



BOARD OF TRUSTEES OF THE INDIANOLA PUBLIC LIBRARY

February 13, 2024

5:30 PM

Indianola Public Library - Meeting Room B

Agenda

- 1. Call to Order**
- 2. Public Comment**
- 3. Agenda Approval**
- 4. Minutes Approval**
 - A. Library Board Jan. 9, 2024 Meeting Minutes*
- 5. Trustee Continuing Education**
 - A. Trustee Handbook Ch. 3: The Five Primary Responsibilities of the Board
 - B. Legislature Update
- 6. Financial Reports**
 - A. Approve Monthly Claims*
 - B. Review Financial Reports
- 7. Unfinished Business**
 - A. Capital Improvement Plan Update
 - B. Surveillance Camera Policy*
- 8. New Business**
 - A. Policy Review: Community Room Policy*
 - B. Policy Review: Communications Policy*
 - C. Policy Review: Circulation Policy*
- 9. Reports**
 - A. Friends of the Library Report
 - B. Director's Report
 - C. Library Statistics
- 10. Agenda Items for Next Meeting**
- 11. Trustee Comments**
- 12. Adjourn**

BOARD OF TRUSTEES OF THE INDIANOLA PUBLIC LIBRARY

January 9, 2024

5:30 PM

Indianola Public Library - Meeting via Zoom

Present: Library Director - Michele Patrick, Randi Malone, Tom Smith, Valerie Craven, Sally Van Dorin, Cyd Dyer, Andy Brittingham, Dawn Goodale

1. Call to Order

Andy Brittingham called the meeting to order at 5:30pm.

2. Public Comment

- a. Public Notice of Virtual Meeting

No Public Comment.

3. Minutes Approval

- a. November 14, 2023 Meeting Minutes*

- b. December 12, 2023 Meeting Minutes*

MOTION: *Cyd moved to approve the November and December meeting minutes.*

Dawn seconded. Motion carried.

4. Trustee Continuing Education

- a. Trustee Handbook Ch. 2: A Culture of Learning

Andy reviewed this section of the Trustee Handbook and noted that there are two main standards as part of the culture of learning/continuing education - the library staff and the library board.

Michele noted that full-time IPL librarians are required to be certified through the State and attend continuing education sessions through the Iowa Library Association or comparable education, as well as encouraging staff to participate on committees or board service within the Iowa Library Association. For the Library Board and continuing education, that is fulfilled during the monthly Library Board meetings in the Trustee Continuing Education section.

5. Financial Reports

- a. Approve Monthly Claims*

Michele reported that all claims listed are all as normal with the exceptions of the electrical and flooring invoices, which are from the Capital Improvement Plan and were necessary due to some unforeseen circumstances with the repairs/changes to the library.

MOTION: *Tom motioned to approve the monthly claims as presented. Cyd seconded. Motion carried.*

b. Review Financial Reports

Financial reports reflect that we are roughly halfway through the year and halfway through our budget money. Many of our major bills have already been paid and we are looking good thus far. Revenue is looking positive and we did receive money from the county that was promised to the library, which helps things continue to be on target.

6. Unfinished Business

a. Capital Improvement Plan Update

Michele provided an update on the CIP. She noted that one piece that is still outstanding is the furniture. The mockups received so far were not quite what they had in mind, so they've reached out to ask if they have anything else or more unique than what they've seen so far. They have not yet heard back and are waiting on the response.

Michele said we are getting ready to complete bathroom renovations and there will be some additional replacements than expected (toilets, for example) because some items are not up to code, but otherwise all is on track for the most part.

7. New Business

a. Security Cameras Policy

Michele provided a draft of a security cameras policy and wants to begin a discussion of a policy that we should have at the library due to the use of video surveillance. Michele encouraged that we send the policy for review to the City attorney, which Tom felt was important.

Tom suggested adding retention verbiage to the policy. Andy asked if we will be putting up signs about video surveillance in the library and Michele said that they will be purchasing signs to notify the public. Randi suggested adding verbiage to the meeting room checkout/sign-up to make people acknowledge that they understand the cameras are present.

Michele noted there are no cameras in the back offices or staff areas.

b. Review of Patron Survey Results

Michele encouraged all board members to read the 2023 survey results as they are able. Michele feels the results were interesting and sheds some light on areas we know are issues and things that are going well. This information may be shared with the City Council.

