



**COUNCIL BLUFFS
Public Library**

**Council Bluffs Public Library
Board of Trustee – Monthly meeting
Library Board of Trustee Room
Wednesday, August 21, 2024 4:30 p.m.**

AGENDA

- I. Call to order**
- II. Approval of Agenda**
 - (1) Approval of Minutes for July 17, 2024 Board Meeting**
 - (2) Approval of Minutes for August 6, 2024 Special Board Meeting**
- III. Public Comment (5 minute limit)**
- IV. Correspondence and Announcements**
- V. Financial Report and Approval of Bills**
- VI. Old Business**
- VII. New Business**
 - (1) Policy 4.5 Research Requests (adopt)**
 - (2) 2024 – 2029 Strategic Plan**
- VIII. Friends of the Library**
- IX. Director's Report**
- X. Trustee Teaching Moment – LIT Student Account Year 2**
- XI. Next meeting – September 18, 2024 – 4:30 p.m.**

Discover it here

400 Willow Ave, Council Bluffs, Iowa 51503
712-323-7553

Council Bluffs Public Library
Board of Trustees
July 17, 2024
4:30 PM

Present: Cindi Keithley, Alison Smith, Jared Tripp (presiding), Ron Frascht, Stacey Goodman, Nicole Juranek, Leo Martin, Antonia Krupicka-Smith: Director
Absent: Ron Frascht, Abby Jares, John Erixon, Christy Watkins

I. Call to Order

- The meeting was called to order at 4:30 PM by Jared Tripp.

II. Approval of Agenda and Minutes

- A motion was made by Cindi Keithley to approve the agenda. Second was made by Stacey Goodman. Passed unanimously.
- A motion was made by Cindi Keithley to approve the June minutes with a minor edit. Second made by Stacey Goodman. Passed unanimously.

III. Public Comment- Emporia State student, Abby, attended and observed the meeting.

IV. Correspondence and Announcements- Summerfest rescheduled.

V. Financial Report and Approval of Bills

Leo Martin made a motion to approve the following:

\$259,910.28 for general fund,
\$36,234.12 for memorial fund,
\$5,597.45 for projects fund for a total of
\$301,741.85 total.

Second was made by Cindi Keithley. Passed unanimously.

VI. Old Business- none

VII. New Business

- (1) Library Board of Trustees Officers and Committees
Abby Jares will serve as VP, Nicole Juranek as Secretary.
Buildings and Grounds- Leo, Jared
Personnel- Jared, Christy
Finance- Leo, Stacey, Cindi
Library Materials- Ron, Nicole
By-laws- John, Abby

Nicole Juranek made a motion to approve these roles, seconded by Cindi Keithley.
Passed unanimously.

(2) Director's Review

The personnel committee reviewed Antonia's work performance. All goals were met. Holding off on Makerspace improvements. Antonia exceeds expectations. The board commended Antonia for her work with county supervisors and county librarians/budgets. Leo made a motion to approve the review of the director, seconded by Stacey Goodman.
Passed unanimously.

VIII. Friends of the Library

The Friends of the Library met recently. They are updating the Paypal and Stripe accounts. They are doing volunteer training. The Friends of the Library sale is the third week in September.

IX. Director's Report

- Summer Reading program has lots of engagement.
- The facility is replacing windowsills.
- Cody Smith gave Antonia a roofing update. He put in for a \$52,000 energy grant to replace pendent lighting. We are waiting to hear if it's approved.
- The Cochran Park kiosk is open.

X. Teaching Moment: Strategic Plan 2024-2029

A thorough hand out was shared with the 5-year plan.

XI. Adjournment

- The meeting was adjourned at 5:27 PM. Cindi Keithley made a motion, seconded by Leo Martin. Passed unanimously. The next meeting will be held on August 21, 2024, at 4:30 PM.



Council Bluffs Public Library
Board of Trustees
August 6, 2024
4:30 PM

Present: Cindi Keithley, Ron Frascht, Jared Tripp (presiding) Stacey Goodman, Nicole Juranek, John Erixon, Abby Jares, Christy Watkins, Antonia Krupicka-Smith: Director
Absent: Leo Martin

I. Call to Order

- The meeting was called to order at 1:00 by Jared Tripp. Jared noted there was a quorum.

II. New Business

(1) Funding Request to Library Foundation for Library Roof Replacement

Cody Smith, Facilities Superintendent, spoke about the current roof. There are no new leaks, and the current patch is holding, but this is not expected to last long. The budget for the roof replacement hasn't changed since he spoke at a previous meeting. \$960,000, plus approximately \$30,000 for architectural professional services. Cody suggested a PVC single membrane with ribs applied and color match. A full replacement is needed to get a long-term warranty. Cody expects the underlayment will need additional repair due to saturated areas. It will take 3-4 months to make the custom-matched materials.

Danielle Bemis, Financial Director, shared that ARPA funds can be allocated in the amount of \$652,000 but to use these funds, we must be contractually obliged with the replacement company by Dec. 31, 2024. The timeline for replacement would likely be late spring-early summer of 2025.

Cindi Keithley made a motion to request that the city proceed with PVC roof replacement with ribs and color match and secondarily requested up to \$425,000 from the Library Foundation Board. John Erixon seconded the motion. Approved unanimously.

I. Adjournment

The meeting was adjourned at 1:36 PM. The next meeting will be held on August 21, 2024, at 4:30 PM.

Community Correspondence

July 2024

Comments:

Patron upset about the online registration form for library cards. She was adamant that the form does not say she needed to bring her children with her to get them library cards. Staff apologized and will review the process to make sure it is clear that library card holder needs to be present to get a library card.

Good evening! We were directed to the new kiosk at Cochran Park to check out our book this evening by the front desk attendant, as that is the only spot the book we wanted was available. We were not aware of the new kiosk and I have to say it is awesome! What a great idea. The problem however was it wouldn't scan our card or allow us to do anything other than renew our books when we punched in our account number manually. Is it out of order? It did look like they probably did painting today, but wouldn't the library know if its out of order to not direct us there? Either way, excellent addition to the library, just wondering when it will be operational or if we did something wrong. Thank you for your time.

(response from Library director) I apologize that this happened to you. While the kiosk has been getting painted with a custom mural, it has been out of service with signage and caution tape. For this short period of time the books did appear available in the catalog. I apologize for this miscommunication and causing you that inconvenience. The kiosk is finished now and it is back in service and can be utilized as of this morning around 10 a.m.

Again, I do apologize that you were directed there by a staff member and I will speak with all of my staff to ensure they understand when services are available or not available. I encourage you to stop by and utilize the kiosk when you get a chance again.

(return response from patron) All good! Not upset in the least, just confused last night! We are excited for the addition to the library and we will definitely use the new kiosk. I appreciate your prompt response and I hope all is well with you.

Patron wanted to relay frustration with our change in HOOPLA access.

