

Lawrence Public Library Board of Trustees Regular Meeting
Monday, August 21, 2023 at 4:30 PM
Meeting Room A
[Zoom Link](#)

Introductions

Consent Agenda

All matters on the consent agenda are considered within one motion and will be enacted by one motion. There will be no separate discussion on these items. If discussion is desired, that item will be removed from the consent agenda and will be considered separately.

- Approve Library Board meeting minutes for July
- Approve Treasurer's report for July
- Approve bills for July 17 to August 20
- Receive statistical report for July

Library Director's Report

Monthly Departmental Reports

Friends & Foundation report

New Business

- Policy Review:
 - Board Bylaws – **ACTION ITEM**
Brad Allen, Library Director
 - External Communications Policy – **ACTION ITEM**
Heather Kearns, Marketing & Patron Experience Supervisor
- Strategic Plan Update – Brad Allen, Library Director

Old Business

Public Comments

Executive Session – Discussion of Personnel Matter

Adjournment

DRAFT

Lawrence Public Library

Regular Board Meeting

Date: July 17, 2023

Time: 4:30 pm

Venue

The meeting was conducted in person and online.

Board Members Present

James Pavisian (Chair), Mandy Leibold, Sarah Goodwin Thiel, Susan Kang, Jennifer Bonilla, Allison Friend Mazzei. Absent: Mayor Lisa Larsen, Kelly Hart

Staff Members Present

Brad Allen, Kathleen Morgan, Erica Segraves, Heather Kearns, Tricia Karlin.

Friends and Foundation Members Present

Kassie Nieters (Vice-Chair)

Call to order

James called the meeting to order at 4:32 p.m.

Consent Agenda

Mandy moved approval of the consent agenda. Jennifer seconded the motion. Consent agenda passed.

Library Director's Report

- Brad has been making arrangements for his upcoming sabbatical. An option to take extended leave, in the form of a sabbatical, was offered to Brad by the Library Board of Trustees in his annual review at the end of 2022. Brad has served as director for more than ten years, and that milestone seemed an appropriate point to take time to refocus, read, and think about public librarianship. The sabbatical is scheduled to begin mid-September and end mid-December (approximately 12 weeks); the dates were set to minimize the number of board meetings that Brad will miss (two). Kathleen Morgan will be designated Acting Director. Brad will prepare estimates for the board on the added salary costs associated with the sabbatical. Since Kathleen will be away for 10 days during Brad's absence, Tricia will serve as her backup. Brad will prepare cost estimates for additional compensation for Kathleen and also work up some numbers in case the board wants to compensate other staff for any added short-term responsibilities.

- Friends & Foundation representative, Kassie Nieters, noted that it would be helpful to have information on the benefits of a sabbatical for Brad professionally and for the library. Board members explained their support for sabbatical, noting the potential for growth for the library as well as Brad, since a key component of this time away will be Brad's participation in a software development project at our library website vendor, Bibliocommon. Brad will join the panel of library directors advising the development of a new patron engagement and management platform. Other directors' seat at the table was largely ensured by their financial support for the product development; his role will be to represent small and medium-sized libraries that don't have the financial wherewithal to contribute. Sarah Goodwin Thiel noted that Brad has gained a national reputation for himself and the library, which prompted the company to recruit him for this panel. The fact that Brad will be a voice for libraries from across the country is a story to celebrate with all Lawrence Public Library stakeholders.
- Connected to the planning for the sabbatical is James' recommendation that Brad ask the attorneys at Sloan to draft an employment contract for Brad that he can present to the Board for review.
- Jennifer suggested we continue the effort to pursue a similar benefit for all library staff. Brad and Erica noted the complexity of creating a plan for all staff due to various constraints. They shared some information on existing paid-time-off policies and the library's intent to continue efforts to create a supportive work environment for library staff.

Friends & Foundation report

- The summer book sale was very successful, earning \$16,700 for the library!
- A Rice Foundation Grant will award \$25,000 for microphones, chargers, and other components to upgrade and improve the functioning of the sound system in the library's auditorium.
- KU Libraries will provide a \$3,000 sponsorship for the library's Booktoberfest program in the fall.
- The Friends & Foundation Drag Bingo event at Macelli's raised \$3,300 and was so successful that attendees suggested it be offered on a quarterly basis.
- The "Grand Goals" fundraising challenge was met with the help of the receipts from Bingo Night, \$10,000 from two local grandparents, and many other donors.
- The 2023 Library Landscapes project is underway, featuring the work of local artist Joelle Ford. The focus will be on banned books, and the poster will be unveiled during Banned Books Week, Oct 1-7. A gift from the Gaches family supported this project.
- Friends & Foundation Board members will not meet in July; as per their regular practice they will instead make calls to thank major donors and volunteers.

New Business

- Approved Amended 2024 Budget - ACTION ITEM
 - Brad reviewed the adjustments made to the 2024 budget to conform to revenue estimates from the City.
 - Susan moved to approve the amended budget. Sarah seconded. The motion passed.

- Policy Review - Alcohol Policy - ACTION ITEM
 - Kathleen presented the revised Alcohol policy. Mandy suggested that the wording in item #4 be changed to address not only sales of beverages at the library but also distribution, e.g. "Any sales and/or distribution of beverages at the library are in compliance with local and state laws, licensing, and permits."
 - Jennifer moved that the policy be approved, with the suggested addition of the language 'distribution' as noted above. Allison seconded. The motion passed.
- Board Policy vs. Library Operations
 - James shared with the board the content of conversations he had with Brad about the roles of the library board vis a vis the director. The board has the vision for the library and they charge the director with carrying it out. The board provides policy governance and is responsible for hiring the director. The board does not act as CEO, as this makes it difficult for the library to operate effectively. So, for example, employee management would be more operational in nature. This does not alleviate the director from the responsibility to keep the board informed on any material changes in operation.
 - Interest was expressed in having an expert on board governance provide additional training to board members.

Old Business

None.

Public Comments

None.

Adjournment

There being no other business, the meeting adjourned at 5:33 p.m.

The next regular Board meeting will be held Monday, August 21, 2023 in Meeting Room A and online.

Respectfully submitted,
Tricia Karlin



2023 Regular Budget Report

	<u>July</u>	<u>Year To Date</u>	<u>2023 Budget</u>	<u>% over/under</u>	<u>2022</u>
REVENUES					
Tax Fund	-	5,523,209.53	\$5,725,000.00	96.48%	\$5,022,000.00
Lost and Repl Fees	1,938.73	14,723.52	\$30,000.00	49.08%	\$30,000.00
NEKLS	-	58,832.50	\$100,000.00	58.83%	\$96,000.00
State Aid & Federal Aid	-	26,856.30	\$25,000.00	107.43%	\$25,000.00
Photo Copies	941.71	9,403.73	\$10,000.00	94.04%	\$10,000.00
Meeting Room Fees	147.52	4,860.79	\$5,000.00	97.22%	\$ 5,000.00
Interest	13,985.34	53,811.69	\$0.00		\$2,000.00
Transfer from Cash Reserves	-	-	\$50,000.00	0.00%	\$47,000.00
Donations- MISC	-	3,883.95			
Total Revenues	17,013.30	5,695,582.01	\$5,945,000.00	96%	\$5,237,000.00
EXPENSES					
Salaries & Wages	273,309.58	1,862,055.84	\$3,460,000.00	53.82%	\$2,910,000.00
Employee Benefits	30,324.80	227,978.46	\$490,000.00	46.53%	\$490,000.00
Payroll Taxes	45,836.06	331,707.92	\$620,000.00	53.50%	\$516,000.00
Utilities	6,671.83	51,521.31	\$100,000.00	51.52%	\$100,000.00
Building Supplies	1,992.34	13,642.05	\$20,000.00	68.21%	\$20,000.00
Building Repairs & Maintenance	1,411.21	43,483.29	\$55,000.00	79.06%	\$55,000.00
Library Supplies	1,195.67	8,593.50	\$25,000.00	34.37%	\$20,000.00
Books & Materials	43,605.05	377,601.44	\$725,000.00	52.08%	\$710,000.00
Processing Supplies	2,695.54	33,881.22	\$50,000.00	67.76%	\$45,000.00
Equipment	-	-	\$10,000.00	0.00%	\$10,000.00
Technology	15,582.25	202,955.80	\$275,000.00	73.80%	\$250,000.00
Insurance	-	9,091.10	\$17,000.00	53.48%	\$16,000.00
Postage & Mailing	1,017.53	14,230.12	\$18,000.00	79.06%	\$18,000.00
Professional Development	1,933.25	31,016.19	\$30,000.00	103.39%	\$35,000.00
Book Van & Mileage	328.16	2,906.90	\$5,000.00	58.14%	\$2,000.00
Professional Fees	1,632.04	23,684.68	\$25,000.00	94.74%	\$20,000.00
Advertising & Marketing	3,158.56	17,957.66	\$20,000.00	89.79%	\$20,000.00
Capital Improvements	-	-	0		0
Miscellaneous	218.25	2,002.43	0		0
Total Expenses	430,912.12	3,254,309.91	\$5,945,000.00	55%	\$5,237,000.00
Cash Reserves	126,602.99	Included in checking amount (\$50,237.56 from 2019; \$33,382.96 from 2020; \$38,282.47 2021)			
Checking (US Bank & KMIP)	3,437,719.23				
Capitol Improvement (KMIP)	836,619.79				

2023 Outside Funding	1/1/2023	July	July		
	<u>Carry Over Amts</u>	<u>Income</u>	<u>Spending</u>	<u>Remaining</u>	
Outside & Private Funding					
R & E Totals		\$ 198,929.98	\$ 84,600.75	\$ 529,779.45	
				\$ 447,956.72	
				\$ 341,404.80	

Lawrence Public Library

Balance Sheet

As of July 31, 2023

	Jul 31, 23
ASSETS	
Current Assets	
Checking/Savings	
MIP Operating Funds	2,686,786.32
Checking	684,508.14
Capital Improvement at MIP	836,619.79
Total Checking/Savings	4,207,914.25
Total Current Assets	4,207,914.25
Other Assets	
Petty Cash	300.00
Total Other Assets	300.00
TOTAL ASSETS	4,208,214.25
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable	101,423.67
Total Accounts Payable	101,423.67
Other Current Liabilities	
Payroll Liabilities	
Group Life Insurance	-144.13
Hospital & Cancer Plans	-223.76
OGLI	-26.71
Payroll Liabilities FSA	-1,832.44
Health Insurance	-19,026.47
Total Payroll Liabilities	-21,253.51
Total Other Current Liabilities	-21,253.51
Total Current Liabilities	80,170.16
Total Liabilities	80,170.16
Equity	
Opening Bal Equity	300,635.22
Retained Earnings	1,279,584.85
Net Income	2,547,824.02
Total Equity	4,128,044.09
TOTAL LIABILITIES & EQUITY	4,208,214.25

Lawrence Public Library
Revenues & Expenses
July 2023

	<u>Jul 23</u>	<u>Jan - Jul 23</u>
Ordinary Income/Expense		
Income		
Misc Income	0.00	3,883.95
Tax Fund	0.00	5,523,209.53
Lost and Replacement Fees	1,938.73	14,723.52
NEKLS	0.00	58,832.50
State& Federal Aid	0.00	26,856.30
Photocopies & Printing	941.71	9,403.73
Meeting Room Rentals	147.52	4,860.79
Interest	13,985.34	53,811.69
Outside&Private Funding Income	198,929.98	447,956.72
Total Income	<u>215,943.28</u>	<u>6,143,538.73</u>
Gross Profit	215,943.28	6,143,538.73
Expense		
Payroll Expenses	303,634.38	2,090,034.30
Payroll Taxes	45,836.06	331,707.92
Utilities - Electric	6,671.83	51,521.31
Building Supplies	1,992.34	13,642.05
Building Repairs & Maintenance	1,411.21	43,483.29
Library & Office Supplies	1,195.67	8,593.50
Books & Materials	43,605.05	377,601.44
Processing Supplies	2,695.54	33,881.22
Technology	15,582.25	202,955.80
Insurance	0.00	9,091.10
Postage & Mailing	1,017.53	14,230.12
Professional Development	1,933.25	31,016.19
Vehicles, Mileage, Maintenance	328.16	2,906.90
Professional Fees	1,632.04	23,684.68
Marketing-General	3,158.56	17,957.66
Miscellaneous	218.25	2,002.43
Outside & Private Funding	84,600.75	341,404.80
Total Expense	<u>515,512.87</u>	<u>3,595,714.71</u>
Net Ordinary Income	<u>-299,569.59</u>	<u>2,547,824.02</u>
Net Income	<u><u>-299,569.59</u></u>	<u><u>2,547,824.02</u></u>

