



BOARD OF TRUSTEES OF THE INDIANOLA PUBLIC LIBRARY

November 12, 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. October 8, 2024 Meeting Minutes*
- 5. Trustee Continuing Education**
 - A. Trustee Handbook Ch. 11: Effective Board Meetings
- 6. Financial Reports**
 - A. Approve Monthly Claims*
 - B. Review Financial Reports
- 7. New Business**
 - A. Policy Review: Code of Conduct*
 - B. Policy Review: Registered Sex Offenders*
 - C. Policy Review: Community Room*
 - D. 2025 Building Closures*
- 8. Reports**
 - A. Friends of the Library Report
 - B. Director's Report
 - C. Library Statistics
- 9. Agenda Items for the Next Meeting**
 - A. Next Meeting: Tuesday, Dec. 10, 2024
- 10. Trustee Comments**
- 11. Adjourn**

BOARD OF TRUSTEES OF THE INDIANOLA PUBLIC LIBRARY

October 8, 2024

5:30 p.m.

Indianola Public Library

Present: Library Director, Michele Patrick, Val Craven, Dawn Goodale, Cyd Dyer, Andy Brittingham, and Teresa Swan Tuit

1. Call to Order

Andy called the meeting to order at 5:33 p.m.

2. Public Comment

No public comments

3. Agenda Approval

MOTION: *Teresa motioned to approve the agenda. Dawn seconded. Motion carried.*

4. Minutes Approval

- a. September 10, 2024 Meeting Minutes

MOTION: *Teresa motioned to approve the Sept. 10 meeting minutes. Dawn seconded. Motion carried.*

5. Trustee Continuing Education

- a. Trustee Handbook Ch. 9: Board Relationships with Director, Staff, and City

6. Financial Reports

- a. Approve Monthly Claims

MOTION: *Dawn motioned to approve the monthly claims. Teresa seconded. Motion carried.*

- b. Review Financial Reports

Michele noted revenue and expenses are on track for this part of the year.

7. New Business

- a. Policy Review: Genealogy Research

MOTION: *Teresa motioned to approve the policy change. Val seconded. Motion carried.*

- b. Proposal for Library Concept Drawings

Proposal provided by the City Manager to the Library Board for discussion. Consider OPN Architects for concepts designs of a new library.

8. Reports

- a. Director's Report

- *Selected library staff members are attending the Iowa Library Association Conference this week.*
- *Strategic Plan process to begin in January 2025*
- *Hired new library assistant*
- *Annual Survey to commence later this month*

- *Upcoming activities: Story Time at the Fire Station, Trunk or Treat*
- b. Library Statistics
 - *Circulation for September is up from last year, however program attendance and door count is lower than last year.*
 - *Michelle to monitor these concerns*
- c. Friends of the Library Report
 - *No report*

9. Agenda Items for Next Meeting

10. Trustee Comments

- a. *Michelle to present to City Council on October 23. Will present how 2023-24 fiscal year was a record year for the library.*

11. Adjourn



Chapter 11: Effective Board Meetings

The structure of library boards works because of the leadership abilities and commitments of each member. The most important work of the board is conducted at its meetings. Because the board must work together collaboratively and speak with one voice, individual trustees have no authority on their own. Any change in policy or other decisions must be brought before the entire board. The board only has authority when it makes a group decision in a legally constituted meeting. How the meetings are conducted can make the difference between an effective or an ineffective board.

Open Meetings Law

Public library board meetings are subject to the Open Meetings Law in **Iowa Code Chapter 21**. Public libraries, like other tax-supported agencies, must operate in the best interest of the public. The Open Meetings Law, requiring that all meetings of government bodies be held in public, is designed to protect the public from secret dealings by public boards. Public notice of the date, time and place of board meetings, must be posted at least 24 hours before the meeting. Very simply, this statute is a protection against abuse of public power. At least one public library board in Iowa has been investigated in recent years and was found to have violated the Open Meetings Law. For more detailed information see **Chapter 13: Library Law and Legal Matters** or **Iowa Code Chapter 21**.

It can be difficult for board members to conduct a meeting and speak candidly with the public or media representatives watching and listening. Trustees may feel a need to be overly responsive to those listening; the result can be a meeting that seems more for the audience than for the board. Some trustees may be so intimidated by an audience that they don't voice their opinion; when that happens, all sides of an issue are not being considered. Even though it may be challenging to conduct a meeting in public, attempting to circumvent the Iowa Open Meetings Law is illegal and unwarranted. Your board can function well in the open and within the law. Here are a few suggestions:

Keep in mind that you have been chosen to represent a large number of people. The people who show up at a board meeting usually represent a very small percentage of your constituents and should not have an undue influence on your actions.

Have a clear policy regarding public comment. If you have a public forum section of the agenda, keep in mind it is a time for listening, not uncontrolled debate. Set a time limit for the open forum and a time limit for each speaker, explaining the rules for those who want to speak. State in your policy that the board will listen, but will not respond during the meeting to those who speak during the open forum. If a response is needed, it should come at a later time when the board has had time to deliberate the issue, to seek more information, or to take recommendations from the director.

Understand that your board meeting is a meeting conducted in public, not a public meeting. In other words, the public, and possibly media representatives, are there to watch the board work, not to participate in the board meeting (except for the open forum above).

Responsibilities of Board Members During Meetings

Board effectiveness and productivity will suffer without all members consistently in attendance and participating in meetings. Absenteeism inhibits full discussion and expression of all perspectives, leading to a greater possibility that poor decisions will be made or that decisions will be delayed. Unless otherwise defined in bylaws, a quorum is typically a majority of board members. For example, the quorum for a seven member board would be four members present, either in person or online. Without a quorum, the board cannot legally conduct business.