Director spoke with patron via phone and explained how HOOPLA is funded and how Open Access and contract communities work. She understood, but was not happy. She lives within a community that doesn't contract with us so is under the Open Access Library Account rules.

Publicity:

The Daily Nonpareil

There were 9 articles published either online or in print pertaining to the library. 5 about the Cochran Library Kiosk, 2 about Summer Lunches, and 2 about the library program "Mississippi, Missouri, or Big Muddy: What's in a Name?".

Unleash CB Bulletin

There was an Unleash CB Bulletin each week of July listing the week's activities.

Other

WOWT 6 News - Monday, July 8, 2024: An online report and video covers the Cochran Library Kiosk.

Riley, Elaina. "Library kiosk opens in Council Bluffs park." *WOWT 6 News*, <https://www.wowt.com/2024/07/08/library-kiosk-opens-council-bluffs-park/>. Accessed 9 July 2024.

Kiosk Marketplace - Tuesday, July 9, 2024: An online article mentions the Cochran Library Kiosk.

"Council Bluffs Public Library unveils kiosk at Cochran Park for 24/7 book access." *Kiosk Marketplace*, <https://www.kioskmarketplace.com/news/council-bluffs-public-library-unveils-kiosk-at-cochran-park-for-247-book-access/>. Accessed 9 July 2024.

Vending Times - Tuesday, July 9, 2024: An online article mentions the Cochran Library Kiosk.

"Council Bluffs Public Library unveils kiosk at Cochran Park for 24/7 book access." *Vending Times*, <https://www.vendingtimes.com/news/council-bluffs-public-library-unveils-kiosk-at-cochran-park-for-247-book-access/>. Accessed 16 July 2024.

NewsRadio 1110 KFAB - Friday, July 12, 2024: An online article briefly reports the ribbon-cutting ceremony of the Cochran Park library kiosk.

Danielson, Sue. "Council Bluffs Opens Park Library Kiosk." *NewsRadio 1110 KFAB*, <https://kfab.iheart.com/content/2024-07-12-council-bluffs-opens-park-library-kiosk/>. Accessed 16 July 2024.

Reviews:

Google

5 Star review: Very friendly Staff.

**CITY OF COUNCIL BLUFFS
YEAR-TO-DATE LIBRARY BUDGET REPORT**

June 2024 REVISED

ACCOUNTS FOR:		REVISED	YTD	MTD	AVAILABLE	PERCENT
GENERAL FUND		Budget	EXPENDED	EXPENDED	BUDGET	USED
A14100 601000	SALARIES- REGULAR	1,382,515.17	1,323,098.72	-	59,416.45	95.7%
A14100 602000	SALARIES- PARTIME	389,740.28	351,305.88	-	38,434.40	90.1%
	TOTAL SALARIES & WAGES	1,772,255.45	1,674,404.60	-	97,850.85	94.5%
A14100 606400	HOLI-VACATION-SICK PAY	16,251.42	1,745.90	-	14,505.52	10.7%
A14100 611000	FICA	126,288.59	124,252.78	-	2,035.81	98.4%
A14100 613000	IPERS	157,856.00	156,490.13	-	1,365.87	99.1%
A14100 615000	GROUP INSURANCE	330,004.32	354,342.87	-	(24,338.55)	107.4%
A14100 619930	MILEAGE REIMBURSEMENT	2,500.00	1,875.29	-	624.71	75.0%
A14100 619950	MISC EMPLOYEE BENEFITS	1,500.00	1,235.33	-	264.67	82.4%
	TOTAL EMPLOYEE BENEFITS	634,400.33	639,942.30	-	(5,541.97)	100.9%
A14100 621000	DUES-MEMBER-SUBSC	3,000.00	2,867.40	-	132.60	95.6%
A14100 623000	TRAINING EXPENSE	2,000.00	1,090.96	-	909.04	54.5%
A14100 623010	TRAVEL EXPENSE	3,000.00	1,416.25	-	1,583.75	47.2%
A14100 623020	EMPLOYEE MEAL EXPENSE	1,000.00	47.39	-	952.61	4.7%
	TOTAL STAFF DEVELOPMENT	9,000.00	5,422.00	-	3,578.00	60.2%
A14100 637110	UTILITIES-GAS	15,000.00	10,966.94	-	4,033.06	73.1%
A14100 637120	UTILITIES-ELECTRIC	69,000.00	66,981.44	-	2,018.56	97.1%
A14100 637210	REFUSE COLLECTION	1,200.00	1,039.92	-	160.08	86.7%
A14100 637300	TELECOMMUNICATION	600.00	600.00	-	-	100.0%
A14100 637400	UTILITIES-WATER	3,000.00	2,339.55	112.28	660.45	78.0%
	TOTAL UTILITIES	88,800.00	81,927.85	112.28	6,872.15	92.3%
A14100 640200	ADVERTISING EXPENSE	3,000.00	2,163.41	-	836.59	72.1%
A14100 640300	TECHNOLOGY SERVICES	165,000.00	157,125.78	(48,777.41)	7,874.22	95.2%
A14100 640400	BILLING & COLL FEES	1,500.00	2,264.55	125.55	(764.55)	151.0%
A14100 640700	CONSUTANT EXPENSE	500.00	61.00	-	439.00	12.2%
A14100 641000	OTHER CNTRACTUAL SRVCS	70,300.00	75,387.29	600.00	(5,087.29)	107.2%
A14100 641410	PRINTING	1,000.00	322.48	-	677.52	32.2%
A14100 642000	LEASE PAYMENTS	5,700.00	5,463.34	-	236.66	95.8%
	TOTAL CNTRACTUAL SRVCS	247,000.00	242,787.85	(48,051.86)	4,212.15	98.3%
A14100 650200	FICTION & LARGE PRINT	35,800.00	37,778.50	644.68	(1,978.50)	105.5%
A14100 650210	PERIODICALS	12,000.00	11,817.37	-	182.63	98.5%
A14100 650211	AUDIO BOOKS	17,000.00	17,091.11	-	(91.11)	100.5%
A14100 650212	DVDs	27,000.00	15,397.44	-	11,602.56	57.0%
A14100 650213	MUSIC CDs	4,000.00	3,325.50	-	674.50	83.1%
A14100 650214	REFERENCE	6,000.00	5,865.66	-	134.34	97.8%
A14100 650215	DATABASES	86,600.00	82,068.39	-	4,531.61	94.8%
A14100 650216	YOUNG ADULT	16,000.00	16,570.49	-	(570.49)	103.6%
A14100 650217	VIDEO GAMES	8,000.00	8,033.42	-	(33.42)	100.4%
A14100 650218	E MATERIALS	60,000.00	59,917.33	-	82.67	99.9%
A14100 650219	NON-FICTION	20,000.00	19,330.21	63.98	669.79	96.7%
A14100 650220	KIDS BOOKS	30,000.00	32,484.62	10.25	(2,484.62)	108.3%
A14100 650221	SPANISH COLLECTION	2,400.00	2,609.78	-	(209.78)	108.7%
A14100 650400	MINOR EQUIPMENT	5,000.00	3,285.18	1,249.68	1,714.82	65.7%
A14100 650600	OFFICE SUPPLIES	7,000.00	6,226.43	-	773.57	88.9%
A14100 650700	LAUNDRY SERVICES	200.00	133.59	-	66.41	66.8%
A14100 650750	OPERATING SUPPLIES	16,000.00	14,480.86	-	1,519.14	90.5%
A14100 650810	POSTAGE & FREIGHT	9,000.00	7,000.00	-	2,000.00	77.8%
A14100 691000	TRANSFERS OUT	50,000.00	50,000.00	-	-	100.0%
	TOTAL COMMODITIES	412,000.00	393,415.88	1,968.59	18,584.12	95.5%
	TOTAL LIBRARY	3,163,455.78	3,037,900.48	(45,970.99)	125,555.30	96.0%

