



BOARD OF TRUSTEES OF THE INDIANOLA PUBLIC LIBRARY

December 10, 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. Nov. 12, 2024 Meeting Minutes*
- 5. Trustee Continuing Education**
 - A. Trustee Handbook, Ch. 15: Intellectual Freedom
- 6. Financial Reports**
 - A. Approve Monthly Claims*
 - B. Review Financial Reports
- 7. Unfinished Business**
- 8. New Business**
 - A. Policy Review: Public Comment*
 - B. Policy Review: Collection Development*
 - C. Policy Review: Statement of Concern Form*
 - D. Discussion Item: Reconsideration Procedure*
- 9. Reports**
 - A. Friends of the Library Report
 - B. Director's Report
 1. November Statistics
 2. Annual Patron Survey
- 10. Agenda Items for Next Meeting**
 - A. Next Meeting: January 14, 2025
- 11. Trustee Comments**
- 12. Adjourn**

BOARD OF TRUSTEES OF THE INDIANOLA PUBLIC LIBRARY

November 12, 2024

5:30 PM

Indianola Public Library

Present: Library Director - Michele Patrick, Randi Malone, Andy Brittingham, Teresa Swan Tuite, Cyd Dyer, Val Craven, Sally

1. Call to Order

Andy called the meeting to order at 5:31pm.

2. Public Comment

No public comment.

3. Agenda Approval

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

4. Minutes Approval

a. October 8, 2024 Meeting Minutes*

Teresa noted that her last name is spelled incorrectly (there should be an "e" on the end of "Tuite") in the Oct 8 minutes and Michele said it will be corrected.

MOTION: *Teresa motioned to approve the October 8 meeting minutes. Cyd seconded. Motion carried.*

5. Trustee Continuing Education

a. Trustee Handbook - Chapter 11: Effective Board Meetings

Chapter 11 of the Trustee Handbook was reviewed. This was in relation to conducting board meetings that are efficient and effective.

6. Financial Reports

a. Approve Monthly Claims*

Michele gave a summary of monthly claims.

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

b. Review Financial Reports

Michele noted that at a third of the way through the year, things are looking great! She did note there is a typo on the "worker's comp" line that is being corrected, but everything else is as expected.

7. New Business

a. Policy Review: Code of Conduct*

Michele has no recommended changes to this policy. Teresa posed a question about the impact of the policy on the unhoused population. Michele clarified a few items and noted that the Library rarely has to enact these policies. Andy noted that we have spoken about this before and that library staff has a list of resources to provide to people and also that it was run through the city's legal counsel.

MOTION: *Sally motions to retain the policy as it is currently written. Teresa seconded. Motion carried.*

b. Policy Review: Registered Sex Offenders*

Michele summarized the policy and noted that she did send it to the city's legal counsel for review and there was a recommendation to delete one sentence from the policy. Teresa posed the question about expanding the "home delivery service" program to include Registered Sex Offenders. Michele highlighted that they can still have a library card and Cyd noted that online

resources are available to them.

MOTION: Teresa motions to approve the policy change as recommended by the city's legal counsel. Cyd seconded. Motion carried.

c. Policy Review: Community Room*

Michele highlighted a minor change to the community room policy regarding reserving up to 90 days in advance.

MOTION: Sally motioned to approve the update to the policy. Val seconded. Motion carried.

d. 2025 Building Closures*

Michele gave the list of building closures for 2025 and her list of suggested Sunday closures.

MOTION: Randi motioned to approve the building closures for 2025, including Michele's list of suggestions. Teresa seconded. Motion carried.

8. Reports

a. Friends of the Library Report

No formal report. Michele noted that the Friends of the Library have their annual meeting next Tuesday at 6pm. Michele encouraged board members to attend if possible. Andy will be attending and will reiterate the plans for the relocation of the library and will remind all at the meeting that paperwork has been signed and movement is still occurring.

b. Director's Report

Michele gave updates on the library in relation to the City Manager's resignation and how this will impact the library. Ben Reeves will be working on a few items for the library to accomplish prior to his departure.

Michele also noted the Annual Report is attached. Cyd asked for a name change and Andy noted that Teresa needed to be added.

c. Library Statistics

Michele summarized the Statistics and noted a few areas where there have been downward trends. The library staff is working to review those and identify any issues or flaws that can help adjust the trend, but circulation is still up and moving along!

9. Agenda Items for the Next Meeting

a. Next Meeting: Tuesday, December 10, 2024

- i. The Reconsideration Policy will be on the agenda for the next meeting.

10. Trustee Comments

No Trustee Comments.

11. Adjourn

Motion to Adjourn by Andy. Meeting adjourned at 6:08pm.



Chapter 15: Intellectual Freedom

Understanding Intellectual Freedom

The role of a public library in a democratic society is to ensure free and open access to information and materials for all as guaranteed by the First Amendment of the Constitution of the United States. Library boards protect and defend intellectual freedom.

“Freedom of expression is an inalienable human right and the foundation for self-government. Freedom of expression encompasses the freedom of speech and the corollary right to receive information.” (American Library Association, Access to Digital Information, Services and Networks.) Librarians and library trustees protect and promote these rights by providing access to information from all points of view.

The **American Library Association** defines intellectual freedom as *“the right of every individual to both seek and receive information from all points of view without restriction. It provides for free access to all expressions of ideas through which any and all sides of a question cause or movement may be explored.”*

Intellectual freedom is based on the First Amendment: *“Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press; or the right of the people peaceably to assemble, and to petition the government for a redress of grievances.”*

Intellectual freedom is essential to a democracy because democracy relies on an informed citizenry. If people are restricted from obtaining information from all points of view, their ability to be informed citizens is diminished and thus they cannot exercise self-government.

The American Library Association’s **Library Bill of Rights** is reprinted in the **Appendix**. The *Freedom to Read Statement* and other important intellectual freedom documents are linked as well. It is imperative that library boards read, discuss, and become familiar with intellectual freedom issues and include their endorsement of these principles in library policies.

A Corollary to Intellectual Freedom is Privacy

"What people read, research or access remains a fundamental matter of privacy. One should be able to access all constitutionally protected information and at the same time feel secure that what one reads, researches or finds through our Nation's libraries is no one's business but their own." (American Library Association)

Privacy is guaranteed by the Fourth Amendment to the **U.S. Constitution**: *"The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no warrants shall issue, but upon probable cause, supported by oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized."*

Be Prepared

The selection of library materials is a process strongly related to intellectual freedom. To be prepared to meet challenges to library materials, every local library board should have in place a written collection development policy adopted by the board.

Library staff responsible for developing the collection are selectors, not censors. Selectors believe in the individual's right to examine and evaluate materials and make personal choices about them; censors believe in examining, evaluating and choosing materials for others. The collection development policy should support the right of all members of the community to have access to a wide range of materials, even if that includes items which some people might find objectionable.

