



City Manager
334 Front Street
Ketchikan, AK 99901

Phone (907) 228-5603
Fax (907) 225-5075

7a(2)

TRANSMITTAL MEMORANDUM

TO: The Honorable Mayor and City Council

FROM: Karl R. Amylon, City Manager

DATE: February 25, 2020

RE: **2019 Ketchikan Public Library Annual Report**

Ketchikan Public Library Director Pat Tully has requested an opportunity to address the City Council, in order to present the 2019 Ketchikan Public Library Annual Report and an update regarding implementation of the Library's Strategic Plan.



1110 Copper Ridge Lane, Ketchikan, Alaska 99901
907-228-3331; library@firstcitylibraries.org

Memorandum

To: Karl R. Amylon, City Manager/KPU General Manager; Lacey Simpson, Assistant City Manager/KPU Assistant General Manager

From: Pat Tully, Library Director

Date: February 14, 2020

Re: 2019 annual report on the implementation of the Library's strategic plan

The Ketchikan Public Library 2018-2022 Strategic Plan was implemented beginning in January 2018. One objective of the plan is to keep the City Council and Borough Assembly informed of the plan's implementation; to that end we submit the accompanying annual report for 2019 and highlights brochure.

CHILDREN

Amie Toepfer became Head of Children's Services in November 2019.

Children's Services:

- ♦ Ran a second year of Children's Community Garden programs from March through November;
- ♦ Partnered with the University of Alaska Fairbanks' Museum of the North and Kayhi student volunteers to host an Outer Space Fair;
- ♦ Previewed Molly of Denali, a PBS Kids animated series featuring an Alaska Native lead character;
- ♦ Held a Noon Year's Eve celebration with a countdown to noon, crafts and a balloon drop;
- ♦ Experimented with Storytime and Crafts at different days and times.



Year at a glance

Items in collection: 74,065

Alaska Digital Library titles: 30,340

Library visitors: 90,531

Library card holders: 8,444

Reference questions: 5,694

Items checked out: 173,739

Physical items: 154,986

Digital downloads: 18,753

Items lent to area schools: 1,077

Library computer uses: 12,346

Study room uses: 1,053

Meeting room uses: 193

Total programs: 653

Total program attendance: 12,286

Summer Reading/Learning Programs participants: 620

Children participating in Read-Away Fines program: 182



2019 Annual Report Highlights

1110 Copper Ridge Lane
Ketchikan, AK 99901
907-225-3331

library@firstcitylibraries.org
ketchikanpubliclibrary.org

Ketchikan Public Library — 2019 Highlights



TEENS

The Teen Advisory Group (T.A.G.):

- ◆ Sponsored the Next: Real Life series for high school students, with programs on time management and self-motivation, home skills, finances and budgeting, and college preparation;
- ◆ Partnered with the Teen Advisory Council of the Gwinnett County Public Library in Georgia to host one another's Proxima Centauri as part of each group's model of the solar system;
- ◆ Featured monthly Evenings of Games and Evenings of Crafts during the Teen Summer Reading Program;
- ◆ Held monthly Teen events on Friday evenings, culminating in A Steampunk Christmas in December.

OUTREACH

Rebecca Brown became Outreach Librarian in January 2019.

Outreach Services:

- ◆ Established four new Book Share shelves (take a book, leave a book) at PATH, WISH, Green Bean Coffee Company, and the Warming Shelter;
- ◆ Partnered with KPU Telecommunications on a new quarterly program series, Senior Tech Talks, to provide seniors with one-on-one help with their electronic devices;
- ◆ Offered twice-monthly programs at the Saxman-Ketchikan Senior Center reading the news aloud and celebrating little-known annual holidays;
- ◆ Created monthly displays of new Large Print books.



ADULTS

Adult and Technical Services:

- ◆ Held an all-day Gardening Mini-Conference featuring sessions on beekeeping, SE-friendly edible plants, and a Seed Swap;
- ◆ Sponsored the Free Style Book Club in February, a twice monthly, free-ranging discussion of books and reading;
- ◆ Hosted Radical Radford's Roach Roadshow with researchers from Radford University and Madagascar hissing cockroaches;
- ◆ Began monthly adult craft programs including An Evening with Vermeer and Fall String Art;
- ◆ Celebrated the Library's second annual Geekfest with a costume ball, escape rooms, interactive experiences and other activities centered on Star Wars, The Hunger Games, and Carmilla.