Lawrence Public Library
Vendor Balance Summary
All Transactions

	<u>Aug 16, 23</u>
Amazon Capital Services, Inc	8,003.98
Baker & Taylor, Inc.	238.53
Benjamin Rosenthal	150.00
Center Point Large Print	184.39
Cottin's Hardware & Rental	254.84
David Taylor	700.00
Demco, Inc.	428.02
Evergy	6,671.83
Gale/Cengage Learning	111.26
Hamco Kansas City, Inc.	749.50
Hartford	6,263.00
Haskell Foundation	1,500.00
Ingram Library Services	24,495.48
Jayhawk Tropical Fish	330.00
Kanopy LLC	38,000.00
Kansas City Public Library	24.99
KU Libraries	1,500.00
Midland Professional Services	1,900.00
Midwest Tape	6,235.90
Molly Hatesohl	25.00
Multistudio Inc.	4,500.00
NEKLS	1,500.00
OCLC, Inc.	674.87
Omega Door & Hardware	1,299.17
OverDrive	23,205.65
Playaway Products LLC	61.74
Pur-O-Zone, Inc.	1,691.58
Scholastic Inc.	487.50
Sheridan Kansas	2,791.95
Showcases	537.57
SirsiDynix	39,050.57
The Library Center	7.99
U.S. Bank - Mastercard	11,346.51
Unique Management Services	494.71
United Parcel Service	39.14
TOTAL	<u>185,455.67</u>

Lawrence Public Library
Check Detail
August 7 - 31, 2023

Type	Num	Date	Name	Account	Paid Amount
Bill Pmt -Check	Electronic	08/21/2023	Evergy	Checking	
Bill	Electric	07/31/2023		Utilities - Electric	-6,671.83
TOTAL					-6,671.83
Bill Pmt -Check	Electronic	08/21/2023	U.S. Bank - Mastercard	Checking	
Bill	July CC	07/31/2023		Adult Programming	-190.69
				Block Grant	-764.55
				Building Supplies	-45.92
				Crowe Fund	-19.74
				Library & Office Supplies	-461.22
				Marketing-General	-727.59
				Miscellaneous	-218.25
				Outreach/Coggins Fund	-1,748.43
				Plant & Foliage Mainten...	-90.00
				Postage & Mailing	-1,017.53
				Professional Development	-360.00
				Professional Fees	-706.57
				Summer Reading - ALL	-1,138.86
				Internet & Telephone	-636.72
				IT Software & Subscripti...	-1,632.03
				Operations	-125.00
				Teen Services Program...	-9.99
				Vehicles, Mileage, Maint...	-312.44
				Books & Materials	-13.48
				Books & Materials	-37.00
				Books & Materials	-11.88
				Books & Materials	-35.95
				Books & Materials	-19.72
				Books & Materials	-17.00
Bill	Aug CC	08/01/2023		Books & Materials	-585.60
				Books & Materials	-38.65
				Books & Materials	-46.95
				Books & Materials	-56.52
				Books & Materials	-28.30
				Books & Materials	-21.71
				Books & Materials	-37.74
				Books & Materials	-22.63
				Books & Materials	-36.81
				Books & Materials	-11.86
				Books & Materials	-84.00
				Books & Materials	-23.05
				Books & Materials	-12.13
TOTAL					-11,346.51
Bill Pmt -Check	Electronic	08/21/2023	United Parcel Service	Checking	
Bill		08/16/2023		Postage & Mailing	-39.14
TOTAL					-39.14

Lawrence Public Library

Check Detail

August 7 - 31, 2023

Type	Num	Date	Name	Account	Paid Amount
Bill Pmt -Check	29397	08/21/2023	Amazon Capital Services, Inc	Checking	
Bill	16JX-4DV7-...	07/10/2023		Books & Materials	-238.20
Bill	1GN6-TWC...	07/17/2023		Books & Materials	-25.38
Bill	1YJG-LLD9...	07/17/2023		Books & Materials	-78.14
Bill	1L67-N4VD...	07/19/2023		Books & Materials	-174.19
Bill	1M7N-P9N...	07/19/2023		Books & Materials	-108.03
Bill	1QQP-WGL...	07/19/2023		Books & Materials	-66.53
Bill	1WNG-VPY...	07/19/2023		Books & Materials	-63.61
Bill	1436-LQFM...	07/19/2023		Books & Materials	-11.46
Bill	1QFC-NQG...	07/19/2023		Books & Materials	-154.30
Bill	1QL3-G64...	07/19/2023		Outside & Private Funding Operations	-1,435.36 -311.59
Bill	19NT-PLPH...	07/19/2023		Operations	-677.15
Bill	16YH-6RY6...	07/19/2023		Library & Office Supplies	-142.42
Bill	1KPW-3NC...	07/19/2023		Summer Reading - ALL	-52.98
Bill	11nj-m99q...	07/19/2023		Library & Office Supplies	-13.38
Bill	1C6W-X77...	07/20/2023		Books & Materials	-181.66
Bill	1KLC-VNV...	07/20/2023		Books & Materials	-43.97
Bill	1L74-JCNK...	07/20/2023		Books & Materials	-80.53
Bill	1JNT-GR64...	07/20/2023		Books & Materials	-179.80
Bill	1CD4-739D...	07/24/2023		Books & Materials	-19.47
Bill	16MW-HC6...	07/24/2023		Books & Materials	-39.99
Bill	1FPL-CJ43-...	07/24/2023		Books & Materials	-94.98
Bill	111C-RVXV...	07/24/2023		Books & Materials	-106.63
Bill	2GHR-F6H...	07/24/2023		Summer Reading - ALL	-19.57
Bill	1RN4-GVJJ...	07/24/2023		Children Services Progr...	-103.06
Bill	1WDD-KM...	07/25/2023		Books & Materials	-138.85
Bill	1V4R-XTR...	07/26/2023		Books & Materials	-116.10
Bill	1NVM-JVD...	07/26/2023		Books & Materials	-82.43
Bill	1FXH-6C64...	07/31/2023		Children Services Progr...	-7.18
Bill	1JRC-JTW...	07/31/2023		Books & Materials	-0.20
Bill	1PKG-V9R...	08/01/2023		Books & Materials	-183.39
Bill	1M9G-Q31...	08/16/2023		Operations	-347.07
Bill	1Y9J-FP9V-...	08/16/2023		Operations	-27.98
Bill	1TW7-T3C3...	08/16/2023		Children Services Progr...	-45.51
Bill	11D1-W9L...	08/16/2023		Children Services Progr...	-310.13
Bill	19G9-LVPT...	08/16/2023		Children Services Progr...	-9.99
Bill	1V4R-4RT4...	08/16/2023		Processing Supplies	-43.57
Bill	17PK-W744...	08/16/2023		Books & Materials	-43.49
Bill	1WDY-C1Y...	08/16/2023		Books & Materials	-78.30
Bill	14L3-1CPP...	08/16/2023		Books & Materials	-29.99
Bill	1H1N-VXH9...	08/16/2023		Books & Materials	-391.07
Bill	1HD3-CQK...	08/16/2023		Books & Materials	-58.34
Bill	1QXD-GQ9...	08/16/2023		Books & Materials	-31.11
Bill	19DJ-QLJQ...	08/16/2023		Books & Materials	-58.90
Bill	1VHC-PYD...	08/16/2023		Books & Materials	-93.17
Bill	11P9-FCJ1...	08/16/2023		Books & Materials	-20.10
Bill	1VNJ-9QLQ...	08/16/2023		Books & Materials	-266.16
Bill	1KHK-CGQ...	08/16/2023		Books & Materials	-54.83
Bill	1DP7-KGLX...	08/16/2023		Books & Materials	-32.34
Bill	1JV4-7Y9X-...	08/16/2023		Books & Materials	-39.83
Bill	1KHK-CGQ...	08/16/2023		Books & Materials	-155.62
Bill	1JXM-TQD...	08/16/2023		Books & Materials	-413.20
Bill	16MW-HC6...	08/16/2023		Books & Materials	-35.13
Bill	14JH-GJK3...	08/16/2023		Books & Materials	-207.76
Bill	1DY3-1L9K...	08/16/2023		Books & Materials	-90.74
Bill	1P6X-VYVL...	08/16/2023		Books & Materials	-107.60
Bill	1DYW-HM9...	08/16/2023		Books & Materials	-11.69
Bill	1LPM-1MM...	08/16/2023		Children Services Progr...	-49.83
TOTAL					-8,003.98

12:57 PM
08/16/23

Lawrence Public Library
Check Detail
August 7 - 31, 2023

Type	Num	Date	Name	Account	Paid Amount
Bill Pmt -Check	29398	08/21/2023	Baker & Taylor, Inc.	Checking	
Bill	2037666940	07/19/2023		Summer Reading - ALL	-11.60
Bill	2037679435	08/16/2023		Processing Supplies	-3.08
Bill	2037640067	08/16/2023		Processing Supplies	-2.47
Bill	2037640066	08/16/2023		Books & Materials	-53.71
Bill	2037679434	08/16/2023		Books & Materials	-167.67
TOTAL					-238.53
Bill Pmt -Check	29399	08/21/2023	Benjamin Rosenthal	Checking	
Bill	81923	08/16/2023		Summer Reading - ALL	-150.00
TOTAL					-150.00
Bill Pmt -Check	29400	08/21/2023	Center Point Large Print	Checking	
Bill	2028643	07/19/2023		Books & Materials	-131.15
Bill	2033539	08/16/2023		Books & Materials	-53.24
TOTAL					-184.39
Bill Pmt -Check	29401	08/21/2023	Cottin's Hardware & Rental	Checking	
Bill	1454-July	07/31/2023		Building Supplies	-254.84
TOTAL					-254.84
Bill Pmt -Check	29402	08/21/2023	David Taylor	Checking	
Bill	8-10-23	08/16/2023		Block Grant	-700.00
TOTAL					-700.00
Bill Pmt -Check	29403	08/21/2023	Demco, Inc.	Checking	
Bill	7332157	07/31/2023		Processing Supplies	-428.02
TOTAL					-428.02
Bill Pmt -Check	29404	08/21/2023	Gale/Cengage Learning	Checking	
Bill	81519857	07/17/2023		Books & Materials	-27.99
Bill	81547338	07/17/2023		Books & Materials	-27.99
Bill	81663955	08/16/2023		Books & Materials	-27.99
Bill	81664471	08/16/2023		Books & Materials	-27.29
TOTAL					-111.26
Bill Pmt -Check	29405	08/21/2023	Hamco Kansas City, Inc.	Checking	
Bill	131706	07/31/2023		Library & Office Supplies	-749.50
TOTAL					-749.50

