



Agenda: Board of Trustees
April 7, 2022, at 4 pm
Conference Room, Downtown Library

Literacy, Access, & Inclusion

Library Board President – Jade Hart

- A. Call to Order
- B. Consent Agenda – **Action**
 - o Minutes: March 3, 2022
 - o Special Event Application
- C. Public Comments and Communications
- D. Introduction: Vanessa Chavez, City Attorney
- E. Foundation Report – Charity Tyler
- F. Friends of the Library Report – Libby Slappey
- G. Board Education: Public Library Association (PLA) Conference Report – Clint Twedt-Ball
- H. Library Board Committee Reports
 - o Finance Committee – Monica Challenger, Committee Chair
 - o Personnel and Policy Committee – Susie McDermott, Committee Chair
 - State Library of Iowa, Trustees Handbook Discussion:
 - Chapter 6: Developing and Adopting Policies
 - Chapter 14: Public Library Standards
 - **Action:** Policy Review: 3.01 Library Cards and Customer Privileges
 - o Advocacy Committee – Mary Sharp, Committee Chair
 - No Action
 - o Westside Project Committee – Clint Twedt-Ball, Committee Chair
 - No Action
- I. Library Director's Report
- J. Old Business
- K. New Business
 - o Recognition of Matthew Wilding
- L. Adjournment

The next Board of Trustees meeting is **May 5, 2022 at 4 pm**, in the Conference Room, Downtown Library

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service, or activity, should contact Jessica Musil, Library Administrative Assistant, at 319.261.7323 or email musilj@crlibrary.org as soon as possible but no later than 48 hours before the meeting.

DRAFT Meeting Minutes
Cedar Rapids Public Library
Board of Trustees
March 3, 2022

Board members in attendance: [President] Jade Hart (in person); [Vice President] Clint Twedt-Ball, Susie McDermott, Matt Wilding, Monica Challenger, Jeremy Elges, and Rafael Jacobo (all via Zoom)

Unable to attend: Mary Sharp, Hassan Selim

Staff in attendance: Amber McNamara and Jessica Musil (in person); Patrick Duggan, Jessica Link, and Todd Simonson (all via Zoom)

Others: Charity Tyler, Executive Director, Cedar Rapids Public Library Foundation; Libby Slappey, President, Friends of the Cedar Rapids Public Library (via Zoom)

- A. Call to Order
 - Ms. Hart called the meeting to order at 4:01 pm.
- B. Consent Agenda – **Action**
 - Minutes: February 3, 2022
 - Special Event Application

Ms. McDermott motioned to accept the consent agenda. Mr. Wilding seconded. The motion carried with unanimous approval.
- C. Public Comments and Communications
 - There being none, the meeting continued
- D. Foundation Report – Charity Tyler
 - The Foundation is wrapped up the annual Stay at Home and Read a Book Ball and will now move toward planning the Literary Vines event and a Love for Reading campaign, which benefits Dolly Parton’s Imagination Library (DPIL).
 - The Foundation and Friends joint newsletter – Focus – will be out by the end of the month.
 - In addition, Ms. Tyler is working on west side library project initiatives and applying for several grants. The Foundation has received several grants for DPIL and the mobile technology lab.
- E. Friends of the Library Report – Libby Slappey
 - The Friends is a seller on Amazon. A group of dedicated volunteers list appropriate donated books that may bring in a high profit including first editions, specialty, and/or signed books. This on-going monthly sales service has been good for the Friends.
 - Volunteers are continuing to clean out the Cherry Building so Friends can downsize their rental space. Ms. Slappey feels good about their progress.

Mr. Twedt-Ball joined the meeting at 4:11 pm.

- F. Library Board Committee Reports
 - Finance Committee – Monica Challenger
 - Ms. Challenger reviewed the January 2022 financials. This month, the Library has a large expense for Chromebook purchases, which will circulate to the public. This expense will be reimbursed by the Emergency Connectivity grant. The Library has also received reimbursements from the state Coronavirus Relief Fund.
 - Personnel and Policy Committee – Susie McDermott, Committee Chair
 - State Library of Iowa, Trustees Handbook Discussion: Chapter 8
 - This chapter highlights evaluating library services and advocacy for advancement.

- Ms. McDermott noted that a board evaluation is not currently done and she is not aware of this being done in the past. The committee wanted trustees' opinions regarding an evaluation. The general consensus is that an evaluation would be a worthwhile opportunity. Mr. Jacobo noted it may be used to identify various strengths and opportunities for individual trustees to better understand values and where a person may best serve. Ms. McDermott will discuss an evaluation with the committee for future implementation.
 - Ms. Schmidt previously sent an email on a State Library of Iowa board training opportunity for Intellectual Freedom. All trustees are encouraged to join and can sign up for an optional 30-minute legislative update.
 - **Action:** Policy Review: 1.06 Statement of Ethics for Library Trustees
 - The committee did not make any edits for approval; instead, the committee would like to re-affirm the policy as written.

The policy, as presented in the packet, affirmation was approved unanimously.
 - Advocacy Committee – Mary Sharp, Committee Chair
 - Ms. McNamara reported. The Advocacy Committee met in February and discussed the proposed bills at the State Legislature, which has passed its first funnel. Ms. McNamara previously emailed information on how to advocate and support libraries with elected officials. In addition, the Iowa Library Association (ILA) is compiling bills into an easy to follow tracker. The advocacy email and bill tracker will be resent. The next funnel date is March 19. Libraries are watching one bill in particular: obscene materials in schools.
 - Westside Project Committee – Clint Twedt-Ball, Committee Chair
 - Mr. Twedt-Ball reported that there are no changes as we're still waiting to hear back from Linn County on APRA funding. He is hopeful for a response at the end of this month with more information to come next month.
- G. Library Director's Report
- Ms. McNamara reported for Ms. Schmidt. The City removed mask mandates for all City buildings on February 25. The Library switched out signs and updated the website to request masks. Staff are encouraged to keep their own safety in mind. In general, the mask change has been fine.
 - Trustees and key stakeholders have completed a majority of executive interviews over the last several months with community leaders. We received lots of great feedback and there were no major surprises. The feedback aligns with what we would expect to receive – several themes included being a community hub, a place for connection, and access, more than just materials. In the next few months, we will finalize our next strategic plan.
 - The Public Library Association (PLA) conference is in Portland, Oregon, later this month. We will send staff and anticipate we will report back to the board in the future. Kevin Delecki and Meredith Crawford will present on the Library's project to amplify incarcerated teen voices; and Sarah Voels will join panel on collection diversity audits as well as moderate a YA crossover author panel.
 - We have increased programming and over Spring Break, the Mobile Technology Van will be out. The programming team is preparing for many summer events in the community.
- H. Old Business
- There being no old business, the meeting continued.
- I. New Business
- There being no new business, the meeting continued.
- J. Adjournment
- There being no further business, the meeting adjourned at 4:32 pm

The next Board of Trustees meeting will be held on Thursday, April 7, 2022, at 4 pm in the Conference Room, Downtown Library



Special Event Application

This application must be submitted for special events requiring alcohol at least **60 days** prior to the date of the event. An approved certificate of liability (including additional documentation if required) must be received 30 days prior to the event date. Events requesting alcohol are subject to Board of Trustees approval and guidelines in the Board Policy 3.08 – Special Event Alcohol Use. Board meetings are held the first Thursday of each month at 4 p.m.