The Ketchikan Public Library's Teen Advisory Group Presents



Next: Real Life
Programming for High School Seniors
(and other Young Adults)

Online Banking & Budgeting

WITH



Wednesday, March 6th
4:00 p.m. @ the Ketchikan Public Library



Annual Report on the Implementation of the Library's Strategic Plan

January – December 2019

The Ketchikan Public Library 2018-2022 Strategic Plan was implemented in January 2018. One objective of the plan is to keep the community informed of the plan's implementation; to that end we submit this annual report for the period January – December 2019.



Goal 1: The Library is Ketchikan's Town Square: *The Ketchikan Public Library is a welcoming, beautiful, inviting place that is rooted in the community and allows people to be themselves – alone or with each other. The Library fosters a more cohesive, healthy and informed community.*

Children's Community Garden: Children's Library Assistant Rebecca Jackson oversaw the planting and conducted programs for the second year of the Children's Community Garden. The garden grew lusher this year than last. Garden programs started in March and continued through early November, ending with a harvest and carrot cake making program.

Fellowship of the Pen programs took place from February through November, with drop-in writing sessions and presentations on small press publishing and editing. Camp Nano, an intensive series of writing programs, took place in April. Over the summer Ketchikan Writes! hosted five writing workshops at the Library. In November the Library held National Novel Writing Month activities for the third year in a row.

The Library's second annual Geekfest, a celebration of fan fiction and geek culture, took place September 27-28. Library Assistant Michelle Lampton led over 30 volunteers to prepare and staff the event. An estimated 400 people attended, over and above normal library attendance.

Tax forms and assistance: Library Assistant Shawna Carter arranged for the delivery and display of Alaska Permanent Fund Dividend forms and Federal tax forms in early 2019. AARP Foundation Taxaide volunteers held twice-weekly tax preparation help sessions at the Library from February through mid-April.

Goal 2: The Library Serves the Ketchikan Community: *The Ketchikan Public Library promotes learning, growth and personal enrichment for people of all interests, abilities and needs, in every stage of life. The Library provides services both within the facility and throughout the Ketchikan Gateway Borough for a community of diverse backgrounds, cultures and languages. The Library delivers materials in a variety of formats, and provides updated equipment, Internet access and assistance using digital and online materials.*

Outreach: Outreach Librarian Rebecca Brown established four new Book Shares ('take-a-book, leave-a-book' shelves), at PATH, WISH, Green Bean Coffee, the Laundromat, the Bead Shop at the Plaza, and the warming shelter, in addition to existing locations at the Rec Center and South Tongass Service Center. She began a popular news-reading program at the Saxman-Ketchikan Senior Center. She recorded several PSAs to reach out to people who are homebound. She created eye-catching displays of large print books to increase the visibility of the collection. And, after a successful partnership with KPU Telecommunications in April, Senior Tech Talks were scheduled quarterly and continue in 2020.



Teen Advisory Group (T.A.G.): Office Manager Kelly Johnson continued to serve as liaison to the Teen Advisory Group. T.A.G. organized monthly teen events in the Library, including *Celebrating the Circus*, *Pack Rat Day*, *Punch and Potatoes Night*, and *Steampunk Christmas Celebration*. The group also conducted the Teen Summer Reading Program with the theme, *Stories Through the Multiverse*, with programs on space and science fiction. 51 teens participated in the Summer Reading Program in 2019. T.A.G. organized and managed the Costume Ball that kicked off September's Geekfest.

Adult activities: Special events included Adult Spa Day in January, Blind Date With a Book in February, Independence Day programs on July 2, and the Harvest Hoe-Down with The Free Radicals in November. Adult Services Librarian Lisa Pearson organized an all-day Garden Conference on March 9, with sessions on growing edible fruits and vegetables, bee keeping, gardening best practices, and a seed swap.