The board president runs the meetings and keeps the group moving toward good decisions. However, it is each trustee's responsibility to:

- ❖ Prepare for and attend all meetings
- ❖ Arrive on time
- ❖ Take an active part in discussions, but not dominate or get the board off track
- ❖ Use parliamentary procedure and abide by any state laws that apply to your meetings
- ❖ Practice the arts of listening and compromise; work towards consensus on issues
- ❖ Focus deliberations on the mission of the library and the best interests of the community
- ❖ Publicly support the board decision, even if you disagree with the final decision. The board speaks with one voice.

The agenda packet should be made available--either via the mail or electronically--several days before the meeting. Meetings will be shorter and more productive if all members are familiar with the agenda and related materials. If you have questions, ask the director prior to the meeting. Study the agenda so you understand what is expected of you at the

meeting. Which agenda items will require a vote? Which ones will require only discussion and input?

Some issues will require that you seek input from community residents before making a decision. Don't assume how people feel about an important issue. As the connection between the community and the library, solicit community input regularly.

Even though you research issues and prepare for discussions, it is unethical to decide how you will vote on an issue before the meeting or to promise people how you intend to vote. Keep an open mind and make your decision only after deliberation during the meeting with the full board and when all sides of the issue have been explored.

Parliamentary Rules

Board meetings should be conducted according to parliamentary rules (i.e. **Robert's Rules of Order**) and stated in the bylaws. These rules are intended to set a businesslike and courteous tone, allow for ample discussion of the issues, protect the right of all board members to be heard on the issues, and not allow the discussion to get out of control.

You should have a basic understanding of parliamentary rules so that you can be a part of the process of moving quickly and efficiently through an agenda. When a disagreement among board members occurs about the way to proceed, consult the parliamentary guide.

Agendas

Your board meeting must be guided by a published agenda, ideally prepared by the director and board president (a sample agenda is included in the **Appendix**). The purpose of the agenda is to set a clear direction for the meeting for the board and for the public. The board president will ask the board to formally vote to approve the agenda at the beginning of the meeting. When the board approves the agenda, members agree to discuss the issues on the approved agenda in the order listed.

Keep in mind that all members have a right to place items on the agenda prior to the meeting by bringing items to the attention of the director or the board president. Be careful of last-minute additions, which prevent the board having enough time to consider the issue. Equally important, last-minute additions do not give members of the public adequate notice.

Motions

A motion is a formal request or proposal for the board to take action. Based on committee reports and director recommendations, any board member may make a motion at any time in accordance with the parliamentary guide. To make a motion, you simply address the board president and "I move that..." and state the action you wish the

board to take. Most motions require that another board member support the request for action by seconding the motion.

Once the motion is seconded, it is restated by the president. The board then discusses the motion. Some motions, such as the motion to adjourn, do not require discussion. By requiring a motion on an issue prior to discussion, the board focuses discussion only on agenda items and is better able to stay on track. A vote may only be taken on items indicated on the published agenda.

Allow ample time to discuss the pros and cons of the issue. The group must work toward moving the discussion forward and reaching a decision. Once the motion has been thoroughly discussed, the president calls for a vote on the motion. You may be asked to vote by saying “aye” (yes) or “nay” (no) in a voice vote, by a show of hands, or in a roll-call vote. Your vote will be recorded in the minutes.

You should not vote if you have a conflict of interest. This occurs when a conflict exists between a board member's obligation to the public and his/her own personal interest. The board should have a policy defining conflict of interest which states whether a board member may discuss and/or vote on an issue when that member has a conflict of interest.

Abstaining on a motion before the board is appropriate only when you have a conflict of interest pertaining to the issue before the board. Otherwise, you are appointed to express an opinion on the issues and abstaining expresses no opinion. Once the vote is taken, the president states whether the motion passed or failed.

Minutes

The meeting minutes, when approved by a formal vote or by consensus of the board, are the official legal record of what happened at the board meeting. However, the minutes are not an exact record of what was said, they are a record of what was done. As part of their orientation, the newest trustees should review past minutes to obtain a good perspective on the issues the board has faced and how the board handled them.

Board members may request corrections to the minutes before the board votes to accept them. But board members do not have a right to demand that their reason for voting a certain way or their detailed views about an issue be recorded. Every trustee should have had an opportunity to express their views prior to voting on any issue. “Yes” or “No” votes represent individual views on the issue in a roll-call vote.

Reports

During the meeting, board members will hear reports from committees, as well as the director and staff. Reports provide background and information needed to deal with the issues on the agenda, often including a recommendation for board action. When reports

are included in packets prior to the meeting, trustees are then better prepared to take action. Like the meeting minutes, reports do not need to be read aloud. Those presenting reports should simply highlight information, clarify items and answer questions

Bylaws

Bylaws are rules written and adopted by the board for operating its own meetings or affairs. Since the city-library ordinance is the local law governing the library, the bylaws must be consistent with the ordinance and not more restrictive. The library board should establish procedures for amending and changing the bylaws. Bylaws are essentially an internal document outlining how the board conducts its business. Because bylaws are not a legal document, they may be changed by a vote of the board as often, or as infrequently as necessary.

Typical points that are found in bylaws are frequency of meetings, date/location of meeting, elections of officers, committee structure, etc. For a listing of points to include in board bylaws, see the sample in the **Appendix**.