8. Reports

a. Friends of the Library Report

Sally gave an update for the Friends Report. She noted that the Friends met at Sports Page in December. Trivia will be coming up in March and the t-shirt fundraiser is up and running as well.

b. Director's Report

Michele gave the director's report and noted that December was busy with the entryway project and it finished on time. Michele has had some encouraging conversation recently with someone who let her know that previous comments or thoughts about the library have begun to shift with new facts coming to light. This information is great for people to hear and know so that the issues of the library overall can be elevated for solutions.

Michele also mentioned that they are still working on the structural report to see if they can move the digging to a different place to avoid breaking tiles, but no updates on that yet.

c. Library Statistics

December statistics look very low, but the library was closed for a large chunk of the month, so it is no surprise that the numbers are down. We are otherwise doing well for the year overall and Michele is hoping for a bounceback in January.

9. Agenda Items for Next Meeting

No new agenda items for the next meeting.

10. Trustee Comments

No Trustee Comments.

11. Adjourn

MOTION: *Randi motioned to adjourn. Meeting concluded at 6:13pm.*



Chapter 3: The Five Primary Responsibilities of Boards

Even though the board delegates the day-to-day management to the director, the board never gives up its responsibility to ensure that the library succeeds and prospers. In exercising that responsibility, Iowa's public library boards have five primary roles:

I. Hiring the Library Director

The board hires a qualified person to manage the daily operations of the library, working with and in support of the director while mutually respecting each other's roles. (See **Chapter 3: Hiring the Library Director.**)

II. Approving and Monitoring the Budget

Library boards typically have a great deal of authority over the library budget, including approving expenditures, and moving funds between line items. (See **Chapter 4: Approving and Monitoring the Budget.**)

III. Developing and Adopting Policies

Library boards must be mindful that they adopt public policy for a public service. They should take care to avoid writing policies that are reactionary or punitive. Instead, policy development should keep community interests at the forefront. Once adopted by the board, library staff work to carry out the policies and communicate them to patrons. (See **Chapter 5: Developing and Adopting Policies.**)

IV. Planning for the Library's Future

Planning is another important function of the board and should be approached as a continuous process. Planning leads boards to explore possibilities and opportunities,

basing decisions on community input and packaging service in response to community needs. (See **Chapter 6: Planning for the Library's Future.**)

V. Evaluating Service and Advocating for Advancements

The community puts its faith in the library board to make sure the library is operating within the public trust. The board helps determine whether the community is satisfied with library programming and services. One of the most effective ways to gauge satisfaction with library service is by evaluating the library director's job performance. Note that trustees can also evaluate their own performance! In exercising this evaluation and advocacy role, boards are pushing for adequate funding, seeking technology advancements, fostering community relationships, and supporting the library staff in terms of salaries, benefits, and working conditions. (See **Chapter 7: Evaluating Service and Advocating for Advancements.**)

"You can do what I cannot do. I can do what you cannot do. Together we can do great things."

Mother Teresa



Invoices for Board Meeting

January 9, 2024

Vendor	Amount	Description of services or goods
Amazon	\$2,174.38	Craft supplies, DVDs, unboxed & loot box goodies, books, other materials and supplies
Baker and Taylor	\$3,709.25	Books
Baker and Taylor Entertainment	\$24.49	DVDs
Baker and Taylor Spoken Word	\$242.83	Books on CD
City of Indianola (IMU)	\$829.86	Utilities
Demco	\$432.39	covering supplies and bookmarks
Dust Pros	\$1,516.50	Janitorial services, supplies
Elm USA	\$179.33	supplies for DVD/CD cleaner
Ferguson	\$1,848.41	CIP-Bathroom remodel supplies
Fire Extinguisher Company	\$46.50	Annual inspection
Iowa Water Management Co.	\$49.50	Monthly agreement
MidAmerican Energy	\$374.96	Natural Gas
Playaway Products	\$108.28	Playaway devices and Wonderbooks
Springer Pest Control	\$91.30	Pest management
TRM Disposal	\$118.00	trash removal
Unique Management	\$130.00	Collection agency (Jan & Feb)
Waste Management	\$8.99	Recycling tote
Wells Fargo	\$808.99	See statements for details

Total: **\$12,693.96**

Approved

Date

Approved

Date

Budget Summary



Personnel	January	Year-to-Date	Budget	% Spent
Salaries	37,343.66	273,551.40	460,283.00	59.43%
Benefits	10,846.50	78,406.13	169,270.00	46.32%
TOTAL	48,190.16	351,957.53	629,553.00	55.91%