The Adult Summer Reading Program ran from June 1 through July 31, with the theme, *A Universe of Stories*. The Adult Summer Reading Program had 88 participants. Results of a survey conducted in September indicated that many adults were too busy during the summer to participate in Library activities; in response the Adult Reading Program has been rescheduled to take place January – March 2020.

Children's activities: The Children's Library conducted weekly StoryCraft and Babytime programs throughout the year, and monthly Tween craft programs for children ages 9-12. Special events included an Outer Space Fair with staff from UAF's Museum of the North, the Ketchikan premiere of PBS's Molly of Denali, and a Noon Year's Eve Party on December 31.

481 children participated in the Summer Reading Program, which ended with a Grand Finale party on July 31. The Winter Reading Program began on December 14.

University of Alaska – Ketchikan Campus Library: The UAS-Ketchikan Campus Library welcomes the public to use their collections and online resources. The *Ask UAS* program series continued during the spring and fall of 2019, drawing the public to the campus with engaging speakers and events led by UAS faculty members and instructors. Topics included RNA and the origins of life on Earth, marine mammals, interpersonal communication, and a talk by Alaskan author Dan O'Neill.

Goal 3: The Library Engages With the Community: *The Library effectively markets its services, programs and resources to the Ketchikan community. The Library invites community input and participation in its work, to meet the needs of both currently served and underserved constituencies. The Library works with other partners to pursue goals of community importance.*



Activities included:

- Social Security informational videoconferences were held in January, March, April, May, June and December.
- Patrons led the Social Justice Reading Group, STEM for Kids, Manga Drawing Class, Chess Club, and the Free Style Book Club.
- An Advanced Care Directives Workshop was led by Courageous Conversations.
- A Non-Verbal Communication workshop, sponsored by First City Toastmasters, featured Clare Bennett.
- Radford University researchers brought Madagascar hissing cockroaches to the Library in June.
- Kelly Johnson worked with the Middle School Librarian Kerri Deal on a new central T.A.G. display at the Schoenbar Library.
- The WISH Early Learning Program offered free Hearing and Vision testing for ages 0 to 3 in July and September.
- The Ketchikan Theatre Ballet performed selections from The Nutcracker Suite on December 1.

Next: Real Life: This program series, conducted by the Teen Advisory Group, continued in the spring and fall of 2019. Next: Real Life programs provide high school seniors with important information and skills as they move into adulthood. Spring 2019 programs included *Time Management & Self-Motivation*, *Home Skills*, *Finances & Budgeting*, *College Money*, and *College Resources*. Fall programs included *Options for Your Consideration*, *College Fair Prep*, *College Money & More*, *Winterization*, and *Food & Shopping*. By request, Kelly Johnson reprised several programs at Revilla.

Revisiting the Founding Era Grant: The Library received a \$1,000 grant from the American Library Association and the Gilder Lehrman Institute of American History. Two programs were funded by the grant--one was part of the *Ask UAS* series, with Dr. John Radzilowski and Dr. Brandon Chapman leading a discussion of the Constitution and nation-building; the other was *Picturing the News*, on the power of images to shape public opinion.

Friends of the Ketchikan Public Library: The Friends partnered with the Library Advisory Board to hold their annual meeting on April 10, with Ketchikan City Council member Judy Zenge as the featured speaker. The Friends had a table at the Blueberry Arts Festival, selling mugs, bags, decorations and books. The Friends conducted three successful one-day book sales in the Library on in January, March, and August. The annual Friends of the Library book sale took place in the Plaza on October 4-6, making over \$10,000 to be used to support Library programs, services and improvements. In December, the Friends reviewed and approved several funding requests by Library divisions, including a chess table made by Schoenbar students for the Teen Room, book collections for PATH and Salvation Army shelters, and support for adult, children, teen and outreach programs, and for the 2020 Geek Fest.

Goal 4: The Library is a Growing, Vibrant Organization: *The Ketchikan Public Library has a culture of outstanding customer service and a commitment to the concept of the Library as a community good. Library managers value and respect all staff members in their pursuit of excellence, and foster support through advocacy, professional development and an atmosphere of creativity and open-mindedness. The Ketchikan Public Library has a nimble organizational culture that adapts to changes in the community of Ketchikan.*

Staff:

- Rebecca Brown was hired to be Outreach Librarian, effective January 9, 2019.
- Amanda Kiely was on maternity leave in early 2019 and stepped down as Head of Children's Services in April. Ann Marie Meiresonne served as acting head of the division most of the year; she and Rebecca Jackson shared Story Craft, Babytime, and other programming responsibilities.