The library director, staff, and board must be familiar with the collection development policy. If there is a challenge to library materials, they must speak with one voice. Two important elements that should be included in a collection development policy are:

- ❖ Selection criteria for all types of resources (print, audiovisual, electronic)
- ❖ Policy on reconsideration of materials and handling complaints

When a censorship attempt occurs, the trustees and staff should keep in mind the following principle: **Don't defend the item being challenged, defend a person's right to read it.** When a member of the community complains about an item in the library's collection, often they just want someone to listen to them and to take their concern seriously. A formal challenge may be averted if the library director takes the time to listen. If your library is faced with a formal challenge, the library board should:

- ❖ Review the library's collection development policy and the American Library Association's Bill of Rights and Freedom to Read Statement
- ❖ Explain the collection development policy
- ❖ Take into consideration the rights of the whole community

- ❖ Make a decision consistent with library policies and your principles

CIPA Compliance

An ongoing issue in the area of intellectual freedom is access to information via the Internet. The First Amendment applies to the provision of information in the library including the Internet. In 2003, the U.S Supreme Court ruled that the Children's Internet Protection Act (CIPA) was constitutional only if the Internet filters required by CIPA could be readily disabled upon the request of adult library users.

Assistance With Intellectual Freedom Issues

Contact the following for help with intellectual freedom issues:

- ❖ The Iowa Library Association provides information on intellectual freedom and support in dealing with censorship challenges. Contact the chair of the Intellectual Freedom Committee. Contact information for the current chair can be found on the [Iowa Library Association website](#).
- ❖ The **American Library Association's [Office for Intellectual Freedom website](#)** is an excellent resource on these issues.
- ❖ [State Library staff](#) are available for consultation on intellectual freedom issues.

"If this nation is to be wise as well as strong... then public libraries should be open to all except the censor. Let us welcome controversial books and controversial authors. For the Bill of Rights is the guardian of our security as well as our liberty."

John F. Kennedy

Sample Public Library Request for Reconsideration of Material Form [\[Printable PDF\]](#)

The trustees of Mainstream Public Library have established a materials selection policy and a procedure for gathering input about particular items. Completion of this form is the first step in that procedure. If you wish to request reconsideration of a resource, please return the completed form to the library director.

Mainstream Library. 1 Mainstream Plaza, Anytown, State Zip

Date _____ Name _____

Address _____

City _____ State/Zip _____

Phone _____ Email _____

Do you represent self? ____ Or an organization? ____ Name of Organization _____

1. Resource on which you are commenting:

____ Book (e-book) ____ Movie ____ Magazine ____ Audio Recording

____ Digital Resource ____ Game ____ Newspaper ____ Other

Title _____

Author/Producer _____

2. What brought this resource to your attention?

3. Have you examined the entire resource? If not, what sections did you review?

4. What concerns you about the resource?

5. Are there resource(s) you suggest to provide additional information and/or other viewpoints on this topic?

6. What action are you requesting the committee consider?



Invoices for Board Meeting

December 10, 2024

Vendor	Amount	Description of services or goods
Amazon	\$2,737.72	Craft supplies, DVDs, unboxed & loot box goodies, books, other materials and supplies
Baker and Taylor	\$2,260.27	Books
Baker and Taylor Entertainment	\$27.98	DVDs
Baker and Taylor Spoken Word	\$56.72	Books on CD
City of Indianola (IMU)	\$1,026.82	Utilities
Demco	\$310.26	book covering supplies and bookmarks
Dust Pros	\$1,584.50	Janitorial services, supplies
Iowa Water Management Co.	\$49.50	Monthly agreement
MidAmerican Energy	\$93.71	Natural Gas
Playaway Products	\$170.97	Playaway devices and Wonderbooks
Springer Pest Control	\$70.40	Pest management
TRM Disposal	\$118.00	trash removal
Unique Management	\$65.00	Collection agency
Waste Management	\$9.48	Recycling tote
Woosley Landscape and Mowing	\$90.00	Mowing services
Wells Fargo	\$1,195.03	See statements for details

Total: \$9,866.36

Approved

Date

Approved

Date



Budget Summary

November 2024

Personnel	November	Year-to-Date	Budget	% Spent
Salaries	40,498.96	219,165.77	575,871.00	38.1%
Benefits	11,645.04	61,513.09	189,920.00	32.4%
TOTAL	52,144.00	280,678.86	765,791.00	36.7%

Collection	November	Year-to-Date	Budget	% Spent
Physical	6,214.36	28,958.57	97,309.00	29.8%
Digital	4,000.00	8,099.92	28,000.00	28.9%
Special	635.09	4,234.11	10,000.00	42.3%
TOTAL	10,849.45	41,292.60	135,309.00	30.5%

Operations	November	Year-to-Date	Budget	% Spent
Repair/Maint	368.39	4,698.25	37,000.00	12.7%
Computer/IT	129.99	31,802.90	38,145.00	83.4%
Operations	5,173.59	45,340.88	117,786.00	38.5%
TOTAL	5,671.97	81,842.03	192,931.00	38.5%

TOTAL TO DATE	November	Year-to-Date	Budget	% Spent
	68,665.42	403,813.49	1,094,031.00	36.9%

41% of Budget Year

Revenue | November 2024

	Account Number	Account Title	YTD	Budget	Variance	% Budget
041 - LIBRARY FUND						
1	041-4100-40000	Property Taxes(R)	-314,482.38	-604,027.00	-289,544.62	52.06%
2	041-4100-44700	Library Service Reimbursements(R)	-44,301.00	-85,000.00	-40,699.00	52.11%
3	041-4100-47400	Misc Sales (Copies/Scrap/etc)(R)	-2,098.56	-1,000.00	1,098.56	209.85%
4	041-4100-47641	Library Fines(R)	-1,536.08	-3,000.00	-1,463.92	51.20%
5	041-4100-49400	Transfer In--T&A PROP TAX(R)	-99,089.52	-188,623.12	-89,533.60	52.53%
Total:			-461,507.54	-881,650.12	-420,142.58	

