried.
3. Plumbing: Michele explained that there is a leak in the basement. The repair will take 3-4 days to complete and the library will be without bathrooms during the repair. A motion was made by Randi Malone and seconded by Sally VanDorin to keep the library open during the repairs between the hours of 10:00AM and 4:00PM. Staff will be able to use the restrooms at the Administration Building during those hours, and the public will be notified that our restrooms are unavailable. Staff will be paid their normal scheduled hours during the repair. Motion carried.

Director's Report:

- Trunk or Treat was successful with nearly 700 attendees.
- There will be a Trustee Workshop available to all Library Trustees in Warren County at the Milo Public Library on 12/6/22.

- The City has adopted Veteran's Day as a holiday. The library will be closed and the morning book club has been cancelled. We will be keeping the evening Teen Nerf program.
- Michele presented the Library's Annual Report at the City Council meeting last night.

October 2022 statistics were reviewed. We are on pace for a record setting year.

Friends Report: Sally VanDorin explained that the Friends Annual Meeting will be held on Nov. 15th at 6:00pm at the library. They will have food from Mish Mash at the meeting.

Trustee Comments: There were no agenda items recommended for the next meeting or trustee comments.

A motion was made at 6:20 by Randi Malone to adjourn.

Respectfully submitted,

Colleen Willmott

CHAPTER 22

LIBRARY BOARD OF TRUSTEES

22.01 Public Library	22.07 Nonresident Use
22.02 Library Trustees	22.08 Expenditures
22.03 Qualifications of Trustees	22.09 Annual Report
22.04 Organization of the Board	22.10 Injury to Books or Property
22.05 Powers and Duties	22.11 Theft
22.06 Contracting with Other Libraries	22.12 Notice Posted

22.01 PUBLIC LIBRARY. The public library for the City is known as the Indianola Public Library. It is referred to in this chapter as the Library.

22.02 LIBRARY TRUSTEES. The Board of Trustees of the Library, hereinafter referred to as the Board, consists of seven (7) resident members. All members are to be appointed by the Mayor with the approval of the Council.

22.03 QUALIFICATIONS OF TRUSTEES. All members of the Board shall be bona fide citizens and residents of the City. Members shall be over the age of twenty-one (21) years.

22.04 ORGANIZATION OF THE BOARD. The organization of the Board shall be as follows:

1. Term of Office. All appointments to the Board shall be for six (6) years, except to fill vacancies. Each term shall commence on July first. Appointments shall be made every two (2) years of one-third (1/3) the total number or as near as possible, to stagger the terms.
2. Vacancies. The position of any Trustee shall be vacated if such member moves permanently from the City and shall be deemed vacated if such member is absent from six (6) consecutive regular meetings of the Board, except in the case of sickness or temporary absence from the City. Vacancies in the Board shall be filled in the same manner as an original appointment except that the new Trustee shall fill out the unexpired term for which the appointment is made.
3. Compensation. Trustees shall receive no compensation for their services.

22.05 POWERS AND DUTIES. The Board shall have and exercise the following powers and duties:

1. Officers. To meet and elect from its members a President, a Secretary, and such other officers as it deems necessary. The City

Treasurer shall serve as Board Treasurer, but shall not be a member of the Board.

2. Physical Plant. To have charge, control and supervision of the Library, its appurtenances, fixtures and rooms containing the same.

3. Charge of Affairs. To direct and control all affairs of the Library.

4. Hiring of Personnel. To employ a librarian, and authorize the librarian to employ such assistants and employees as may be necessary for the proper management of the Library, and fix their compensation; provided, however, that prior to such employment, the compensation of the librarian, assistants and employees shall have been fixed and approved by a majority of the members of the Board voting in favor thereof.

5. Removal of Personnel. To remove the librarian, by a two-thirds vote of the Board, and provide procedures for the removal of the assistants or employees for misdemeanor, incompetence or inattention to duty, subject however, to the provisions of Chapter 35C of the Code of Iowa.

6. Purchases. To select, or authorize the librarian to select, and make purchases of books, pamphlets, magazines, periodicals, papers, maps, journals, other Library materials, furniture, fixtures, stationery and supplies for the Library within budgetary limits set by the Board.

7. Use by Nonresidents. To authorize the use of the Library by nonresidents and to fix charges therefor unless a contract for free service exists.

8. Rules and Regulations. To make and adopt, amend, modify or repeal rules and regulations, not inconsistent with this Code of Ordinances and the law, for the care, use, government and management of the Library and the business of the Board, fixing and enforcing penalties for violations.

9. Expenditures. To have exclusive control of the expenditure of all funds allocated for Library purposes by the Council, and of all moneys available by gift or otherwise for the erection of Library buildings, and of all other moneys belonging to the Library including fines and rentals collected under the rules of the Board.

10. Gifts. To accept gifts of real property, personal property, or mixed property, and devises and bequests, including trust funds; to take the title to said property in the name of the Library; to execute deeds and

bills of sale for the conveyance of said property; and to expend the funds received by them from such gifts, for the improvement of the Library.

11. Enforce the Performance of Conditions on Gifts. To enforce the performance of conditions on gifts, donations, devises and bequests accepted by the City on behalf of the Library.

(Code of Iowa, Ch. 661)

12. Record of Proceedings. To keep a record of its proceedings.

13. County Historical Association. To have authority to make agreements with the local County historical association where such exists, and to set apart the necessary room and to care for such articles as may come into the possession of the association. The Trustees are further authorized to purchase necessary receptacles and materials for the preservation and protection of such articles as are in their judgment of a historical and educational nature and pay for the same out of funds allocated for Library purposes.