Collection	January	Year-to-Date	Budget	% Spent
Physical	2,158.61	33,026.44	93,975.00	35.14%
Digital	0.00	11,624.93	23,850.00	48.74%
Special	351.08	2,991.26	9,400.00	31.82%
TOTAL	2,509.69	47,642.63	127,225.00	37.45%

Operations	January	Year-to-Date	Budget	% Spent
Repair/Maint	409.79	15,668.21	31,702.00	49.42%
Operations	4,544.48	81,413.19	140,729.00	57.85%
TOTAL	4,954.27	97,081.40	172,431.00	57.85%

TOTAL	January	Year-to-Date	Budget	% Spent
	58,254.12	496,681.56	929,209.00	53.45%

Capital Improvement FY24	January	Year-to-Date	Budget	% Spent
Dividing Wall Replacement	0.00	0.00	25,000.00	0.00%
Furniture Replacement	0.00	0.00	40,000.00	0.00%
Handicap Accessible Door	0.00	6,452.27	6,000.00	107.54%
Ceiling Tile Replacement	0.00	9,953.44	10,000.00	99.53%
Meeting Room Refresh	2,600.00	2,600.00	10,000.00	26.00%
Emergency Exit	0.00	0.00	12,000.00	0.00%
TOTAL	2,600.00	19,005.71	103,000.00	18.45%

Capital Improvement FY23	January	Year-to-Date	Budget	% Spent
Tuckpointing	0.00	12,600.00	18,000.00	70.00%
Bathroom Upgrades	4,088.00	4,088.00	20,000.00	20.44%
Flooring: Entry & Mtg Rooms	40,054.00	40,054.00	20,000.00	200.27%
TOTAL	44,142.00	56,742.00	58,000.00	97.83%

Project complete

Project moved to FY25

Account Number	Account Title	YTD	Budget	Variance	% Budget
041 - LIBRARY FUND					
041-4100-40000	Property Taxes(R)	-308,646.14	-600,000.00	-291,353.86	51.44%
041-4100-44700	Library Service Reimbursements(R)	-49,458.00	-85,000.00	-35,542.00	58.18%
041-4100-47400	Misc Sales (Copies/Scrap/etc)(R)	-1,195.28	-1,000.00	195.28	119.52%
041-4100-47641	Library Fines(R)	-2,321.43	-3,000.00	-678.57	77.38%
041-4100-49400	Transfer In--Property Taxes(R)	-99,633.95	-194,165.00	-94,531.05	51.31%
Revenue		-461,254.80	-883,165.00	-421,910.20	
041 - LIBRARY FUND		-461,254.80	-883,165.00	-421,910.20	
Total:		-461,254.80	-883,165.00	-421,910.20	