- Amie Toepfer became Head of Children's Services on November 15, and quickly implemented positive changes in the Children's Library. She has reorganized collections, put together popular holiday events, and experimented with new days and times for Storytime.
- In November, Michelle Lampton became UAS-Ketchikan Campus Library Assistant II, replacing Shellie Tabb who stepped down in August.
- In early 2020, Lana Clark was hired to replace Michelle Lampton as Library Assistant I in Adult & Technical Services.
- In 2019, Library Assistant Tammy Dinsmore continued to serve as IBEW Union Steward for the Library's staff members who belong to the bargaining unit.
- In February staff conducted its annual inventory of all collections, reorganized work spaces, and held customer service and ALICE training.
- Library staff from the Ketchikan Gateway Borough School District, UAS-Ketchikan campus, and the Public Library held their annual First City Libraries meeting on November 19.
- Rebecca Jackson, Tammy Dinsmore, Lisa Pearson, Michelle Lampton and Pat Tully attended the 2019 Alaska Library Association Conference in Juneau; Michelle and Pat's expenses were covered by an Alaska State Library Continuing Education Grant. Michelle gave an Ignite! presentation on the first annual Geekfest, and Pat led a session on community surveys.
- The Library celebrated Lisa Pearson's 20th year of service.

Technology:

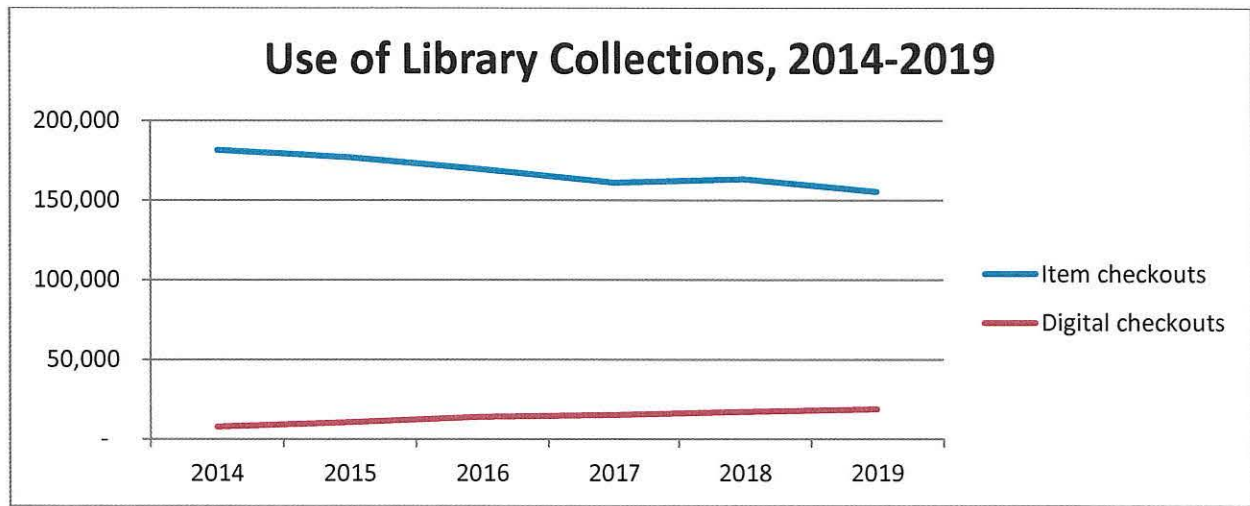
- The Library's website underwent a major redesign, which premiered in September 2019.
- In May the 2019-20 Federal E-rate discounts on Library and First City Libraries' telecommunications services were approved; KPU and Alaska State Library staff were instrumental in the success of these applications.