Board Officers and Election of Officers

Board officers, particularly the president, must be well respected. The president must have strong leadership skills and be willing to give the extra time necessary to carry out any extra duties of the office. It's best if officers are the more experienced members of the board. If you are asked to be a candidate for a board office, consider carefully if you have the extra time it will take to do the job well.

The purpose of electing officers is to place the best people into leadership positions. It shouldn't be a popularity contest, a struggle between factions for a power position, or just "whoever will say yes." Choose officers who are well suited for the position and have the necessary skills. Election of officers is an annual practice, commonly on the agenda in July or August, after terms have expired and new trustees have been appointed.

President: Typically, the duties of the board president are to chair the meetings, set the monthly agenda with the director, keep to the agenda during the meeting, and ensure fruitful discussion. Board presidents are often the spokesperson for the full board, often speaking to community groups and organizations, signing contracts on behalf of the board. A board president has no more power than any other board member and will frequently abstain from voting unless needed to break a tie.

Vice President: The vice-president traditionally serves as the backup for the board president. VPs are usually assigned additional duties such as chairing committees, taking charge of board development activities, or preparing for special board events. The VP works with the president to stay current on library business so that they are able to assume the president's duties if the president cannot carry them out. The vice president is often considered the logical successor to the president during election of officers.

Secretary: One board member traditionally serves as secretary. However, since library business is more complex and all board members are needed to participate in deliberations, perhaps the traditional role of the board secretary needs to be reexamined. For example, all trustees could share this task by using a template to record the actions and votes. From the template, either the director or designated secretary can type up the minutes in preparation for next month's meeting.

Committees: The many and complex issues facing your library cannot always be handled efficiently by the full board. The purpose of creating a committee is to extend the capabilities of the board. Committees are not autonomous groups with loose connections to the board, but rather extensions of the board and always responsible to the full board. Committee work is a good place for board members to offer any special expertise and to learn more about the library.

If the board decides to appoint a subcommittee, the subcommittee must meet in open sessions as long as it is doing deliberative work. Subcommittees can investigate matters, then bring those issues before the entire board for discussion and approval.

Committees are advisory bodies, described in bylaws, that make recommendations to the full board for consideration and action. Committees have no power or authority beyond what is granted to them by the full board. The only action committees can take is to study the assigned issue and make recommendations to the full board about the issue. Remember that committees are a smaller group, not enough to constitute a quorum, since in that case, subcommittee meetings would be subject to Iowa Open Meetings law.

Approach committee meetings as seriously as you do the regular board meetings. Prepare for the committee meeting, attend it, and take part in the discussions. If you have an assignment from the committee, complete it on time. Help your committee stay focused on its responsibility. Although committee meetings are usually not as formal as a full board meeting, they should have a chairperson, agenda and goals. It is considered best practice for committee reports to be written and submitted to the director for filing. Some common committees are Finance, Personnel, Buildings and Grounds, Community Relations, and Policy.

Sample Agenda Template

Anytown Public Library
Board Meeting
Date: | Time:
Library Meeting Room

(**Note:** these are sample agenda items. When preparing an actual agenda, provide enough detail under each item so that members of the public would clearly understand what the board was going to discuss.)

- I. Call to Order
- II. Agenda Approval
- III. Minutes Approval
- IV. Financial Report, Including Expense Approval
- V. Public Comment
- VI. Correspondence
- VII. Unfinished Business
- VIII. New Business
- IX. Reports:
 - A. Board Committees
 - B. Board Education Reports
 - C. Director & Staff
 - D. Statistics
 - E. Others
- X. Agenda Items for Next Meeting
- XI. Upcoming Meetings
- XII. Adjourn



Invoices for Board Meeting

November 12, 2024

Vendor	Amount	Description of services or goods
Amazon	\$3,057.46	Craft supplies, DVDs, unboxed & loot box goodies, books, other materials and supplies
Baker and Taylor	\$4,277.30	Books
Baker and Taylor Entertainment	\$202.88	DVDs
Baker and Taylor Spoken Word	\$262.11	Books on CD
Brick Gentry	\$90.00	Review of Sex Offender Policy
Alison Brown	\$31.62	ILA Conference mileage
City of Indianola (IMU)	\$1,345.64	Utilities
Janis Comer	\$50.92	ILA Conference mileage
Dust Pros	\$1,690.50	Janitorial services, supplies
Iowa Division of Labor Services	\$40.00	Boiler Inspection
Iowa Poetry Association	\$12.75	Lyrical Iowa subscription
Iowa Water Management Co.	\$49.50	Monthly agreement
Maple Creek Construction	\$2,023.00	Repair of meeting room ceiling adjacent to divider wall
MidAmerican Energy	\$50.93	Natural Gas
Playaway Products	\$482.41	Playaway devices and Wonderbooks
Jody Ross	\$41.10	ILA Conference mileage
Springer Pest Control	\$91.30	Pest management
TRM Disposal	\$118.00	trash removal
Unique Management	\$65.00	Collection agency
Waste Management	\$9.48	Recycling tote
Woosley Landscape and Mowing	\$180.00	Mowing services
Wells Fargo	\$4,461.31	See statements for details

Total: **\$18,633.21**

Approved

Date

Approved

Date



Budget Summary

October 2024

Personnel	October	Year-to-Date	Budget	% Spent
Salaries	40,046.12	178,666.81	575,871.00	31.0%
Benefits	12,035.36	50,335.73	189,920.00	26.5%
TOTAL	52,081.48	229,002.54	765,791.00	29.9%

Collection	October	Year-to-Date	Budget	% Spent
Physical	3,197.54	22,744.21	97,309.00	23.4%
Digital	0.00	4,099.92	28,000.00	14.6%
Special	1,320.46	3,599.02	10,000.00	36.0%
TOTAL	4,518.00	30,443.15	135,309.00	22.5%