Expenses Outside of City Operating Budget/General Fund

FY 2023-2024

Type of Service	Fund Source	Jun-24
Book Memorials	Various	\$7.40
eMaterials	Enrich Iowa	\$421.27
TOTAL Gifts & Memorials:		\$428.67
Additional Expenses	Fund Source	
24HR Remote Library Kiosk	Grants/Foundation	\$96,060.81
TOTAL Additional Expenses:		\$96,060.81

**CITY OF COUNCIL BLUFFS
YEAR-TO-DATE LIBRARY BUDGET REPORT**

July 2024

ACCOUNTS FOR: GENERAL FUND		ORIGINAL APPROP	YTD EXPENDED	MTD EXPENDED	AVAILABLE BUDGET	PERCENT USED
A14100 601000	SALARIES- REGULAR	1,358,095.04	99,573.82	99,573.82	1,258,521.22	7.3%
A14100 602000	SALARIES- PARTIME	424,897.39	26,398.22	26,398.22	398,499.17	6.2%
	TOTAL SALARIES & WAGES	1,782,992.43	125,972.04	125,972.04	1,657,020.39	7.1%
A14100 606400	HOLI-VACATION-SICK PAY	-	14,160.15	14,160.15	(14,160.15)	100.0%
A14100 611000	FICA	157,029.39	10,378.22	10,378.22	146,651.17	6.6%
A14100 613000	IPERS	197,628.15	11,760.33	11,760.33	185,867.82	6.0%
A14100 615000	GROUP INSURANCE	382,626.24	30,530.66	30,530.66	352,095.58	8.0%
A14100 619900	CELL PHONE ALLOWANCE	600.00	-	-	600.00	0.0%
A14100 619930	MILEAGE REIMBURSEMENT	4,000.00	18.76	18.76	3,981.24	0.5%
A14100 619950	MISC EMPLOYEE BENEFITS	1,000.00	-	-	1,000.00	0.0%
	TOTAL EMPLOYEE BENEFITS	742,883.78	66,848.12	66,848.12	676,035.66	9.0%
A14100 621000	DUES-MEMBER-SUBSC	3,000.00	-	-	3,000.00	0.0%
A14100 623000	TRAINING EXPENSE	2,000.00	-	-	2,000.00	0.0%
A14100 623010	TRAVEL EXPENSE	3,000.00	-	-	3,000.00	0.0%
A14100 623020	EMPLOYEE MEAL EXPENSE	500.00	-	-	500.00	0.0%
	TOTAL STAFF DEVELOPMENT	8,500.00	-	-	8,500.00	0.0%
A14100 637110	UTILITIES-GAS	40,000.00	-	-	40,000.00	0.0%
A14100 637120	UTILITIES-ELECTRIC	79,000.00	-	-	79,000.00	0.0%
A14100 637210	REFUSE COLLECTION	1,200.00	86.66	86.66	1,113.34	7.2%
A14100 637300	TELECOMMUNICATION	3,600.00	50.00	50.00	3,550.00	1.4%
A14100 637400	UTILITIES-WATER	3,000.00	-	-	3,000.00	0.0%
A14100 639910	GROUND MAINT & REPAIR	1,000.00	-	-	1,000.00	0.0%
	TOTAL UTILITIES	127,800.00	136.66	136.66	127,663.34	0.1%
A14100 640200	ADVERTISING EXPENSE	3,000.00	47.30	47.30	2,952.70	1.6%
A14100 640300	TECHNOLOGY SERVICES	200,000.00	36,370.73	36,370.73	163,629.27	18.2%
A14100 640400	BILLING & COLLECTIONS FEES	1,700.00	5.33	5.33	1,694.67	0.3%
A14100 641000	OTHER CNTRACTUAL SRVCS	86,300.00	-	-	86,300.00	0.0%
A14100 641410	PRINTING	1,000.00	-	-	1,000.00	0.0%
A14100 642000	LEASE PAYMENTS	5,000.00	4,060.29	4,060.29	939.71	81.2%
	TOTAL CNTRACTUAL SERVICES	297,000.00	40,483.65	40,483.65	256,516.35	13.6%
A14100 650200	FICTION & LARGE PRINT	38,000.00	1,276.53	1,276.53	36,723.47	3.4%
A14100 650210	PERIODICALS	12,000.00	-	-	12,000.00	0.0%
A14100 650211	AUDIO BOOKS	17,000.00	175.78	175.78	16,824.22	1.0%
A14100 650212	DVDs	20,000.00	188.17	188.17	19,811.83	0.9%
A14100 650213	MUSIC CDs	4,000.00	43.77	43.77	3,956.23	1.1%
A14100 650214	REFERENCE	6,000.00	-	-	6,000.00	0.0%
A14100 650215	DATABASES	80,000.00	42,055.76	42,055.76	37,944.24	52.6%
A14100 650216	YOUNG ADULT	16,000.00	45.12	45.12	15,954.88	0.3%
A14100 650217	VIDEO GAMES	8,000.00	-	-	8,000.00	0.0%
A14100 650218	E MATERIALS	60,000.00	-	-	60,000.00	0.0%
A14100 650219	NON-FICTION	20,000.00	17.10	17.10	19,982.90	0.1%
A14100 650220	KIDS BOOKS	35,000.00	534.19	534.19	34,465.81	1.5%
A14100 650221	SPANISH COLLECTION	2,500.00	13.79	13.79	2,486.21	0.6%
A14100 650400	MINOR EQUIPMENT	8,000.00	-	-	8,000.00	0.0%
A14100 650600	OFFICE SUPPLIES	9,000.00	250.70	250.70	8,749.30	2.8%
A14100 650700	LAUNDRY SERVICES	200.00	-	-	200.00	0.0%
A14100 650750	OPERATING SUPPLIES	15,000.00	1,343.40	1,343.40	13,656.60	9.0%
A14100 650810	POSTAGE & FREIGHT	5,000.00	-	-	5,000.00	0.0%
	TOTAL COMMODITIES	355,700.00	45,944.31	45,944.31	309,755.69	12.9%
	TOTAL LIBRARY	3,314,876.21	279,384.78	279,384.78	3,035,491.43	8.4%



Interoffice Memo

To: Antonia Krupicka-Smith, Library Director
From: Danielle Bemis, Finance Director

Date: 7-26-2024
Re: Kiosk Shelter

On 9/8/23, the original invoice for the kiosk shelter was processed for payment by Finance, in the amount of \$31,273.20. The Library Foundation approved reimbursement of said invoice to the Council Bluffs Library.