22.06 CONTRACTING WITH OTHER LIBRARIES. The Board has power to contract with other libraries in accordance with the following:

1. Contracting. The Board may contract with any other boards of trustees of free public libraries, with any other city, school corporation, private or semiprivate organization, institution of higher learning, township, or County, or with the trustees of any County library district for the use of the Library by their respective residents.

(Code of Iowa, Sec. 392.5 & Ch. 28E)

2. Termination. Such a contract may be terminated at any time by mutual consent of the contracting parties. It also may be terminated by a majority vote of the electors represented by either of the contracting parties. Such a termination proposition shall be submitted to the electors by the governing body of a contracting party on a written petition of not less than five (5) percent in number of the electors who voted for governor in the territory of the contracting party at the last general election. The petition must be presented to the governing body not less than forty (40) days before the election. The proposition may be submitted at any election provided by law that is held in the territory of the party seeking to terminate the contract.

22.07 NONRESIDENT USE. The Board may authorize the use of the Library by persons not residents of the City or County in any one or more of the following ways:

1. Lending. By lending the books or other materials of the Library to nonresidents on the same terms and conditions as to residents of the City, or County, or upon payment of a special nonresident Library fee.
2. Depository. By establishing depositories of Library books or other materials to be loaned to nonresidents.
3. Bookmobiles. By establishing bookmobiles or a traveling library so that books or other Library materials may be loaned to nonresidents.
4. Branch Library. By establishing branch libraries for lending books or other Library materials to nonresidents.

22.08 EXPENDITURES. All money appropriated by the Council for the operation and maintenance of the Library shall be set aside in an account for the Library. Expenditures shall be paid for only on orders of the Board, signed by its President and Secretary.

(Code of Iowa, Sec. 384.20 & 392.5)

22.09 ANNUAL REPORT. The Board shall make a report to the Council immediately after the close of the fiscal year. This report shall contain statements as to the condition of the Library, the number of books added, the number circulated, the amount of fines collected, and the amount of money expended in the maintenance of the Library during the year, together with such further information as may be required by the Council.

22.10 INJURY TO BOOKS OR PROPERTY. It is unlawful for a person willfully, maliciously or wantonly to tear, deface, mutilate, injure or destroy, in whole or in part, any newspaper, periodical, book, map, pamphlet, chart, picture or other property belonging to the Library or reading room.

(Code of Iowa, Sec. 716.1)

22.11 THEFT. No person shall take possession or control of property of the Library with the intent to deprive the Library thereof.

(Code of Iowa, Sec. 714.1)

22.12 NOTICE POSTED. There shall be posted in clear public view within the Library notices informing the public of the following:

1. Failure To Return. Failure to return Library materials for two (2) months or more after the date the person agreed to return the Library materials, or failure to return Library equipment for one (1) month or more after the date the person agreed to return the Library equipment, is evidence of intent to deprive the owner, provided a reasonable attempt, including the mailing by restricted certified mail of notice that such

material or equipment is overdue and criminal actions will be taken, has been made to reclaim the materials or equipment.

(Code of Iowa, Sec. 714.5)

2. Detention and Search. Persons concealing Library materials may be detained and searched pursuant to law.

(Code of Iowa, Sec. 808.12)



Invoices for Board Meeting December 13, 2022

Vendor	Amount	Description of services or goods
Air-Con Mechanical	\$979.50	Quarterly agreement
Amazon	\$3,104.31	Craft supplies, DVDs, unboxed & loot box goodies, books, other materials and supplies
Baker and Taylor	\$2,817.65	Books
Baker and Taylor Entertainment	\$512.65	DVDs
Baker and Taylor Spoken Word	\$69.37	Books on CD
City of Indianola (IMU)	\$974.12	Utilities
Demco	\$209.19	Repair materials, bookshelf clips
Dust Pros	\$1,878.50	Janitorial services and supplies, ceiling tiles
Excel Lawn & Landscape	\$324.00	Mowing services
Formation Group	\$2,400.00	Boiler replacement
Iowa Division of Labor Services	\$40.00	Boiler Inspection
Iowa Water Management Co.	\$47.50	Monthly agreement
McCoy True Value	\$4.24	spackling
MidAmerican Energy	\$127.66	Natural Gas
Springer Pest Control	\$91.30	Pest management
TRM Disposal	\$106.00	Trash removal
Unique Management	\$65.00	Collection agency
Waste Management	\$8.03	Recycling tote
Wells Fargo	\$2,859.52	See statements for details

Total: **\$16,618.54**

Approved

Date

Approved

Date

Budget Summary



Personnel	November	Year-to-Date	YTD Budget	Variance	Budget	% Spent
Salaries	32,495.20	176,451.30	178,756.67	2,305.37	429,016.00	41.13%
Benefits	12,187.80	63,315.25	72,797.50	9,482.25	174,714.00	36.24%
TOTAL	44,683.00	239,766.55	50,310.83	11,787.62	603,730.00	39.71%

Collection	November	Year-to-Date	YTD Budget	Variance	Budget	% Spent
Print	6,497.27	29,459.30	34,716.67	5,257.37	83,320.00	35.36%
Digital	0.00	5,624.93	9,010.42	3,385.49	21,625.00	26.01%
Special	124.38	2,209.38	2,500.00	290.62	6,000.00	36.82%
TOTAL	6,621.65	37,293.61	46,227.08	8,933.47	110,945.00	33.61%

Operations	November	Year-to-Date	YTD Budget	Variance	Budget	% Spent
Repair/Maint	1,641.35	7,357.91	10,971.67	3,613.76	26,332.00	27.94%
Operations	6,173.24	63,682.10	49,207.92	-14,474.18	118,099.00	53.92%
TOTAL	7,814.59	71,040.01	60,179.58	-10,860.43	144,431.00	53.92%