Lawrence Public Library

Check Detail

August 7 - 31, 2023

Type	Num	Date	Name	Account	Paid Amount
Bill Pmt -Check	29406	08/21/2023	Hartford	Checking	
Bill	16774854-2...	08/01/2023		Insurance	-6,263.00
TOTAL					-6,263.00
Bill Pmt -Check	29407	08/21/2023	Haskell Foundation	Checking	
Bill	IMLS Suba...	07/31/2023		IMLS Interns	-1,500.00
TOTAL					-1,500.00
Bill Pmt -Check	29408	08/21/2023	Ingram Library Services	Checking	
Bill	76790316	07/17/2023		Books & Materials	-265.67
Bill	76790314	07/17/2023		Books & Materials	-422.49
Bill	76766782	07/17/2023		Books & Materials	-1,030.65
Bill	76790317	07/17/2023		Processing Supplies	-25.69
Bill	76790315	07/17/2023		Processing Supplies	-42.29
Bill	76766783	07/17/2023		Processing Supplies	-94.36
Bill	76812506	07/18/2023		Books & Materials	-1,382.38
Bill	76849677	07/18/2023		Books & Materials	-598.44
Bill	76812507	07/18/2023		Processing Supplies	-179.87
Bill	76858084	07/19/2023		Books & Materials	-406.84
Bill	76830628	07/19/2023		Books & Materials	-249.43
Bill	76849678	07/19/2023		Processing Supplies	-78.01
Bill	76858085	07/19/2023		Processing Supplies	-39.24
Bill	76830629	07/19/2023		Processing Supplies	-21.89
Bill	76927267	07/24/2023		Books & Materials	-807.74
Bill	76874997	07/24/2023		Books & Materials	-500.45
Bill	76900542	07/24/2023		Books & Materials	-1,683.52
Bill	76927268	07/24/2023		Processing Supplies	-127.03
Bill	76874998	07/24/2023		Processing Supplies	-52.86
Bill	76900543	07/24/2023		Processing Supplies	-210.89
Bill	76919965	07/25/2023		Books & Materials	-308.74
Bill	76937086	07/25/2023		Books & Materials	-606.41
Bill	76965388	07/25/2023		Books & Materials	-230.47
Bill	76919966	07/25/2023		Processing Supplies	-39.39
Bill	76937087	07/25/2023		Processing Supplies	-57.17
Bill	76965389	07/26/2023		Processing Supplies	-26.43
Bill	76982565	07/31/2023		Books & Materials	-1,692.14
Bill	76982566	07/31/2023		Processing Supplies	-213.30
Bill	77177324	08/16/2023		Memorials/Honor w/ Bo...	-4.20
				Wurfy	-23.48
Bill	77177322	08/16/2023		Memorials/Honor w/ Bo...	-3.09
				Outreach/Coggins Fund	-13.63
Bill	77177323	08/16/2023		Memorials/Honor w/ Bo...	-3.97
Bill	77207132	08/16/2023		Memorials/Honor w/ Bo...	-3.00
				Outreach/Coggins Fund	-39.22
Bill	77207133	08/16/2023		Memorials/Honor w/ Bo...	-5.12
Bill	77028468	08/16/2023		Processing Supplies	-87.12
Bill	77006000	08/16/2023		Processing Supplies	-2.00
Bill	77048394	08/16/2023		Processing Supplies	-0.50
Bill	77048392	08/16/2023		Processing Supplies	-56.58
Bill	77066041	08/16/2023		Processing Supplies	-55.45
Bill	77093637	08/16/2023		Processing Supplies	-165.46
Bill	77115834	08/16/2023		Processing Supplies	-42.60
Bill	77138174	08/16/2023		Processing Supplies	-48.14
Bill	77156886	08/16/2023		Processing Supplies	-42.37
Bill	77177321	08/16/2023		Processing Supplies	-0.75
Bill	77186822	08/16/2023		Processing Supplies	-277.09
Bill	77207129	08/16/2023		Processing Supplies	-48.29
Bill	77207127	08/16/2023		Processing Supplies	-36.18

Lawrence Public Library

Check Detail

August 7 - 31, 2023

Type	Num	Date	Name	Account	Paid Amount
Bill	77207131	08/16/2023		Processing Supplies	-2.50
Bill	77219078	08/16/2023		Processing Supplies	-154.44
Bill	77258358	08/16/2023		Processing Supplies	-23.05
Bill	77234130	08/16/2023		Processing Supplies	-23.13
Bill	77267247	08/16/2023		Processing Supplies	-113.00
Bill	77279066	08/16/2023		Processing Supplies	-214.59
Bill	77028467	08/16/2023		Books & Materials	-785.43
Bill	77005999	08/16/2023		Books & Materials	-112.88
Bill	77048393	08/16/2023		Books & Materials	-30.58
Bill	77048391	08/16/2023		Books & Materials	-528.58
Bill	77066040	08/16/2023		Books & Materials	-517.96
Bill	77093636	08/16/2023		Books & Materials	-1,022.26
Bill	77115833	08/16/2023		Books & Materials	-319.89
Bill	77138173	08/16/2023		Books & Materials	-423.14
Bill	77156885	08/16/2023		Books & Materials	-413.24
Bill	77177320	08/16/2023		Books & Materials	-47.37
Bill	77186821	08/16/2023		Books & Materials	-2,511.76
Bill	77207128	08/16/2023		Books & Materials	-327.91
Bill	77207126	08/16/2023		Books & Materials	-381.46
Bill	77242309	08/16/2023		Books & Materials	-86.30
Bill	77207130	08/16/2023		Books & Materials	-150.50
Bill	77219077	08/16/2023		Books & Materials	-1,088.97
Bill	77258357	08/16/2023		Books & Materials	-223.54
Bill	77214129	08/16/2023		Books & Materials	-235.10
Bill	77267246	08/16/2023		Books & Materials	-736.51
Bill	77279065	08/16/2023		Books & Materials	-1,669.36
TOTAL					-24,495.48
Bill Pmt -Check	29409	08/21/2023	Jayhawk Tropical Fish	Checking	
Bill	115794	07/31/2023		Aquarium Maintenance	-330.00
TOTAL					-330.00
Bill Pmt -Check	29410	08/21/2023	Kanopy LLC	Checking	
Bill	KCAP-0358	07/31/2023		Kanopy	-38,000.00
TOTAL					-38,000.00
Bill Pmt -Check	29411	08/21/2023	Kansas City Public Library	Checking	
Bill	216468026	07/31/2023		Lost and Replacement ...	-24.99
TOTAL					-24.99
Bill Pmt -Check	29412	08/21/2023	KU Libraries	Checking	
Bill	IMLS Suba...	07/31/2023		IMLS Interns	-1,500.00
TOTAL					-1,500.00
Bill Pmt -Check	29413	08/21/2023	Midland Professional Services	Checking	
Bill	8-10-23	08/16/2023		Block Grant	-1,900.00
TOTAL					-1,900.00

Lawrence Public Library
Check Detail
 August 7 - 31, 2023

Type	Num	Date	Name	Account	Paid Amount
Bill Pmt -Check	29414	08/21/2023	Midwest Tape	Checking	
Bill	504068285	07/19/2023		Books & Materials	-1,053.10
Bill	504068287	07/19/2023		Books & Materials	-108.73
Bill	504068600	07/19/2023		Books & Materials	-248.16
Bill	504068286	07/19/2023		Books & Materials	-104.97
Bill	504068588	07/19/2023		Books & Materials	-149.88
Bill	504098957	07/19/2023		Books & Materials	-971.74
Bill	504098958	07/26/2023		Books & Materials	-135.97
Bill	504099371	07/26/2023		Books & Materials	-477.68
Bill	504098959	07/26/2023		Books & Materials	-326.44
Bill	504145982	07/26/2023		Processing Supplies	-301.52
Bill	504134194	08/16/2023		Books & Materials	-230.18
Bill	504134201	08/16/2023		Books & Materials	-89.98
Bill	504134191	08/16/2023		Books & Materials	-150.32
Bill	504134193	08/16/2023		Books & Materials	-29.99
Bill	504134200	08/16/2023		Books & Materials	-480.47
				Books & Materials	-41.98
Bill	504165732	08/16/2023		Books & Materials	-682.44
Bill	504165468	08/16/2023		Books & Materials	-241.41
Bill	504165467	08/16/2023		Books & Materials	-205.17
Bill	504165465	08/16/2023		Books & Materials	-129.79
Bill	504165733	08/16/2023		Books & Materials	-75.98
TOTAL					-6,235.90
Bill Pmt -Check	29415	08/21/2023	Molly Hatesohl	Checking	
Bill	July	07/31/2023		Kansas Health Foundati...	-25.00
TOTAL					-25.00
Bill Pmt -Check	29416	08/21/2023	Multistudio Inc.	Checking	
Bill	12300501	08/16/2023		Capital Improvement Ex...	-4,500.00
TOTAL					-4,500.00
Bill Pmt -Check	29424	08/21/2023	NEKLS	Checking	
Bill	Subaward	07/31/2023		IMLS Interns	-1,500.00
TOTAL					-1,500.00
Bill Pmt -Check	29425	08/21/2023	OCLC, Inc.	Checking	
Bill	1000329339	07/31/2023		Collections & Public Ser...	-674.87
TOTAL					-674.87
Bill Pmt -Check	29426	08/21/2023	Omega Door & Hardware	Checking	
Bill	48364	07/31/2023		Building Repairs & Main...	-1,299.17
TOTAL					-1,299.17

Lawrence Public Library

Check Detail

August 7 - 31, 2023

Type	Num	Date	Name	Account	Paid Amount
Bill Pmt -Check	29427	08/21/2023	OverDrive	Checking	
Bill	06809CO23...	07/24/2023		Books & Materials	-961.87
Bill	06809co23...	07/24/2023		Books & Materials	-517.88
Bill	06809CO23...	07/25/2023		Books & Materials	-417.65
Bill	06809CO23...	07/25/2023		Books & Materials	-107.03
Bill	06809CO23...	07/25/2023		Books & Materials	-2,556.82
Bill	06809CO23...	07/25/2023		Books & Materials	-1,106.16
Bill	06809DA23...	07/25/2023		Books & Materials	-174.99
Bill	06809DA23...	07/25/2023		Books & Materials	-45.99
Bill	06809CO23...	07/25/2023		Books & Materials	-390.91
Bill	06809CO23...	07/25/2023		Books & Materials	-547.94
Bill	06809CO23...	07/25/2023		Books & Materials	-205.39
Bill	06809CO23...	07/25/2023		Books & Materials	-456.02
Bill	06809CO23...	07/25/2023		Books & Materials	-153.19
Bill	06809CO23...	07/26/2023		Books & Materials	-2,477.46
Bill	06809CO23...	07/27/2023		Books & Materials	-1,660.76
Bill	06809DA23...	07/27/2023		Books & Materials	-571.40
Bill	06809CP23...	08/16/2023		Books & Materials	-644.40
Bill	06809CO23...	08/16/2023		Books & Materials	-486.18
Bill	06809CO23...	08/16/2023		Books & Materials	-189.18
Bill	06809CO23...	08/16/2023		Books & Materials	-212.57
Bill	06809CO23...	08/16/2023		Books & Materials	-273.06
Bill	06809CO23...	08/16/2023		Books & Materials	-3,615.90
Bill	06809CO23...	08/16/2023		Books & Materials	-1,379.29
Bill	06809DA23...	08/16/2023		Books & Materials	-684.94
Bill	06809CO23...	08/16/2023		Books & Materials	-645.53
Bill	06809CO23...	08/16/2023		Books & Materials	-123.43
Bill	06809CO23...	08/16/2023		Books & Materials	-72.07
Bill	06809CO23...	08/16/2023		Books & Materials	-43.99
Bill	06809CO23...	08/16/2023		Books & Materials	-161.21
Bill	06809CO23...	08/16/2023		Books & Materials	-2,322.44
TOTAL					-23,205.65
Bill Pmt -Check	29428	08/21/2023	Playaway Products LLC	Checking	
Bill	435939	07/31/2023		Books & Materials	-61.74
TOTAL					-61.74
Bill Pmt -Check	29429	08/21/2023	Pur-O-Zone, Inc.	Checking	
Bill	878478	07/31/2023		Building Supplies	-1,030.16
Bill	877501	07/31/2023		Building Supplies	-661.42
TOTAL					-1,691.58
Bill Pmt -Check	29430	08/21/2023	Scholastic Inc.	Checking	
Bill	50815214	07/31/2023		Youth Outreach (St. Pats)	-487.50
TOTAL					-487.50