Please return the completed application to: Cedar Rapids Public Library, 450 Fifth Avenue SE, Cedar Rapids, Iowa 52401; email events@crlibrary.org.

Name of Contact Person: *Sam Martin*
Name of Organization: *Xavier High School*
Address: *4445 Westover Rd. SE Cedar Rapids, IA 52403*
Phone: *(319) 929-8769*
Email: *Samuelhubermartin@gmail.com*

Name of Event: *Reunion*
Date of Event: *May 28th 2022*
Location of Event: *Whipple Auditorium*

Time of event start: ~~6:00 pm~~ *6:30 pm* End: ~~9:00 pm~~ *8:30 pm*
Setup start: *6:00 pm* Cleanup end: *9:00 pm*

What type of audience is this intended for: *young adults*
Number of attendees/participants: *75* Will there be a fee to attend? **No**
Will you serve alcohol at the event? **No**

If selling alcohol, who holds the liquor license for your event? *Hynce*
Who holds all necessary special event insurance for the event? *Roads / Hynce*
Applicants Signature: *Sam Martin* Date: *3-17-22*

Applicants Printed Name and Title/Organization: *Sam Martin*

BOOKS

CEDAR RAPIDS PUBLIC LIBRARY

Books for adults with dementia

By Allison Gowans

When Dot Hinman's husband, Gene, developed dementia, she struggled as his caregiver. She felt isolated, and didn't always know how best to help him.

Gene had been a geology professor at Cornell College in Mount Vernon, and the couple were lifelong readers. But as his dementia progressed, he began having trouble with the books he'd always loved.

"He was so frustrated, because he just couldn't seem to follow the plot in a book. He'd be fine while he was reading, he'd put it down, and then he couldn't remember it when he picked it back up," Hinman said. "He loved to read. We both loved the feel of books in our hands."

She wanted him to be able to keep reading, but the only books she could find that he could follow were for children.

"He was really insulted when I brought home a couple of kids books," she said. "He was a college professor. It's just really demeaning to find that the only thing you can read is a little kid's book. He called them baby books."

That experience inspired Hinman to make a donation to the library that allowed the purchase of books for a new collection, called the Reflections collection.

"The books are not too long, with larger print and illustrations. The storylines involve lots of sensory experiences rather than linear storylines to keep track of," librarian Meredith Crawford said.

They are specifically designed for adults with dementia, but are designed to look like mainstream books.

"They allow anyone to pick up and read a book that looks similar to any other book, but without the challenges general adult fiction presents,"



The Reflections collection includes kits with themed photo and activity cards and DVDs. They are designed to prompt conversations and reminiscing between people with dementia and their caregivers or other friends and family. (Cedar Rapids Public Library photos)



The Reflections collection looks like mainstream books but is designed for adults with dementia.

"The books are not too long, with larger print and illustrations. The story lines involve lots of sensory experiences rather than linear storylines to keep track of."

Meredith Crawford, Cedar Rapids Public Library

Crawford said. The library has five Reflections books, available to check out together as a kit. They focus on the four seasons, as well as one about a visit to the library.

The Reflections collection also includes kits with themed photo and activity cards and DVDs. They are designed to prompt conversations and reminiscing between people with dementia and their caregivers or other friends and family.

For many people with dementia, memories from the past — such as from childhood or

young adulthood — often are easier to recall than more recent events. The kits have themes like "Remembering the 1950s," "The Homemaker," "Farm Reminiscence," "The Handyman," "The Great Outdoors" and more.

Though her husband died three years ago, Hinman said helping others who find themselves in the same situation she did has become a passion.

"It struck a chord with me," she said. "I hope this will make it much easier for caregivers to access materials that can be really useful."

The idea for the kits came when Crawford connected with the Family Caregivers Center at Mercy Medical Center in Cedar Rapids, where Hinman volunteers. The library was looking for ways to increase access for older patrons, which is part of the library's strategic plan, and staff and volunteers at the center suggested the Reflections materials.

Center director Kathy Good, who also is director of the Chris and Suzy DeWolf Family Innovation Center for Aging and Dementia at Mercy, said after caring for her husband, Dave, for 12 years while he lived with dementia, she knows the importance of resources like these.

"People living with dementia, especially early-stage dementia, want to be a part of the community and live with meaning and purpose,"



The "Remembering the 1950s" kit.

she said. "That a person living with dementia can go to the library and find resources appropriate for them — that's just an awesome thing."

The kits can be found at the downtown Cedar Rapids library on the second floor, on the first shelf of the book club kit section. They also can be previewed and put on

hold in the catalog by searching Reflections Kit. Patrons can reserve them for pickup at any Metro Library Network library, which includes Marion and Hiawatha libraries. Curbside hold pickup is available for those who prefer it.

Allison Gowans is content writer for the Cedar Rapids Public Library.

Author helps people understand their immune system

By Angela Haupt, Washington Post

The pandemic turned us all into armchair immunologists, rhapsodizing about T cells and antibodies with the ardor once reserved for — well, anything else.

So, the timing was fortuitous for Philipp Dettmer to release his first book, "Immune," in November 2021, as COVID-19 continued to lash the globe. Dettmer, 36, who lives in Munich, is the founder of the YouTube channel Kurzesagt — German for "in a nutshell." It's one of the platform's most popular science channels, with nearly 18 million subscribers who tune into colorful, animated videos on topics such as black holes, what dinosaurs really looked like and the origin of consciousness.

In "Immune," a 300-plus-page book with striking illustrations, Dettmer turns his focus to the cells and chemicals that make up the immune system. Dettmer makes difficult ideas accessible by explaining them in lively ways: "Bacteria are among the oldest living things on this planet and have been partying for billions of years," he writes. "They are the smallest things we can consider alive without getting a headache."