Operations	October	Year-to-Date	Budget	% Spent
Repair/Maint	334.49	4,329.86	37,000.00	11.7%
Computer/IT	2,475.00	31,672.91	38,145.00	83.0%
Operations	6,256.08	40,167.29	117,786.00	34.1%
TOTAL	9,065.57	76,170.06	192,931.00	34.1%

TOTAL TO DATE	October	Year-to-Date	Budget	% Spent
	65,665.05	335,615.75	1,094,031.00	30.7%

33% of Budget Year

Revenue | October 2024

Account Number	Account Title	YTD	Budget	Variance	% Budget
041 - LIBRARY FUND					
041-4100-40000	Property Taxes(R)	-274,939.21	-604,027.00	-329,087.79	45.51%
041-4100-44700	Library Service Reimbursements(R)	.00	-85,000.00	-85,000.00	0.00%
041-4100-47400	Misc Sales (Copies/Scrap/etc)(R)	-1,801.96	-1,000.00	801.96	180.19%
041-4100-47641	Library Fines(R)	-1,097.93	-3,000.00	-1,902.07	36.59%
041-4100-49400	Transfer In--T&A PROP TAX(R)	-86,637.19	-188,623.12	-101,985.93	45.93%
Total:		-364,476.29	-881,650.12	-517,173.83	41.34%

Expenditures | October 2024

	Account Number	Account Title	YTD	Budget	Variance	% Budget
	041 - LIBRARY FUND					
1	041-4100-60110	Salary/Wages--Administration(E)	45,896.96	176,628.00	130,731.04	25.98%
2	041-4100-60130	Salary/Wages--Clerical(E)	132,769.85	399,243.00	266,473.15	33.25%
3	041-4100-61100	FICA(E)	13,282.43	44,054.00	30,771.57	30.15%
4	041-4100-61300	IPERS(E)	16,670.14	54,363.00	37,692.86	30.66%
5	041-4100-61420	Deferred Comp--457(E)	1,300.00	4,950.00	3,650.00	26.26%
6	041-4100-61430	Employee Assistance Program(E)	276.00	300.00	24.00	92.00%
7	041-4100-61440	Wellness Program(E)	.00	360.00	360.00	0.00%
8	041-4100-61500	Health Insurance(E)	14,337.44	59,791.00	45,453.56	23.97%
9	041-4100-61501	Dental Insurance(E)	935.88	3,904.00	2,968.12	23.97%
10	041-4100-61502	Vision Insurance(E)	113.72	382.00	268.28	29.76%
11	041-4100-61503	HSA Expense(E)	1,246.05	16,100.00	14,853.95	7.73%
12	041-4100-61550	Life Insurance/ADD/LTD/STD(E)	1,455.33	5,316.00	3,860.67	27.37%
13	041-4100-61599	Workers' Comp Insurance(E)	718.74	400.00	-318.74	179.68%
14	041-4100-62100	Membership Dues/Subscriptions(E)	54.60	875.00	820.40	6.24%
15	041-4100-62300	Education/Training(E)	1,737.14	3,000.00	1,262.86	57.90%
16	041-4100-62700	Mileage(E)	122.99	1,250.00	1,127.01	9.83%
17	041-4100-63100	Repair/Maint--Bldg/Grounds(E)	4,329.86	37,000.00	32,670.14	11.70%
18	041-4100-63710	Utilities(E)	7,801.00	30,246.00	22,445.00	25.79%
19	041-4100-64020	Advertising(E)	1,583.31	2,250.00	666.69	70.36%
20	041-4100-64082	Insurance--General Liability(E)	5,583.57	6,155.00	571.43	90.71%
21	041-4100-64083	Insurance--Property(E)	9,253.00	9,253.00	.00	100.00%
22	041-4100-64084	Insurance--Boiler/Machinery(E)	563.00	732.00	169.00	76.91%
23	041-4100-64090	Janitorial Services(E)	7,247.19	24,775.00	17,527.81	29.25%
24	041-4100-64990	Misc Contractual(E)	394.90	6,000.00	5,605.10	6.58%
25	041-4100-65020	Library Books & Periodicals(E)	22,744.21	97,309.00	74,564.79	23.37%
26	041-4100-65021	Digital Materials(E)	4,099.92	28,000.00	23,900.08	14.64%
27	041-4100-65022	Special Collections(E)	3,599.02	10,000.00	6,400.98	35.99%
28	041-4100-65060	Office Supplies(E)	733.94	4,100.00	3,366.06	17.90%
29	041-4100-65070	Materials/Supplies(E)	2,691.89	11,700.00	9,008.11	23.00%
30	041-4100-65079	Materials/Supplies--Program(E)	1,964.34	15,000.00	13,035.66	13.09%
31	041-4100-65080	Postage(E)	436.42	850.00	413.58	51.34%
32	041-4100-65990	Miscellaneous(E)	.00	1,600.00	1,600.00	0.00%
33	041-4100-67240	Computer Hardware/Software(E)	31,672.91	38,145.00	6,472.09	83.03%
34	041-4100-69301	Transfer Out-CIP(E)	.00	100,000.00	100,000.00	0.00%
Total:			335,615.75	1,194,031.00	858,415.25	28.11%