Lawrence Public Library
Check Detail
August 7 - 31, 2023

Type	Num	Date	Name	Account	Paid Amount
Bill Pmt -Check	29431	08/21/2023	Sheridan Kansas	Checking	
Bill	Summer Re...	07/31/2023		Marketing-General	-1,423.36
Bill	34784	07/31/2023		Outside & Private Funding	-360.98
				Marketing-General	-1,007.61
TOTAL					-2,791.95
Bill Pmt -Check	29432	08/21/2023	Showcases	Checking	
Bill	251829	08/01/2023		Processing Supplies	-537.57
TOTAL					-537.57
Bill Pmt -Check	29433	08/21/2023	SirsiDynix	Checking	
Bill	INV14562	08/16/2023		Collections & Public Ser...	-39,050.57
TOTAL					-39,050.57
Bill Pmt -Check	29434	08/21/2023	The Library Center	Checking	
Bill	673521	07/31/2023		Lost and Replacement ...	-7.99
TOTAL					-7.99
Bill Pmt -Check	29435	08/21/2023	Unique Management Services	Checking	
Bill	6115746	07/31/2023		Professional Fees	-189.36
Bill	6115745	07/31/2023		Professional Fees	-305.35
TOTAL					-494.71

Monthly Statistical Summary--July 2023

	July 2023	July 2022	% Change 2023-2022	YTD 2023	YTD 2022	% Change 2023-2022	Charts
SUMMARY RATIOS							
Service Area Population <i>provided by the City of Lawrence</i>	105,295	103,351	2%				
% of Lawrence Residents Registered (current month)	40%	46%	-13%				
Net Promoter Score (NPS) <i>see definition below</i>	84	N/A	#VALUE!				NPS Score Chart
OUTPUT MEASURES							
Physical Checkouts, Renewals & Autorenewals Adult Audience	44,229	45,140	-2%	297,547	295,881	1%	
Physical Checkouts & Renewals Teen Audience	3,273	3,735	-12%	20,587	20,206	2%	
Physical Checkouts & Renewals Children's Audience <i>see explanation below</i>	32,166	33,576	-4%	199,315	195,699	2%	
Total Physical Checkouts	79,668	82,451	-3%	517,449	511,786	1%	
Digital Checkouts & Renewals Adult & General Audience	17,293	15,800	9%	108,949	109,205	0%	
Digital Checkouts & Renewals Teen Audience	2,312	1,866	24%	13,227	12,306	7%	
Digital Checkouts & Renewals Children's Audience	3,233	2,747	18%	19,329	19,336	0%	
Total Digital Checkouts & Renewals	22,838	20,413	12%	141,505	140,847	0%	
Total Physical & Digital Checkouts & Renewals	102,506	102,864	0%	658,954	652,633	1%	Circulation Charts
Checkouts & Renewals Dottie	113	3	3667%	1,869	8	23263%	
Checkouts & Renewals Lockers	1,058	977	8%	6,669	6,936	-4%	
Checkouts & Renewals Home Delivery & Retirement Communities	797	729	9%	5,734	5,931	-3%	
Checkouts & Renewals Main Library	53,297	57,051	-7%	346,163	347,747	0%	
Digital Checkouts, Online Renewals, Auto Renewals	47,241	44,104	7%	298,519	292,011	2%	
Total Physical & Digital Checkouts & Renewals	102,506	102,864	0%	658,954	652,633	1%	
Service Interactions	7,972	8,326	-4%	48,599	50,128	-3%	Service Interaction Charts
Visits to 707 Vermont St.	41,712	37,801	10%	266,190	204,585	30%	User Visits Charts
LPL Web Site Visits (Google Analytics has implemented new metrics; we are using their new metric of "Engaged Sessions")	63,871	N/A	#VALUE!	464,946	#VALUE!	#VALUE!	
Physical Holdings Added	1,271	2,306	-45%	13,865	16,118	-14%	
Physical Holdings Withdrawn	1,897	1,751	8%	14,287	22,941	-38%	
Physical Holdings Total	192,172	193,588	-1%				
Digital Holdings Added	1,185	487	143%	4,763	7,554	-37%	
Digital Holdings Leases Expired	164	122	34%	945	1,045	-10%	
Digital Holdings Total (includes leased titles)	33,613	26,894	25%				
New Cards created (includes online applications)	860	667	29%	5,308	4,285	24%	
Active Cardholders Current Month <i>see definition below</i>	15,829	14,763	7%				
Active Cardholders Last 3 Years <i>see definition below</i>	42,350	47,859	-12%				

Adult Programs (Includes programs for retirees)	26	38	-32%	208	264	-21%	
Teen Programs	10	12	-17%	65	103	-37%	
Children's Programs (includes programs for all ages)	55	59	-7%	324	261	24%	
Total Programs	91	109	-17%	597	628	-5%	
Total Program Attendance	3,008	2,875	5%	22,423	17,536	28%	Program Statistics Charts
Patron Bookings of Library Spaces	993	681	46%	7,035	4,324	63%	Reservable Room Booking S
Public Computer Sessions	4,194	2,901	45%	22,742	16,475	38%	Computer Session Charts
Total Paid Staff (FTE)	68.50	70.58	-3%				
Total Number of Employees (3 Teen Interns, 1 Hall Center Intern, and 2 summer employees) (July 2022 number includes 3 Summer Interns)	93	88	6%				
Total Library Volunteer Hours***	613	557	10%	4,017	3,400	18%	

Checkouts & renewals for children's audience: this total includes checkouts of movies, TV shows, and video games for children

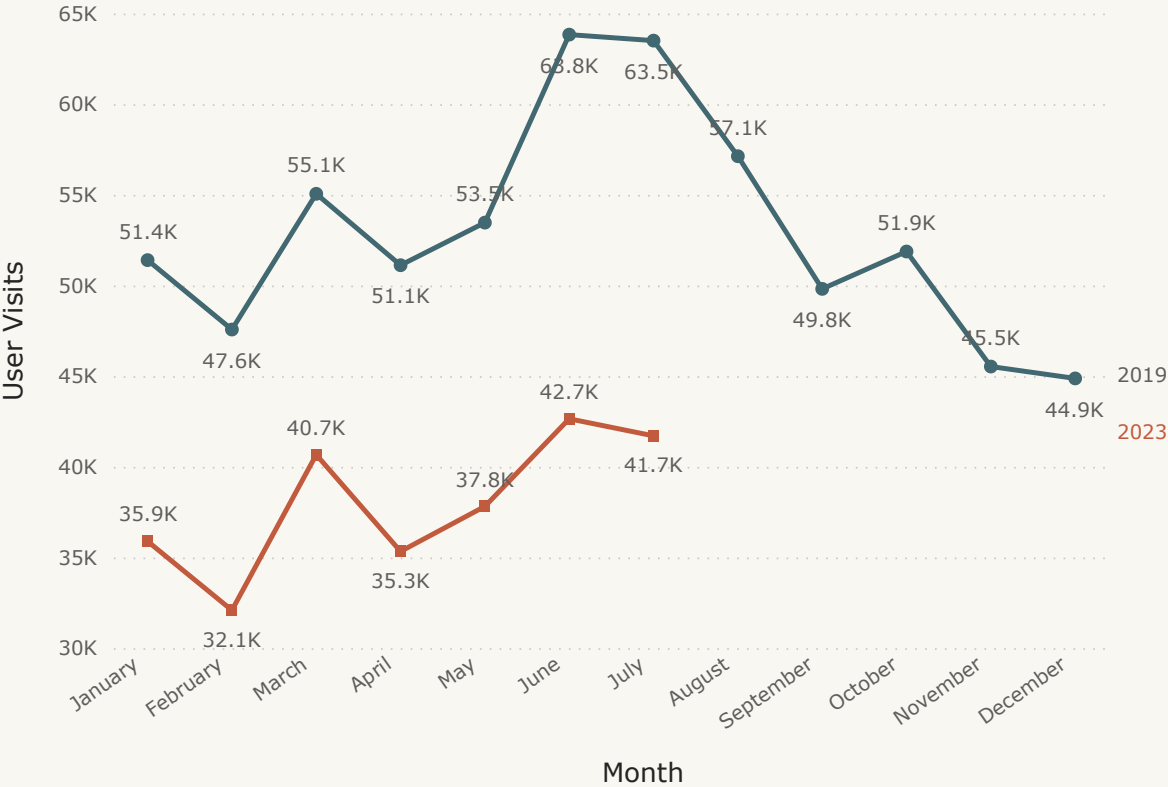
Active cardholder: activities counted include (but are not limited to) checking out physical & digital items; placing holds; returning items; paying bills; placing holds; verifying library card status to register for a library event, gain access to a public computer or to use digital resources such as the digital NY Times or Consumer Reports online.

Net Promoter Score (NPS) is based on responses to a survey in the last 6 months 1)emailed to a percentage of randomly selected cardholders who have been active in the past 2 weeks 2) Beginning July 2023, library users who fill out a survey available in the Fiction Loop of the library and 3)Beginning August 2023, attendees at select events. Cardholders are asked "On a scale from 0 (not at all likely) to 10 (very likely, how likely are you to recommend the library to others?" and a reason for their score.

[NPS score calculation explained here](#)