Dettmer isn't a medical doctor or an epidemiologist. In "Immune," he describes himself as "a science communicator and immune system enthusiast." He credits a team

of experts with fact-checking the book and answering his questions. For the most part, he gets it right, says Daniel M. Davis, a professor of immunology at the University of Manchester in England and the author of three immune-system books. "Philipp is really gifted in getting to the crux of things and boiling it down to the essence, and then translating those details into wonderful, colorful metaphors," Davis says. Dettmer's style aims for mass appeal — and his book sold 100,800 copies in the United States, as of Jan. 29, according to NPD BookScan.

During a video interview, Dettmer talked about his book's journey to publication and what he still needs to learn about immunity. It has been edited for length and clarity.

Q. How did the book come about?

A. At first I worked on it just for myself, then tried to see if anyone wanted to publish the book — but nobody was interested. Then, in 2020, I got probably the fastest book contract anyone has ever gotten. When the pandemic hit, I contacted an agent and about two weeks later, I had a contract.

Q. Do you have a favorite chapter in "Immune" or something you learned that you found most fascinating?

A. I'm very proud that in the end, I managed to explain a process that's usually even hard for university students to understand.



Philipp Dettmer, founder of the YouTube channel Kurzesagt, German for "in a nutshell," released his first book, "Immune," in the middle of the pandemic. (Marie Jacquemin)

And I have a favorite story inside the book. It's the story of the neutrophil, a type of white blood cell that's like an immune-system soldier. You make around 100 billion of these cells every day. It's basically called into action when you have an infection anywhere, and this soldier is very aggressive. In the book, I describe it as "a chimp on coke with a bad temper and a machine gun." And (these) cells have one thing they can do that's just insane: Like a little suicide bomber, they can explode themselves. And what they do is they take all of their DNA and unfold it, and spit out the DNA as a huge net that's spiked with all these chemicals that are dangerous

and deadly to bacteria and viruses. And they basically try to make physical barriers with themselves that kill enemies.

The amazing thing is that sometimes the neutrophils survive that process, and for a time, they can fight on. But they don't have DNA anymore, so what even are they? Are they zombies?

Q. How much does the misinformation circulating about COVID-19 worry you?

A. It has all sorts of horrible consequences for the coherence of society. In the next 10 years, or the next 30, we'll see them. Like with measles, you need a very high vaccination rate to get herd resistance and herd immunity, and if 10 percent of people now decide not to vaccinate against measles, we have a problem. That stuff worries me much more than COVID — the long-term effects of skepticism.

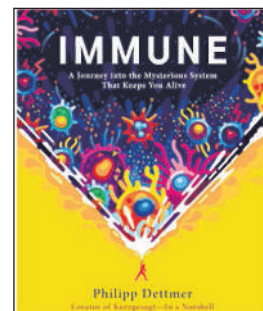
Q. What do people tend to get wrong about the immune system?

A. For a lot of people, it feels like an energy field that you can charge or something, and that makes people very susceptible to all sorts of bad ideas. Once you understand that it's not a thing, but a system — like a great orchestra that works together — you realize you can't just

pop an immune-boosting pill to fix things. During the pandemic, a popular orange juice in Germany had an "immune boost" added to it. What does that even mean? There's also the idea of a "strong immune system" that I really don't like. This idea works well in our self-improvement culture, but in reality, you don't want an immune system that's so strong that it smashes everything, including things your body needs. You want a calm immune system that always reacts with the correct level of force to defeat an unwanted intruder.

Q. I know you were recently sick, and I'm curious what that experience is like for you after writing a book about the immune system.

A. It gives me a big, calm feeling. It's like in a horror movie, when the evil monster is very creepy if you don't see it properly, if it stays in the dark. But once the monster is revealed, and pulled into the light, it gets less creepy. And that's how I feel about being sick. When you're not able to see clearly what's happening, that's unpleasant. But if you know that when you have joint pain and body aches, that's your immune system working, it's much more reassuring.



Category	Platform	Metrics	February 2021	February 2022	% Change
Virtual Programming	Facebook	Virtual Program Views (minutes)	2,804	409	-85%
Digital Collection Use	OverDrive	eBook Circulation	6,173	7,712	20%
		eAudiobook Circulation	5,776	7,053	18%
		New Users	217	215	1%
	cloudLibrary	eBook Circulation	1,338	1,473	9%
		eAudiobook Circulation	858	1,030	17%
		New Users	61	23	-62%
	Hoopla	eBook Circulation	770	924	17%
		eAudiobook Circulation	740	1,259	41%
		eMusic Circulation	82	118	31%
		eVideo Circulation	424	796	47%
		New Users	44	54	19%
	Freegal	eMusic Downloads	1,279	997	-28%
		eMusic Streaming	3,540	3,684	4%
New Users		6	3	-100%	
Kanopy	eVideo Circulation	1,067	1,396	-24%	
Total	Total Digital Circulation	22,047	26,422	17%	
Other Online Use	Databases	Visits	22,396	21,725	-3%
	CRLibrary.org	Visits	11,883	13,579	14%
	WiFi	Logins	2,148	8,654	75%
Social Media	Facebook	Followers	10,367	10,598	3%
	Instagram	Followers	3,571	3,773	5%
	YouTube	Views	744	5,407	83%
Meeting Room Use	Downtown	Number of Reservations	0	307	N/A
	Downtown	Number of People	0	2686	N/A
	Ladd	Number of Reservations	0	93	N/A
	Ladd	Number of People	0	999	N/A
Number of Visitors	Downtown	Door Count - Downtown	5,255	24,616	83%
	Ladd	Door Count - Ladd	3,578	6,850	48%
	Total	Door Count - Total	8,833	31,466	72%
Curbside Holds	Total	Curbside Holds - Number of Patrons	7,399	163	-95%
*Number of items was not possible after Polaris transition					
Materials Circulation	Circulation	Print Circulation	30,208	36,495	38%
		Total Circulation	46,149	56,402	18%
		MLN Circulation (Print only)	48,312	60,882	35%

To: Monica Challenger, Finance Committee Chair
From: Dara Schmidt
Date: 3/24/2022
Subject: **February 2022** Financial Report

February analysis information & Budget Amendment is below for FY 2022. In January, the City received State Coronavirus Relief funds that was created for denied FEMA projects relating to COVID. This revenue covers expenses posted FY 2020 and FY 2021. Due to prior year expenses, City Finance amended department budgets including the Library budgets in January to cover the revenue and to not skew actual FY 2022 performance.