Library Special Revenue | October 2024

Account Number	Account Title	YTD	Budget	Variance	% Budget
141 - LIBRARY SPECIAL REVENUE FUND					
141-4100-44302	Enrich Iowa(R)	-5,303.71	-7,000.00	-1,696.29	75.76%
141-4100-45040	Program Fees-Summer Reading(R)	.00	-15,000.00	-15,000.00	0.00%
141-4100-47050	Donations/Contributions(R)	-1,986.70	-30,000.00	-28,013.30	6.62%
141-4100-47051	Friends of the Library Contrib(R)	-5,810.91	-10,000.00	-4,189.09	58.10%
Total Revenue:		-13,101.32	-62,000.00	-48,898.68	
141-4100-65020	Library Books & Periodicals(E)	822.47	20,000.00	19,177.53	4.11%
141-4100-65023	Summer Reading Program Expense(E)	3,967.03	15,000.00	11,032.97	26.44%
141-4100-65024	Friends of the Library Expense(E)	984.45	10,000.00	9,015.55	9.84%
141-4100-65025	Enrich Iowa Expenses(E)	560.05	7,000.00	6,439.95	8.00%
141-4100-65070	Materials/Supplies(E)	1,117.34	10,000.00	8,882.66	11.17%
Total Expenditure:		7,451.34	62,000.00	54,548.66	

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: November 2024
Subject: Code of Conduct

The Library's Code of Conduct policy was created in 2021 and underwent legal review at that time. It has been effective so far, providing sufficient guidance while maintaining the flexibility to address a range of issues.

Recommendation: No changes.

POLICY: IPL Code of Conduct

The Indianola Public Library serves a diverse community and strives to do so with tolerance, fairness and respect. To provide a safe and comfortable environment for its users, the library asks patrons to observe the following standards of behavior:

1. Respect patrons and staff
2. Respect library property, equipment, and materials
3. Obey the law
4. Comply with requests from staff

When those expectations are not met, it may become necessary to respond to errant behavior and to mitigate disruptions by temporarily or indefinitely suspending the library privileges of a patron, which includes access to activities, services, or facilities of the Indianola Public library.

The length of suspension will be based on the severity of the offense, and while it is the library's goal to reinstate privileges as quickly as possible, library privileges will not be restored until library staff is confident that incidents will not recur.

The Code of Conduct applies to all and applies everywhere the library provides service. Parents, guardians, or designated caregivers are responsible for their child's personal safety and behavior at all times.

The following observable behaviors and activities are not allowed:

1. Any activity that unreasonably interferes with others' use and enjoyment of the library or with the functioning of library staff. Examples (including but not limited to):

- Creating unreasonable noise that interferes with others' use and enjoyment of the library
- Sleeping or exhibiting the appearance of sleep on library premises
- Use of profane or aggressive language and/or gestures and excessive displays of affection
- Bodily hygiene or scent so strong as to constitute a nuisance to others
- Picture taking or videotaping of people, except at library-sponsored events, unless authorized by the library director or designee or by the patrons involved (or their parents or guardians if minors)
- Soliciting, petitioning, or panhandling

2. Using library privileges, materials, equipment, fixtures, furniture, buildings or grounds in any manner other than intended. Examples (including but not limited to):

- Activities or behavior that may result in damage to library property or property of others
- Use of restrooms for unintended purposes including bathing and laundering
- Food or drink of any kind around library computers and equipment. Beverages with lids and dry, snack-type food are permitted in other areas of the library
- Impeding passageways through physical presence or with personal property

3. Any observable behavior that is prohibited by law. Examples (including but not limited to):

- Stalking, harassing or intimidation of patrons or library staff, including but not limited to sexual harassment, and other verbal or physical conduct of a sexual nature
- Theft, including removing library materials from the building without checking them out
- Indecent exposure
- The use tobacco products or electronic nicotine delivery systems on library premises or within 25 feet of library entrances
- The consumption, possession, or being under the influence of illicit or intoxicating substances on library property. Alcohol is prohibited except for library-sponsored programs or Friends of the Indianola Public Library Foundation events

4. Ignoring requests or disobeying the direction of a library staff member. Examples (including but not limited to):

- Failure to exit at closing or during an evacuation

Adopted 10/21

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: November 2024
Subject: Sex Offender Policy

Our current policy prohibits convicted sex offenders from using the library's home delivery service. At present, home delivery is available to Indianola residents who can't visit the library due to a disability. While reviewing the sex offender policy this year, I raised concerns about the legal basis for denying this service to sex offenders with the City Attorney, and she recommended that we remove this restriction from the policy.

Recommendation: Delete this sentence from the policy: "Offenders barred from library property under the law will not be serviced by the library's homebound delivery service."

POLICY: Registered Sex Offenders

In accordance with Chapter 692A.113 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 ~~or not~~ 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

POLICY: Registered Sex Offenders – clean copy

In accordance with Chapter 692A.113 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.

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

MEMO



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

I recommend a minor revision to the Community Room Policy by adding the following sentence:

"Reservations can be made up to 90 days in advance." This reflects our current practice and will help provide clarity for those looking to use the room.

POLICY: 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.
- **Reservations can be made up to 90 days in advance.**
- Should it be necessary to cancel a meeting, notice should be given to the library no less than 24 hours in advance.

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 following items:
 - Transparency overhead projector
 - Piano
 - TV screen
 - Whiteboard and markers

Adopted 8/99; revised 3/17; revised 2/19; revised 7/21; 1/23; 2/24

MEMO

To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: November 2024
Subject: Library Closures for 2025

This year's decision regarding library closures is straightforward. All ten paid holidays fall on weekdays, allowing the library to align its schedule with other city building closures.