Account Number	Account Title	YTD	Budget	Variance	% Budget
041 - LIBRARY FUND					
041-4100-60110	Salary/Wages--Administration(E)	70,538.27	123,626.00	53,087.73	57.05%
041-4100-60130	Salary/Wages--Clerical(E)	203,013.11	336,657.00	133,643.89	60.30%
041-4100-61100	FICA(E)	20,520.11	34,895.00	14,374.89	58.80%
041-4100-61300	IPERS(E)	25,779.71	43,060.00	17,280.29	59.86%
041-4100-61420	Deferred Comp--457(E)	2,275.00	3,900.00	1,625.00	58.33%
041-4100-61430	Employee Assistance Program(E)	275.04	255.00	-20.04	107.85%
041-4100-61440	Wellness Program(E)	.00	570.00	570.00	0.00%
041-4100-61500	Health Insurance(E)	23,046.05	67,434.00	44,387.95	34.17%
041-4100-61501	Dental Insurance(E)	1,406.93	3,928.00	2,521.07	35.81%
041-4100-61502	Vision Insurance(E)	174.82	395.00	220.18	44.25%
041-4100-61503	HSA Expense(E)	2,519.92	9,600.00	7,080.08	26.24%
041-4100-61550	Life Insurance/ADD/LTD/STD(E)	1,976.52	4,833.00	2,856.48	40.89%
041-4100-61599	Workers' Comp Insurance(E)	432.03	400.00	-32.03	108.00%
041-4100-62100	Membership Dues/Subscriptions(E)	310.00	850.00	540.00	36.47%
041-4100-62300	Education/Training(E)	2,410.35	3,600.00	1,189.65	66.95%
041-4100-62700	Mileage(E)	.00	1,250.00	1,250.00	0.00%
041-4100-63100	Repair/Maint--Bldg/Grounds(E)	15,668.21	31,702.00	16,033.79	49.42%
041-4100-63710	Utilities(E)	12,343.81	29,365.00	17,021.19	42.03%
041-4100-64020	Advertising & Legal Notices(E)	2,851.09	3,000.00	148.91	95.03%
041-4100-64082	Insurance--General Liability(E)	5,608.42	5,500.00	-108.42	101.97%
041-4100-64083	Insurance--Property(E)	6,245.00	6,500.00	255.00	96.07%
041-4100-64084	Insurance--Boiler/Machinery(E)	563.00	700.00	137.00	80.42%
041-4100-64090	Janitorial Services(E)	12,064.59	22,728.00	10,663.41	53.08%
041-4100-64140	Printing(E)	.00	1,200.00	1,200.00	0.00%
041-4100-64990	Misc Contractual(E)	599.45	1,440.00	840.55	41.62%
041-4100-65020	Library Books & Periodicals(E)	33,026.44	93,975.00	60,948.56	35.14%
041-4100-65021	Digital Materials(E)	11,624.93	23,850.00	12,225.07	48.74%
041-4100-65022	Special Collections(E)	2,991.26	9,400.00	6,408.74	31.82%
041-4100-65060	Office Supplies(E)	1,693.39	4,000.00	2,306.61	42.33%
041-4100-65070	Materials/Supplies(E)	1,439.08	11,350.00	9,910.92	12.67%
041-4100-65079	Materials/Supplies--Program(E)	5,586.41	12,500.00	6,913.59	44.69%
041-4100-65080	Postage(E)	655.26	840.00	184.74	78.00%
041-4100-65990	Miscellaneous(E)	190.56	870.00	679.44	21.90%
041-4100-67240	Computer Hardware/Software(E)	28,852.78	35,036.00	6,183.22	82.35%
Expenditure		496,681.54	929,209.00	432,527.46	

Account Number	Account Title	YTD	Budget	Variance	% Budget
041 - LIBRARY FUND		496,681.54	929,209.00	432,527.46	
Total:		496,681.54	929,209.00	432,527.46	

Account Number	Account Title	YTD	Budget	Variance	% Budget
141 - LIBRARY SPECIAL REVENUE FUND					
141-4100-65020	Library Books & Periodicals(E)	1,629.09	20,000.00	18,370.91	8.14%
141-4100-65023	Summer Reading Program Expense(E)	3,840.35	15,000.00	11,159.65	25.60%
141-4100-65024	Friends of the Library Expense(E)	2,276.13	20,000.00	17,723.87	11.38%
141-4100-65025	Enrich Iowa Expenses(E)	2,893.74	5,000.00	2,106.26	57.87%
141-4100-65070	Materials/Supplies(E)	1,843.22	10,000.00	8,156.78	18.43%
141-4100-69000	Transfer Out(E)	.00	.00	.00	100.00%
Expenditure		12,482.53	70,000.00	57,517.47	
141-4100-43000	Interest(R)	.00	.00	.00	100.00%
141-4100-44302	Enrich Iowa(R)	-8,674.70	-5,000.00	3,674.70	173.49%
141-4100-45040	Program Fees-Summer Reading(R)	.00	-15,000.00	-15,000.00	0.00%
141-4100-47050	Donations/Contributions(R)	-4,977.86	-30,000.00	-25,022.14	16.59%
141-4100-47051	Friends of the Library Contrib(R)	-10,024.81	-20,000.00	-9,975.19	50.12%
Revenue		-23,677.37	-70,000.00	-46,322.63	
141 - LIBRARY SPECIAL REVENUE FUND		-11,194.84	.00	11,194.84	
Total:		-11,194.84	.00	11,194.84	

FY 24 Capital Improvement Plan Update

February 2024

Project List:

Furniture in Adult Area

- Working with Piggott for revised options.

Meeting Room Upgrades

- Waiting on facilities manager for removal of the broken stove/fridge and installation of a new sink and cabinet.

Bathroom Upgrades

- The renovation of the first bathroom is in progress. Due to scheduling issues, the second bathroom will not be done until the first week of April.

Dividing Wall Replacement | Meeting Room

- August 2024 installation.

Staff Area Emergency Exit

- Not started. The City's new facilities manager will oversee this project.

Entry Flooring Replacement

- Complete

Automatic Door | East Entrance

- Completed.