February Monthly Analysis:

Library Operations 151XXX:

- When reviewing budget to actual, we assume 1/12 of the expenditure budget is spent per month; likewise that 1/12 of revenue will be received per month. If we assume this, that means thru February actual revenue should be at least **8/12 or 66.7%** of budget and actual expenses should be no more than **8/12 or 66.7%**.
- Actual revenues are expected to meet or exceed budgeted amounts. Having revenue in excess of budget or having a fund balance does not mean a department can spend more than their expenditure budget.
 - **Total actual revenue (less Flood insurance transfer in) is 71% or \$519K of budgeted \$730K.**
 - If you are short revenues at yearend, unspent expenditure budget will have to cover.
 - Currently if March – June compare to average of beginning of FY22, we may exceed revenue budget.
- Regardless of funds/cash available, total actual expenses, excluding transfer out, may not exceed total budgeted expenses.
 - **Total actual expenditures are 65.2% or \$4.61M of \$7.1M budgeted. *Right on track with budget.***
 - *Total FY22 COVID expenses recorded thru February is \$5.7K.*
 - Personal Services is tracking at **61%** or **\$3.33M** of **\$5.42M** budget.
 - Refresh savings of \$92K reduced budget for FY22.
 - Discretionary is trending above budget. Total incurred thru February is **\$607K** of **\$633K** budget or **96%**.
 - Accounts over budget are: IT related for computer hardware & software maintenance including one broadband payment that was for FY21 of \$4.8K, building & grounds supplies.
 - Estimated budget remaining expected in Other expenses 522107 to help offset building and grounds spending, up to \$29K.
 - Rent of Land & Buildings has incurred 12 months of Lease & Cam (\$16,387.67) for Ladd library for total FY cost of \$196,652.04. Parking actuals thru February is \$25.1K.
 - Electricity is over budget thru February. 70% spent or \$132K of \$188.8K budget. Estimated to exceed budget by at least \$10K at yearend. Increase approved for next fiscal year.
 - Facilities Maintenance has posted EMS costs thru February - \$10.9K. Maintenance for July – December is \$133K, estimating annual \$29K budget remaining for discretionary spending.
 - January is billed at 10K but not yet posted.
 - Fleet Services is billed thru January for work order billing. Currently at 124% or \$310 of \$250 budget.
 - Capital Equipment had budget reallocated from discretionary accounts in FY22. (See Capital Equipment File)
 - Actuals of \$30,013.66 thru February has posted to Operations 151. Another \$34,520.81 encumbered for a total of \$48,452.71 to be incurred in FY 2022.

CIP:

316 – 61% or \$306K spent of \$500K budget on circulation material.

Special Revenue:

7010 – 24% or \$52.7K of budgeted revenues \$220K have been received and 12% or \$79K of budgeted expenses \$663K has been spent.

- Budgeted \$463K use of fund balance in FY22, current use of fund balance is necessary to cover \$26K. However AARPA funds should be received for \$25K to cover the chromebook purchase.
- See file for resources available by project number.
- ***IF*** operations exceeds expenditure budget and expenses get moved here, you only have up to \$662K in total available for costs expected to come from 7010 for entire FY22 and anything moved from Ops

7020 – 100% or \$25K of budgeted expenses have been spent.

Budget Amendment: *Adjustments already reflected in financial reports will be requests to Council to amend the budget.*

- 151 - Remove expense budget \$92K for Refresh Savings
- 151 - Add revenue budget \$5,616.60 for COVID State Reimbursement for prior year expenses
- 316 – Add revenue budget \$58,878.82 for COVID State Reimbursement for prior year expenses
- 7010 – Add revenue budget \$20,000 for COVID State Reimbursement for prior year expenses
- 7020 – Add revenue budget \$5,899.41 for COVID State Reimbursement for prior year expenses