Expenditures | November 2024

	Account Number	Account Title	YTD	Budget	% Budget
041 - LIBRARY FUND					
1	041-4100-60110	Salary/Wages--Administration(E)	56,375.44	176,628.00	31.91%
2	041-4100-60130	Salary/Wages--Clerical(E)	162,790.33	399,243.00	40.77%
3	041-4100-61100	FICA(E)	16,294.30	44,054.00	36.98%
4	041-4100-61300	IPERS(E)	20,449.67	54,363.00	37.61%
5	041-4100-61420	Deferred Comp--457(E)	1,625.00	4,950.00	32.82%
6	041-4100-61430	Employee Assistance Program(E)	276.00	300.00	92.00%
7	041-4100-61440	Wellness Program(E)	.00	360.00	0.00%
8	041-4100-61500	Health Insurance(E)	17,921.80	59,791.00	29.97%
9	041-4100-61501	Dental Insurance(E)	1,169.85	3,904.00	29.96%
10	041-4100-61502	Vision Insurance(E)	142.15	382.00	37.21%
11	041-4100-61503	HSA Expense(E)	1,384.50	16,100.00	8.59%
12	041-4100-61550	Life Insurance/ADD/LTD/STD(E)	1,820.67	5,316.00	34.24%
13	041-4100-61599	Workers' Comp Insurance(E)	290.70	400.00	72.67%
14	041-4100-62100	Membership Dues/Subscriptions(E)	54.60	875.00	6.24%
15	041-4100-62300	Education/Training(E)	1,974.42	3,000.00	65.81%
16	041-4100-62700	Mileage(E)	290.05	1,250.00	23.20%
17	041-4100-63100	Repair/Maint--Bldg/Grounds(E)	4,698.25	37,000.00	12.69%
18	041-4100-63710	Utilities(E)	9,197.57	30,246.00	30.40%
19	041-4100-64020	Advertising(E)	1,731.81	2,250.00	76.96%
20	041-4100-64082	Insurance--General Liability(E)	5,583.57	6,155.00	90.71%
21	041-4100-64083	Insurance--Property(E)	9,253.00	9,253.00	100.00%
22	041-4100-64084	Insurance--Boiler/Machinery(E)	563.00	732.00	76.91%
23	041-4100-64090	Janitorial Services(E)	9,097.34	24,775.00	36.71%
24	041-4100-64990	Misc Contractual(E)	517.72	11,000.00	4.70%
25	041-4100-65020	Library Books & Periodicals(E)	28,958.57	97,309.00	29.75%
26	041-4100-65021	Digital Materials(E)	8,099.92	28,000.00	28.92%
27	041-4100-65022	Special Collections(E)	4,234.11	10,000.00	42.34%
28	041-4100-65060	Office Supplies(E)	784.48	4,100.00	19.13%
29	041-4100-65070	Materials/Supplies(E)	2,728.08	11,700.00	23.31%
30	041-4100-65079	Materials/Supplies--Program(E)	3,016.46	15,000.00	20.10%
31	041-4100-65080	Postage(E)	466.78	850.00	54.91%
32	041-4100-65990	Miscellaneous(E)	82.00	1,600.00	5.12%
33	041-4100-67240	Computer Hardware/Software(E)	31,802.90	38,145.00	83.37%
Total:			403,675.04	1,099,031.00	

Library Special Revenue | November 2024

	Account Number	Account Title	YTD	Budget
141 - LIBRARY SPECIAL REVENUE FUND				
Revenue				
1	141-4100-44302	Enrich Iowa(R)	5,303.71	7,000.00
2	141-4100-45040	Program Fees-Summer Reading(R)	.00	15,000.00
3	141-4100-47050	Donations/Contributions(R)	2,152.31	30,000.00
4	141-4100-47051	Friends of the Library Contrib(R)	5,917.91	10,000.00
Total			13,373.93	

Expenditures

5	141-4100-65020	Library Books & Periodicals(E)	855.17	20,000.00
6	141-4100-65023	Summer Reading Program Expense(E)	3,967.03	15,000.00
7	141-4100-65024	Friends of the Library Expense(E)	1,947.86	10,000.00
8	141-4100-65025	Enrich Iowa Expenses(E)	560.05	7,000.00
9	141-4100-65070	Materials/Supplies(E)	1,748.88	10,000.00
10	141-4100-69000	Transfer Out(E)	.00	.00
			9,078.99	

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: December 2024
Subject: Public Comment Policy

The Public Comment Policy is designed to ensure an orderly process for the public to address concerns to the Library Board. It was adapted from the City Council's policy, which has proven effective for their meetings. There are no recommended changes.

POLICY: Public Comment Policy

During the Public Comment agenda item of a Library Board meeting, members of the public may address the Library Board on any subject over which the Library Board has the authority to act.

- Individuals shall be limited to three minutes speaking time.
- A maximum of twenty minutes per meeting will be set aside for Public Comment, unless additional time is granted by the presiding officer. A majority vote of the Trustees may extend or decrease the time limitations on this rule.
- Preference will be given to individuals who did not speak at the previous meeting's Public Comment.
- Individuals may not speak more than once during Public Comment.
- All remarks shall be addressed to the Board as a whole and not to an individual Trustee or Library staff member.

Any individual addressing the Library Board will be asked by the presiding officer to clearly state their name and address prior to speaking so that their name may be accurately recorded in the minutes of the meeting.

Residents may submit online [public comment cards](#). Cards must be submitted at least 30 minutes prior to the meeting and will be distributed to board members. Submitted comment cards are public record.

Group Presentations

Organized groups that wish to make a presentation longer than the time allowed will be required to contact the presiding officer prior to the meeting and be granted permission by the presiding officer.

Further Action

Matters presented during Public Comment which require further investigation or information shall be referred to library staff, and if the Library Board determines that action is required, the item may be placed on a future agenda.

Adopted 9/22, revised 6/2023

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: December 2024
Subject: Collection Development Policy

The goal of the Collection Development policy is to guide the librarians in their selections and to offer an explanation to the public why some materials are chosen, and some are not. Although we completed an extensive review of this policy in 2021, I have two suggested revisions, which are shown in red in the policy.

1. Add “local significance” as a selection criterion.
2. Add “availability from approved vendors” to the list of why items might not be added to the collection.

POLICY: Collection Development

Purpose Statement

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

Collection Goals

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

Criteria for Selection

The following criteria are considered during the selection process.

1. Merits of a work in relation to the needs and interests of the community
2. Popular demand, particularly concerning books on the bestseller lists for which there is a persistent local demand.
3. Longevity of public interest
4. Representation of a range of subjects and views in varying formats and reading levels
5. Artistic or literary excellence
6. Technical quality
7. Local significance
8. Consideration of the work as a whole

Poor quality of materials or inability to endure public usage may disqualify otherwise suitable materials.

Budget, ~~and~~ physical space, ~~or availability from approved vendors~~ may restrict the acquisition of materials.

Purchasing materials does not confer endorsement by the Indianola Public Library or City of Indianola. Individual items that may be controversial or offensive to some users or staff may be selected if their inclusion will contribute to the range of viewpoints in the collection as a whole and the effectiveness of the library's ability to serve the community.

Access

Censorship is an individual matter. While a person may reject materials for themselves and their child(ren), they may not exercise censorship to restrict access to the materials by others.

1. Selection of materials is not restricted by the possibility that children may obtain materials their parents consider inappropriate. Responsibility for children rests solely with their parents or legal guardians.
2. The guiding principles of this policy are the American Library Association's Library Bill of Rights and Freedom to Read Statement.

Responsibility for Selection

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

Collection Maintenance

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

Public Input

1. Patron suggestions will be considered using the selection criteria.
2. Gifts and donations are subject to these same selection criteria.
3. Any resident of Indianola or rural Warren County who objects to the presence or absence of a work may do so by completing a Statement of Concern form, which may be obtained in person at the library. The director will consider the request and respond to the complainant. If the complainant wishes to appeal the director's decision, they may do so by asking for an appeal to the Library Board of Trustees.