Ceiling Tile Replacement

- Completed.

Tuckpointing

- Completed

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: February 2024
Subject: Security Camera Policy

The City's attorney reviewed the draft policy concerning security cameras and made a few changes (shown in red).

As requested, I looked into how long footage is kept in hopes that this could be included in the policy. Unfortunately, an exact time frame can't be pinpointed at this time because once the recorder is full, new images overwrite older footage. When that happens depends on resolution settings, which are still being tweaked.

The Indianola Public Library strives to protect the safety and security of patrons and staff, along with protecting the library building and its contents from theft and damage. In pursuit of this, security cameras monitor the public areas of the Library, including the meeting rooms, and parts of the Library's exterior property and parking lot. **Cameras will not be placed in areas where there is a reasonable expectation of privacy or in areas prohibited by Iowa Code, such as restrooms.**

The Library will post signage advising that security cameras are in use.

POLICY: Security Cameras

The Indianola Public Library strives to protect the safety and security of patrons and staff, along with protecting the library building and its contents from theft and damage. In pursuit of this, security cameras monitor the public areas of the Library, including the meeting rooms, and parts of the Library's exterior property and parking lot. **Cameras will not be placed in areas where there is a reasonable expectation of privacy or in areas prohibited by Iowa Code, such as restrooms.**

The Library will post signage advising that security cameras are in use.

Information obtained through video surveillance will be used where needed to discourage violations of the library's Code of Conduct, to assist library staff in preventing the recurrence of any violations and, when necessary, to provide law enforcement assistance in prosecuting criminal activity. A stored digital video record may be turned over to law enforcement by the Director, unless such images include records protected by Iowa Code 22.7(13). In which case such records would be released only pursuant to a valid court order.

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: February 2024
Subject: Community Room Policy

The recommended change to the Community Room Policy is to add Security Camera policies to the list of policies that affect use of the meeting room. Changes are in red:

*“The library’s Code of Conduct **and Security Camera policies** apply to meetings in the Community Room.”*

Community Room Policy

The Indianola Public Library provides meeting space for civic, cultural, and educational meetings by the community.

Room Specifications

The Community Room has a maximum seating capacity of 30 people auditorium style or 18 people conference style.

Availability

The Community Room is available free of charge for gatherings of two or more persons.

- Groups are limited to reserving the room twice every seven days, up to two hours each meeting. Exceptions may be made at the discretion of the director.
- Should it be necessary to cancel a meeting, notice should be given to the library no less than 24 hours in advance.

Walk-in Individuals or Groups

The Community Room is also available free of charge by walk-in groups or individuals if it is not already reserved by another party. It is available on a first-come, first-served basis. Staff cannot guarantee the availability of the room beforehand. There is a two-hour daily time limit.

Limitations

- The library's Code of Conduct and Security Camera policies apply to meetings in the Community Room.
- The Community Room may be reserved and used only during times that the library is open. Meetings must be over and the Community Room returned to its original condition at least fifteen minutes before closing time.
- Meetings that charge admission or attendance fees or that in any way promote sales, solicitation of later sales, order placement, or fundraising are prohibited except for events that benefit the Library.
- The library does not provide storage space for groups using the Community Room.
- Organizations using the Community Room may not disrupt other patrons and may have future use of the Community Rooms denied to them should they do so.

- The library is not responsible for theft or damage of equipment or material supplied by users.
- Permission to use a meeting room does not imply library endorsement of the aims, policies, or activities of any group or organization.

Room Usage and Cleanup

- The contact person who signs the Community Room Form is the responsible party for all costs and damages that may occur to the room, its contents, and furniture. Costs will be billed to the responsible party.
- A \$30 cleaning fee will be charged if damages to the room include the need for carpet cleaning. Future reservations will be suspended until the fee is paid.
- Furniture should be left in the arrangement in which it was found.
- Set-up and clean-up must be accomplished within the reserved time.
- Children under age 18 must be supervised.
- Arrangements may be made for use of the TV or whiteboard and markers

Adopted 8/99; revised 3/17; revised 2/19; revised 7/21; 1/23; 11/23

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: February 2024
Subject: Review of Communications Policy

It is time to review the Communications Policy. There are no recommended changes.

Communications Policy

Policy Statement: The Communications Policy establishes the standards and guiding principles used to communicate about the Indianola Public Library in a consistent and compelling voice across varied platforms. These platforms include print marketing, electronic communications, and social media outlets.