During internal discussions with Vincent, the incorrect shelter was purchased (paid on above mentioned invoice) and the correct shelter would be purchased as originally outlined within the specs of the project. The original invoice for the incorrect shelter was allocated out of the Library Kiosk project (L2401) and allocated to a Parks project (R2313) within the Finance accounting system.

The correct shelter was ordered and invoiced to the City. The invoice was processed for payment on 7/12/24, in the amount of \$32,304.00. This invoice is currently the only shelter invoice allocated to the Library Kiosk project (L2401) to be reimbursed by the Library Foundation.

Expenses Outside of City Operating Budget/General Fund

FY 2024-2025

Type of Service	Fund Source	Jul-24
Book Memorials	Various	\$66.60
Discovery Pass Program	Friends / Memorial	\$481.90
ILL Courier Service	Enrich Iowa	\$4,652.92
Imagination Library Books	Foundation	\$3,968.16
Library Speakers Consortium	Foundation	\$4,500.00
Strategic Plan	Foundation	\$4,064.28
Summer Reading Programs - Youth	Foundation	\$1,595.00
TOTAL Gifts & Memorials:		\$19,328.86
Additional Expenses	Fund Source	Jul-24
24HR Remote Library Kiosk	Grants/Foundation	\$162.39
TOTAL Additional Expenses:		\$162.39

Received in donations and other funding during the month of June 2024:

\$1684.34 - Friends of CBPL

\$600.00 - in memory of Ray Wright

\$1,263.80 - City of Minden

\$1,000.00 - Leadership CB Class 36 (Community Foundation for Western Iowa, CB Chamber of Commerce, Omaha Community Foundation)

4.5 Research Requests

Adopted:

Approved:

POLICY:

Through research requests, the Council Bluffs Public Library provides our community access to enrichment, connection, and discovery. The research assistance Library staff can provide is not exhaustive and is limited in scale to the items in the Council Bluffs Public Library's collection.

PROCEDURE:

- Council Bluffs Public Library staff can provide limited research assistance using resources available in our collection including but not limited to city directories, plat maps, yearbooks, photographs, obituary index and Daily Nonpareil newspaper articles. Records primarily cover Council Bluffs and Pottawattamie County.
 - Patrons with requests outside of this scope will be directed to an appropriate institution.
- Research requests can be submitted in person at the Reference desk on the 2nd floor, via phone, the obituary search request form or the Special Collections contact form. Please include as much information as possible in your request.
- Requests are answered in the order in which they are received and as staff time allows. All efforts will be made to respond to patron requests within seven business days.
- The Library makes every attempt to provide accurate information, but makes no guarantee, warranty, or representation as to the quality and/or accuracy of the research services provided. Consequently, the Library hereby disclaims any and all liability for any injury, loss, and/or damages that may result from any error(s) and/or omission(s) in the Library's administration of the services requested.



VISION

The Council Bluffs Public Library is recognized as a trusted primary community resource for educational support, self-directed learning, cultural development, advancing literacies, and building public well-being.



MISSION

Council Bluffs Public Library provides our community access to enrichment, connection, and discovery.



VALUES

- Offers superior customer experiences
- Encourages learning and discovery
- Is inclusive and provides access to all
- Cultivates collaboration and innovation
- Believes in the freedom to know
- Fosters a positive work environment
- Provides wise stewardship of public resources

Priorities	Goals	Projects
SPACES	Improve the built environment to be reflective of the things our community wants to do and learn inside and outside the library locations.	<ul style="list-style-type: none"> Fund & purchase an outreach vehicle Research and create a DIY memory lab Conduct a workspace analysis Makerspace Assessment Update and upgrade meeting room AV options Research and update Special Collection storage & implement display enhancements Conduct a library landscaping master plan
COLLECTIONS	Adapt and enhance the collections of the library to be reflective and relevant to the needs of the community.	<ul style="list-style-type: none"> Conduct a collection analysis Implement researched collection best practices Research and introduce alternative format collection for those formats that are outdated or inaccessible Develop a multi-language collection
COMMUNITY	Be a conduit for community resources and services.	<ul style="list-style-type: none"> Expand outreach offerings and establish high-impact exposure in the communities we serve Build upon the social service partnerships to continue to grow onsite service access Develop and implement a kiosk marketing/communication plan Grow LIT account usage among students
INSTITUTIONAL SUCCESS	Ensure the Library has the right resources and services to serve our community.	<ul style="list-style-type: none"> Develop and implement a staff and leadership development and cross-training plan Conduct a community master plan for library services and the locations that are needed Review and evaluate systems to ensure efficiency Develop and implement a community awareness marketing plan Complete a disaster plan for the library facility Establish a library evaluation and assessment tool
PROGRAMS & SERVICES	Focus programs and services at all levels around designated literacies and demand.	<ul style="list-style-type: none"> Introduce a programming model at all levels that includes four main agreed-upon literacies Develop a process and procedure for community-led programming Grow off-site programming for all ages Establish tween and emerging adult programming and services



COUNCIL BLUFFS
Public Library



Strategic Plan FY 2025 – FY 2029

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CBPL

Library Director's Foreword

We are pleased to present Council Bluffs Public Library's FY2025-2029 Strategic Plan.

This document and the plan that it outlines were created through an intentional process of internal and external feedback on how the library is currently serving our community and how the library can continue to serve our community into the future. A public library is a resource for all and must reflect the needs of our patrons, whether those needs are informational or recreational. The community of Council Bluffs is a vibrant part of the Omaha Metro which is poised to grow and expand as economic development continues to blossom. We are ready to serve our current community and our future community members. This plan highlights some of the ways we intend to adjust and grow while continuing to provide the wonderful and essential services for which CBPL and public libraries are known for.

You can expect to continue to receive top-notch customer service, books and materials, technology access, and programming for all ages at the library. In addition, you can look forward to expansions in technology in our public meeting spaces, additional support and access to our genealogy resources, and expanded programming offerings through the introduction of community-led programming. Internally we will transition to data-driven decisions in all that we provide to continue to ensure we are a fiscally responsible and a trusted resource for educational support, self-directed learning, cultural development, literacies, and well-being.

This ambitious five-year plan will require numerous structural changes that take time to implement but will fundamentally strengthen the library for the long term. I invite you to take a moment to learn more about how the Council Bluffs Public Library plans to provide our community access to enrichment, connection, and discovery well into the future.