Related Policies

Gifts and Memorials

Bill of Rights Statement

Freedom to Read Statement

Statement of Concern Form

Adopted 5/00; reviewed; 1/02, reviewed 11/07; reviewed 2/12; reviewed 6/16; revised 8/20; revised 11/21; revised 12/21

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: December 2024
Subject: Statement of Concern Form

The Statement of Concern Form provides residents of Indianola and rural Warren County (the library's defined service area) with a way to express concerns about items in the library's collection. It is adapted from the Trustee Handbook's template form.

POLICY DOCUMENT: Statement of Concern Form

Residents of Indianola and rural Warren County may express concern regarding library selection decisions. To do so, please complete this form and return it to the library director.

Your Name _____

Address _____

City _____ State _____ Zip _____ Telephone _____

Email _____

Library Material

Title _____

Author _____

Book _____ Music/DVD _____ Other _____

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

2. What brought this title to your attention?

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

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

Signature: _____ Date: _____

MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: December 2024
Subject: Reconsideration Procedure

The goal of the Reconsideration Procedure is to define the process for reconsidering an item's inclusion in the collection. This applies to both the correct categorization of the item in the library (age-appropriate section) and its alignment with the selection criteria outlined in the Collection Development policy. The American Library Association's Intellectual Freedom Manual was the main point of guidance in developing this procedure.

PROCEDURE: Reconsideration Procedure

The following procedure will be followed when a resident feels that action is necessary to address concerns about a library resource. For the duration of this process, the material in question will remain in circulation in the library collection.

1. When a library patron expresses concern about a book or other material in the library's collection, library staff will listen neutrally, taking care not to appear to agree or disagree.
2. Library staff will offer a packet of materials that includes the library's Collection Development Policy, Statement of Concern form, the Library Bill of Rights, the Freedom to Read statement, and the library director's business card.
3. At this point, the patron has the option to speak to the director and/or submit a Statement of Concern.
4. If a patron would like multiple items considered, a separate Statement of Concern form must be completed for each item.
5. Once a formal Statement of Concern is received, the director, with appropriate professional staff, will review the reconsideration form and the material in question, to consider whether its selection follows the criteria stated in the collection policy.
6. The director will notify the concerned person by letter of the decision.
7. If the individual is not satisfied with the decision, they may submit a written appeal to the Board of Trustees.
8. The Board of Trustees will review the Statement of Concern and evaluate whether the item was selected in accordance with the library's Collection Development Policy.
9. The concerned individual will be notified by the Board President of the time and place where the public meeting addressing the appeal will take place.
10. The Board of Trustees reserves the right to limit the length of public comments.
11. The decision of the board is final, and the item will not be reconsidered by the board for no less than three years from the date of the decision.

Adopted 12/21, revised 6/23

December 2024



Director's Report

FY24 Annual Report

The FY24 Annual Report was highlighted in the Indianola Independent Advocate (article attached). Additionally, news of our record-breaking year was covered by Channel 5 and KCCI13, both of which aired brief features on the library.

Deputy Director (Assistant Director) Position

At their meeting on December 2, the city council decided that the library would not be allowed to fill the deputy director position. Since that position was already included in our budget (beginning Jan. 1, 2025), those unused funds will go into the library's reserves at the end of the fiscal year. I have requested this position again in FY26.

Staff Training

Beginning tomorrow (Dec. 11) we will be doing a series of staff trainings for desk staff on improving customer service. Topics will include dealing with conflict, communication skills, and using good judgement in tricky situations.

https://www.indianola-ia.com/news/indianola-library-sets-records-during-anniversary-year/article_4277ca28-a51c-11ef-bafd-03e903d96965.html

FEATURED

Indianola Library sets records during anniversary year

AMY DUNCAN / Independent Advocate
Nov 17, 2024



The Indianola Public Library building will be traded to Warren County in a planned land swap between Indianola and the county.

MARK DAVITT / Indianola Independent Advocate

The Indianola Public Library celebrated a big year — its 140th anniversary — in 2024, with an even bigger number — record checkouts of 188,621.

"We are one of the oldest public libraries in the state," said library director Michele Patrick, as she presented the Indianola City Council with the library's annual report during a recent council meeting. In 1884, she explained, libraries were mostly private clubs. "You had to know the right people, and you to pay a pretty hefty fee to use the library."

In March of 1884, though, residents voted to establish a free public library, which opened its doors on June 27, 1884.



Parents, children and library staff worked together to make hand-stuffed pillows for the stuffies to use when they slept during a stuffy sleepover at the Indianola Public Library.

MARK DAVITT / Independent Advocate

"This June, we celebrated that anniversary in the best possible way, by wrapping up the library's best year in history," Patrick said. "Any metric, any way you want to look at it, it was the library's best year."

Door count was up, said Patrick, with 82,474 people coming through the door. Some of those people come in for a few minutes, while others come in for hours or even a whole day. Some patrons attend library programs, use the internet to access Zoom calls, or attend community meetings in the meeting room. Some even check out books, said Patrick.

It's a marked change from when Patrick joined the library, she said.

"It used to be people would see the library as a place that you go to get something," she said. "Now we see that people are going to the library to do something. They're really seeing it as a destination place, and that's the piece where we've seen our building fall short."

While Patrick said the building is a "lovely building, it's a great design. It's very efficient, but it wasn't built to accommodate the kind of expectations that people have with their library today."

That's a lesson Patrick said she will keep in mind as the city moves toward plans to build a new library on the east side of Indianola, using donations and grants to pay for the construction. City Manager Ben Reeves says the new building should be more than a place to hold books.

"Putting money into a library is a good thing, said Reeves during a recent strategic planning retreat. "That's great, it's one of our high-used amenities. But could it be so much more? Could it be a gathering space?"

The library's collection has both grown and changed, Patrick told the council. In 1884, the library owned 575 books. In 2024, it has more than 200,000 items. Only 46,533 are physical items in the library. Cities close to the size of Indianola have 62,000, 64,000 and 85,000 items in their collections, she told the council.

"We have a pretty small collection," she said. "But that is a space issue, not a financial issue."

There are another 153,000 items online, she said, most of which are shared with 501 other public libraries in the state.

"What that means is the lines are very long for your E-books right now," she said, with people waiting on average 54 days from the time they put the book on hold until the time they actually get the book. "This is a funding issue, not a space issue."



Janis Comer, children's librarian with the Indianola Public Library, reads stories to children. The library is working to expand the number of story times available.

MARK DAVITT / Independent Advocate

Patrick said that while people suggest that buying more E-books could save the library money, the opposite is actually true.

“E-books are very, very expensive,” she said. “You don’t really get your money’s worth.”

Libraries pay about \$60 for an E-book and are allowed then to check it out to one person at a time for two years, at which time they have to repurchase the book, she explained. Libraries pay on average about \$17 for a physical book, on the other hand, and can keep that book in its collection as long as they choose to.



About 75 percent of the items checked out each year are physical items, she said, adding that checking out items is only a portion of what the library does.