TOTAL	November	Year-to-Date	YTD Budget	Variance	Budget	% Spent
	59,119.24	348,100.17	149,517.67	-198,582.50	897,106.00	38.80%

Capital Improvement	November	Year-to-Date	Budget	% Spent
Tuckpointing	0.00	0.00	18,000.00	0.00%
Bathroom Upgrades	0.00	0.00	20,000.00	0.00%
Flooring: Entry & Mtg Rooms	0.00	0.00		
TOTAL	0.00	0.00	38,000.00	0.00%

Capital Improvement Plan (FY22)

	November	Year-to-Date	Budget	% Spent
Lighting	0	0	30,000	
Boiler	64,883	5,250	60,000	
TOTAL CIP	5,250.00	5,250.00	90,000	84479.72%

Revenue Report | November 2022

Account Number	Account Title	YTD	Budget	Variance	% Budget
041 - LIBRARY FUND					
041-4100-40000	Property Taxes(R)	(289,102.29)	(560,000.00)	(270,897.71)	51.63%
041-4100-44700	Library Service Reimbursements(R)	(47,650.00)	(80,000.00)	(32,350.00)	59.56%
041-4100-47055	Grants (non-governmental)(R)	(105.50)	0.00	105.50	100.00%
041-4100-47100	Refunds/Reimbursements(R)	(62.83)	0.00	62.83	100.00%
041-4100-47400	Misc Sales (Copies/Scrap/etc)(R)	0.00	0.00	0.00	100.00%
041-4100-47641	Library Fines(R)	(1,744.10)	(3,000.00)	(1,255.90)	58.14%
041-4100-49400	Transfer In--Property Taxes(R)	(91,851.25)	(177,094.00)	(85,242.75)	51.87%
Total: Revenue		(430,515.97)	(820,094.00)	(389,578.03)	
Total: 041 - LIBRARY FUND		(430,515.97)	(820,094.00)	(389,578.03)	
Total:		(430,515.97)	(820,094.00)	(389,578.03)	

Expense Report | November 2022

Account Number	Account Title	YTD	Budget	Variance	% Budget
041 - LIBRARY FUND					
041-4100-60110	Salary/Wages--Administration(E)	42,758.74	102,646.00	59,887.26	41.66%
041-4100-60130	Salary/Wages--Clerical(E)	133,692.58	326,370.00	192,677.42	40.96%
041-4100-61100	FICA(E)	13,058.04	32,819.00	19,760.96	39.79%
041-4100-61300	IPERS(E)	16,656.94	40,497.00	23,840.06	41.13%
041-4100-61420	Deferred Comp--457(E)	1,625.00	3,900.00	2,275.00	41.67%
041-4100-61430	Employee Assistance Program(E)	252.12	250.00	(2.12)	100.85%
041-4100-61440	Wellness Program(E)	140.00	1,700.00	1,560.00	8.24%
041-4100-61500	Health Insurance(E)	26,616.55	75,690.00	49,073.45	35.17%
041-4100-61501	Dental Insurance(E)	1,049.96	4,243.00	3,193.04	24.75%
041-4100-61502	Vision Insurance(E)	180.00	455.00	275.00	39.56%
041-4100-61503	HSA Expense(E)	2,297.24	11,500.00	9,202.76	19.98%
041-4100-61550	Life Insurance/ADD/LTD/STD(E)	1,165.20	3,300.00	2,134.80	35.31%
041-4100-61599	Workers' Comp Insurance(E)	274.20	360.00	85.80	76.17%
041-4100-62100	Membership Dues/Subscriptions(E)	0.00	805.00	805.00	0.00%
041-4100-62300	Education/Training(E)	1,402.95	3,600.00	2,197.05	38.97%
041-4100-62700	Mileage(E)	238.00	991.00	753.00	24.02%
041-4100-63100	Repair/Maint--Bldg/Grounds(E)	7,357.91	26,332.00	18,974.09	27.94%
041-4100-63710	Utilities(E)	10,945.38	23,395.00	12,449.62	46.79%
041-4100-63730	Telephone(E)	0.00	0.00	0.00	100.00%
041-4100-64020	Advertising & Legal Notices(E)	583.02	2,400.00	1,816.98	24.29%
041-4100-64082	Insurance--General Liability(E)	4,876.35	4,000.00	(876.35)	121.91%
041-4100-64083	Insurance--Property(E)	5,561.70	5,000.00	(561.70)	111.23%
041-4100-64084	Insurance--Boiler/Machinery(E)	602.00	700.00	98.00	86.00%
041-4100-64090	Janitorial Services(E)	8,308.69	21,820.00	13,511.31	38.08%
041-4100-64140	Printing(E)	0.00	1,200.00	1,200.00	0.00%
041-4100-64990	Misc Contractual(E)	450.58	1,400.00	949.42	32.18%
041-4100-65020	Library Books & Periodicals(E)	29,459.30	83,320.00	53,860.70	35.36%

Expense Report | November 2022

Account Number	Account Title	YTD	Budget	Variance	% Budget
041-4100-65021	Digital Materials(E)	5,624.93	21,625.00	16,000.07	26.01%
041-4100-65022	Special Collections(E)	2,209.38	6,000.00	3,790.62	36.82%
041-4100-65060	Office Supplies(E)	534.93	3,200.00	2,665.07	16.72%
041-4100-65070	Materials/Supplies(E)	2,866.93	8,150.00	5,283.07	35.18%
041-4100-65080	Postage(E)	221.99	800.00	578.01	27.75%
041-4100-65990	Miscellaneous(E)	295.15	600.00	304.85	49.19%
041-4100-67240	Computer Hardware/Software(E)	23,029.70	28,238.00	5,208.30	81.56%
041-4100-69301	Transfer Out-CIP(E)	0.00	38,000.00	38,000.00	0.00%
041-4100-69621	Transfer Out Info & Tech(E)	0.00	0.00	0.00	100.00%
Total: Expenditure		344,335.46	885,306.00	540,970.54	
Total: 041 - LIBRARY FUND		344,335.46	885,306.00	540,970.54	
Total:		344,335.46	885,306.00	540,970.54	