Antonia Krupicka-Smith
Director

Acknowledgments

A special thank you to these individuals who have contributed their valuable insights, energy, and leadership to Council Bluffs Public Library and this strategic plan.

Library Leadership Team

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- Andrew Bouska, Adult Services Manager
- Mary Carpenter, Support Services Manager
- Anna Hartmann, Youth Services Manager
- Katie Johnson, Office Manager
- Jamie Menning, Teen Services Manager

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- David Foster, Senior Consultant

Images, as marked, were donated by Buck Christensen in memory of his grandmother, Betty Fields Majeski, an avid reader whose entire life was shaped by her love of the Council Bluffs Public Library.

Images marked 'CBPL' are photographs taken by CBPL staff.

Library Insights



To shape our strategic plan, the library embarked on an extensive community listening process. This began with personal interviews with government leaders, Library Trustees, Library Foundation leadership, community leaders, and library leadership. We expanded our outreach by conducting surveys to capture the priorities of our community, community partners, and library staff. Focus groups were conducted with representatives of these groups to delve deeper and get clarity on the themes that surfaced. Additionally, directors from aspirational peer libraries, similar to CBPL in size and structure, were surveyed for their most impactful tactics and perspectives on future trends in the library sector.

Nearly 350 individuals shared their ideas about the library and its contribution to the Council Bluffs community. Here are the major themes that emerged:



Patron Satisfaction

Patron satisfaction of the CBPL is strong as confirmed by a high Net Promotor Score®. Satisfaction is highest from families (youth to teen) which aligns with the exceptional ratings the library received for its youth and teen programming.

Library stakeholders believe there are opportunities to improve service to non-English speakers, immigrants, and various ethnic groups.



Outreach

Serving patrons outside the CBPL walls of the library is becoming increasingly important due to aging populations, increasing diversity, increasing non-English speakers, transportation limitations, school library reductions, digitalization, etc. Many other libraries across the U.S. are experiencing this too.

To better serve all groups, peer libraries are widely expecting to increase their outreach activities over the next five years.



Low Library Awareness

“Visiting the library doesn’t cross my mind” is the primary reason why people don’t visit the library more frequently. This issue is common among libraries and there is no one-size-fits-all solution. A combination of social media use, extensive outreach, and partnerships are key to connecting non-users to the library.



Partnerships

Partnerships, particularly with schools, are recognized as a strength of CBPL. Mission-driven organizations, schools, and community leaders all hope the library will further expand its partnership efforts. Existing partners expressed their willingness to cooperate on event and program promotion. Strong partnerships are critical if increased outreach services are to succeed.



Social Services

As a community hub, the library is welcoming to all. However, some patrons face challenges related to mental health, homelessness, and family well-being. Disruptive behavior can deter others from visiting the library.

Partnerships with various social service agencies, equipped to support a spectrum of circumstances, would create a more inclusive and supportive library environment.



Library Hours

Patrons have expressed a desire for extended library hours. The library's current hours compare favorably with many other libraries. Further inquiry revealed a desire for evening youth (kid) programming allowing working families to participate more easily. Late-night teen activities were also suggested.



Makerspaces

A high percentage of library users do not take advantage of the library's extensive makerspace. Many users are unclear on how they would use the makerspace and some have asked for training (or classes) to help them with their first endeavor.



Larger Collection

Traditional library materials (e.g., books, eBooks, audiobooks, magazines, etc.) continue to be the largest service provided by the library. The public is generally happy with the library's collection and the ability to get a book of their choice. Regardless, patrons indicated that an expanded range of materials and larger collections would increase their use of the library.

Strategic Plan Design

This Strategic Plan was developed by the CBPL Leadership Team in a series of collaborative workshops. After reflecting on the Insights, the Leadership Team updated the Mission and then set the Priorities, Goals, and Projects to accomplish the Mission over the next five years.

The plan aims to sustain the library's existing strengths while fostering thoughtful innovation for the future. The Goals of the plan are the focus of where time and resources will be expended. The scope and timeline of the Projects have flexibility so the library has the latitude to adjust to tactics as need to accomplish the Goals in response to ever-changing conditions.



Plan Highlights



Our Vision

The Council Bluffs Public Library is recognized as a trusted primary community resource for educational support, self-directed learning, cultural development, advancing literacies, and building public well-being.



Our Mission

Council Bluffs Public Library provides our community access to enrichment, connection, and discovery.



Our Values

The Council Bluffs Public Library:

- ❑ Offers superior patron experiences
- ❑ Encourages learning and discovery
- ❑ Is inclusive and provides access to all
- ❑ Cultivates collaboration and innovation
- ❑ Believes in the freedom to know
- ❑ Fosters a positive work environment
- ❑ Provides wise stewardship of public resources



Strategic Priorities, Goals and Projects

Spaces

Libraries are vital community builders. They provide a space where individuals can come to explore, interact, imagine, and pursue their goals. When libraries are attractive and functional, they invite the use of a wide array of services.

CBPL enjoys a beautiful library building that has consistently had a high number of visitors since opening 25 years ago. How people use their library has naturally evolved as our societal and personal needs have shifted. After 25 years, it is necessary to update how our existing space can best be utilized, provide an outreach vehicle to support those who cannot easily get to the library, and establish long-term plans for another location.



Goal

Improve the built environment to be reflective of the things our community wants to do and learn inside and outside the library locations.

Projects

- Fund & purchase an outreach vehicle
- Research and create a DIY memory lab
- Conduct a workspace analysis
- Makerspace assessment
- Update and upgrade meeting room AV options
- Research and update Special Collection storage & implement display enhancements
- Conduct a library landscaping master plan



Collections

A large and well-rounded collection of books and materials is essential for a library to effectively serve its community, support education and research, promote literacy and learning, represent cultural diversity, and preserve knowledge. Access to such a collection both empowers and entertains.

As personal needs, preferences, and demographics shift, CBPL needs to adapt and refresh our collection to better meet these changing needs. Our efforts will begin with a thorough analysis of the community's collection needs and preferences for consumption including AV materials and eMaterials. Based on the analysis, the library's collection policies will be updated to better align with the specific needs of the CB community.



Goal

Adapt and enhance the collections of the library to be reflective and relevant to the needs of the community.

Projects

- ❑ Conduct a collection analysis
- ❑ Implement researched collection best practices
- ❑ Research and introduce alternative format collection for those formats that are outdated or inaccessible
- ❑ Develop a multi-language collection



Community

Libraries play a crucial role in the social fabric of the communities they serve. With limited resources and budgets, libraries are faced with challenging decisions about which initiatives will yield the greatest benefit for the communities they serve.

At the time of this plan, the library is rolling out a kiosk on the west side of Council Bluffs. The library is currently marketing this kiosk and anticipates it will need to refine the materials and promotion methods in response to actual consumer behavior.

Furthermore, the library is committed to forming partnerships with other institutions, such as schools, social services, and senior living facilities, to create new pathways for bringing high-impact services to these institutions.