More than 18,000 people attended one of the more than 562 programs at the library, most of which are geared toward children, said Patrick, adding that 8,619 people have used their library cards in recent years.

Kids enjoy playing with chalk during an event at the Indianola Public Library.

JOSH COBB / Indianola Independent Advocate

The library offers other programs, she said, including holding story times on Saturday and working to add evening story times. They also offer free test proctoring for people taking SAT and ACT tests, as well as free access to the People’s Law Library. They also host a food pantry in the lobby, which is stocked with sandwiches and wraps by Helping Hand.

“If you’re hungry right now, it’s there and it’s very heavily used,” she said. They also offer a teen necessity pantry that provides toothbrushes, toothpaste, warm socks and other needs. The pantry is funded by a grant from Theisen’s.

“Very good job,” added council member Steve Richardson. “The library is doing a very good job.”



Circulation

November 2024

Print	NOV 2022	NOV 2023	NOV 2024	YTD-FY23	YTD-FY24	YTD-FY25
Adults	3,372	3,588	3,245	18,860	20,007	18,846
Teens	432	412	378	3,012	2,762	2,738
Children	3,932	4,809	5,052	23,102	25,958	29,998
Total	7,736	8,809	8,675	44,974	48,727	51,582

Special	NOV 2022	NOV 2023	NOV 2024	YTD-FY23	YTD-FY24	YTD-FY25
DVDs & Video Games	1,363	1,469	1,631	7,492	8,145	8,919
Magazines	176	137	105	943	705	647
Audiobooks	185	109	96	962	785	545
Games & Puzzles	472	523	651	2,137	2,817	3,522
Library of Things & STEM	76	42	105	367	310	447
Total	2,272	2,280	2,588	11,901	12,762	14,080

Digital	NOV 2022	NOV 2023	NOV 2024	YTD-FY23	YTD-FY24	YTD-FY25
Ebooks	1,604	1,707	1,716	8,369	8,875	8,933
Eaudio books	1,226	1,514	1,807	6,178	7,846	9,391
Digital Magazines	84	267	397	333	696	1,291
Streaming Videos	44	191	195	356	897	803
Total	2,958	3,679	4,115	15,236	18,314	20,418

TOTAL TO DATE	NOV 2022	NOV 2023	NOV 2024	YTD-FY23	YTD-FY24	YTD-FY25
	12,966	14,768	15,378	72,111	79,803	86,080



Programs and Services

NOVEMBER 2024

Program Attendance	NOV 2022	NOV 2023	NOV 2024	YTD-FY23	YTD-FY24	YTD-FY25
Adults	40	92	170	258	723	451
Teens	91	102	140	390	482	543
Children	936	840	828	4,230	4,678	4,097
Library Meetings	51	43	46	124	111	84
Total	3,379	1,077	1,184	5,002	5,994	5,175

Number of Programs	NOV 2022	NOV 2023	NOV 2024	YTD-FY23	YTD-FY24	YTD-FY25
Adults	7	13	15	34	48	48
Teens	8	6	8	28	24	29
Children	38	42	42	136	140	152
Total	53	61	65	198	212	229

User Statistics	NOV 2022	NOV 2023	NOV 2024	YTD-FY23	YTD-FY24	YTD-FY25
New Library Cards	76	62	48	506	444	407
Door Count	6,205	5,986	6,799	31,877	35,871	35,788
Number of Home Deliveries	8	9	5	34	47	25
Home Delivery Checkouts	76	115	78	419	629	422
ILL Items Loaned	14	13	19	87	94	102

Computer Usage	NOV 2022	NOV 2023	NOV 2024	YTD-FY23	YTD-FY24	YTD-FY25
Public Computers	281	306	251	1,511	1,810	1,620
WiFi Sessions	646	897	657	3,302	4,241	3,373
WiFi Unique Users	230	330	280	1,269	1,601	1,409
IPL App Launches	1,458	1,638	1,943	8,050	9,417	10,541
App Page Views	1,624	2,016	2,659	8,963	10,788	14,030

Meeting Room Usage	NOV 2022	NOV 2023	NOV 2024	YTD-FY23	YTD-FY24	YTD-FY25
Number of Meetings	14	20	17	47	74	57
Meeting Attendance	76	119	132	301	480	349