Policy Goals

The purpose of this policy is to provide transparency to the goals and priorities that guide the library's communication practices and outline the rationale behind decisions to restrict public comment.

Principles

Informative: IPL seeks to share information that is accurate, interesting, and useful.

Proactive: The information shared is timely and responsive to community needs.

Inclusive: A variety of venues are used to communicate to IPL's community of users. Communication platforms chosen are easy-to-use, accessible, and up-to-date.

Professional: IPL's style of communication is always respectful, courteous, and adheres to the American Library Association's Code of Ethics.

Communication Priorities and Goals:

- Showcase IPL programs, services, and related news
- Reach out and engage library users
- Promote values of the library profession, such as literacy and intellectual freedom
- Share useful and relevant information pertaining to the City of Indianola

Responsibility

Responsibility for creating and distributing content rests with assigned staff members under the direction of the Library Director.

Public Comment Restrictions

The Indianola Public Library upholds the principles of intellectual freedom and will not remove public comments from communications outlets, except for the following reasons:

Liability Risks

- Potentially libelous statements
- Plagiarized material
- Content that does not adhere to fair use guidelines or respect copyrighted and trademarked materials.
- Private, personal information published without consent

Content that is off topic

- Comments or hyperlinks unrelated to the content of the forum
- Commercial promotions, political activity, or spam

Threatening or harmful content

- Profane, vulgar, or obscene content
- Content that promotes, fosters, or perpetuates discrimination
- Personal attacks, insults, or threatening language

Liability from Public Comment

The library may reproduce comments, posts, and messages in other public venues. Identifying information, other than first name, will be removed unless the user grants prior approval.

By posting content to the library's platform, the user agrees to indemnify the Library and its officers and employees from and against all liabilities, judgments, damages, and costs (including attorney's fees) incurred by any of them which arise out of or are related to the posted content. Notwithstanding the foregoing, the library is not obligated to take any such actions and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the service. Anyone who violates these terms will be barred from future use of the library's social networking sites.

Adopted 9-8-09; Reviewed 2/12; Revised 10/17/Revised 1/21

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: February 2024
Subject: Circulation Policy: Notice Schedule Change

I'm requesting a minor change to the Circulation Policy's overdue notice schedule. Changing the third notice to 21 days instead of 28 days would give patrons more time between the final notice and billed notice. The policy change is shown below:

Notices are sent when an item is one day overdue, seven days overdue, and ~~28~~ 21 days overdue. A final notice is sent when an item is 35 days overdue.

Circulation Policy

Loan Periods, Check Out Limits, and Fines

Material Type	Checkout Limits (per card)	Loan Period	Renewals	Fines
Books, magazines, and audiobooks	None	3 weeks	Two	None
Movies	Five	1 week	Two	None
Board Games	Five	1 week	Two	None
Puzzles	Five	3 weeks	Two	None
Library of Things and Video Games	Two	1 week	Two	50 cents/day
Interlibrary loan	None	Varies	None	50 cents/day

*Fines will be assessed daily until the item is returned, up to a maximum fine of \$5.00 or the cost of the item, whichever is less.

Suspended Privileges

Accounts with materials overdue by seven or more days will be frozen until all overdue items are renewed, returned, or purchased in the case of loss or damage.

Fines must be under \$5.00 to check out.

Notices

Notices are sent when an item is one day overdue, seven days overdue, and **21 days overdue**. A final notice is sent when an item is 35 days overdue.

Billed Items

Accounts with materials overdue 35 days will be billed for the cost of replacing the items, up to \$80.00. This bill is final. Accounts will be suspended until the bill is paid.

Renewals

If an item is eligible for renewal, the library will automatically renew the item for the patron at the due date. Items will not renew once they have reached the maximum number of renewals. Interlibrary Loan items, magazines, and book club sets are not eligible for automatic renewals.

Holding Items

If an item is checked out, a hold may be placed on it and the patron will be notified when it is available. A patron must have a library account before a hold can be placed.

In addition, items not owned by the library may be requested through interlibrary loan. A fee for interlibrary loan items is assessed if the item is located and must be paid prior to checking out any interlibrary loan materials.

Reference

The genealogy reference collection does not circulate.

Home Delivery

At Home Delivery is provided to those people living within the corporate city limits of Indianola, who are unable to come to the library on their own due to a disability, either long- or short-term. Books are delivered to patrons on a regular basis.