City of Cedar Rapids
151 General Fund - Library
2022-02-28

Account Name	Account	Prior Fiscal Year 2021 YTD Actuals	Current Fiscal Year 2022 Adjusted Budget	Current Fiscal Year 2022 YTD Actuals	Favorable (Unfavorable) Variance	Percent of Budget Received Spent	Current Month 2022 Actuals
Revenue							
Taxes							
Total Taxes		-	-	-	-	0%	-
Intergovernmental Revenue							
Federal Operating	421001	14,728.46	-	-	-	0%	-
State Operating	422001	97,473.90	120,616.60	112,069.27	(8,547.33)	93%	-
Local Govt Grants	423000	23,068.63	130,000.00	107,264.82	(22,735.18)	83%	-
Total Intergovernmental Revenue		135,270.99	250,616.60	219,334.09	(31,282.51)	88%	-
Other Revenue							
Printing & Duplicating of Form	431006	769.75	25,000.00	3,176.90	(21,823.10)	13%	481.95
Admin Charges - External	431012	239,882.67	330,000.00	237,156.73	(92,843.27)	72%	11,557.15
Library User Fees - Not Fines	431201	-	600.00	6,787.86	6,187.86	1131%	1,129.67
Vending Sales	431301	9.98	-	32.04	32.04	0%	-
Library Fines	441001	4,775.31	-	-	-	0%	-
Building Rental	461001	7,465.60	43,455.00	23,020.60	(20,434.40)	53%	2,503.20
Contributions & Donations	471002	46,917.29	70,000.00	28,500.00	(41,500.00)	41%	-
Sale of Inventory	471003	431.25	7,000.00	970.75	(6,029.25)	14%	92.00
Other Miscellaneous Revenue	471005	-	3,500.00	-	(3,500.00)	0%	-
Total Other Revenue		300,251.85	479,555.00	299,644.88	(179,910.12)	62%	15,763.97
Proceeds of Long Term Liabilities							
Total Proceeds of Long Term Liabilities		-	-	-	-	0%	-
Transfers In							
Operating Transfer In - Inter	483001	14,000.00	14,000.00	14,000.00	-	100%	-
Operating Transfer In - Intra	483002	-	-	-	-	0%	-
Total Transfers In		14,000.00	14,000.00	14,000.00	-	100%	-
Total Revenue		449,522.84	744,171.60	532,978.97	(211,192.63)	72%	15,763.97
		435,522.84	730,171.60	518,978.97		71%	
Expenditures							
Personal Services							
Regular Employees	511100	2,369,687.54	3,899,390.00	2,463,887.37	1,435,502.63	63%	288,972.72
Temporary/Seasonal Employees	511200	-	31,803.20	-	31,803.20	0%	-
Overtime	511300	(1,006.14)	114,773.40	52,156.06	62,617.34	45%	8,153.75
Other Special Pays	511400	12,280.42	18,894.00	19,478.12	(584.12)	103%	-
Group Insurance	512100	287,814.17	503,982.00	291,244.30	212,737.70	58%	41,097.47
Social Security Contributions	512200	171,163.25	317,122.00	182,424.83	134,697.17	58%	21,827.93
Retirement Contribution	512300	218,055.14	392,024.00	231,241.15	160,782.85	59%	27,778.86
Unemployment Compensation	512400	3,338.74	-	-	-	0%	-
Workers' Compensation	512500	90,528.85	143,639.00	85,575.26	58,063.74	60%	10,224.51
Other Employee Benefits	512600	4,314.90	6,365.76	5,814.52	551.24	91%	2,079.68
Total Personal Services		3,156,176.87	5,427,993.36	3,331,821.61	2,096,171.75	61%	400,134.92
Discretionary Expenses							
Advertising & Marketing	521100	16,887.72	25,000.00	18,799.95	6,200.05	75%	7,325.51
Consulting & Technical Service	521104	3,990.00	-	46,940.18	(46,940.18)	0%	-
External Contracted Labor	521105	38,401.80	63,000.00	73,997.69	(10,997.69)	117%	26,003.50 Willis Dady annual \$35,316
Health Services	521106	177.00	-	238.95	(238.95)	0%	35.40
Other Professional Services	521108	36.00	5,250.00	2,507.00	2,743.00	48%	410.00
External Banking/Financial Fee	521109	11,467.41	17,700.00	9,019.85	8,680.15	51%	1,233.38
Security Services	521110	-	10,000.00	-	10,000.00	0%	-
Computer Hardware	522100	26,141.58	35,000.00	40,076.44	(5,076.44)	115%	-
Computer Software Maintenance	522101	182,129.03	175,220.00	148,117.74	27,102.26	85%	2,231.60
IT Services - External	522102	55,447.01	20,500.00	41,802.88	(21,302.88)	204%	10,482.47
Building & Grounds Services	522104	2,449.00	-	1,908.80	(1,908.80)	0%	365.00
Equip/Furniture/Fixtures Serv	522105	13,971.22	9,000.00	-	9,000.00	0%	-
Phone Services	523107	20,433.21	26,500.00	20,363.17	6,136.83	77%	2,513.90
Rental of Equip & Vehicles	524101	-	500.00	-	500.00	0%	-
Printing, Binding, & Duplicate	525102	4,525.22	15,500.00	7,622.32	7,877.68	49%	381.66
Awards & Recognition	531102	15.00	500.00	22.50	477.50	5%	-
Books & Subscriptions	531103	104,187.50	109,171.80	106,210.16	2,961.64	97%	3,973.81
Cleaning & Janitorial Supplies	531105	1,217.30	1,250.00	120.27	1,129.73	10%	22.91
Computer Supplies	531106	1,786.27	5,000.00	2,088.08	2,911.92	42%	251.42
Equipment/Furniture/Fixtures	531109	2,845.91	11,500.00	26,456.16	(14,956.16)	230%	(24,770.00) cabinets for Zerzane collection
Photography Supplies	531110	-	500.00	-	500.00	0%	-
Miscellaneous Supplies	531114	188.35	2,000.00	527.72	1,472.28	26%	134.33
Office Supplies	531116	7,927.26	15,320.00	11,618.26	3,701.74	76%	1,634.61
Program Supplies	531118	10,937.64	37,000.00	21,500.31	15,499.69	58%	1,544.38
Shop Supplies	531119	12.10	250.00	28.88	221.12	12%	16.99
Sign & Signal Supplies	531120	-	-	235.13	(235.13)	0%	-
Uniforms	531123	-	694.00	931.00	(237.00)	134%	931.00 annual staff shirt
Personal Protective Gear	531124	1,498.42	-	4,346.24	(4,346.24)	0%	519.97
Building & Grounds Supplies	533100	48.40	1,748.15	4,807.02	(3,058.87)	275%	626.51
Equip/Furniture/Fixtures Parts	533101	243.46	-	444.88	(444.88)	0%	18.14
Conferences, Training, Travel	542102	1,204.00	14,747.29	6,252.87	8,494.42	42%	3,983.20
Dues & Memberships	542103	7,375.69	10,000.00	7,082.55	2,917.45	71%	166.00
Licensing Fees	542106	60.00	-	-	-	0%	-
Miscellaneous Costs	542107	-	-	-	-	0%	-
Postage & Freight	542108	1,773.95	17,500.00	3,021.21	14,478.79	17%	436.11
Mileage Reimbursement	542111	6.90	3,000.00	215.48	2,784.52	7%	26.56
Admin Charges - Inter Departments	521114	-	-	-	-	0%	-
Chemical Supplies - Non-Snow & Ice	531104	-	-	-	-	0%	-
Facility Services - Non-routine	522107	-	-	-	-	0%	-
Fleet Services - Abnormal Maintenance	522108	-	-	-	-	0%	-
Fleet Services - Non-Safety Modifications	522108	-	-	-	-	0%	-
Fleet Services - Accidents	522108	-	-	-	-	0%	-
Total Discretionary Expenses		517,384.35	633,351.24	607,303.69	26,047.55	96%	40,498.36
Other Expenses							
City Accounting Services	521113	48,667.36	75,000.00	50,000.00	25,000.00	67%	6,250.00
City Information Tech Services	522109	6,161.76	9,242.64	6,161.76	3,080.88	67%	770.22
Electricity	523100	111,526.25	188,800.00	132,195.09	56,604.91	70%	14,536.72

City of Cedar Rapids
 151 General Fund - Library
 2022-02-28

Account Name	Account	Prior	Current	Current	Favorable (Unfavorable) Variance	Percent of Budget Received Spent	Current
		Fiscal Year 2021 YTD Actuals	Fiscal Year 2022 Adjusted Budget	Fiscal Year 2022 YTD Actuals			Month 2022 Actuals
Natural Gas	523103	1,855.82	4,500.00	3,421.87	1,078.13	76%	120.35
Rental of Land & Buildings	524100	220,920.29	245,000.00	221,728.66	23,271.34	91%	26.62
Liability Insurance	525104	15,596.00	31,315.00	23,062.09	8,252.91	74%	2,609.58
Property Insurance	525107	35,008.72	88,821.00	59,214.00	29,607.00	67%	7,401.75
Vehicle Insurance	525108	400.00	1,746.00	1,164.00	582.00	67%	145.50
Gasoline Fuel	532101	19.40	498.58	93.81	404.77	19%	-
City Inter Department Charges	521114	-	-	-	-	0%	-
Chemical Supplies - Snow & Ice	531104	-	-	-	-	0%	-
Facility Services (Routine)	522107	97,643.32	311,558.07	143,820.90	167,737.17	46%	21,864.92
Fleet Services (Routine)	522108	462.33	250.00	309.60	(59.60)	124%	172.00
Total Other Expenses		538,261.25	956,731.29	641,171.78	315,559.51	67%	53,897.66
Capital Outlay							
Vehicles, Equipment, Software	554000	-	48,452.71	30,013.66	18,439.05	62%	(230.00)
Total Capital Outlay		-	48,452.71	30,013.66	18,439.05	62%	(230.00)
Debt Service							
Total Debt Service		-	-	-	-	0%	-
Transfers Out							
Total Transfers Out		-	-	-	-	0%	-
Total Expenditures		4,211,822.47	7,066,528.60	4,610,310.74	2,456,217.86	65.2%	494,300.94
Net Revenues over/(under) Expenditures		(3,762,299.63)	(6,322,357.00)	(4,077,331.77)	2,245,025.23		(478,536.97)