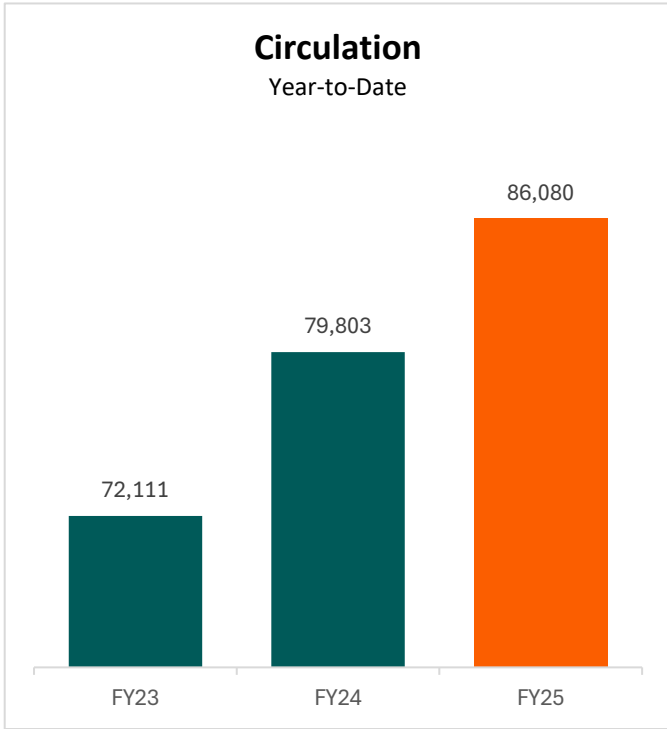


YTD Activity Summary

NOVEMBER 2024

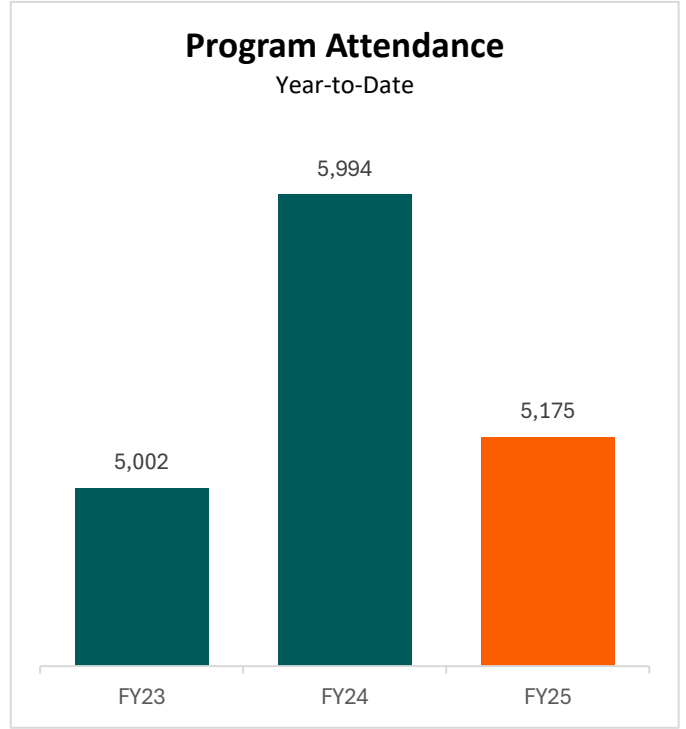
Circulation

Year-to-Date



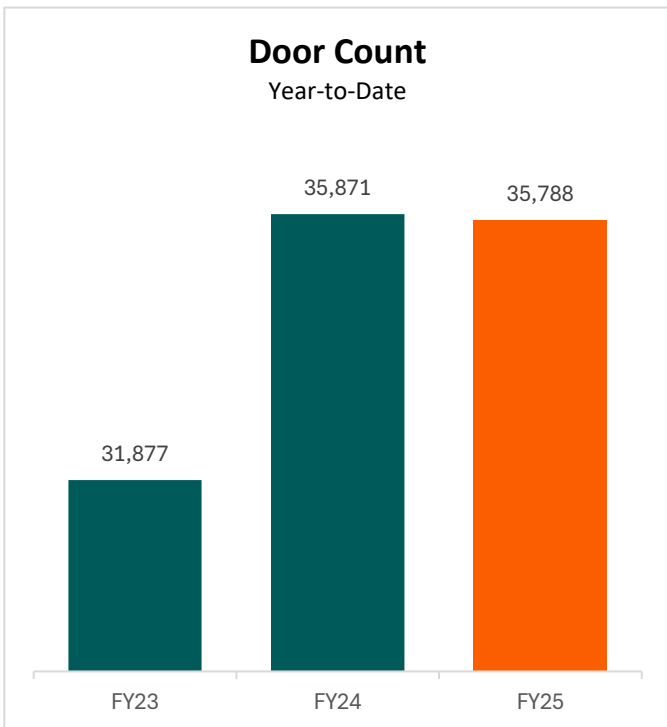
Program Attendance

Year-to-Date



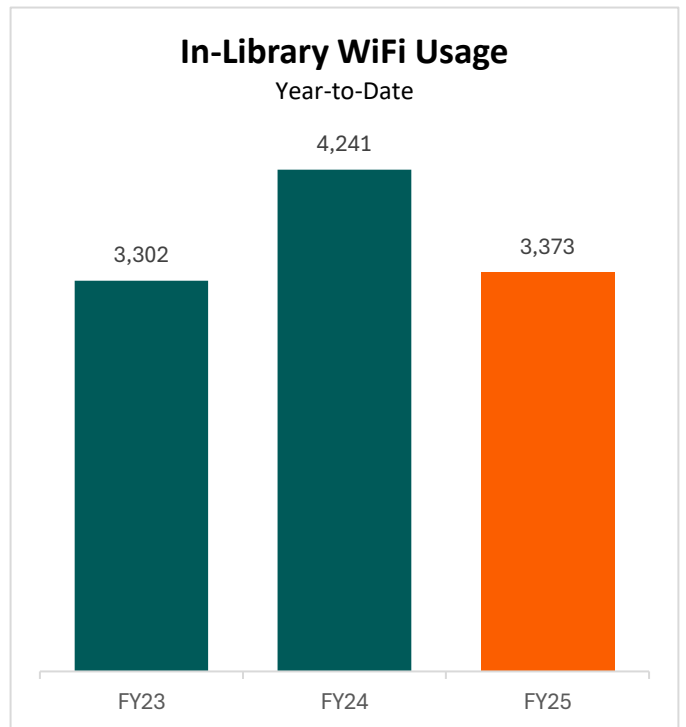
Door Count

Year-to-Date



In-Library WiFi Usage

Year-to-Date



MEMO



To: Library Board of Trustees
From: Michele Patrick, Library Director
Date: December 2024
Subject: Results from the Annual Patron Survey

The results from our annual patron survey are attached. The survey was available throughout November and was promoted through our website, social media platforms, and on-site signage featuring links to the survey. The City of Indianola's communication team also promoted it. There were 87 responses, which is 1% of our library card holders.

Indianola Public Library Annual Survey

87
Responses

03:33
Average time to complete

Closed
Status

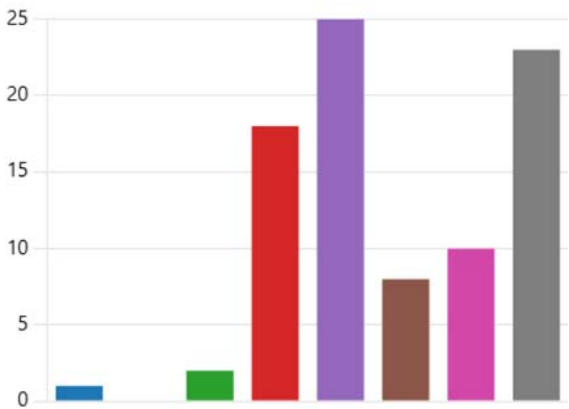
1. Where do you live?

Indianola (inside the city limits)	68
Warren County (but not in India...	15
Outside of Warren County	4



2. What is your age?

Under 12	1
12-17	0
18-24	2
25-34	18
35-44	25
45-54	8
55-64	10
65+	23



3. How often do you use the Indianola Public Library?

Weekly	46
Monthly	29
Every few months	10
Rarely or never	2



4. If you rarely or never use the Indianola Public Library, please tell us why.

1
Responses

Latest Responses
"Fine"

5. Do you use other libraries (in addition to the Indianola Public Library)?

Yes	22
No	65



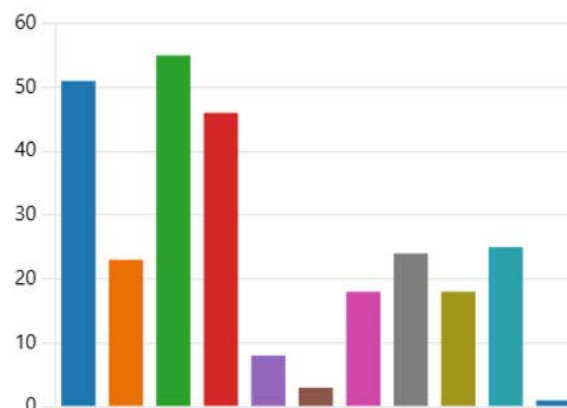
6. If yes, please tell us why.

22
Responses

Latest Responses
"We live in Pella, so use their library the most, but also have cards for a few ot..."