Holiday	Actual Date	Building Closed
New Year's Day	Wed, Jan 1	Jan. 1
President's Day	Mon, Feb 17	Feb. 17
Memorial Day	Mon, May 26	May 26
Independence Day	Fri, July 4	July 4
Labor Day	Mon, Sept 1	Sept. 1
Veterans Day	Tues, Nov. 11	Nov. 11
Thanksgiving	Thurs, Nov. 27	Nov. 27
Day after Thanksgiving	Fri, Nov. 28	Nov. 28
Christmas Eve	Wed, Dec. 24	Dec. 24
Christmas	Thurs, Dec. 25	Dec. 25

Suggested Sunday Closures:

Although these dates are not paid holidays, it makes sense to close the library due to low public usage and challenges in scheduling staff:

Easter	Sunday, April 20
Mother's Day	Sunday, May 11
Father's Day	Sunday, June 15

November 2024



Director's Report

Accreditation

Like other libraries with accreditation set to expire this year, we were granted a one-year deferment by the State Library. The accreditation process has been temporarily paused until the State Library can hire replacements for the retiring staff. This delay is beneficial for us, as it allows more time to focus on our busy spring schedule, which includes the strategic planning process and library design meetings.

FY24 Annual Report

The FY24 Annual Report is attached

Annual Report

2024





Library Board of Trustees

Andrew Brittingham, President
Randi Malone, Vice President
Valerie Craven
Cyd Dyer
Dawn Goodale
Teresa Swan Tuite
Sally Van Dorin

About the Library

For 140 years, 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.

Mission

We open doors for curious minds.

Vision

IPL 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.



Library Collections

Collections

The library strives to provide a diverse collection for all ages. In addition to books, the library offers games, puzzles, DVDs, video games, audio books, family history materials, ebooks, digital magazines, streaming videos, and a variety of objects in the Library of Things.

1,042

IPL Bridges book users

Digital Offerings

The library's digital collection includes books, audiobooks, and magazines through the state-wide consortium Bridges. In FY24, 1,024 IPL patrons checked out digital items, making the library the 11th biggest user of Bridges in the state of Iowa (502 participating libraries).

Although the demand for digital books continues to rise, the library's ability to increase the collection is limited by the high cost and other publisher constraints.

Streaming Videos

The library has more than 33,000 movies, documentaries, and children's educational shows, available through Kanopy streaming



In FY24 patrons downloaded 2,202 videos - a 53% increase over FY23.

200,407

Number of items

153,874

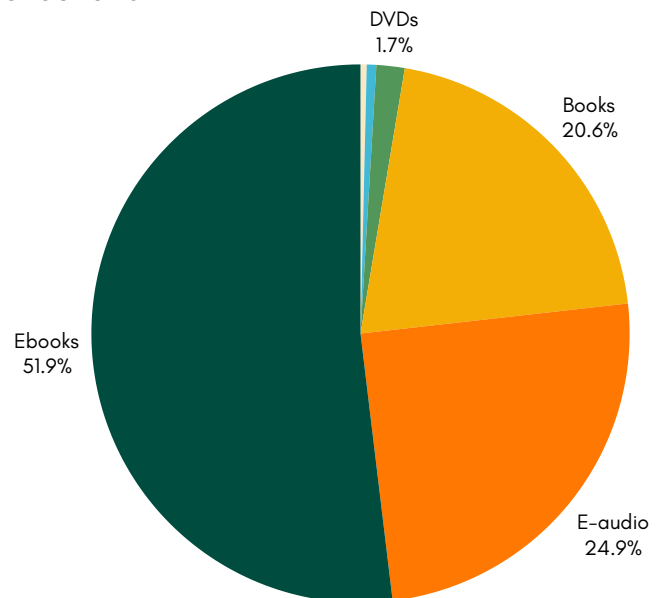
digital items

46,533

physical items

Collection Size

The library's collection included 200,047 items in FY-24. Due to space constraints, this is an ever-shifting collection in which less popular collections make room for more in-demand collections.



Special Collections

The library's special collections include games, puzzles, and Library of Things. Of this group, children's games and puzzles were the most popular with mobile hotspots topping the list of most checked-out Library of Things items.



Library Use

Library Use

For the second consecutive year, library circulation and use has reached record levels, making FY24 the busiest year in the library’s 140-year history.

82,474

Door count

The number of people entering the library in FY24 was 82,474. June was the busiest month with a door count of 11,313.

188,621

Items borrowed

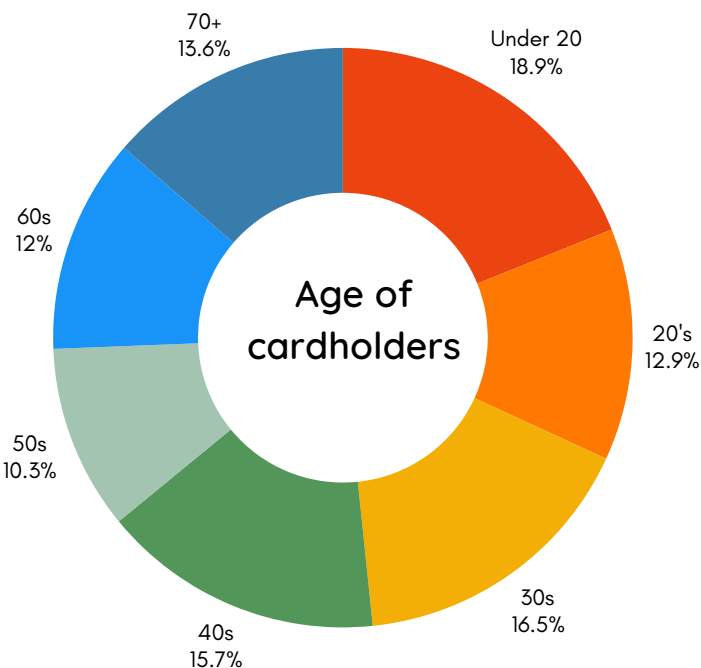


Record Circulation

The library had the **highest circulation in its 140 year history** in FY24 with a record 188,621 checkouts. This was a 9% increase over FY23, which held the previous record.