Library Special Revenue | November 2022

Account Number	Account Title	YTD	Budget	Variance	% Budget
141 - LIBRARY SPECIAL REVENUE FUND					
141-4100-43000	Interest(R)	(680.85)	0.00	680.85	100.00%
141-4100-44302	Enrich Iowa(R)	(5,355.83)	(6,000.00)	(644.17)	89.26%
141-4100-45040	Program Fees-Summer Reading(R)	(35.10)	(15,000.00)	(14,964.90)	0.23%
141-4100-47050	Donations/Contributions(R)	(2,457.14)	(40,000.00)	(37,542.86)	6.14%
141-4100-47051	Friends of the Library Contrib(R)	(7,650.32)	(10,000.00)	(2,349.68)	76.50%
Total: Revenue		(16,179.24)	(71,000.00)	(54,820.76)	
141-4100-65020	Library Books & Periodicals(E)	3,472.42	20,000.00	16,527.58	17.36%
141-4100-65023	Summer Reading Program Expense(E)	2,050.23	15,000.00	12,949.77	13.67%
141-4100-65024	Friends of the Library Expense(E)	2,949.31	10,000.00	7,050.69	29.49%
141-4100-65025	Enrich Iowa Expenses(E)	240.75	6,000.00	5,759.25	4.01%
141-4100-65070	Materials/Supplies(E)	5,002.33	20,000.00	14,997.67	25.01%
141-4100-69000	Transfer Out(E)	0.00	0.00	0.00	100.00%
Total: Expenditure		13,715.04	71,000.00	57,284.96	
Total: 141 - LIBRARY SPECIAL REVENUE FUND		(2,464.20)	0.00	2,464.20	
Total:		(2,464.20)	0.00	2,464.20	

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: December 2022
Subject: Review of Test Proctoring Policy

Recommended changes: none.

Test Proctoring

The Indianola Public Library supports continuing education and recognizes its value by providing test proctoring services.

Policy Goals

The goals of this policy are to outline the test proctoring procedure, clarify expectations, and explain why library staff may not be able to proctor some exams.

Services

Library staff involvement is limited to issuing the exam, periodically observing the student, signing the proctor form, and submitting the completed exam.

Costs

Test proctoring is free. However, students are responsible for paying any associated postage or printing fees.

Limitations

Indianola Public Library staff cannot proctor exams in which the institution requires the student to receive constant, uninterrupted observation. In addition, library staff will not proctor an exam deemed too burdensome or exacting in its demands.

Proctoring will be done by available library staff members. While the institution's agreement form may be signed by one staff member, another staff member may proctor the exam. The Indianola Public Library will not proctor an exam in which the signature of only one designated person is acceptable.

Staff cannot guarantee a private space or table to take the exam or that the library will be quiet and free from distractions.

Availability

Students must make arrangements at least three days in advance. Proctoring services are available during the library's open hours and must be completed at least 30 minutes before closing.

Technical Requirements

The library offers free WiFi and use of the public computers but connection speed or compatibility to a particular site cannot be guaranteed. The library is not responsible for technical problems which may interfere with taking the exam. Technical support personnel are not provided.

Adopted 3/17, Reviewed 10/20

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: December 2022
Subject: Fees for Library of Things

Recommendation: Add an option to charge patrons a cleaning fee of \$2-5 when Library of Things items aren't cleaned when returned. For example, after using the pasta maker, we ask the borrower to wash it before returning it (they are notified of this expectation at the time of checkout). If not, there's an option to charge a small fine.

Circulation Policy (recommended changes in yellow):

Library of Things

Items in the Library of Things collection are chosen to fit various needs of the community. These include accessibility tools, general tools, technology, or recreational items that may come at a higher price. These items are especially important to include so they are accessible to the community when price would be a barrier.

Replacement fees will be capped at \$80 when an item is not returned, is damaged, or is missing pieces. This fee limit will apply to any items purchased for the collection that cost \$80.00 or more; items under \$80.00 will reflect their exact replacement value if they are billed to a patron.

Library of Things items are checked in by two library staff members at the time they are returned. Patrons sign an agreement form confirming that all pieces of the item are present, undamaged, and clean at the time of checkout. Borrowers should clean items before they are returned or a small cleaning fee ranging from \$2.00-\$5.00 may be charged.

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: December 2022
Subject: Strategic Plan Review

Every December the Library Board reviews the Library's progress in achieving the year's strategic plan goals. The Board also previews the upcoming year's goals and makes changes as needed. I have one recommended addition to the 2023 Strategic Plan goals. The complete IPL Strategic Plan is attached to the end of this month's meeting packet.

Review of 2022 Goals

- Install energy-efficient lighting throughout the library to improve visibility. **Completed**
- Expand the teen space, improve seating, and renovate it to create a distinct identity within the library. **Completed: new seating was purchased through the Friends of the Library and the Warren County Philanthropic Partnership.**
- Explore ways to improve findability of materials in the adult sections. **Completed: new signage has been added with plans to add more.**
- Implement at least one new nontraditional promotion in the community each year, such as lawn signs in high-traffic areas and table tents in local restaurants. **Completed: library dinos participating in local parades has been a nontraditional promotion technique.**

Preview of 2023 Goals

- Explore options to create separate spaces for quiet work and collaborative work.
- Explore options for prominent signage indicating entrances and library hours.
- Designate an annual "How Might We?" staff session using the principles of Service Design to explore creative ways to improve patron experiences.
- Add a component to the staff education plan designed to educate library staff on how to promote and advocate for the library.