Chapter 6: Developing and Adopting Policies

The Need for Policies

An essential responsibility of Iowa library boards is to develop and adopt public policy. Library boards must be mindful that they are adopting public policies for a public service. They should take care to avoid writing policies that are reactionary or punitive but instead keep community interests at the forefront. Policies are necessary for these reasons:

- ❖ A major area of board responsibility
- ❖ Many **Public Library Standards** have policy implications
- ❖ Legal and ethical issues
- ❖ Demonstrates credible business practice
- ❖ Opportunity for public education
- ❖ Support the library's mission and purpose

A board should “develop” policy and not just “write” policy. Good policy grows out of a process of studying the issues and needs, gathering facts, deliberating the issues, writing the policy and reviewing the policy at least every three years. Once the board adopts policies, the board observes, interprets, evaluates and supports those policies. The board also modifies existing policies and creates new ones as services evolve.

Using the policies that the board approves as the outline, directors and staff write procedures and guidelines which are in-house documents. For example, your library board may develop a policy for lending wireless hotspots. Directors and staff then write procedures for purchasing the equipment, processing and inventorying equipment, and promoting this new service. Consistent interpretation and application of the policy is necessary. The board and management need to support the staff in applying the policy for situations that require flexibility as well as empower staff to make exceptions to the

policy in the interest of good customer service.

Policy Development Steps

1. **Anticipate the Need:** Often, policies are adopted as a direct result of a problem or even a crisis rather than as a result of careful planning and foresight. A better way to identify the need for a particular policy is to anticipate problems and write policies before the problem occurs. For example, boards are well advised to develop a disaster response policy, instead of waiting until a disaster strikes. Although each board needs to develop its own policies, sometimes it is helpful to review policies from other libraries before getting started. Look to policies from libraries in larger cities, because city attorneys have already vetted them.
2. **Gather the Facts:** Most policies grow out of recommendations from the library director. Your director is in touch with service changes, problems, and issues that require policies. Depending on the nature of the policy, you may want to seek legal counsel.
3. **Evaluate the Proposed Policy:** Is the policy under consideration:
 - Consistent with or covered in policies that have already been written ?
 - Consistent with your mission statement?
 - Consistent with local, state and federal law? Review the policy to determine whether any provisions would be illegal under Iowa or federal law. For example, a library policy of "no animals or pets allowed" must provide an exception for service dogs and other support animals.
 - Already an existing policy in place for other City workers. For example, inclement weather closings, holiday closings, expense reimbursements, benefits, etc.
 - Reasonable (including reasonable penalties)? Let's say a board decides to set the library's hours as 10:00 a.m. to 11:30 a.m. Monday through Friday. According to the State Library Law Librarian: *"Although it would not be illegal to set such hours, a court could find the policy to be unreasonable because, in effect, it denies library access to citizens who work or go to school during the day. The library board should also examine proposed policies to determine if any penalties are unreasonable. For example, it would be reasonable for a "no skateboarding in the library" policy to include a "penalty" that violators would be asked to leave for the rest of the day. It would not be reasonable to penalize the skateboarding patrons by banning them from the library "for the rest of their lives."*
 - Measurable? It is difficult, if not impossible, to enforce a policy fairly if the policy and penalty are not quantifiable. Policies should be written clearly so

that trustees, staff, and patrons alike can read a policy and know what constitutes a "violation" of it. For example, if a library has a policy stating that patrons will lose borrowing privileges if they have "too many overdue books for too long," the definitions of "too many" and "too long" are not clear and may result in unfair application when interpreted by different staff members. On the other hand, a quantifiable policy states that patrons will lose their borrowing privileges if they have "library material which has been overdue for three weeks or longer and if the patron has not returned the material or paid the replacement cost or made arrangements with the library for payment."

- Discriminatory? In order to be legally enforceable, library policies must be applied fairly to all patrons. Courts will invalidate library policies which are not applied equally to all patrons and are used to discriminate against certain groups of people. For example, a "no sleeping" policy might be enforced against homeless patrons but not against other patrons (such as the mayor) who drift off while reading in a comfy chair. Some libraries might have "no noise" policies which they enforce only against tables of giggling adolescents but never against tables of loud-speaking adults.
4. **Write and Adopt the Policy:** The actual wording of the policy is best left to the director and/or a board committee. The actual policy may come to the full board and back to committee for revision several times before it's finished. Final approval of the written policy is a board responsibility.
 5. **Establish a Schedule for Policy Review:** Policies will become outdated. Regular review of policies helps keep them current and at the same time keeps board members informed. The recommended way to review policies is to date every policy and its revision. Don't wait to review all policies until time for Accreditation, establish a review process to happen throughout the year.

When reviewing existing policies, ask whether there is still a viable reason to keep a policy in place. Some boards have eliminated long-standing policies which have outlived their original usefulness and have opted instead for a more positive image for the library in the community. These topics can include cell phone use, overdue fines, and restrictions of the number of materials borrowed at one time.

6. **Make Policies Available:** Placing approved policies into a manual makes the process of learning policy simpler for new trustees and also makes for easier retrieval. A manual also makes the review and updating process much easier. A full collection of policies must be accessible to staff as well. It is advisable to post policies that affect the patrons' use of the library on your website.

Standards and Accreditation

To meet public library standards, boards must adopt four required, written policies in these categories: **Circulation**, **Collection Development**, **Internet Use**, and **Personnel**. The

library board may have additional written policies, as deemed appropriate for the library, and reviews them at least every three years. Assistance in writing policies is available from the State Library **District Consultants**.

More information regarding policy standards is available on the **Public Library Standards** webpage on the State Library website.