Popularity

Although digital materials make up the largest number of items in library’s collection, patrons prefer physical items. Physical items such as books account for 75% of checkouts.



8,619

Library Card Holders

The library has 8,619 active card holders. Almost half (48%) are under 40.

Residents of the city of Indianola hold 68% of library cards, rural Warren County 22%, other Warren County cities, 7%, and other Iowans 3%.



Library Services

ASK US!

4,004

Reference questions
answered

Services Offered

The library offers many free services to patrons, including test proctoring, research assistance, and computer help.

12,339

Computer Sessions

8,436

wireless sessions

3,900

computer sessions

Public Computers

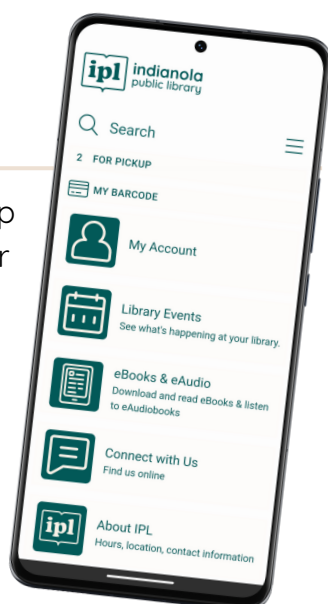
Patrons used 8,436 wireless sessions on personal devices along with 3,900 sessions using the library's six public computers. The library also offers printing, scanning, and faxing for the public.

39,393

Website Hits

The library's mobile app continues to be popular with 3,298 unique users and 29,971 page views. The most popular feature of the app was the events calendar.

The library's website also sees sizable online traffic with 39,393 hits in FY24.



Reference Questions

Library staff answer questions, provide research help, and assist patrons using the computers. On average, librarians answered 11 reference questions every day in FY24.

Community Partnerships

The library actively engages with community groups to bring services to residents, such as a diaper collection box for The Short Years and a food pantry refrigerator in the lobby in partnership with Helping Hand. A grant for Theisen's provides items for the "I Have a Need" pantry in the teen area, stocked with free hygiene products, such as deodorant and toothpaste.

1,428

Books Delivered

Home Delivery

Library volunteers made over 100 home visits with 1,428 books to Indianola residents who are homebound as part of the library's long-running Home Delivery Service.

Local History Research

The library's resources include access to Indianola newspapers from 1850-present and a variety of local history research resources.

Free Test Proctoring

The library offers free test proctoring for students.



Library Programs

Programs Offered

The library offers programs for all ages, including storytimes, teen hangouts, and escape rooms for adults.

Library Programs

The library held 562 programs in FY-24 with a **record attendance of 18,106**.

In addition to programs held in the library building, the library reaches out to the community, holding programs in every Indianola elementary school, along with the middle school, high school, local private schools, and community preschools.

18,106

Program Attendance

Library programs continue to be popular with a record attendance in FY-24 - a 15% increase over FY-23. Programs for children and families are the most popular, comprising 84% of all attendance.

Adventure Passes

Indianola Residents checked out 310 free family passes to the Blank Park Zoo, Science Center, Children's Museum, and Botanical Gardens through the library's Adventure Pass program.

Book Walk

The library lawn features a year-round book walk. In FY-24, 23 stories were featured on the book walk.

Subscription Boxes

In one of the more unique services offered, librarians create personalized subscription boxes based on patrons' preferences. In FY24, 833 individual subscription boxes were created for patrons.

Seed Library

The Seed Library has more than 175 different types of fruit, flower, and vegetable seeds available for free. Patrons can donate seeds back to the Seed Library at harvest.



Library Building



Library Building

Built in 1984, the library building is 11,250 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.



The building is open seven days a week for a total of 64 hours each week.

Open **7**
days a week

Expanded Hours

Beginning June 2024, the library expanded its hours to open one hour early each day Monday - Saturday. This change allowed the library to double its storytime offerings.

Building Expenses

Janitorial Services	\$20,355
Utilities	\$18,232
Routine Maintenance	\$17,103
Insurance	\$12,416
Repairs	\$3,284
Landscaping and Lawn Care...	\$2,180
Total: \$73,570	



Circulation

October 2024

Print	OCT 2022	OCT 2023	OCT 2024	YTD-FY23	YTD-FY24	YTD-FY25
Adults	3,575	3,982	3,554	15,488	16,419	15,601
Teens	466	388	505	2,580	2,350	2,360
Children	4,316	4,901	5,694	19,170	21,149	24,946
Total	8,357	9,271	9,753	37,238	39,918	42,907

Special	OCT 2022	OCT 2023	OCT 2024	YTD-FY23	YTD-FY24	YTD-FY25
DVDs & Video Games	1,422	1,638	1,773	6,129	6,676	7,288
Magazines	176	130	98	767	568	542
Audiobooks	222	166	114	777	676	449
Games & Puzzles	359	496	591	1,665	2,294	2,871
Library of Things	72	54	96	291	268	342
Total	2,251	2,484	2,672	9,629	10,482	11,492