7. How do you hear about the library's services and programs? Check all that apply.

Library website	51
Library app	23
Indianola magazine	55
Facebook	46
Instagram	8
TikTok	3
Indianola Independent Advocat...	18
Library brochure	24
Email newsletter	18
Word of mouth	25
Other	1



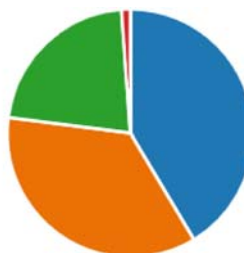
8. Book selection (and other materials such as DVDs, games, audiobooks, etc)

Very satisfied	33
Satisfied	44
Neither satisfied nor dissatisfied	3
Dissatisfied	6
Very dissatisfied	0



9. Events and Programs

Very satisfied	36
Satisfied	31
Neither satisfied nor dissatisfied	19
Dissatisfied	1
Very dissatisfied	0



10. Library Staff

Very satisfied	61
Satisfied	18
Neither satisfied nor dissatisfied	6
Dissatisfied	1
Very dissatisfied	0



11. Facilities (study areas, reading spaces, program rooms)

Very satisfied	22
Satisfied	37
Neither satisfied nor dissatisfied	21
Dissatisfied	7
Very dissatisfied	0



6) If you use other libraries, please tell us why.

Comments related to materials & programs:

- I go to DMPL occasionally for library programs and to get books that aren't available in Indianola
- Interlibrary loan charge at Indianola library, more book options sooner, more adult events
- To have a larger variety of books as well as access to Hoopla
- Genealogy research
- Different selection - Simpson College
- access to more titles
- Norwalk library children's programming
- Indianola has a very limited selection of books, especially juvenile historical fiction, and good books published prior to 1960.
- Larger selection.
- college library
- Norwalk- family events
- Pleasant Hill allows anyone in central IA to have a card and we used to live there. I use it so I can have 20 holds and 10 checkouts on Libby and in person sometimes because we are up there weekly and they have a bigger book selection.
- More titles for Libby app, also for hoopla access
- Depends on activities

Comments related to location:

- We live in Marion County so sometimes go to check out what's happening at other libraries.
- For fun and to take my kid to play on other places
- Wilder School Library
- I live here but I spend 2 days out of the week at my best friends place who lives near different towns so I have memberships there too being around her area a lot too
- Snowbird in Florida
- We live in Pella, so use their library the most, but also have cards for a few other libraries. Our homeschool group is in Indianola, so since we're there regularly, we have a card for that library, too.

12) What improvements would you like to see in the library?

Comments related to MATERIALS:

- More large print books
- Wider selections
- In our current smaller library, it seems that we don't have enough space available for books with an older copyright. I hope with the new library we might be able to keep some of the older books.
- We need a larger library so that we can expand our collection.
- More space for a wider selection of books.
- Additional ebook options
- More books for download
- Better book selection. Especially new books.

- More board books
- Keep expanding the rent items section (tools and such)
- A bigger variety of pre-teen books
- larger catalog or ability to borrow books from other libraries and retrieve at Indianola
- More online availability to check out books. Some wait times are months long
- More large print books
- More books! I know you are limited by space, but would love more books in our collection
- Much larger "large print" section and selection

Comments related to PROGRAMS:

- More evening adult events - ones that don't involve needing friends or family to participate (like a puzzle comp match where you can get paired with strangers)
- More activities/events for adults
- I would love to a greater variety of children's programming. Other libraries provide music class and crafts along with story time
- Programming or events for preschool age and under in the evening
- More programming for 5-8ish kids. Younger kids have Storytime, but there's a gap for preschool and early elementary
- I love the programs, but I would love to see even more. The library is one of the few indoor activities for non school age kids in town. I'd love to see some winter programs for kids (of all ages) because there's a large number of non-school age kids and homeschool children in the community

Comments related to SPACE:

- More room for your events
- Dedicated space for the young 'uns
- More space - The space can get pretty full especially when school is not in session.
- Larger, more space
- I'd love to see an older child area like what you've done with the teen room. I have a 7 and 10 year old who feel a bit left out
- Larger area for children, youth. Quiet nooks for adults
- Maybe newer chairs at tables. They're losing their comfort
- I would like a more comfortable space where I can read or use laptop
- more meeting spaces
- I would love to see more space. More space for programs and study rooms and fun stuff, but also more room to hold more books. Most nearby libraries have a much larger selection of books because they have the space to put them in and we do not. Especially kids books!
- more space for collections, programming, and hanging out
- More cozy chairs and couches to read and do work on
- Space for adults
- More space in the children's section
- Cozy reading nook for grown ups
- Decor, Visions of Indianola and Indianola History

- The Library is too small. So a larger space with plenty of places for people to gather, more places for small group meetings, a larger children's area. Oh! And a larger budget.
- More space for larger inventory is always a plus but I still love the Indy library!
- I love our library!!!! So much! I would however like an adult area to read with comfy furniture to snuggle in and read.
- We use the kids play area all the time and are happy with it as is, but of course I wouldn't sneeze at a newer, bigger play area for kids.
- more "private" meeting spaces for smaller groups
- Story time space integrated into children's library area

Combine topics and MISC. comments:

- Just more of everything! Can't get enough!
- Children's toys/surfaces cleaned daily
- A new library!
- More reading rooms. Quiet area away from children, bigger selection of books.
- More audiobook access, not just new books; children's and youth librarians who listen to & support parents
- I think the current library is great, I would just like to see a new bigger library.
- Everything I use is great
- I can't wait for the new bigger library will provide so many more opportunities
- Parking spots should be for patrons only; no employees or contracted workers (with inappropriate items in their vehicles)
- Recognition and embracing all cultures--Juneteenth, dia de Los Muertos, PRIDE month, indigenous peoples....opportunities to allow the intermixing of cultures for adults and children. Opportunities for languages and ideas to collaborate.
- Think you should do the staff recommendation book picks again
- Collaboration with Simpson to have copies of novels that required for courses for low income students, events that focus on small businesses in Indy
- This is true of most libraries at the moment. I would like to see them get out of the business of pushing the LGBetc.etc and other politically correct agendas, and stop carrying books that are essentially porn. I would like a better selection of older juvenile fiction, since those books are often better-written, feature stable families with better relationships, and don't push all the current agendas and dysfunctions. I would like to see less of a focus on making sure there's a no-one-else-allowed teen section. Why can't anyone else use those areas? Do teens always need to be separated from the rest of the people? Also, those areas are usually the nicest in the library. In some libraries, I have my suspicions as to why parents can't linger, since that's generally where all the PC-subject pamphlets are.

Plans are underway to design a new library for Indianola. What would you like to see in this new library?