Total User Visits: Pre- vs Post-Pandemic

Year ● 2019 ■ 2023



LPL ComiCon on March 10 & 11, 2023 had an estimated attendance of 901

YTD % change Pre- vs Post-Pandemic

-31.04%

YTD User Visits 2019-2023

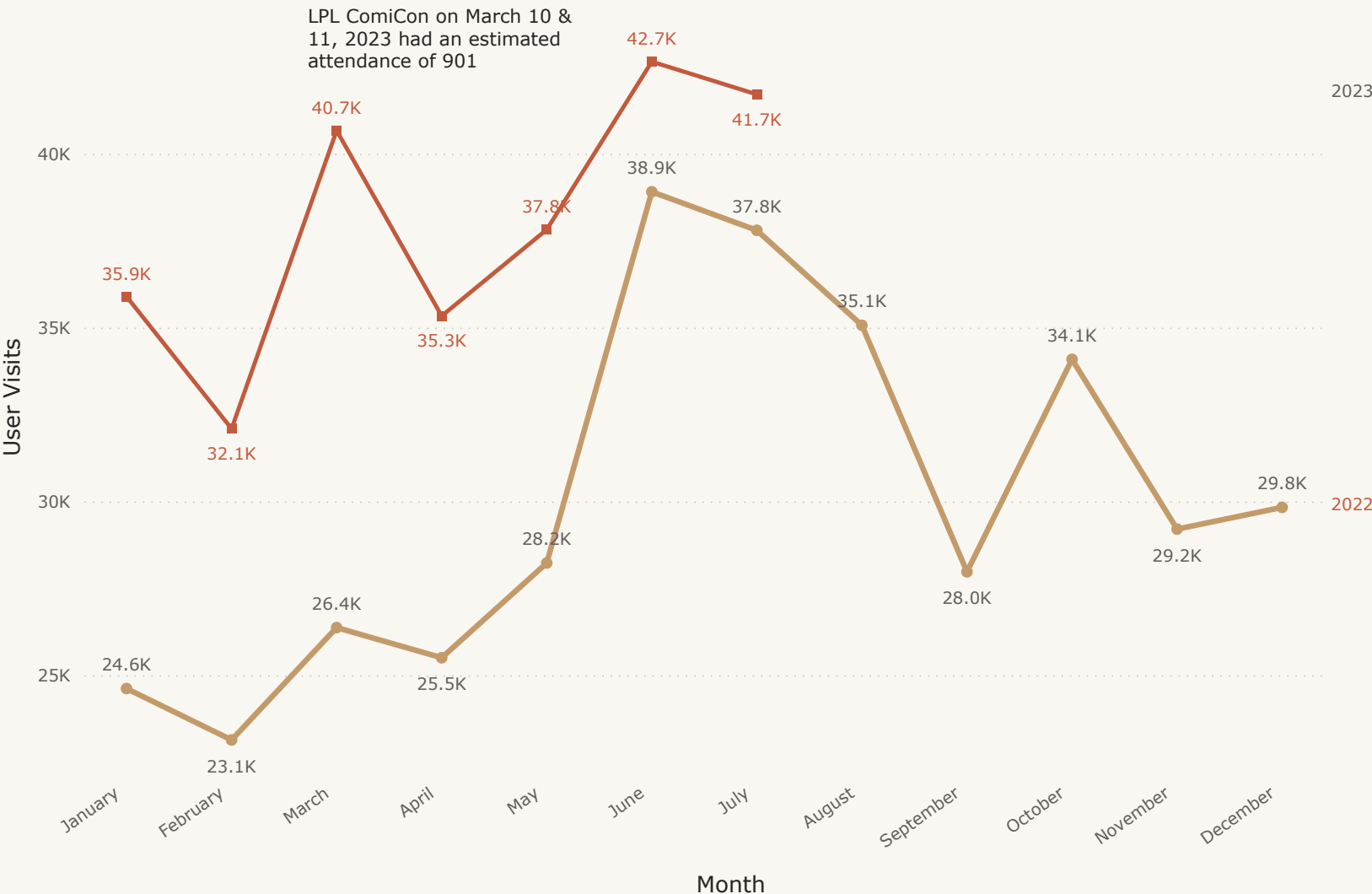
Year	User Visits	% Growth Year Over Year
2019	385985	0.02%
2020	153342	-60.27%
2021	130638	-14.81%
2022	204585	56.60%
2023	266190	30.11%

Month on Month: July Visits 2019-2023

Year	User Visits	% Growth Month Over Month
2019	63509	0.12%
2020	13798	-78.27%
2021	25530	85.03%
2022	37801	48.07%
2023	41712	10.35%

Total User Visits 2022 vs 2023

Year ● 2022 ■ 2023



Percent Growth Between Current Month and Last Month

2023

-2.21%

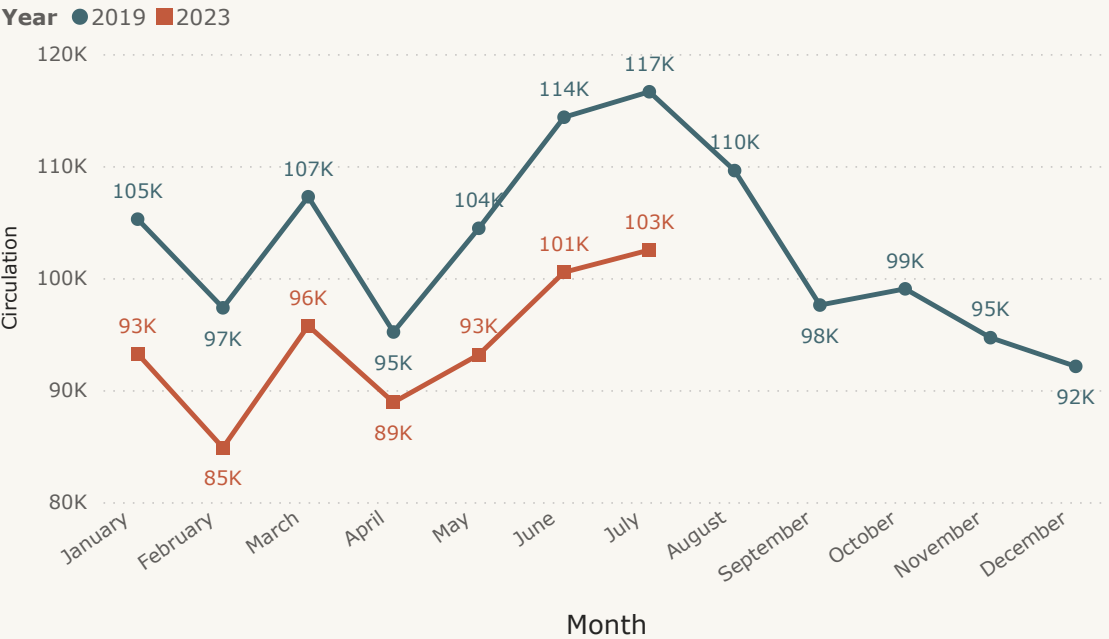
Percent Growth Between Current Year and Last Year YTD

30.11%

Year

- 2016
- 2017
- 2019
- 2020
- 2021
- 2022
- 2023

Total Circulation (Digital+Physical) Trend: Pre- vs Post-Pandemic



YTD % change Pre- vs Post-Pandemic

-11.01%

YTD Circulation 2019-2023

Year	Circulation	% Growth Year on Year
2019	740,508.17	3.15%
2020	510,004.41	-31.13%
2021	649,684.04	27.39%
2022	652,858.62	0.49%
2023	658,958.43	0.93%

DigitalPhysical

- Digital
- Physical

Circ Type

- Auto Renewal
- Checkout
- Renewal

Audience

- Adult
- All Ages
- Children
- Teen

MetaFormat

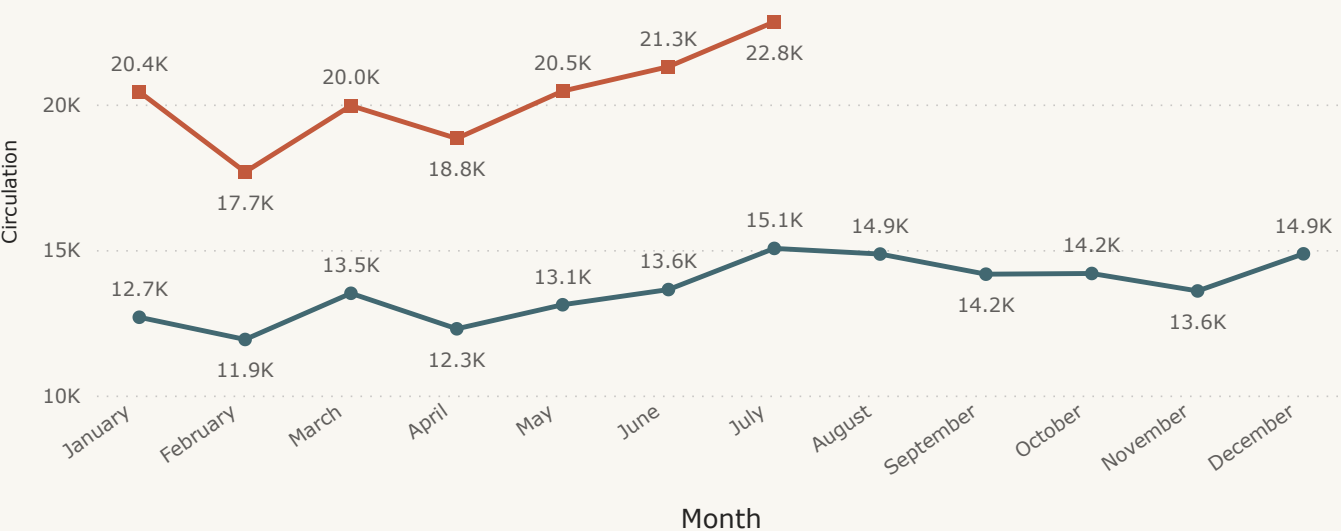
- Audio
- Book
- ILL Items
- Kits
- LibOfThings
- Magazines

Month on Month: Jul Circulation 2019-2023

Year	Circulation	% Growth Month on Month
2019	116,636.08	2.81%
2020	85,140.85	-27.00%
2021	101,749.05	19.51%
2022	102,863.63	1.10%
2023	102,506.83	-0.35%

Digital Circulation Trend: Pre- vs Post-Pandemic

Year ● 2019 ■ 2023



YTD % change Pre- vs Post-Pandemic

53.42%

YTD Circulation 2019-2023

Year	Circulation	% Growth Year on Year
2019	77,181.09	99.87%
2020	123,685.56	60.25%
2021	119,673.99	-3.24%
2022	120,660.99	0.82%
2023	118,666.60	-1.65%

DigitalPhysical

- Digital
- Physical

Circ Type

- Checkout
- Renewal

Audience

- Adult
- All Ages
- Children
- Teen

MetaFormat

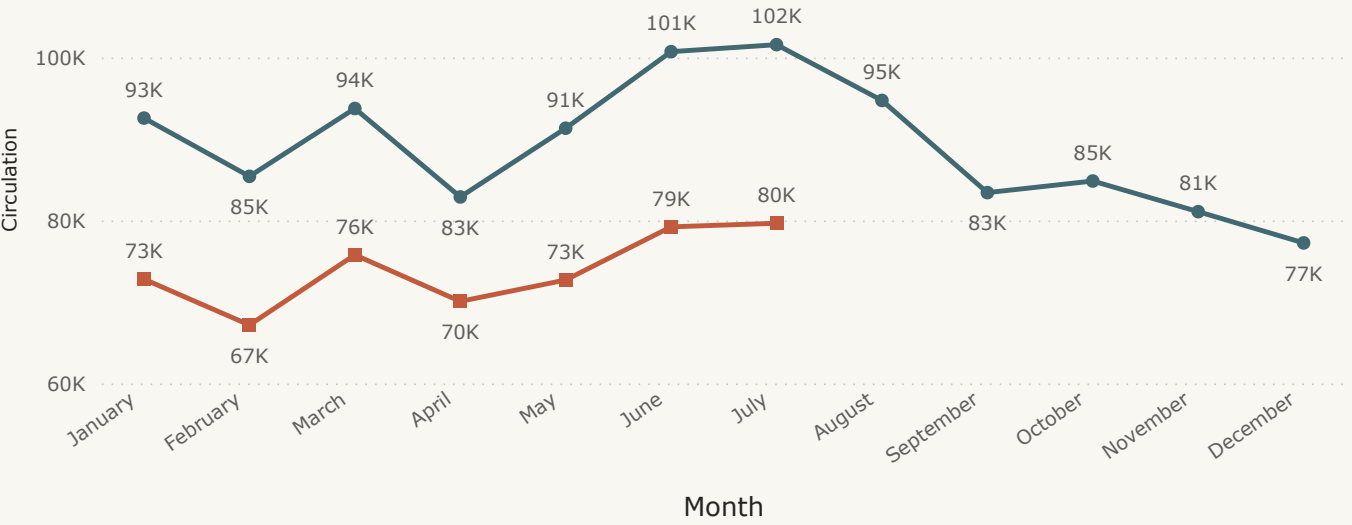
- Audio
- Book
- Magazines
- Video

Month on Month: Jul Circulation 2019-2023

Year	Circulation	% Growth Month on Month
2019	15,055.08	101.81%
2020	23,015.85	52.88%
2021	20,344.05	-11.61%
2022	20,412.63	0.34%
2023	22,838.83	11.89%

Physical Circulation Trend Pre- vs Post-Pandemic

Year ● 2019 ■ 2023



YTD % change Pre- vs Post-Pandemic

-20.18%

YTD Circulation 2019-2023

Year	Circulation	% Growth Year on Year
2019	648,272.00	-3.51%
2020	363,303.00	-43.96%
2021	509,666.00	40.29%
2022	511,785.00	0.42%
2023	517,453.00	1.11%