Goal

Be a conduit for community resources and services.

Projects

- Expand outreach offerings and establish high-impact exposure in the communities we serve
- Build upon the social service partnerships to continue to grow onsite service access
- Develop and implement a kiosk marketing/communication plan
- Grow LIT account usage among students



Institutional Success

A challenge for all libraries is creating an awareness of the library's offerings and keeping them top-of-mind across the community. The insights gathered from our surveys and focus groups highlighted opportunities for CBPL to better connect with community members.

To be a trusted community resource, the library must have an objective way to measure the success of our offerings. The library will develop a methodology and process to evaluate our offerings and how they can be improved. This effort is expected to result in a positive impact on programming for years to come.

Like all organizations, libraries need to continuously improve their operations so they can efficiently deliver services, and without disruption. To this end, the library will develop a long-term plan for establishing an additional new location. A new location will provide convenient access to our services elsewhere in the city and introduce new services that can't be accommodated in the existing facility.



Goal

Ensure the Library has the right resources and services to serve our community.

Projects

- Develop and implement a staff and leadership development and cross-training plan
- Conduct a community master plan for library services and the locations that are needed
- Review and evaluate systems to ensure efficiency
- Develop and implement a community awareness marketing plan
- Complete a disaster plan for the library facility
- Establish a library evaluation and assessment tool





Programs & Services

Library programs play a crucial role in literacy, cultural enrichment, education, and fostering diversity and inclusion. By providing a wide selection of program topics, libraries empower patrons to engage more deeply in the world around them.

CBPL's youth and teen programming events are well-attended and highly regarded. The extensive adult programming ranges from skill-based classes (sewing, soldering, etc.) to gaming, book clubs, author visits, musical events, etc.

The current program offerings are shaped by historical preferences, demand, and the suggestions that organically emerge from patrons and staff. However, surveys and conversations indicate the community has an appetite for program topics beyond what is currently offered.

Goal

Focus programs and services at all levels around designated literacies and demand.

Projects

- Introduce a programming model at all levels that includes four main agreed-upon literacies
- Develop a process and procedure for community-led programming
- Grow off-site programming for all ages
- Establish tween and emerging adult programming and services





COUNCIL BLUFFS Public Library



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Director's Report

July 2024

The first week of July a mural was installed on the kiosk that was hand painted by Ilaamen Pelshaw, a local artist from Guatemala. The mural is part of the mural project on FIRST AVE and was funded through the Iowa West Foundation. The grand opening of the Cochran Kiosk happened on July 12th. The Friday of the grand opening began with a ribbon cutting at 10 a.m. The “ribbon” was actually a book that had been laminated into a long strip of book pages. We had a community party that evening. We had approximately 200 people attend to get limited edition library cards, check out books, and hear about early literacy programs.

Over the past month we had 262 checkouts from the kiosk. Staff has visited the machine on average 3 times a week to check returns and refill the machine with new selections. We are also tracking the library cards in the neighborhood and new card holders have increased in the neighborhood over before the kiosk was installed. The most checked out format at the kiosk is youth material. We are finding that our patrons are traveling to use the kiosk for the selection in the machine and not having to wait to get the item.

In June and July we held youth focused programs at the Cochran Park and tried to utilize local organizations and performers. We wanted to highlight many organizations that we have Discovery Passes through. Organizations included Fontenelle Forest and Gifford Farm. Hands-on activities included a scavenger hunt and the City’s Rec on the Move truck and making sidewalk chalk paint. We had the performer Jeff Quinn for a magic show. We had 549 patrons attend the programs. We also partnered with CBCSD and their Summer Lunch program to have sack lunches served at the programs and they served 604 lunches.

As youth focused programming takes a break in August, we are looking to attend back to school nights at Edison Elementary to promote the LIT accounts as well as the kiosk location so close by. We will also attend the City’s Halloween costume night and plan to stock the kiosk with spooky books for the occasion.

As this project wraps up, I have completed the grant reports associated with the project and we are looking towards the plan for activation of the neighborhood to continue to grow the usage of the machine. We will continue to program in the Summer, but weather will play a major factor in what programming can happen in the park in Spring, Fall, and Winter.

Facilities Update:

Facilities replaced the window sills in youth and the adult fiction area. The new sills are solid surface with a wood trim on the front to match the other existing full wood window sills that remain in the building.

There is planned concrete work in the front parking lot and along the west side of the building. This has been delayed multiple times due to availability of concrete and the weather.

The Imagination Takes Flight statue has received its yearly wax and cleaning.

Collection Update:

Staff Update:

We hired Jenni Dagget as the new part-time Clerk in Support Services. Jenni has experience in retail customer service, bank teller, and teaching.

We hired Elisa Cruz for the Librarian I: Adult and Makerspace Programming. Elisa has librarian experience in circulation and adult programming and also taught in Columbia. She is excited to be a part of the team here in Council Bluffs and is bilingual with experience selecting and building Spanish language collections.

We are completing the process of hiring for the part-time library assistant position in Teen Central. They will start with the school year.

Upcoming Events:

August 26th -28th Back To School Biscuit Baking 2-4:45 (Teen Program)

September 9th Drafting a Debut Novel 6 p.m.

September 10-13th All of Us Mobile Education and Enrollment Center

September 12th Healthcare in Council Bluffs 4 p.m.

September 19th – 21st Friends of the Library Fall Book Sale

September 21st Oregon Trail Saturday 10-12 (Kids/Family Program)

Respectfully Submitted:

Antonia Krupicka-Smith

Public Service's Report

July 2024

Spaces

The Youth Department's play area this month was not themed, but rather featured an array of building and imagination toys like Lincoln Logs, flower blocks, waffle blocks, and puppets.

Teen Central will be open on Sundays again on September 1st. The Teen School Year schedule will start again on August 23rd. Teen Central will be open until 8 pm on Monday through Thursday.

We've been visiting the kiosk 2x – 3x a week depending on demand and staffing during the month of July.

Eighty-three individuals used the Makerspace during the month of June.

Collections

We had a hard time keeping displays filled this month, which is a great problem to have! The display at the entry of the room featured the following themes: Dinosaurs, Dude! Read a Book!, Dog Days of Summer, and Best Friends. The Nonfiction display featured books about exploring Africa, and the Hot Topics display featured books about the ocean and ocean life.

Nathan finished up the 'The Best of 2024 YA... So Far' display, designed a poster, and created two cardboard cartoon book characters to include with the display. Nathan also changed out the in-shelf display twice in July. Jamie created a large display with a Red, White, and Blue theme—many books needed to be replaced in the first week. We have noticed that the large display is browsed more regularly than the in-shelf displays.

Lee put together a new TMNT display for the upcoming movie that is coming out. He expressed how much usage it's gotten over the last month, and one patron ended up clearing out most of the materials about a week ago. Julianne and Megan took on the two front lobby displays with summer related reading topics.