Comments related to MATERIALS:

- More classic books for kids and adults
- More room to keep more children's books. So many that we have liked have disappeared

- When one reads alot, book selection today becomes very small
- More diversity--celebrations of diversity
- A larger "large print" section, more print materials especially new books in print quicker

Comments related to CHILDREN and TEEN SPACES:

- Better kids area with more space, better seating
- Bigger kids and teen areas
- Bigger children's play area, computers for kids to use
- Sensory Wall. Busy Board Wall
- Separate children's area more catered to children
- Space for kids without worrying about interrupting adults with noise
- A children's section that's separate from others so toddlers don't feel like a disruption
- Maybe a larger play area for the younger children
- More kids friendly that can accommodate bigger numbers
- More space! As a mom of two young boys, I would love to see more space in the children's area both for reading and for playing. It would be awesome to see some cozy reading nooks for kids as well as some tables and chairs for reading, homework, playing games, etc. It would also be great to see more dedicated reading spaces for adults—with the current seating options, it doesn't feel as inviting to sit and read at the library for an hour. We've visited the new Grimes public library a handful of times. They have a built-in slide in the childrens's area and while the novelty of the slide is fun, I thought it was distracting and made it difficult to focus on reading and playing non-electronic games which is something I really value in our current library

General SPACE comments

- Sound proof room for like musicians to practice. Could also work as a sensory room
- More comfortable seating, larger community fridge/pantry area to include an essential pantry so not just food, study rooms, resource center for different orgs to set up shop occasionally to provide patrons assistance (basically a study room), language tables for language learners (buddy table style)
- More meeting spaces
- Beautiful designated areas for each age group with age appropriate activities/hangout areas with non-screen/technology and screen/technology options, maybe a local coffee shop/bakery area, makerspace area (look up main Johnson county library in Kansas), all inclusive/all ages playground (inside or outside)!
- Books, computers, meeting rooms, digital access to materials, space to sit and read, magazines, digital access to genealogy research
- Longer computer table. It is difficult to work when you're elbow to elbow. Another computer station is needed
- More comfortable seating, play area with toys suited for ages 5-10 (we are almost aged out of the toys available now)
- I would hope for more conference/meeting rooms, a dedicated children's area for activities, shelving and story times. Green space with ample parking are greatly needed. Comfortable, attractive reading areas would be appealing to me.
- Bright open children's area, conference rooms which can be reserved, small study rooms (quite space). Community gathering space for events.

- More space for books=) It would be nice to have the computer area enlarged and the children's section as well.
- More reading selection (space) more community rooms
- private study areas, larger selections for all materials
- More space for books, electronics, etc. More comfortable furniture.
- Areas for young child, child, teen and adult to hang out and have their own activities. More parking that is more accessible for larger vehicles. Love the meeting areas offered already. Love the separate area for story time
- more meeting spaces, dedicated computer lab
- A space filled with hygge
- many many history books, comfortable reading chairs, focus on books not digital or technology resources, revamped children's book section (we like Des Moines' southside library set up best)
- Windows w/green space views. Fireplace, comfy chairs and beverage/snack area. More parking closer to building for mobility issue patrons. Children's area w/divider (glass/doors) so kids can be kids and enjoy themselves. Also own bathroom in this area so parents don't have to leave the area. Bigger bldg? MORE BATHROOMS! Rental mtg room w/kitchen, tables, chairs
- Better lighting. Better seating. Quiet area for kids
- a small theatre or performance space shared with community theatre
- More space for adults to read or relax
- More quiet seating areas to read
- Definitely have the community spaces for book clubs and the wonderful events. Comfortable seating for reading there is nice to
- Quiet reading space
- A meeting place or coffee/soda shop and seating
- More space for adults- lounge areas to read or more secluded study spaces
- Bigger kids play area, bigger parking lot
- Way more space for books. Especially kids books! I would love to see an area twice as big for kids books.
- Loud children's area. Family bathrooms. Large buffer zone between exit and street. Outdoor play area for physical activity after a visit. Picnic area. Outdoor classroom space. Private reading books, indoors and outdoors.
- Cozy reading nook for grown ups
- More daylight, comfortable seating for kids and adults and places where you can sit next to or with your kids to read. Smaller quiet breakout type rooms for work/study. A much larger space would be amazing
- More study spaces
- Smaller private reading/study/resource rooms that folks can check out. Maybe a separate area for all the non-book, DVD, games (etc.) that can be like a resource room for folks to access
- More drop in office space
- A big multi-purpose room
- More comfy seating areas for all ages. A more traditional design, rather than hyper-modern. Think cozy, squishy chairs, and fireplaces. The one up in Coeur D'Alene, ID is nice for that. Post Falls has a fireplace, too, but it's not quite as cozy-looking.
- A large children's area: more programs for adults and kids
- We love the location of the library! I haven't seen anything about new plans, but I hope it stays on site or close to where it's at now. It's in walking distance to so much.
- Big comfy chairs for reading.
- rooms the community can rent for events

- Large meeting space for groups that can be rented, a space dedicated to human services and open hours to meet with individuals (unemployment, food stamps, childcare assistance, notary, healthcare assistance)
- Individual meeting/study rooms
- A bigger teen room, and better computers
- more meeting spaces, dedicated computer lab/room
- Study rooms that patrons can reserve. Outdoor space that can be used for story walk with open area for outdoor story time.

Any additional thoughts or comments?

- More space to section off different areas
- Love reading challenges that are bingo style and the TBR. It'd almost be cool to have a TBR debrief where people can get together and talk about their reads (basically a book club of dif books)
- Great staff!
- I think we are overdue for a bigger library but at the same time I think staff is doing a great job utilizing the space we have.
- An outdoor flower garden where you can relax on nice days
- We LOVE the Indianola Library & Staff!!! My kids look forward to Wednesday's and Teen Hangout!! We love the To-Be Read bags every week!!!
- We very much appreciate the Indianola library and understand finances can be a limitation. It is a shame that old books are removed from our public shelves to give way to newer, sometimes lesser quality books.
- Make it as nice as Justice Ctr or better! I/town is growing and so should our library. Thank you for asking us!
- I live our library, it's very well thought out and the best one I've been too in the area!
- I seem to have difficulty getting the desired audiobooks in Libby without a huge wait.
- Thank you Indianola for supporting the library—what a goft it is to the community
- Please just keep it a warm and welcoming place for all
- We love the library 😊
- Staff is incredible and the programming is fantastic, especially with limited space
- Always enjoy the free adults events, would love to see more of them
- You guys do a great job making do with the space you have, but it clearly isn't enough space. We don't go to the parties anymore (Dinofest and the like) because it is so claustrophobic and full of people that we don't have any fun.
- We love our library!
- Love the library, just wish we had a larger book catalog.
- Excellent library. The ever changing kids toys set up are wonderful
- The library staff is the best!
- The library is wonderful! Thank you for all you already do. We have a wonderful staff who is passionate about what they do.
- I love your kids programs! You do such a fabulous job. Your summer programs are phenomenal. Keep up the great work!
- I love our library. I love story time with my kids, I love checking out books for everyone in our family plus puzzles.

- Please keep the family events coming! We have loved taking part in activities like Glow Bingo where our whole family can enjoy hanging out at the library. Also, I really appreciate your awesome staff. They are kind and patient with my boys and make us feel so welcome to enjoy the library.
- More "story-time" readings and activities for kids ages 2-5.
- We LOVE the library