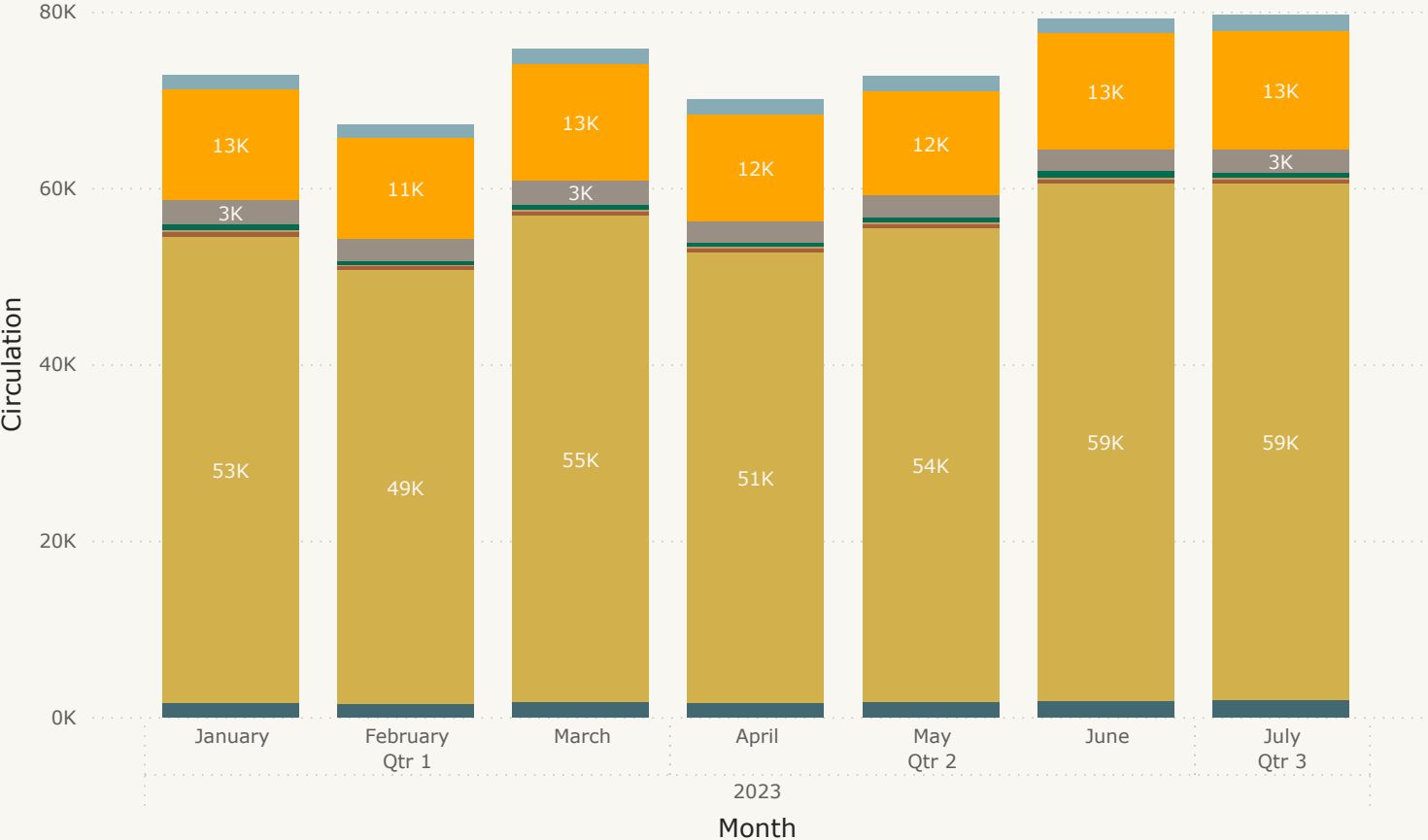
- DigitalPhysical
- ☐ Digital
- ☒ Physical
- Circ Type, Circulation
- ☒ Auto Renewal
- ☒ Checkout
- ☒ Renewal
- Audience
- ☐ Adult
- ☐ Children
- ☐ PROFCOLL
- ☐ Teen
- MetaFormat
- ☐ Audio
- ☐ Book
- ☐ ILL Items
- ☐ Kits
- ☐ LibOfThings
- ☐ Magazines

Month on Month: Jul Circulation 2019-2023

Year	Circulation	% Growth Month on Month
2019	101,581.00	-4.16%
2020	62,125.00	-38.84%
2021	81,405.00	31.03%
2022	82,451.00	1.28%
2023	79,668.00	-3.38%

Physical Collection Circulation by Format 2023 YTD

MetaFormat ● Audio ● Book ● ILL Items ● Kits ● LibOfThings ● Magazines ● Music ● Video ● Video Games