Staff had been mentioning that they've had to do a lot of counting relating to board games being returned in July, so I looked up the Circulation. It has almost doubled and we hit 113 circs in the month of July! We couldn't attribute any known reason that this might have jumped so much this last month.

We added 1,471 items to the collection, 11 of those were for the KIOSK. 499 items were removed from the collection.

We began a weeding project on the Youth Nonfiction collection for circulation and relevance this month. This collection has had weeding of non-circulating items over the last 7 years, but now that it has been in its new footprint for nearly two years, it needs a more serious analysis for both circulation and balance. This will likely be a project that will take most of this fiscal year.

We are working with the ILS to install a widget that will enable the re-shelving status of an item to display in Enterprise. We are also working on way to modify bibliographic records so books in a series will be easier to find in Enterprise.

The Library purchased an annual subscription to Kovels Antiques and Collectibles, Library Edition through OverDrive. With this resource, patrons can explore all Kovels.com articles, identification guides, histories, prices, marks, and how-to guides on buying and selling antiques and collectibles, as well as the current digital version of Kovels On Antiques & Collectibles monthly newsletter (as a PDF), and its 47 years of archives. Patrons need to be able to sign into Libby/Overdrive to be able to access this resource. We created a category in the database resource filters of Coin & Antique Collectibles and included Kovels Antiques and Collectibles, Library Edition, along with the NGC US Coin Price Guide and World Coin Price Guide, two websites that can be used for identification and pricing that are freely accessible.

Community

The Youth department partnered with the Omaha Symphony this month to provide a musical storytime featuring the book "Going on a Bear Hunt." The Symphony's Education and Community Engagement Director taught the kids about the parts of the orchestra using sound clips and movement and then lead them in creating a soundtrack for our story.

We continued our partnership with Council Bluffs Community School District, offering meals in the Library every Monday-Friday. There were 1,815 meals served in the Library in July. The CBCSD also delivered sack lunches following our programs at Cochran Park, serving 247 lunches at that site in July.

We wrapped up our partnership with CBCSD's summer school program this month, delivering prizes to students twice this month. The district registered 220 students for our summer reading challenge and 143 students completed the reading requirements for the program.

Teen Central served 704 snacks and 112 meal bags in July. We are seriously depleted starting in August. Jamie contacted several partnering agencies to let them know of the need. In August, Jamie will speak to the HSAC steering committee's food committee at their request about our snack program and the anticipated need.

Julianne was able to deliver 260 items to 40 individuals this month. We are looking forward to some additional signups this month, as she is planning to visit local facilities again this upcoming

month. Signup always ebbs & flows throughout the year depending on weather, patron's health, etc. We currently utilize 9 volunteers to run home delivery routes.

Julianne was also able to finally make our first delivery of donated materials to the Pott County Jail. After visiting with them this spring, this was one of the ways we could continue to work with them that we could follow through on at the time.

Bailey was selected to participate in Leadership CB this year and she will start with the opening retreat in September.

Stories of Survival: Object. Image. Memory., a traveling exhibit from the Illinois Holocaust Museum and Education Center, is on display on the second floor of the Council Bluffs Public Library from July 15 through August 30. This exhibit reflects upon the individual stories of 59 Survivors of the Holocaust and genocides and conflicts including Armenia, Bosnia, Cambodia, Iraq and Syria, Rwanda, and South Sudan, told through photographs and personal reflections.

Institutional Success

In keeping with our efforts to promote the Library's presence at Cochran Park, Youth hosted three programs at the park in July. There was a Paint the Path program, where kids were able to measure and mix their own sidewalk paint, a visit from Gifford Farm, and a magic show. Over the course of the month, we saw 281 patrons at Cochran Park programs, and the Gifford Farms visit was the most popular. The Youth Department also hosted an outreach table at the City's Grand Opening event as well, chatting with 109 patrons.

This month Lindsay, Bailey and Julianne worked with other departments to staff the Kiosk Grand Opening event. We interacted with 101 patrons with card updates & creation. Many patrons were able to obtain the new library card, and so many are interested in it when signing up for an account now as well. Everyone loves the design! Julianne also attended one youth event at Cochran Park on July 26th, but was not able to assist anyone with card related needs.

Lindsay attended the Treynor Farmers Market on July 16th and interacted with 77 individuals that evening. She received positive feedback about the pool pass prizes for SRP.

Programs & Services

For our youngest patrons, the Youth Department provided 8 storytimes this month for 443 patrons. We also offered Music with Lori Lynn, Creative Movement with Motion Works Dance, Yoga Storytime, a musical storytime with the Omaha Symphony, and a performance from local public access personality Mister K featuring songs, puppets, and stories. These programs served 296 patrons.

In addition to our Cochran Park programs, we also hosted several programs at Bayliss Park and in the Library for our elementary age and family audiences. We had a science show with Dr. Oxygen, a storytelling program with Will Stuck, a Bubble & Block Party with bubble stations and Rec on the

Move activities, and a juggling and comedy show with Brian Wendling. Our Wednesday morning programs served a total of 1,102 patrons, with the Bubble & Block Party drawing the biggest crowd.

Our Beginning Reader and Choose Your Own Adventure Book Clubs continued this month. Beginning Readers explored stories and activities related to Scaredy Squirrel, Narwhal & Jelly, Frog & Toad, Binky the Space Cat, and Waffles and Pancake. Total attendance at this club for July was 62 patrons. The Choose Your Own Adventure Club for rising 4–6th grade patrons focused on extreme sports, disasters, and spooky grandparents. Attendance at this club was 15 patrons.

We made changes to the structure of our Summer Reading Challenge this year, asking elementary school readers to count daily reading over 15 minutes, with a goal of reading 40 days throughout the summer. Kids 5 and under counted books read up to 40 so that their reading could count for both the summer challenge and the 1,000 Books Before Kindergarten Program. In addition to our summer school participants, we had 371 kids in grades K–6 register for the program (591 total) and 313 kids register for the 5 and under program. In total, both age groups combined had 904 readers register for the challenge, and 424 readers that completed the program.

The Imagination Library delivered 1,815 books in July and 32 new children were registered for the program.

Our 1,000 Books Before Kindergarten program currently has 201 active readers with 27 new registrations this month. We also had 7 kids complete the program this month, finishing 1,000 books and going home with a medal and a new reading buddy.

In Teen Services, this month, much of Ali's time was spent training and planning programs for the. She facilitated the preplanned programs for July: Pizza Box Solar Oven and CD Case Marble Run. Nathan did the final Printmaking 101 Super Saturday for the summer. Two teens participated, and he mentioned that they found it enjoyable. Nathan's chess games with the teens have had a noticeable impact. The games have sparked a surge in interest in chess and other board games.

Summer reading numbers were down markedly for teens compared to last year. The probable cause was that being short-staffed in May did not allow Jamie to do outreach in the schools to promote summer reading. One hundred nine people registered. Only 24 completed the program. However, individuals logged a total of 1,613 days. Seventh, eighth, and ninth graders had the highest number of participants in the Teen Reading Challenge. Those of the same age utilize Teen Central the most.