Copying Services

A copy machine and computer printer are provided for use by the public at 15¢ per copy. Patrons are responsible for all items printed. Patrons are responsible for all items printed.

Faxing Services

Patrons may use the library's fax machine to send faxes at no charge. Incoming faxes are not accepted.

Digital Materials

The library offers a collection of digital materials to patrons with valid library cards. Some digital materials are limited to patrons who reside in the city limits of Indianola or rural Warren County. The number of items checked out per patron is limited and checkout periods vary.

Library of Things

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.

Adopted 8/99; Revised 12/03; Revised 01/04; Revised 02/07; Revised 02/14; Revised 4/17; Revised 12/18;
Revised 5/19; Revised 6/19; Revised 6/21; Revised 3/22; 5/22; 10/22; 12/22; 3/23; 11/23

February 2024

Director's Report

City Council Budget Retreat

The City Council met with department heads and City administration on the evenings of Jan. 22 and 29 to discuss next year's budget. The Library requested funding to add the position of Deputy Director, along with money for parking lot repairs and to replace the chiller.

Warren County Supervisors Meeting

Myself, along with the directors from Milo and Norwalk, met with the supervisors on Jan 30 to request funding for services to rural Warren County residents. We'll be notified sometime this spring on how much funding we'll receive. It is then divided among the six Warren County libraries based on rural circulation.

Elephant and Piggie Event

Inclement weather curtailed attendance at our Elephant and Piggie event, although those who attended had a great time. We had over 25 staff and volunteers help with the event which brought in close to 100 young E & P fans.

Soup-er Bowl

This year's Soup-er Bowl was another success as a community outreach with 19 soups donated over three Fridays (one was cancelled due to weather) and more than 150 people tasting delicious. Once again, Jacy did an outstanding job in organizing this great event.

George Washington Carver Day

Janis hosted one of the featured programs of the George Washington Carver Day on the square. She had more than 50 people at her three storytimes, held at the Corner Sundry. Although the event was held Saturday morning, we also held our regularly scheduled storytime with Kelsey at the library.

Special Thanks to Janis

Kudos to Janis for being the interim director while I was out of the office for two weeks. Among the extra tasks she juggled during those weeks, she had the unenviable job of deciding when to close the library for weather.

Circulation



Print	Jan 2022	Jan 2023	Jan 2024	YTD-FY22	YTD-FY23	YTD-FY24
Adults	3,077	3,458	4,304	22,882	25,405	26,214
Teens	333	422	464	3,788	3,834	3,403
Children	3,755	4,424	5,188	29,449	30,900	33,248
Total	7,165	8,304	9,956	56,119	60,139	62,865

Entertainment	Jan 2022	Jan 2023	Jan 2024	YTD-FY22	YTD-FY23	YTD-FY24
DVDs & Video Games	1,146	1,392	1,742	8,050	10,147	10,474
Magazines	152	191	130	1,225	1,279	895
Audiobooks	149	181	155	1,085	1,278	1,013
Games & Puzzles	314	455	727	2,054	3,016	3,878
Library of Things	35	50	35	269	458	366
Total	1,796	2,269	2,789	12,683	16,178	16,626

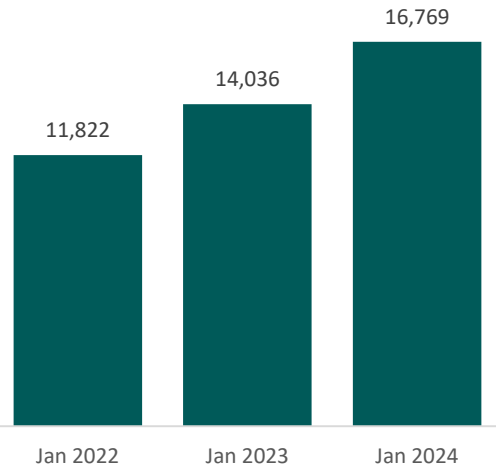
Digital	Jan 2022	Jan 2023	Jan 2024	YTD-FY22	YTD-FY23	YTD-FY24
Ebooks	1,678	1,846	1,995	10,387	11,838	12,578
Eaudio books	1,137	1,367	1,606	7,266	8,846	10,918
Digital Magazines	46	83	300	352	467	1,299
Streaming Videos	0	167	123	1	661	1,130
Total	2,861	3,463	4,024	18,006	21,812	25,925

Total	Jan 2022	Jan 2023	Jan 2024	YTD-FY22	YTD-FY23	YTD-FY24
	11,822	14,036	16,769	86,808	98,129	105,416