Filter by Format: Digital, Physical, or Both

DigitalPhysical

☐ Digital

☒ Physical

Filter by Type of Transaction: Checkout, Renewal, or Autorenewal

Circ Type

☐ Auto Renewal

☐ Checkout

☐ Renewal

Filter by Audience Level

Audience

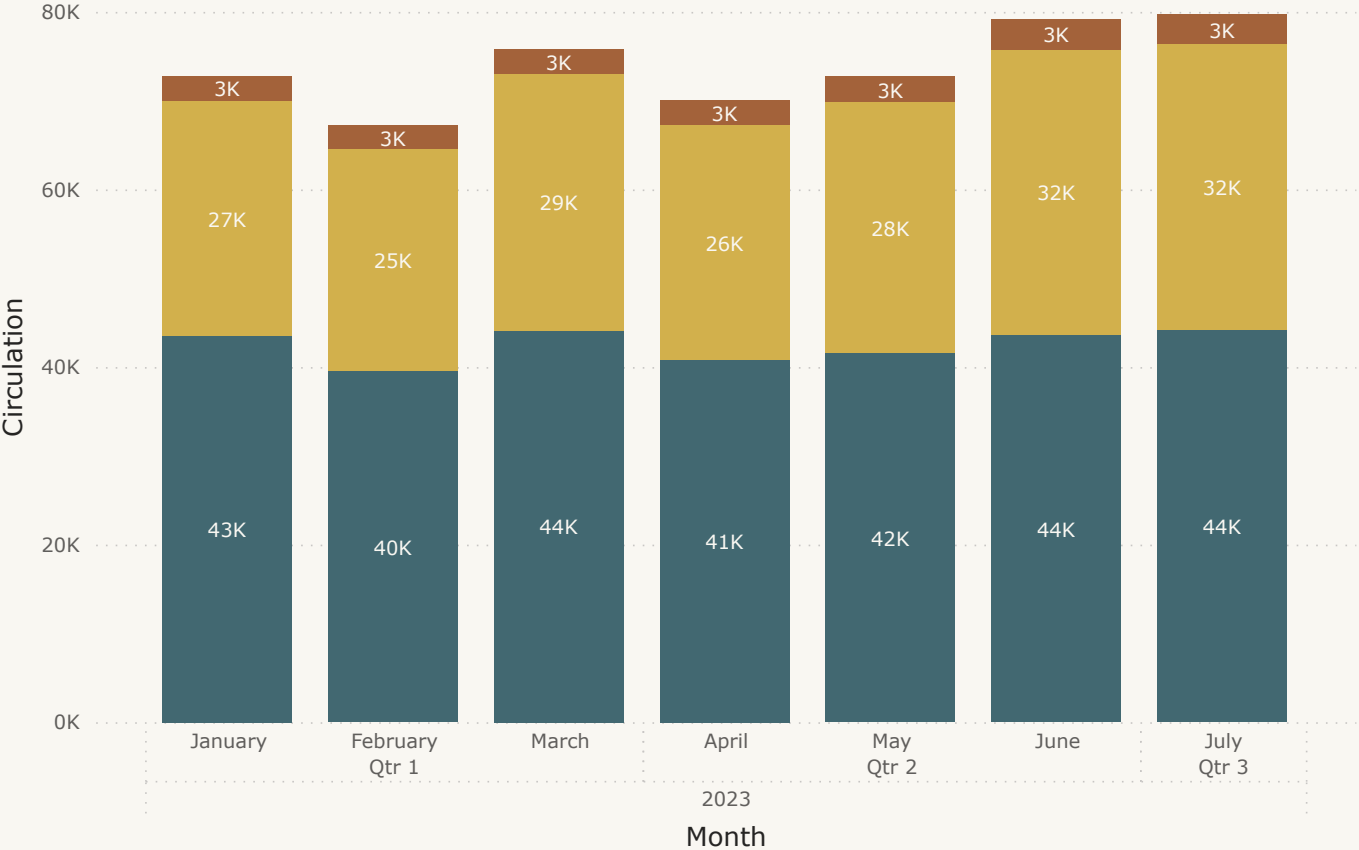
☐ Adult

☐ Children

☐ Teen

Physical Collection Circulation 2023 by Audience

Audience ● Adult ● Children ● Teen



Filter by Format: Digital, Physical, or Both

DigitalPhysical

■ Digital

■ Physical

Filter by Type of Transaction: Checkout, Renewal, or Autorenewal

Circ Type

■ Auto Renewal

■ Checkout

■ Renewal

Filter by Format

■ Audio

■ Book

■ ILL Items

■ Kits

■ LibOfThings

■ Magazines

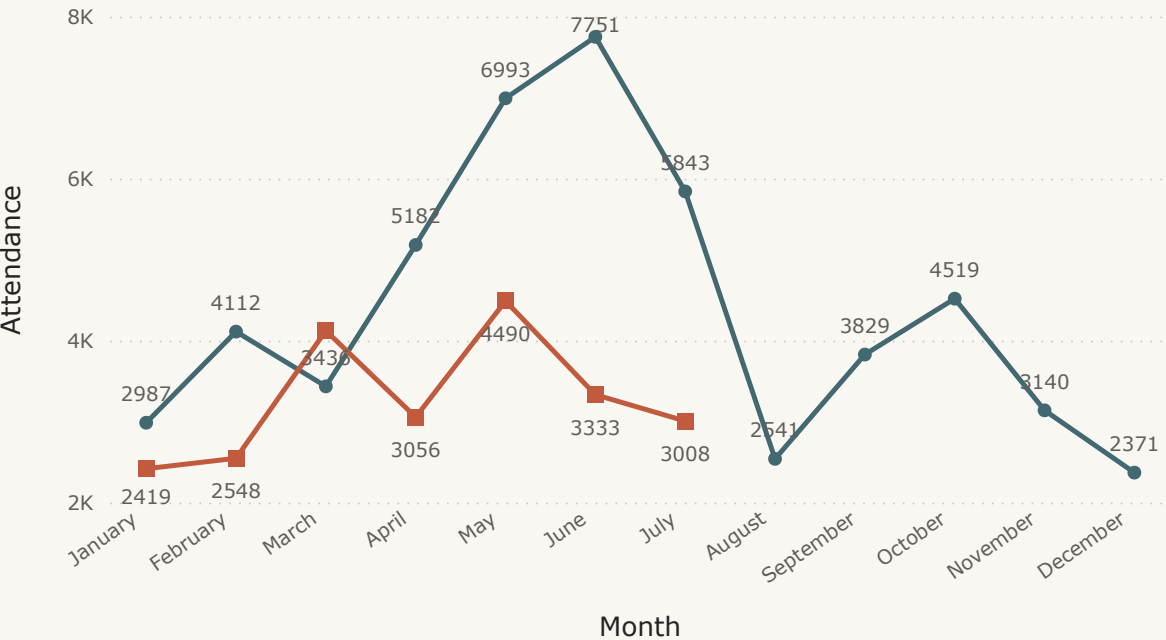
■ Music

■ Video

■ Video Games

Total Program Attendance: Pre- vs Post-Pandemic

Year 2019 2023



LPL ComiCon on March 10 & 11, 2023:
Estimated attendance of 901

Summer Reading Kickoff Party on May 26, 2023:
Estimated attendance of 750

Filter By Audience

- ☐ Select all
- ☐ Adult
- ☐ Children
- ☐ Teen

YTD % change Pre- vs Post-Pandemic

-36.71%

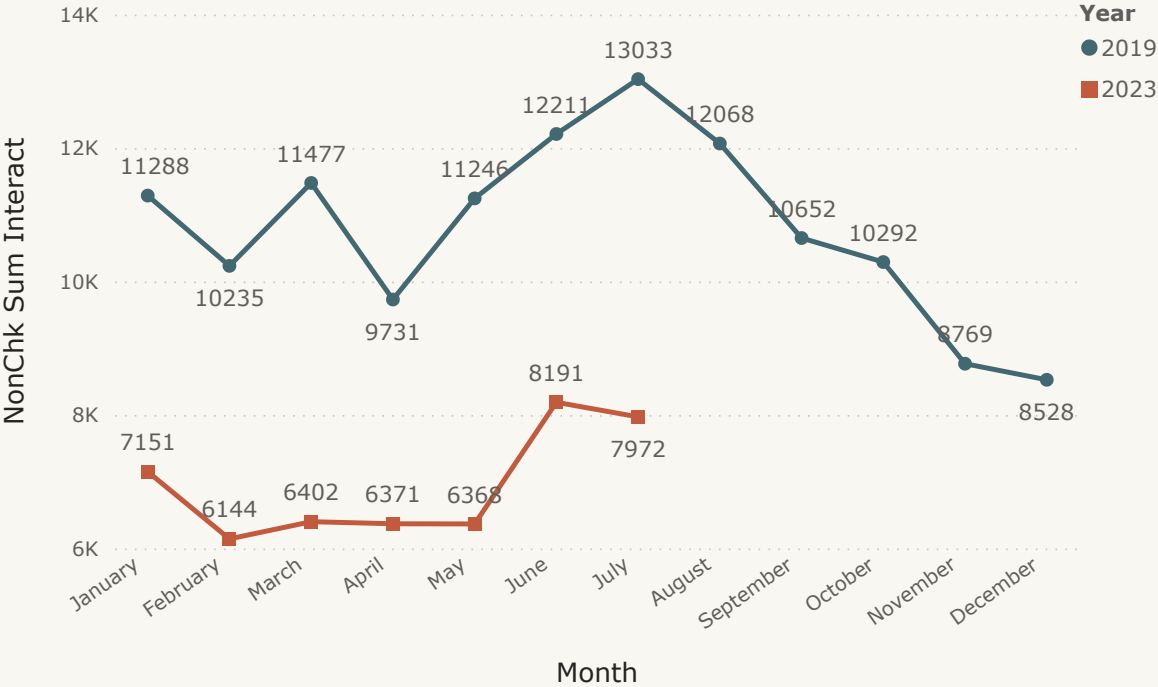
YTD Program Attendance 2019-2023

Year	Attendance	% Growth Year on Year
2019	36304	-9.34%
2020	30107	-17.07%
2021	13886	-53.88%
2022	17681	27.33%
2023	22977	29.95%

Month on Month: Jul Program Attendance 2019-2023

Year	Attendance	% Growth Month on Month
2019	5843	13.15%
2020	3002	-48.62%
2021	1859	-38.07%
2022	2875	54.65%
2023	3008	4.63%

Service Interactions: Pre- vs Post-Pandemic



Department Or Service A...

- ☐ Accounts
- ☐ Children's
- ☐ Facebook Reference
- ☐ Info Services
- ☐ Phone Room
- ☐ Public Technology
- ☐ Readers Services
- ☐ Teen
- ☐ Website Form Questions

Type Of Interaction

- ☐ Chat Reference
- ☐ In Person Directional
- ☐ In Person One-on-One
- ☐ In Person Readers Advisory
- ☐ In Person Reference
- ☐ Online + Phone Directional
- ☐ Online + Phone Reference
- ☐ Online One-on-One

In Person or Online + Ph...

- ☐ In Person
- ☐ Online + Phone

YTD % change Pre- vs Post-Pandemic

-38.65%

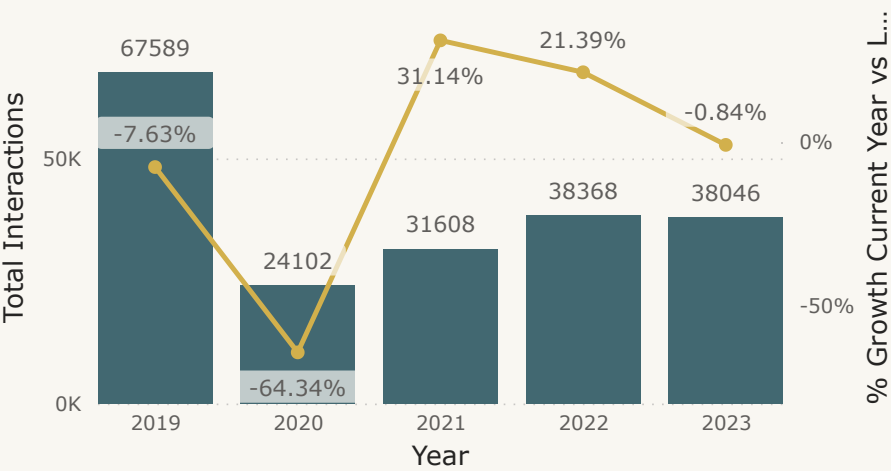
YTD Service Interactions 2019-2023

Year	YTD Service Interactions	% Growth Year on Year
2019	66188	-8.48%
2020	27456	-58.52%
2021	36106	31.50%
2022	41802	15.78%
2023	40627	-2.81%

Monthly: July Service Interactions 2019-2023

Year	Current Month Service Interactions	NonChk MO % Growth Month on Month
2019	13033	-10.79%
2020	4564	-64.98%
2021	7537	65.14%
2022	8326	10.47%
2023	7972	-4.25%

In Person Only: Service Interactions: Pre- vs Post-Pandemic



In Person Only: Service Interactions YTD % change Pre- vs Post-Pandemic

-43.71%

YTD Service Interactions 2019-2023

Year	Total Interactions	% Growth Year on Year
2019	67589	-7.63%
2020	24102	-64.34%
2021	31608	31.14%
2022	38368	21.39%
2023	38046	-0.84%

Department Or Service A...

- ☐ Accounts
- ☐ Children's
- ☐ Info Services
- ☐ Materials Handling
- ☐ Public Technology
- ☐ Readers Services
- ☐ Teen
- ☐ Welcome Desk

Type Of Interaction

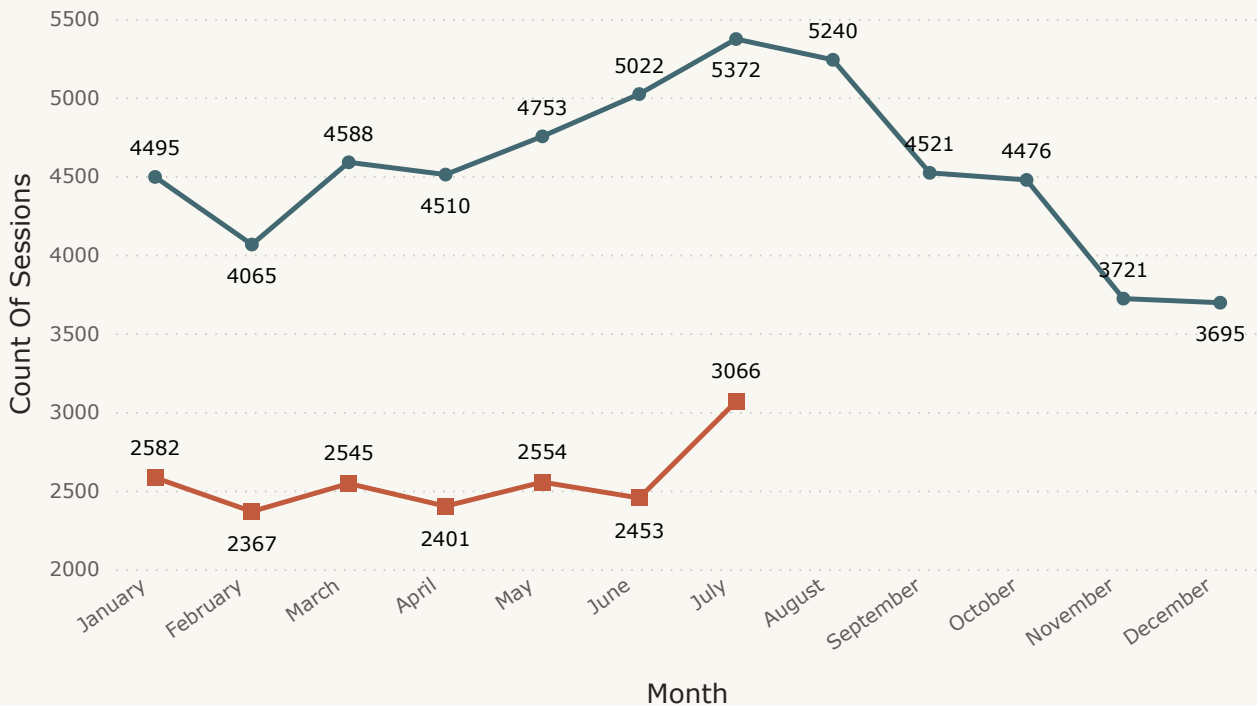
- ☐ In Person Directional
- ☐ In Person One-on-One
- ☐ In Person Readers Advisory
- ☐ In Person Reference

Monthly: Jul Service Interactions 2019-2023

Year	Current Month Service Interactions	NonChk MO % Growth Month on Month
2019	11177	-14.44%
2020	3036	-72.84%
2021	5861	93.05%
2022	6722	14.69%
2023	6465	-3.82%

Adult Computer Sessions Pre- vs Post-Pandemic

Year ● 2019 ■ 2023



YTD % change Pre- vs Post-Pandemic

-45.23%

Year

■ 2019

□ 2020

□ 2021

□ 2022

■ 2023

Audience (Primary)

■ Adult

□ Children

□ Teen

Library Director's Report for August 2023

Strategic Planning Update

I am very pleased to present an updated Strategic Plan to the Board. It has been a long time coming. Our leadership teams spent several meetings in the past couple of months to hammer out the framework we will use to create goals and build action steps that will guide our work for the next few years. I'm proud of the work we've done and look forward to the Board's thoughts and input.

Concerns About Safety Around the Library

This summer the library has been seeing an uptick in comments from our community concerning safety visiting the library. There has been a rise in disruptive behavior in front of the library and on the library lawn. Library leadership has been examining steps we can take to reduce disruptive behavior around the library. We have met with teams at both Bert Nash and the City of Lawrence that work with homeless populations and people struggling with mental health issues. We are confident that building a network and knowing who to call when we need additional help will create a less chaotic environment around the library.

Employee Handbook Updates

I also approved the following updates to the Library's Employee Handbook this month.

1. Page 11: addition of an Early Public Closure section which covers how employees can continue to work their shift or request applicable leave for the few nights a year we have early public closures to prep for after-hours events (i.e. LPL Comic Con, Caddy Stacks, or After-Hours). Though we are closed to the public, regular work can be done or staff may elect to help with the event prep.
2. Page 28: addition of language to the Internet, Email, and Equipment policy regarding the Google workspace, personal devices, and workflow upon termination.
3. Page 34: changed paygrades from old Springsted numbers to the new McGrath numbers.
4. Page 35: removed the sentence stating "Sick leave may be requested in 15-minute increments." to better mirror vacation leave. Also our new payroll system supports increments in any amount.
5. Page 39 : Work From Home (WFH) Policy added. Formerly during COVID, we had guidelines. Now we'd like to recognize WFH as a policy and include it in the handbook.
 - a. We have lowered the percentage of time an employee can work from home from 25% to 20% and noted that could be calculated weekly or by the month.
 - b. If an employee has a regularly scheduled WFH shift each week, we have included an agreement that the employee, supervisor, and HR will review and sign.