- Review job descriptions for each library position to determine if skills listed are consistent with the changing nature of libraries and librarianship.
- Re-evaluate hiring practices and interview techniques.
- Launch an online campaign to highlight the work staff is doing day-to-day.
- Add a component to the annual marketing plan designed to create awareness of the state of libraries.
- Implement a virtual campaign that incorporates patron feedback to promote library successes.

December 2022

Director's Report

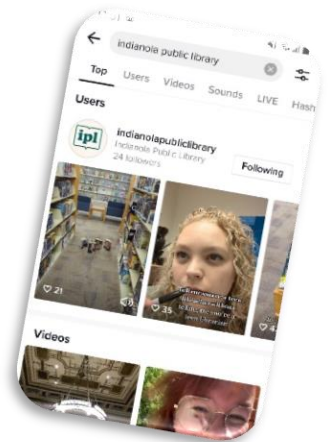
Thiesen's More For Your Community Grant

We received a \$2,000 grant from Thiesen's to be used towards food for our after-school programs.

Thank you to Jacy West for writing this grant application.

TikTok

Alison has expanded our social media presence to include TikTok! Alison also does a great job promoting the library on Facebook and Instagram.



Rearranging of Library Shelves

While each section of the library needs more space, the children's section is especially cramped. The prioritized needs are more space for the juvenile books (grades 3-5) and more space for families with young children to gather and play. To expand the children's section, we shifted adult books to free up a short shelf, which will be moved to the children's section for juvenile books. We will also be moving the public computer table from the middle of the library to a spot closer to the adult section, which will allow us to expand the play area a little bit. We will be able to make these changes without withdrawing any adult books.

Home for the Holidays

The Library Dinos participated in the lighted parade around the square for Home for the Holidays. This was the first time we've participated in this parade, but it won't be the last.

Employee Holiday Breakfast

The Library will host the City's holiday breakfast for employees today (Dec. 13) from 7:00-9:00 am.

Library Assistant Position

Library Assistant Judy Hayden resigned Nov. 25th due to health reasons. We are advertising for her replacement.

Circulation



Print	Nov 2020	Nov 2021	Nov 2022	YTD-FY21	YTD-FY22	YTD-FY23
Adults	2,652	3,147	3,372	13,614	16,871	18,860
Teens	381	386	432	1,911	3,092	3,012
Children	2,987	3,593	3,932	14,541	22,305	23,102
Total	6,020	7,126	7,736	30,066	42,268	44,974

Entertainment	Nov 2020	Nov 2021	Nov 2022	YTD-FY21	YTD-FY22	YTD-FY23
DVDs, CDs, & Video Games	841	1,113	1,363	4,757	5,811	7,492
Magazines	195	183	176	873	912	943
Audiobooks	109	146	185	701	797	962
Games & Puzzles	110	305	472	524	1,468	2,137
Library of Things	0	42	76	0	173	367
Total	1,255	1,789	2,272	6,855	9,161	11,901

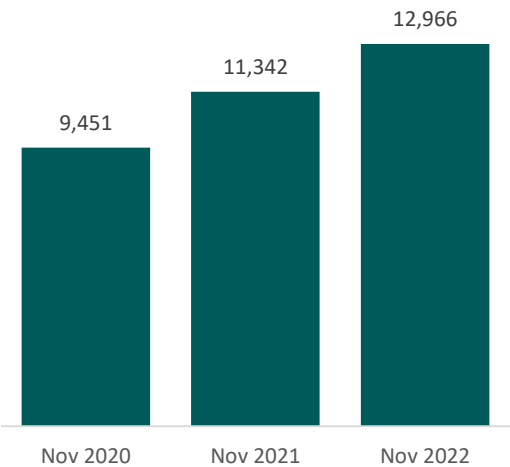
Digital	Nov 2020	Nov 2021	Nov 2022	YTD-FY21	YTD-FY22	YTD-FY23
Ebooks	1,291	1,391	1,604	6,789	7,277	8,369
Eaudio books	847	976	1,226	4,440	5,071	6,178
Digital Magazines	38	59	84	217	247	333
Streaming Videos	0	1	44	3	1	356
Total	2,176	2,427	2,958	11,449	12,596	15,236

Total	Nov 2020	Nov 2021	Nov 2022	YTD-FY21	YTD-FY22	YTD-FY23
	9,451	11,342	12,966	48,370	64,025	72,111