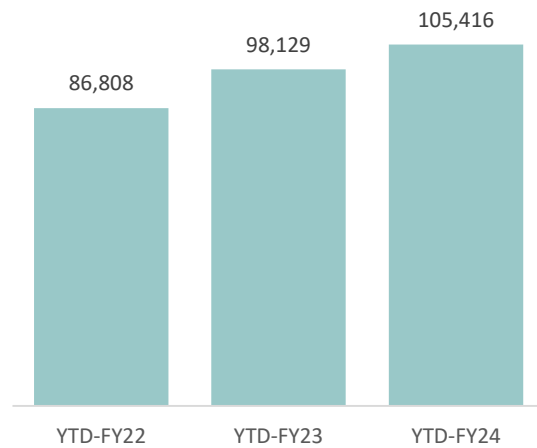
Circulation



Monthly Circulation



Year to Date Circulation

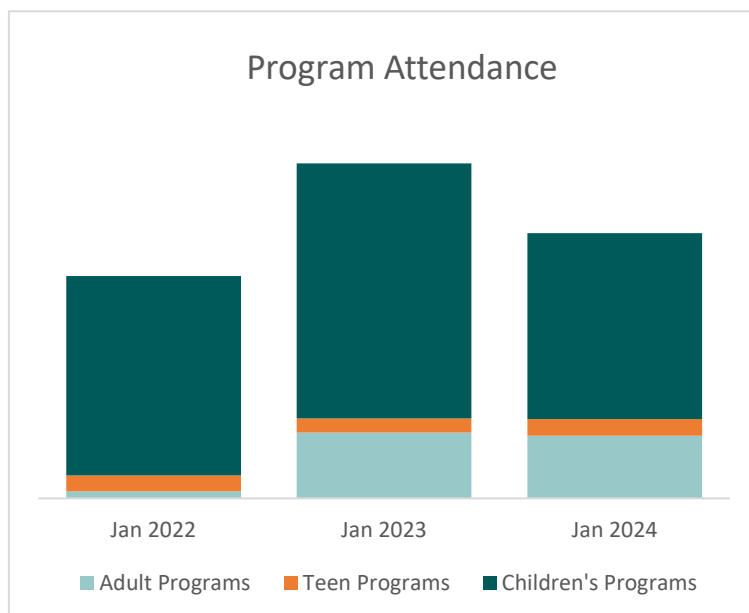


Library Programs



Attendance	Jan 2022	Jan 2023	Jan 2024	YTD-FY22	YTD-FY23	YTD-FY24
Adult Programs	25	238	226	191	511	981
Teen Programs	58	50	60	379	484	588
Children's Programs	719	920	670	4,880	6,028	6,079
Library Meetings	17	22	18	139	153	150
Total Attendance	819	1,230	974	5,589	7,176	7,798

Number of Programs	Jan 2022	Jan 2023	Jan 2024	YTD-FY22	YTD-FY23	YTD-FY24
Adult Programs	6	9	10	40	46	66
Teen Programs	5	4	4	40	36	31
Children's Programs	29	34	28	184	209	199
Total Number	40	47	42	264	291	296



Library Services



User Statistics	Jan 2022	Jan 2023	Jan 2024	YTD-FY22	YTD-FY23	YTD-FY24
New Library Cards	61	78	73	468	638	549
Door Count	4,747	5,712	4,951	36,878	42,686	44,172
In-House Browsing	379	576	240	3,271	4,178	3,141
Number of Home Deliveries	5	7	7	34	47	61
Number of Home Delivery Items	104	109	107	679	599	825
Interlibrary Loans (IPL loaned)	13	22	23	108	120	130

Computer Usage	Jan 2022	Jan 2023	Jan 2024	YTD-FY22	YTD-FY23	YTD-FY24
Public Computers	202	298	235	1,597	2,086	2,189
WiFi Sessions	367	623	489	2,088	4,491	5,133
WiFi Unique Users	195	243	209	947	1,739	1,969
Mobile App Launches	967	1,515	1,899	6,477	11,217	12,419
Mobile App Page Views	1,127	1,723	2,667	7,642	12,461	15,295

Public Meeting Room	Jan 2022	Jan 2023	Jan 2024	YTD-FY22	YTD-FY23	YTD-FY24
Number of Meetings	8	14	14	66	72	93
Meeting Attendance	38	104	79	240	463	586