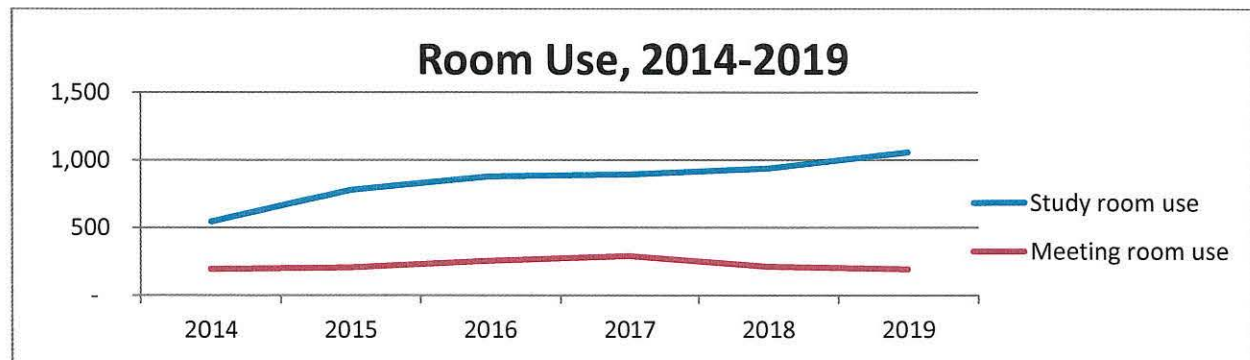
Facilities:

- The Public Works Department straightened a corner pillar of the Library which was out of plumb, and cut trees to restore sight lines in order to monitor the building.
- In 2019, Library Assistant Gayle Brooks continued to tend plants throughout the Library, and decorated the lobby and main Library reading room for each major holiday; Rebecca Jackson updated the Children's Library displays on a regular basis. In the spring and again in the fall, the Teen Advisory Group redecorated the Teen Room.