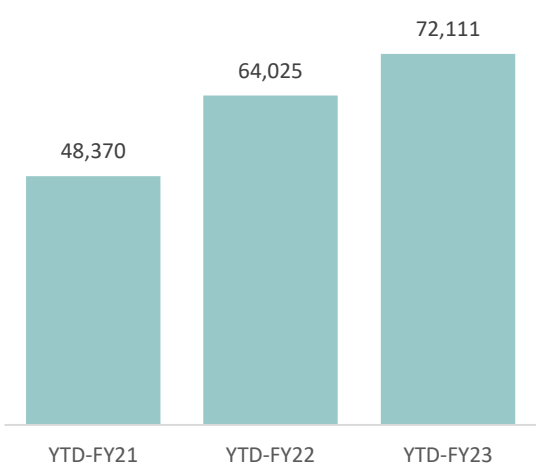
Circulation



Monthly Circulation



Year to Date Circulation

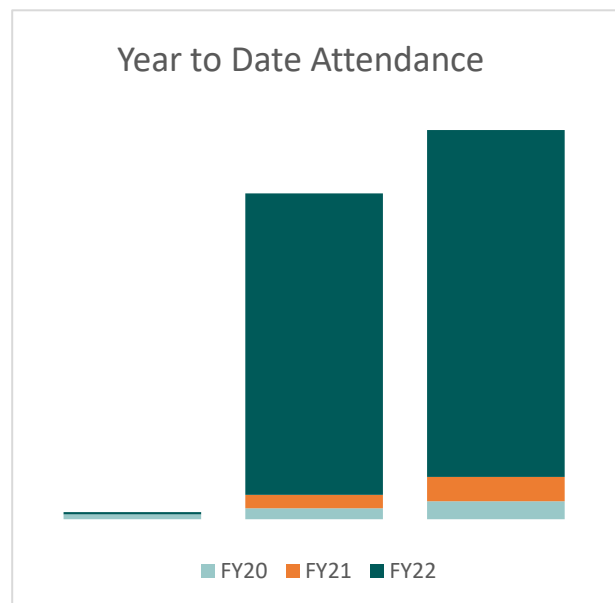
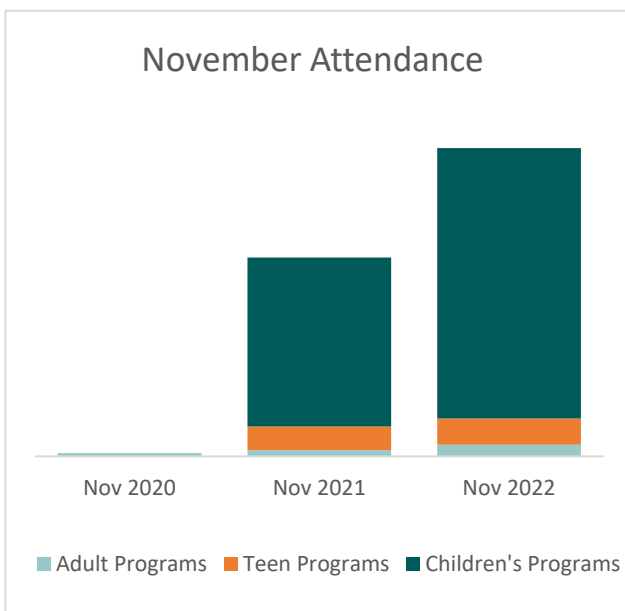


Library Programs



Attendance	Nov 2020	Nov 2021	Nov 2022	YTD-FY21	YTD-FY22	YTD-FY23
Adult Programs	11	21	40	71	153	258
Teen Programs	0	82	91	0	246	390
Children's Programs	0	585	936	25	3,678	4,230
Library Meetings	27	56	51	84	114	124
Total Attendance	38	744	1,118	180	4,191	5,002

Number of Programs	Nov 2020	Nov 2021	Nov 2022	YTD-FY21	YTD-FY22	YTD-FY23
Adult Programs	1	5	7	6	49	34
Teen Programs	0	9	8	0	33	28
Children's Programs	0	31	38	2	129	136
Total Number	1	45	53	8	211	198



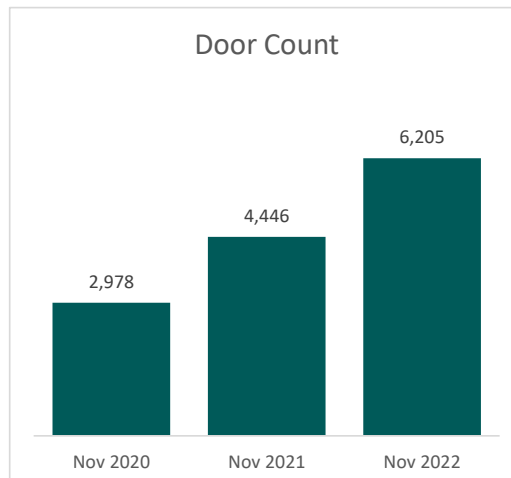
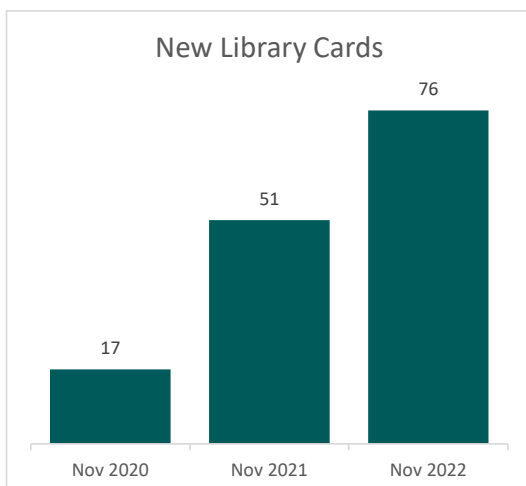
Library Services



User Statistics	Nov 2020	Nov 2021	Nov 2022	YTD-FY21	YTD-FY22	YTD-FY23
New Library Cards	17	51	76	249	363	506
Door Count	2,978	4,446	6,205	17,708	27,660	41,877
In-House Browsing	0	245	423	0	2,530	3,150
Number of Home Deliveries	Not tracked	5	8	Not tracked	24	34
Number of Home Delivery Items	Not tracked	30	76	Not tracked	472	419
Interlibrary Loans (IPL loaned)	9	20	14	67	79	87

Computer Usage	Nov 2020	Nov 2021	Nov 2022	YTD-FY21	YTD-FY22	YTD-FY23
Public Computers	109	223	281	1,074	1,166	1,511
WiFi Sessions	data error	346	646	12,153	1,417	3,302
WiFi Unique Users	data error	151	230	data error	617	1,269
Mobile App Launches	829	954	1,458	6,267	4,637	8,050
Mobile App Page Views	909	1,164	1,624	6,951	5,465	8,963

Public Meeting Room	Nov 2020	Nov 2021	Nov 2022	YTD-FY21	YTD-FY22	YTD-FY23
Number of Meetings	0	10	14	0	51	47
Meeting Attendance	0	29	76	0	169	301



Indianola Public Library Strategic Plan

2020-2025

Mission

We open doors for curious minds.