Digital	OCT 2022	OCT 2023	OCT 2024	YTD-FY23	YTD-FY24	YTD-FY25
Ebooks	1,720	1,824	1,679	6,765	7,168	7,217
Eaudio books	1,298	1,604	1,862	4,952	6,332	7,584
Digital Magazines	69	212	241	249	429	894
Streaming Videos	36	243	148	312	706	608
Total	3,123	3,883	3,930	12,278	14,635	16,303

TOTAL TO DATE	OCT 2022	OCT 2023	OCT 2024	YTD-FY23	YTD-FY24	YTD-FY25
	13,731	15,638	16,355	59,145	65,035	70,702



Programs and Services

OCTOBER 2024

Program Attendance	OCT 2022	OCT 2023	OCT 2024	YTD-FY23	YTD-FY24	YTD-FY25
Adults	99	92	53	218	631	281
Teens	92	121	142	299	380	403
Children	1,685	1,933	1,530	3,294	3,838	3,269
Library Meetings	19	20	12	73	68	38
Total	1,895	2,166	1,737	3,884	4,917	3,991

Number of Programs	OCT 2022	OCT 2023	OCT 2024	YTD-FY23	YTD-FY24	YTD-FY25
Adults	7	7	6	27	35	33
Teens	8	7	7	20	18	21
Children	39	35	37	98	98	110
Total	54	49	50	145	151	164

User Statistics	OCT 2022	OCT 2023	OCT 2024	YTD-FY23	YTD-FY24	YTD-FY25
New Library Cards	140	91	80	430	382	359
Door Count	6,554	7,171	6,828	25,672	29,885	28,989
Number of Home Deliverie	5	9	3	26	38	20
Home Delivery Checkouts	74	127	41	343	514	344
ILL Items Loaned	20	21	22	73	81	83

Computer Usage	OCT 2022	OCT 2023	OCT 2024	YTD-FY23	YTD-FY24	YTD-FY25
Public Computers	322	406	353	1,230	1,504	1,369
WiFi Sessions	622	932	736	2,656	3,344	2,716
WiFi Unique Users	266	350	303	1,039	1,271	1,129
IPL App Launches	1,576	1,815	2,057	6,592	7,779	8,598
App Page Views	1,714	2,079	2,700	7,339	8,772	11,371

Meeting Room Usage	OCT 2022	OCT 2023	OCT 2024	YTD-FY23	YTD-FY24	YTD-FY25
Number of Meetings	12	18	17	33	54	40
Meeting Attendance	94	161	109	225	361	217

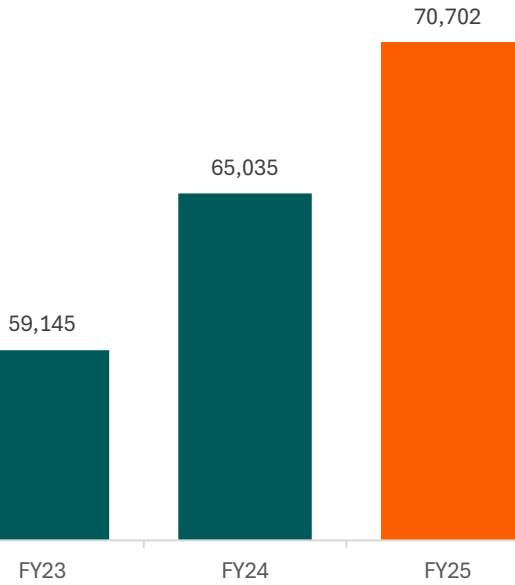


YTD Activity Summary

OCTOBER 2024

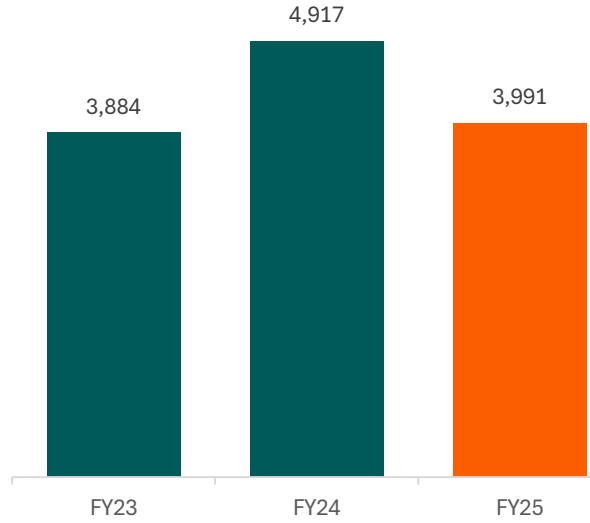
Circulation

Year-to-Date



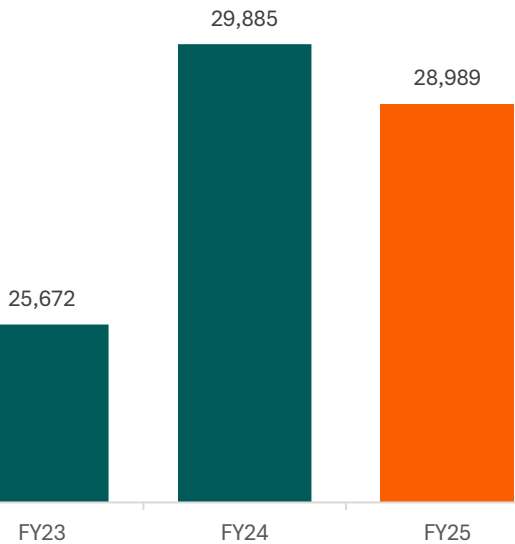
Program Attendance

Year-to-Date



Door Count

Year-to-Date



In-Library WiFi Usage

Year-to-Date