Chapter 14: Public Library Standards

The State Library of Iowa administers the **Standards and Accreditation Program** for Iowa public libraries. This is a voluntary program intended to encourage the ongoing development of quality public library service in Iowa. ***In Service to Iowa: Public Library Standards*** is the manual for the program and can be found on the State Library website.

The Standards program is designed to provide libraries with a tool to identify strengths and areas for improvement. It is also used to document the condition of public library service in Iowa, as the guideline for determining **Direct State Aid** funding (money awarded to public libraries for meeting standards) and to ensure that the State Library meets statutory requirements.

How Standards Work

Direct State Aid funding through the **Enrich Iowa Program** is awarded to any library reaching Tier 1 status or higher. Achievement of standards falls into three distinct Tier Levels: Tiers 1, 2, 3, with Tier 3 being full library accreditation. Currently there are 85 standards within categories such as Library Governance, Library Management, Library Personnel, Library Collections, and more. The funding awarded is based on the Tier level achieved.

Every three years, participating libraries are asked to report on progress toward meeting standards and/or achieving accreditation by completing an application. Providing supporting documentation is also required to accompany the application. Eligibility is based on **Iowa Code 256.57(4)** and **Iowa Administrative Code 286-3.2(2)**.

To be an eligible participant, a library must:

- ❖ Be established as a municipal library by city ordinance or as a county library at least two years previous in accordance with **Iowa Code 336**. A copy of the ordinance must be on file at the State Library.
- ❖ Use **Direct State Aid** funds to improve library services

- ❖ Use **Direct State Aid** fund to supplement, not supplant, any other funding received by the library
- ❖ Participate in the **Open Access** and **Interlibrary Loan Reimbursement** programs
- ❖ Submit a completed **Annual Survey** for the most current fiscal year
- ❖ Submit a completed **Direct State Aid** report for the most current fiscal year
- ❖ Have a current accreditation application on file and meet the following standards:
 - **Tier 1:** To reach Tier 1 status the library must meet all 29 required Tier 1 standards.
 - **Tier 2:** To reach Tier 2 status the library must meet all 29 required Tier 1 standards **plus** an additional 12 standards required at Tier 2.
 - **Tier 3:** (The highest achievement level in the **Accreditation** program.) To reach Tier 3 status the library must meet all standards marked as Tier 1, Tier 2, and Tier 3 at the “minimum required to meet standard” **and** meet 20 of the remaining 38 optional standards.
 - **Note:** A library unable to meet all Tier 1 requirements will be considered **Tier 0** and is ineligible for **Direct State Aid** funding, regardless of how many Tier 2 or Tier 3 standards are met.

If your library participates in the **Standards and Accreditation** program, all trustees should be familiar with the manual and be aware of the standards that impact the work of the board. The category “Library Governance” in the Standards specifically applies to standards regarding library boards. Note that many board-related standards are required at a Tier 1 level, which underscores the vital role of library boards in the success of the library. The category on “Library Management” covers director duties but also includes information that affects trustees.

State Library Consultants are available to assist boards in understanding the program and the importance of participation.

Library Cards and Customer Privileges

Library cards are issued to allow patrons to connect to information, experiences, and services that enhance their quality of life so our community can learn, enjoy and thrive.

All Cedar Rapids residents and property owners are entitled to receive library cards and services free of charge. Cedar Rapids customers have access to the full range of library services offered by the Metro Library Network.

Library cards are issued without charge to residents of unincorporated areas of Linn County by virtue of a contract with the Linn County Board of Supervisors. Residents of incorporated cities that contract with the library for services also receive free library cards.

The library participates in the state wide Open Access program to allow visitors from across the state to use services.

Limited-use cards may be issued on a temporary basis as needed at the discretion of the Library Director or designee.

Adopted: 01/25/90

Revised: 10/31/91, 05/02/96, 12/02/99, 06/05/03, 10/02/04, 06/05/08, 9/01/11, 8/01/13, 6/6/19

Reviewed: 11/2015, 4/7/2022

Department Updates

Community Relations. March was a very busy month. The events team helped present a number of community events, more than we have seen in several months thanks to the pandemic. We hosted the African American Museum of Iowa for the second film screening in March, featuring films available on our library streaming service Kanopy. A League of Women's Voters Legislative Forum was successfully held both in person and virtually. And we have enjoyed using our spaces for programs with our library visitors once again. We are looking towards an even busier month to come.

Design and Marketing successfully swapped the exhibits so that they can be displayed at both branches. Feedback from the community has been wonderful. We have enjoyed sharing the stories of the last 125 years with our community. We are deep into plans for summer, including building the Summer Dare brochure and collateral, planning for advertising, and more. National Library Week will be the start of promoting the diverse jobs and people inside our organization as we start a new blog feature "A Day in the Life".

In March, we conducted two of our annual surveys for staff and volunteers. We look forward to sharing that feedback with the team in April as part of our volunteer recognition during National Volunteer Week. February 2022 volunteer hours: 277

The *Materials* department is working on spring cleaning projects like media inventory. These materials were inventoried pre-pandemic and using our previous library software so these numbers will be helpful to track usage over the course of the pandemic. We're also introducing a process to track the use of materials within the building that aren't checked out. We have many patrons who spend time in the building reading and browsing materials, so our new in-house use process will help us track these items. These numbers can be reported to the State Library in our annual reporting process.

The *Technology Solutions* team is working on rolling out our grant funded laptop program. These circulating laptops, that patrons can take home or use anywhere with wifi, will start appearing on the shelf in April. The grant comes to us from the Federal Communications Commission through their Emergency Connectivity Fund. Plans are being finalized to update printing and faxing options at the libraries in the coming months to keep up with patron needs.

Programming welcomed the return of many in-person programs and events in March – weekly Story Time at Ladd and Downtown, Mother Goose on the Loose, Master Gardeners, special Saturday events, and more brought hundreds of patrons into the buildings. Schools and day cares began coming back for tours, and larger-scale partnership events began to take shape. The Mobile Technology Lab made its first in-person visits of the year, visiting two city parks during Spring Break along with the Rollin' Recmobile and visiting with over 100 residents out in their neighborhoods. Our Workforce Development initiatives began to expand as well as we welcomed the expanded role of two Events Specialists. Their hours were extended through grant funding for the next year, and they will help us continue to reach a broader segment of Cedar Rapids with skills development and job seeking assistance.

Public Service. The remaining pieces of the plexi-glass on the staff stations were removed. This change was made following the city manager's decision to no longer require masks in city buildings, along with the data from the CDC. In addition to the removal – staff are re-integrating the active service model to their shifts on the floor.