Vision

The Indianola Public Library anticipates, innovates, and inspires.

Anticipates

We will foster trust and communication to identify the needs, wants, and aspirations of our community.

Innovates

We will experiment and push expectations with programs and services designed for the people we serve.

Inspires

We will encourage discovery, stimulate growth, and cultivate meaningful experiences and relationships.

As one of the oldest public libraries in the State of Iowa, the Indianola Public Library has a proud tradition of serving the community by connecting residents to information and to each other so they can learn, enjoy, and thrive. Indianola's proximity to the metro Des Moines area has prompted a rapidly changing community, and the Library is committed to meeting emerging needs and exceeding community expectations. As part of this endeavor, the Library has developed a five-year Strategic Plan to ensure its relevance with community needs and goals.

Background

The first step in creating this Strategic Plan was researching community demographics. Community statistics are encouraging to the future of the Indianola Public Library. Indianola has a healthy mix of age groups, with the largest group being those age 20-34. This demographic comprises 20% of Indianola's population and 27% of library card holders. The community's educational attainment is good, with 96% having at least a high school degree and 30% with a bachelor's degree or higher. Per capita and household income are on par with the state as a whole.

Other statistics point to areas where the Library needs to make changes in order to meet the community's needs. For example, 77% of residents in the workforce commute to work, but the Library's hours are not compatible with a commuting schedule. In addition, the Indianola Public Library has a smaller building, a smaller staff, and a smaller collection than other libraries in similar sized towns.

The next step in the process was to gather community input by conducting focus groups and gathering opinions through a survey, which reached both library users and residents who don't use the library. After careful consideration of Indianola's demographics and reviewing community input, three clear strategic priorities emerged:

Strategic Priority 1: Improved Spaces

Improving the Library's building was overwhelmingly the largest need identified by the community. There were many comments related to increasing the size of the building, modernizing the furniture, and creating more welcoming spaces. In addition, there is a strong interest in improving the Library's exterior space. Based on this feedback, improving the Library's spaces emerged as the top priority in the next five years.

Strategic Priority 2: Increased Access

Research shows that there has been a steady decline in the number of library card holders over the past 18 years. If the Library will remain a vibrant part of community life, library usage and the number of cardholders needs to increase. Finding ways to reduce barriers to using the Library in order to attract new users is the second strategic priority.

Strategic Priority 3: Increased Awareness

A surprising result from the community survey was that respondents requested services and programs already offered by the Library. Many residents, especially those who are not active library users, are unaware of all that the Library offers them and their community. Increasing the Library's visibility in the community and amplifying awareness of the Library's services and programs is the third strategic priority.

Evaluation

Library staff will review this strategic plan quarterly for progress and the Library Board of Trustees will review progress annually. Qualitative and quantitative data, as well as completion of designated projects, will be used as evaluation tools.

STRATEGIC PRIORITIES

Improved Spaces

Local residents value having a safe, comfortable, and friendly place to go where they can explore ideas, pursue knowledge, practice skills, and connect with others. To this end, the Indianola Public Library is committed to the continuous improvement of the library space.

What we heard:

- “I would like to see [the library] updated with more modern and inviting with spaces for studying and working from home”
- “A more welcoming and modern look would be great.”
- “I would like comfortable chairs and sofas.”
- “I would like a modern building with space for all ages including adults who want to work from the library.”
- The library needs “potential places to sit outside and read or a playground for kids to play on.”
- The library should focus on “updating the facility.”

Over the next five years, the library will:

- Create comfortable, usable spaces.
- Address the technology needs for library users.
- Improve accessibility within the library.
- Design exterior areas which are welcoming, accessible, and usable for the community.

What will this look like?

- More people using the library to relax, learn, and connect to others.
- More people using the library to work and study.
- More people fulfilled by their library experience.

This is how we'll get there:

1. Create comfortable spaces

- Replace outdated furniture with ADA compliant, comfortable seating that is appealing to the population it will serve [2024].
- Install energy-efficient lighting throughout the library to improve visibility [2022].
- Explore options to create separate spaces for quiet work and collaborative work [2023].
- Expand the teen space, improve seating, and renovate it to create a distinct identity within the library [2022].
- Renovate the children's area to inspire learning, promote reading together, and encourage children to actively engage with the space [2024].

2. Address technology needs

- Add workspaces in the adult section by tripling the number of electrical outlets in the adult section [2020].
- Replace furniture with tech-friendly options [2024].
- Replace outdated computers with laptops for flexible use within the library [2020].
- Add a wireless printing option for patrons [2020].

3. Establish exterior spaces that welcome community members to the library

- Explore options to create a main entrance connected to the parking lot [2024].
- Explore options for prominent signage indicating entrances and library hours [2023].
- Explore options for outdoor spaces which encourage community members to linger, such as tables, reading benches, a gazebo, and a children's play area [2024].

Increase Access

The Library will seek to remove the barriers that prevent residents from fully accessing the vast number of library services, programs, and collections available to them. The Library will continue to attract new library users and strengthen patron loyalty by balancing traditional and new collections and services.