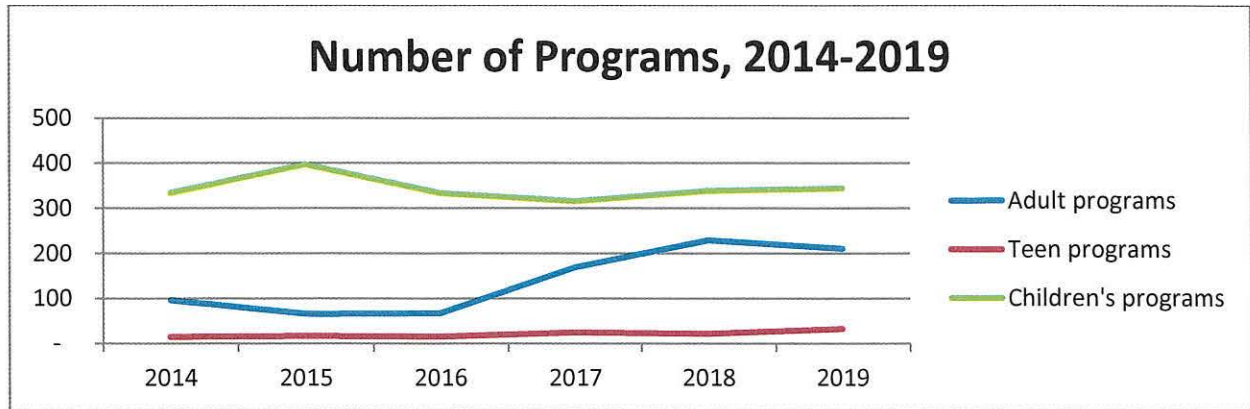
Statistics



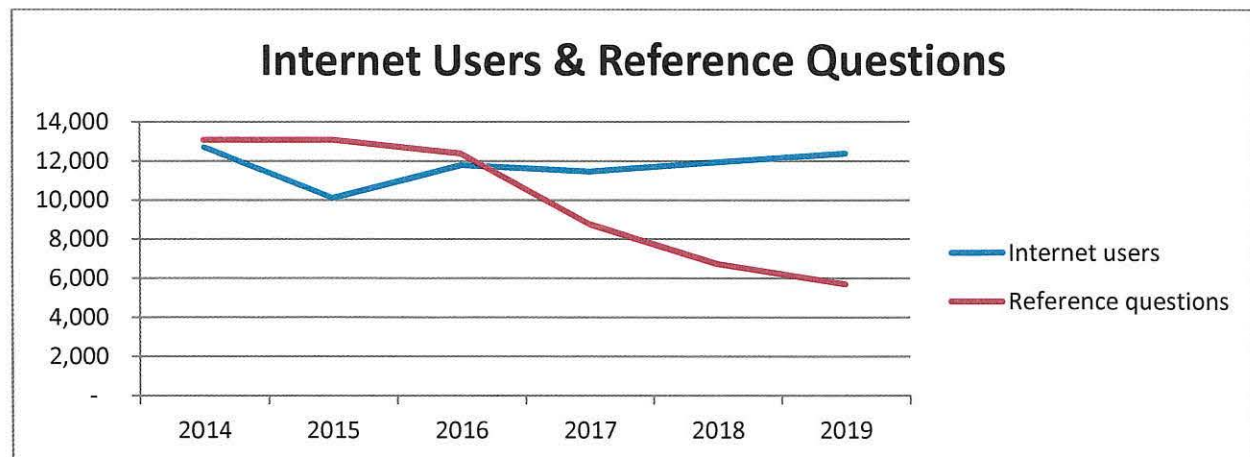
In 2019 the number of physical items checked out from the Library, 154,986, fell by almost 5% from 2018. However, the use of Alaska Digital Library (ADL) e-books and audiobooks has grown from 7,686 in 2014 to 18,843 in 2019. As more of our patrons use Kindles, tablets and phones to read materials, we anticipate this increase will continue for the foreseeable future.



The use of the Library's two study rooms has increased each year since 2014, with every indication that this trend will continue. Study rooms are used for everything from small meetings, to individual studying, to tutoring, to playing board games. The use of the Library's two meeting rooms by non-profit organizations was down in 2019 compared to 2018.



The number of Teen programs has increased from 2014 to 2019, from 14 to 32, thanks to the efforts of the Teen Advisory Group and their liaison, Kelly Johnson. The number of Children's programs increased in 2019, despite the vacancy of the Head of Children's Services position during much of the year. This is a tribute to the dedication of Children's Library Assistants Ann Marie Meiresonne and Rebecca Jackson. Adult programming has increased substantially since 2016, and in 2019 there were 209 Library programs for adults.



The number of public internet uses—via the Library internet computers and wireless access—has remained fairly steady over the past five years, between 10,000 and 12,000 users annually. The number of reference questions—research and non-routine inquiries—the Library receives, however, has decreased substantially. This decrease may be due to the patrons becoming more comfortable conducting those inquiries using computers or other devices, instead of asking Library staff for help.

The number of Library visitors in 2019 was 90,531, down 2.5% from 2018.

Conclusion

With support from the City of Ketchikan, the Ketchikan Gateway Borough, the Friends of the Ketchikan Public Library, the Library Advisory Board, and many local organizations and individuals, the Ketchikan Public Library has continued to meet the challenges outlined in its 2018-2022 Strategic Plan. Several popular program series that began in 2018—the Children’s Community Garden, Next: Real Life and Fellowship of the Pen—continued in 2019. Community members June Dahl, Ema Oshima and Rachel Breithaupt developed and led regular weekly or bi-weekly programs that have been well-received. These and other Library programs and services were made possible by a variety of local partners, a powerful way to extend the Library’s reach in the community.

The single most important factor in the Library’s success has been its outstanding staff members. Despite shortages this year due to vacancies, illness and family emergencies, staff members performed extraordinarily well in fulfilling the Library’s mission to serve the Ketchikan community.

In 2020, the Ketchikan Public Library will continue working toward our strategic plan goals. Aging public and staff computers will be replaced, and collections rearranged to make it easier for our patrons to find the books and DVDs they want. The First City Libraries Consortium will revisit the proposal to become a member of the Alaska Library Catalog. And we will provide information and computer access to residents participating in the 2020 Census. As we have in the past, the Ketchikan Public Library will seek advice, support and ideas from the Ketchikan community, to improve Library services, programs and collections.