When you visit the Downtown library next time, you will notice some new furniture on the 2nd floor. We are adding individual computer work stations to spread out computers and support more private and quiet work space for computer usage. The stations have been set up and waiting for computers to be placed.

Director Goal Updates

1. Engage stakeholders and the community by updating the strategic plan while maintaining the priorities of Literacy, Access, and Inclusion: Staff completing draft to show trustees in April.

2. Connect with patrons and stakeholders to help them engage in the library's story and make it their story. Utilize new and existing pathways (committees, board packets, data and metrics) to further storytelling: Community Relations team has done large scale campaigns with personal stories for 125th Anniversary, National Library Week, and Staff Appreciation.
3. Prepare a long-term west-side service strategy: I have begun working in-depth with Charity as the Foundation prepares for their capital campaign feasibility study.

Great Stories

Teen Edition:

1. Some of our younger teens took the initiative to throw a little Spring Break gathering at the library. They checked out a study room, brought a purple tablecloth (they said that purple was in honor of Women's History month), set up place settings, and some goodies, and invited the other teens and staff to come up and visit with them.
2. We have a teen who has been coming into the library for years who is passionate about aviation. He has been making paper airplanes for me since he was little. I have an entire desk drawer filled with them. He knows the name of every type of aircraft and is working on designing a type of glider. There is another teen in the Union whose dad owns a fleet of private aircraft at the Eastern Iowa Airport. He has offered to take him out to see his dad's planes. It's really neat to see some of these connections and friendships forming around mutual interests. We are seeing a lot of that in the Union.
3. We have an incredible teen who comes into the Union who is homeschooled and taking classes at the community college. She has talked about how the library's teen room has become her community. She has made so many connections with staff and other teens and has contributed so much to the teen space -- including some really beautiful artwork on the chalkboard. She has since brought in her brother and mom, so we are getting to know the entire family. The Imam at her mosque sits on our Board of Trustees and she's shared with him some of the great things that are happening in the teen room at the library.

We are grateful for every member of our teen space and we are so lucky to have these connections with these very valuable members of our library community. – Lisa Miles, Patron Services Specialist

Recently, I had a Reader's Advisory request where a mom was looking for tween sci-fi series suggestions for her son. He had accompanied her and was also browsing the collection. An avid reader, he had already read pretty much every series title I came up with. As we were looking further, the mom explained to me how they had just finished a volunteer orientation meeting with the Cedar Valley Humane Society in the Community Room. She said it was the first time they'd been back in the library since we were closed for COVID.

"I really appreciate you being open again!" she said. "We never realized how much we enjoyed coming into the library...until we couldn't."

I told her how happy we were to welcome patrons back to the library; it just isn't the same without them in the building! And fortunately, we found several sci-fi series the son hadn't read yet so it was a wonderful experience all-around.

– Melia Tatman, Patron Services Specialist

In January: A gentleman needed assistance with a question on an application at a computer station and I tried to help him. When I ran into a snag, I asked Lysh for her opinion. She was able to help with that question, and then continued to spend some time helping him with his application for a visa to Ethiopia (I stayed in the area to help other patrons). After a bit, he stopped back at the computer staff station and expressed to me his wish to buy us coffees from Roasters (communication was a challenge with masks and accents). I tried to assure him that while we very much appreciated that gesture, we were happy to help him with his work. It is so nice to find people who are so eager to reciprocate when they appreciate how we've helped them with something important.

February: A couple of women asked for assistance in the children's area; one of them wanted to print some items. After some difficulty signing in, they asked for her PIN (I reset it for her). At this time, it became apparent that the patron had some memory challenges, so I took note of that issue. Her friend came up to me again when she wasn't able to log in the computer, and I went to help her. The patron communicated some frustration with her failure to sign in and the computer's response (this

user 'does not exist'); she seemed to take the message personally. I tried to assure her that that did not apply to her (just the number entered). We got her signed in and got her items printed (I assisted but also gave them some space to finish their work). After a short while, they came toward my station on their way out (I was at the holds station). They both thanked me for my help, and after a pause, the patron came in for a hug. Despite COVID caution, I felt it was important to accept and I hugged her back. It was a very positive experience and I appreciated the opportunity to help her and her friend.

February: A woman called in to inquire about reserving a room downtown. She had never reserved one before and it took us a little while to find a location for the date she wanted and to go over the information. The date for the birthday party was about six weeks away and she expressed an interest in seeing the room to make sure it would work and try to envision how they would set up for their celebration. I offered a time the next evening between two events and let her know she could ask for me as I would be happy to show the room to her. She came in right on time with her husband and two children and we looked at Whipple; they had numerous questions and we spent about ten minutes looking and talking in the space. They loved the room and the view of Greene Square; the space exceeded any expectation they might have had. I was glad that Whipple had been the only available room considering how pleased they were with it. We talked about preparations and decided to extend the time (on the front of the reserve) to allow them to get things set up. When they left, they seemed happy with everything; I'm sorry that I won't be here to see and help them that day! – Penny Frischkorn, Patron Services Specialist

1. Man came in, sat down at the computer, and immediately looked upset. Turns to me: "Do you need a library card to use the computers?" I explain that he does and ask him if he has one with us. More sadness, he does not. I ask if he's got an ID... again, nope. But, hey, we do quick cards... (Basically, we are on an emotional ROLLER COASTER here). I ask him if he has anything with his name on it just to establish some identity and he finds his ID in his wallet. Even has his current address on it. We are in BUSINESS! He picks a red card and tells me that he's never had one before. Start to finish a new library card takes less than 5 minutes. When it's done, I hand him his card and he is amazed that he already has a card (his card) in his possession. He had it attached to his keys and in his pocket faster than I have seen anyone do this ever. He is giddy.

He goes to log into a computer and asks "Do I log in as a guest?" and I deliver my standard line, "Sir, you are a patron, not a guest, you BELONG here." (I like this line. It plays terribly most of the time and I do not care, it's got a good message and I am sticking to it.) He turns around and looks at me, stunned. And he says, "Oh, ***, I BELONG somewhere..." No irony, no sarcasm.

2. Second man was having one helluva fight with Microsoft formatting song lyrics. We were having a good time joking around about it when he got serious. He tells me that he was going to learn some new songs, that it was the first time in a long time that his head has been clear enough for him to learn anything new... that he's even smiled recently. Then we talked about what an incredible feeling that is. It was a good reminder that we aren't always there on people's worst days. Sometimes we are there for their best days, too.

– Jessica Duffy, Patron Services Specialist