For adult patrons, Steve Tamayo, artist, historian, storyteller, dancer and member of the Sicangu Lakota tribe, presented about the history and evolution of the dress in "Identity by Design of Women's Clothing of the Plains." Dean Klinkenberg, a St. Louis-based writer of several guide books for the Mississippi Valley and the Frank Dodge mystery series, shed light on how rivers are named and why it matters in the program "Mississippi, Missouri, or Big Muddy." Yvonne Hollenbeck, an award-winning quilter and the nation's top award-winning cowgirl poet, presented a trunk-show of approximately 40 family quilts made on the prairies of Nebraska, spanning 5 generations and shared poetry in "Patchwork of the Prairie."

With the help of Emily Watzen from the Circulation Department, we launched a new monthly program, Conversation Club: Spanish–English Language Exchange. This program is designed as an opportunity for individuals learning Spanish or English to come and practice conversationally in an environment that reduces the self–consciousness and embarrassment that adults may feel when learning a new language. For the first half hour, participants have conversations in Spanish and for the second half hour, they converse in English. Daley helped facilitate.

Lindsay McGinnis–Hurt (Circulation Department) emceed Open Mic Poetry. Caroline Simons (Circulation Department) facilitated the All Iowa Reads Book Club, where they discussed *The Seed Keeper*. Rachael arranged the “Cognitive Neuroscience” program presented by UNO Professor Michael Cortese.

Respectfully compiled and submitted by

Antonia Krupicka–Smith

From reports submitted by

Anna Hartmann (Youth Services Manager), Jamie Menning (Teen Services Manager), Andrew Bouska (Adult and Makerspace Services Manager), Bailey Adams (Circulation Services Manager), and Mary Carpenter (Support Services Manager)

FY25 PROGRAMMING STATISTICS		
ADULT PROGRAMMING (Targeted age 19+)	Jul-24	FY25 TOTALS
Number of In-Person Onsite Programs - Total	21	21
Number of In-Person Onsite Attendance - Total	184	184
Number of Proctored Tests	8	8
GENERAL INTEREST PROGRAMMING	Jul-24	FY25 TOTALS
Number of In-Person Onsite Programs - Total	10	10
Number of In-Person Onsite Attendance - Total	60	60
Number of In-Person Offsite Programs - Total	2	2
Number of In-Person Offsite Attendance - Total	178	178
Number of Prerecorded Programs	4	4
Number of Prerecorded Attendance	32	32
TEEN PROGRAMMING (Targeted age 12-18)	Jul-24	FY25 TOTALS
Number of In-Person Onsite Programs - Total	29	29
Number of In-Person Onsite Attendance - Total	364	364
Number of Self-Directed Programs	24	24
Number of Self-Directed Participants	230	230
YOUTH PROGRAMMING (Targeted age 0-5)	Jul-24	FY25 TOTALS
Number of In-Person Onsite Programs - Total	5	5
Number of In-Person Onsite Attendance - Total	298	298
Number of In-Person Offsite Programs - Total	9	9
Number of In-Person Offsite Attendance - Total	550	550
Number of Prerecorded Attendance	91	91
YOUTH PROGRAMMING (Targeted age 6-11)	Jul-24	FY25 TOTALS
Number of In-Person Onsite Programs - Total	10	10
Number of In-Person Onsite Attendance - Total	263	263
Number of In-Person Offsite Programs - Total	9	9
Number of In-Person Offsite Attendance - Total	1570	1570
Number of Prerecorded Attendance	8	8
READING PROGRAMS	Jul-24	FY25 TOTALS
Number Registered Adult Participants	266	266
Number Registered Teen Participants	110	110
Number New Registered Youth Participants	931	931
Number OCR Reading Challenge Participants	0	0
Number Imagination Library New Registrations	32	32
Number Imagination Library Books Mailed	1872	1872
PATRON DIRECTED ACTIVITIES	Jul-24	FY25 TOTALS
Story-Walk Participants	262	262
FOOD DISTRIBUTION	Jul-24	FY25 TOTALS
Total Number Summer Meals Distributed	2062	2062
Total Number Teen Snacks Distributed	704	704
Total Number of Teen Meal Bags Distributed	112	112

FY25 CIRCULATION/RESOURCES/SERVICES STATISTICS		
	Jul-24	FY25 TOTALS
Accounts		
New Card Registration	337	337
Building Usage		
Gate Count/Patron Visits	16,112	16112
Number of Reference Questions	1740	1740
Number of Microfilm Rolls Used	8	8
Number of Meeting Rooms Used	170	170
Number of Notary Provided	41	41
Number of Computer Lab Sessions	2185	2185
Number of WiFi Sessions	2046	2046
Makerspace Room/Tool Usage	83	83
Circulation		
TOTAL CIRCULATION	24244	24244
Kiosk Checkouts	262	262
Self Checkouts	4198	4198
Database Usage		
AcademicSearch Premier - Total FT + Abstract	9	9
Ancestry - Total	380	380
AtoZdatabases	13	13
Auto Repair Source	15	15
Brainfuse JobNow & VetNow- Total Usage	54	54
Brainfuse HelpNow - Total Usage	10	10
Britannica/Webster's - Total Number	300	300
Community History Archive (The Council Bluffs Globe) - /view	27	27
Consumer Reports - Page Views	232	232
Digital Sandborn Maps - Pages	0	0
Fire Insurance Maps Online	n/a	0
Foundation Directory Online - All Views Total	n/a	0
Gale Virtual Reference - Total Retrievals from Usage Summary	8	8
Hoopla - Total Checkouts	2275	2275
LibraryAware	12525	12525
Mango Languages	41	41
Newsbank - Total	n/a	0
Novelist Plus - Total FT + Abstract	220	220
Novelist Select - Total Clicks	66	66
Overdrive - Total Checkouts		0
TumbleBooks Library - Content Views	7	7
Value Line - Downloads	3494	3494
ILL		
Total ILL	439	439
Kiosk Usage		
Items Returned to Kiosk	70	70

CIRCULATION/RESOURCES/SERVICES STATISTICS

	Jul-24	FY25 TOTALS
Materials		
Items Added to the Collection	1471	1471
Items Removed from the Collection	499	499
Curbside		
Overall Curbside Deliveries Total	5	5
Overall Curbside Items Total	43	43
Homebound		
Number of Patrons Enrolled	48	48.0
Number of Homebound Patrons Served	40	40
Number of Homebound Items Delivered	260	260
Number of pocket collections enrolled	3	3
Number of pocket collections delivered to	0	0
Number of items delivered to pocket collections	0	0
Volunteers		
Number of Volunteers	27	27
Volunteer Hours	111.4	111.4
Virtual Usage		
Website Users	8500	8500
Website Sessions	19000	19000
Catalog Users	4600	4600
Catalog Sessions	10000	10000