What we heard:

- “Add Sunday hours and perhaps Thursday evening hours”
- “SUNDAY HOURS SUNDAY HOURS SUNDAY HOURS”
- “More books for all ages and interests along with other items that can be checked out”
- The library should “increase access to more titles, both digital and paper copy”
- “I would like to see “a bigger selection of books”

Over the next five years, the library will:

- Broaden its appeal to the community.
- Improve patron access to the library.
- Increase hours.
- Refocus policies to ensure they are patron-centric.
- Diversify and strengthen staff knowledge, skills, and abilities.

What will this look like?

- Patrons are empowered to independently and easily use the collection.
- Expanded base of library users.
- Exceptional personal interactions between staff and patrons.
- Engaged staff with clear developmental goals.

This is how we'll get there:

1. Increase the scope of the library's collection

- Create a "library of things" with nontraditional items for checkout [2020].
- Explore new genres to create niche collections [2021].
- Improve collection visibility by adding strategic display areas [2021].

2. Reduce barriers to access

- Expand evening and weekend hours so more people can access the library [2021].
- Explore an alternate structure for the library's fine and fee schedule [2020].
- Conduct a policy audit to update policies to meet the changing library experience [2021].
- Implement a child-centered organization system for the children's library [2020].
- Explore ways to improve findability of materials in the adult sections [2022].

3. Explore new ideas for services and processes

- Designate an annual "How Might We?" staff session using the principles of Service Design to explore creative ways to improve patron experiences [2023].

4. Implement a continuing education program for staff

- Develop and support an ongoing self-directed education program for all staff members [2021].
- Establish an annual staff training day [2020].
- Add a component to the staff education plan designed to educate library staff on how to promote and advocate for the library [2023].

5. Expand strategies for hiring staff with more diversified skills and experiences

- Review job descriptions for each library position to determine if skills listed are consistent with the changing nature of libraries and librarianship [2023].
- Re-evaluate hiring practices and interview techniques [2023].

Create Awareness

As a community-based creativity hub, the public library promotes transformative changes taking place around the world and in our city, yet many people have an outdated perception of what the Library provides. Through increased awareness, residents will discover the ways in which the Library's resources, services, and programs can enrich their lives.

What we heard:

- The 2019 Library Survey captured requests for program and services the Library already offers, indicating that people are unaware of some of the Library's existing programs and services.
- I would like to see "more visual communication for events."
- The library should focus on "getting the word out of what they're doing out there."

Over the next five years, the library will:

- Build community awareness of the services the library offers.
- Build awareness of library values.
- Personalize the library so patrons feel they belong.

What will this look like?

- More library card holders.
- Increased program attendance.
- Increased usage of library services.
- Increased awareness of the value the library brings to Indianola.

This is how we'll get there:

1. Create and carry out an annual strategic marketing communications plan

- Revise and update the marketing guidelines [2021].
- Complete a signage audit to identify inconsistent branding [2021].
- Create a marketing calendar [2021].
- Develop a marketing guide for creating images specifically for certain mediums [2021].

2. Promote the library and library events in the community

- Implement at least one new nontraditional promotion in the community each year, such as lawn signs in high-traffic areas and table tents in local restaurants [2022].
- Implement at least one outreach event each year designed to promote the library [2020].

3. Personalize the Library

- Launch an online campaign to highlight the work staff is doing day-to-day [2023].
- Add a component to the annual marketing plan designed to create awareness of the state of libraries [2023].
- Implement a virtual campaign that incorporates patron feedback to promote library successes [2023].

GOALS BY DATE

2020

- Add workspaces in the adult section by tripling the number of electrical outlets in the adult section.
- Replace outdated computers with laptops for flexible use within the library.
- Add a wireless printing option for patrons.
- Create a “library of things” with nontraditional items for checkout.
- Explore an alternate structure for the library’s fine and fee schedule.
- Implement a child-centered organization system for the children’s library.
- Establish an annual staff training day.
- Implement at least one outreach event each year designed to promote the library.

2021

- Explore new genres to create niche collections.
- Improve collection visibility by adding strategic display areas.
- Expand evening and weekend hours so more people can access the library.
- Conduct a policy audit to update policies to meet the changing library experience.
- Develop and support an ongoing self-directed education program for all staff members.
- Revise and update the marketing guidelines.
- Complete a signage audit to identify inconsistent branding.
- Create a marketing calendar.
- Develop a marketing guide for creating images specifically for certain mediums.

2022

- Install energy-efficient lighting throughout the library to improve visibility.
- Expand the teen space, improve seating, and renovate it to create a distinct identity within the library.
- Explore ways to improve findability of materials in the adult sections.

- Implement at least one new nontraditional promotion in the community each year, such as lawn signs in high-traffic areas and table tents in local restaurants.

2023

- Explore options to create separate spaces for quiet work and collaborative work.
- Explore options for prominent signage indicating entrances and library hours.
- Designate an annual “How Might We?” staff session using the principles of Service Design to explore creative ways to improve patron experiences.
- Add a component to the staff education plan designed to educate library staff on how to promote and advocate for the library.
- Review job descriptions for each library position to determine if skills listed are consistent with the changing nature of libraries and librarianship.
- Re-evaluate hiring practices and interview techniques.
- Launch an online campaign to highlight the work staff is doing day-to-day.
- Add a component to the annual marketing plan designed to create awareness of the state of libraries.
- Implement a virtual campaign that incorporates patron feedback to promote library successes.

2024

- Replace outdated furniture with ADA compliant, comfortable seating that is appealing to the population it will serve.
- Renovate the children’s area to inspire learning, promote reading together, and encourage children to actively engage with the space.
- Replace furniture with tech-friendly options.
- Explore options to create a main entrance connected to the parking lot.
- Explore options for outdoor spaces which encourage community members to linger, such as tables, reading benches, a gazebo, and a children's play area.