Library Director's Report for August 2023

- c. We added a special note that this policy covers general staff needs. If an employee requires ADA accommodations, they need to start the ADA interactive process by speaking to HR. If you as a supervisor have an employee that states they need accommodations, you should alert HR too.
- d. We included a few constraints - Night and weekend shifts as well as employees working less than 20 hours a week are ineligible for WFH. Anyone with an annual review of less than Fully Meets will not be eligible for WFH.
- e. Supporting documents:
 - i. [Work From Home Application](#)

Respectfully submitted by Brad Allen, August 17, 2023

Monthly Departmental Reports

August 2023

Accounts:

Standard desk, phone, book van, and outreach operations continue. We saw a lot of Dottie stops canceled for excessive heat. Some staff attended Hello Desk Training and Lawrence Transit Navigation Training.

Cataloging & Collection Development:

The Catalogers are continuing their Library of Congress subject heading training. It's been a good refresher and has been particularly helpful to our newer staff. Cataloging also just recently began a project to clean up the storytime collection for Youth Services. The collection was weeded for maintenance, and will get new labels that reflect the rest of the circulating YS collections.

Ransom and Kevin attended OverDrive's Digipalooza conference in Cleveland and took a lot away from it. The sessions covered a variety of topics including how to better manage user holds on Libby, how to utilize lists, displays, and in app shelf talkers for promotion purposes, as well as updates that we can expect to see on the administrative side of OverDrive that will aid digital collection development.

Collections & Technology:

Tricia added a new Power BI report so that we could integrate NPS surveys submitted in person with NPS surveys submitted via email. There is a link to it from the statistical summary spreadsheet.

Diversity, Equity, and Inclusion:

As a part of the LMH Summer Leadership Academy, high school students visited the library to learn about what we do, and how our work impacts and connects to community health. They were able to get a tour of the building, as well as interviewing the Diversity and Equity Coordinator, Community Resource Specialist, and the Deputy Director. We plan to have them

Monthly Departmental Reports

August 2023

back next year. On July 27th, Lawrence Transit did a training for LPL staff that covered the different resources transit offers, how to use the bus system, as well as the changes that will be coming in 2024 now that the opening for the new Central Station has been moved. We will have Trasnit back closer to January 2024, when they will be able to offer more in depth training on the resources available at the station, and the new routes coming in 2024. The details for the continuation of Spanish Classes led by Plymouth have been hammered out, and we will continue to have one class through the end of December (skipping holidays).

Facilities:

Summer Lunches had their last day on Friday August 4th. That's a big load off our shoulders for and now we know one big thing to ask for next year: nothing with syrup!

With the increased traffic on the lawn and in the Reading Garden, we've been making two or three visits outside every day to try and keep up with the litter and to empty the exterior trash cans as needed (which is becoming more frequent). Due to heightened tensions with some of the folks who frequent our area we've changed up our procedure to make sure that either Phillip or Jon are present outside in the mornings before Security arrives or that Security is watching our backs when we're out there while we're open.

Human Resources:

Erica researched and compared vision insurance for the library's full-time staff. We have selected VSP Vision Care and will begin offering a voluntary vision plan for employee, employee + spouse, employee + children, and employee + family. The library will split the premium 50/50 with staff wishing to participate in any plan. This month we've also said farewell to our Summer Reading Teen Interns and our Accounting Coordinator. Two of our temporary summer employees have agreed to stay on as substitutes which is a big help when departments have shifts that need covered.

Monthly Departmental Reports

August 2023

Information Services:

The Summer Ride and Write with Megan Kaminski and Lawrence Transit was a big success—we packed an entire city bus and helped launch the [Lawrence Transit Poet Laureate Program](#)! We also had another event partnering with the Alzheimer's Association which connected folks to some really great resources and information—it's great to see the personal connections and support networks made at these events. The "How to get your security deposit back: Training with Kansas Legal Services" event was a huge hit and a much-needed resource! The team also worked together to add shelves and to shift the non-fiction collection to get all of the books off the bottom shelves—an important step to ensuring the collections are accessible for folks with mobility issues. Plus, we are busy planning a full slate of fall programming! And, we bid a fond farewell to this summer's Hall Center Fellow, Allison Lewis, who digitized a number of fragile items from our local history room and got a start on transcribing the oral histories that were collected for the Wak'o Mujeres Phụ nữ Womxn Mural Project.

Information Technology:

Aaron has been working to address continuing Wi-Fi issues by carrying out additional testing of settings adjustments. R&R Communications has been engaged to install three additional Wi-Fi access points to improve coverage. R&R will also complete installation of new network wiring for the upstairs office remodel project. Ergonomic accessories for staff workstations were deployed after surveying staff for their needs and acquiring various equipment accommodations including vertical mice, seat and back cushions, monitor risers, adjustable height desk surfaces etc. Kim has been working with the Employee Engagement Committee to offer an improved view of daily events from LibCal and BiblioEvents. Sean and Aaron completed implementation of required 2-Step Verification for Google Workspace accounts. Staff are now enrolled and required to use this feature, greatly increasing Google Workspace account security and mitigating the impact of any low complexity passwords which may be in use. Aaron and Jim continue to work on researching print and payment system changes for public access computers. Princh has been adopted as our new mobile printing solution. Princh offers CC, Google Pay, and Apple Pay support. (After testing Princh on public computers and on the copier, it was rejected as a payment and job management solution for these use cases.)

Monthly Departmental Reports

August 2023

Marketing & Communications:

For both Marketing & Communications, the Fall issue of the *Reader* is going off to press and will hit shelves Friday, September 1st with a successful collaborative issue with the return of editorial content.

On the Communications front, in terms of social media, the Library phased out engagement with the [Twitter \("X"\)](#) app and, instead, created a Threads account (an application that is an extension of our Instagram account and will engage more so with the local Lawrence community.) Per the Data Team's suggestion, [Social Media Stats](#) will be monitored and logged monthly. In terms of content capture, an [author talk event](#) was recorded and uploaded to our YouTube account and a photo share from this event as well as Outreach photos at a school fair will be shared to social media channels soon.

In Marketing, Heather worked with the LPLFF and artist Joelle Ford to guide the concept for the next Library Landscapes inspired by banned and challenged books, and completed an External Communications Policy (with External Communications Guidelines). Additionally, I wrote a Social Media Customer Use Policy and Community Bulletin Board Policy to supplement the External Comms Policy. The Art Team met for the first time since becoming a team to evaluate how we're doing, what changes we want to make to grow the service; Heather intends to streamline our Installation Guidelines to make it easier to understand and improve the experience. Heather is gathering small groups together to begin work on improving library spaces using the feedback we received from our Imagine the *Library of Your Dreams* survey that concluded July 31. Feedback was both fun to read (so many great ideas for the lawn and lobby rolled in) and tough as many expressed feeling unsafe and nervous coming to the library these days. In response, SLT+ met several times to strategize steps to address behavior issues on the library campus and are in the process of meeting with community partners to learn more about each other and how to work together to improve patron experience. The fall issue of the *Reader* is back to 20 pages and was the first on that Kayla and Heather worked on together. Shout-out to Kayla for designing the cover and many thanks to Christina, Logan, and Kayla for leading the editorial side. Lastly, congratulations to Kayla Cook — she is now an official librarian and has her MLS! We're so lucky she applied for the IMLS Internship and made her way into LPL.

Monthly Departmental Reports

August 2023

Materials Handling:

Our old compadre Mary in cataloging gave Dina a well deserved bear. Other than that the sorter cycle continues.

Outreach:

July was relatively successful when the weather cooperated. We had 14 stops and had to cancel 15 stops due to the high heat index. We continued to serve the summer lunch sites and our regular route. Yari and Angela went to McLain's story-hour and checked out a lot of books and talked to a lot of parents. In August, we went to the Billy Mills back to school party and had a lot of fun with our prize wheel, bubble machine, and of course, books! We also attended a back-to-school party at KU and chatted with a little over a hundred students. Ruth Hite from accounts made 23 library cards in 2 hours at the event, which I think is a record for the amount of library cards made in any 2-hour period. Go Ruth! Huge thanks to Phillip and Jon for helping troubleshoot another shelving issue. They are an invaluable Dottie resource! Kayla Cook has also attended a few of our outreach events to capture photos and record the Dottie experience in our community.

July by the numbers:

- 14 Outreach Events
- 601 Interactions
- 3 New library cards
- 111 Items checked out
- 9 Friends books given away
- 230 Dr. Bob Reads books given away
- 7 dog treats given away

Monthly Departmental Reports

August 2023

Public Technology:

We continued to work on improving the ease of use of our public copying and printing services. We tested products for simplifying both processes and allowing self-serve electronic payments, but unfortunately they weren't a good fit due to most of our patrons currently expecting or preferring to use cash. We are continuing to evaluate self-service electronic payment options from our current print management vendor plus another promising option. Work continues on auditorium AV improvements that should be installed later this fall. We have been working to rectify common patron behavioral issues on the lower level with improved communication with security, better documentation, and a framework for behavioral consequences. Work is also being done to produce a curriculum for our upcoming digital literacy classes this fall.

Readers' Services:

Summer Reading has seen a record high number of adults participating and as of this writing we are at 1770 registrations, 958 challenges completed in Beanstack, and 793 rewards redeemed. We were so overwhelmed with adult summer readers that we have had to issue IOUs for the summer reading bags that are now on backorder! 300 more have been ordered with the goal of distributing 1,000 prizes this summer.

On July 8th we offered another Books and Bagels program, in which the Book Squad staff presented 4 upcoming novels each for folks to put on their reading radar. We used a similar format to our Book Club Speed Dating format that emerged during the Pandemic, and due to the success of the program (60 attendees) and our feedback, we plan to keep it going at least twice a year, or possibly quarterly.

Finally, Readers' has all the Booktoberfest programs planned and entered into The Reader for this fall! Regular monthly programming and services are ongoing.

Monthly Departmental Reports

August 2023

Security

Working to improve how we help the library be a welcoming place for all, mostly by improving and being clear about our boundaries. We're also:

- Increasing our rounds throughout the building and outside of the building, dealing with behavior issues as we do but mostly being **seen**.
- Test driving a Google Form with PTS to help track "minor" behavior issues with patrons so that we can have a talk with them when a pattern emerges or it's just too many "minor" issues in a small amount of time. When we've used this for a while and made improvements, we hope to expand this library wide.
- Josh, Jon, and Frankie are working on solidifying our Behavior Consequences Matrix to improve consistency and help staff know what to expect.

Youth Services:

The end of Summer Reading is almost here! As of this writing, we're a little behind last year's numbers for kids and teens, but not by much and we'll likely catch up in the end. In the last month we have wrapped up our summer programs and have prepped for our fall line-up. We'll be saying goodbye to our summer interns and see you later to our part-time summer assistants as they'll stick around to sub for staff on occasion. We are postponing our Last Bash party previously scheduled for 8/19 due to extreme temperatures in the forecast. The party will now be held on Saturday 9/16, with the same plans of a Kids' Action Club art and bake sale, showing of the movie *Lilo and Stitch*, and pre-movie entertainment with Ben Cartel. It's been a fun and busy summer, but I think I can speak for everyone that we're eagerly looking forward to our fall programs and working with the schools again.



Social Media Customer Use Policy

Introduction

Lawrence Public Library (LPL) believes that robust civic engagement leads to an informed citizenry and a healthy society. For this reason, as well as to demonstrate the value public libraries bring to their communities, LPL engages patrons through many digital outlets, including blogs, social media sites, online networks, account-related material rating and reviews, and other communications tools.

While we welcome anyone to engage on library-sponsored social media platforms, our primary target audiences reside in our service area of Lawrence, Kansas and surrounding Douglas County.

Purpose & Channels

LPL social platforms provide a public forum to facilitate the sharing of ideas, opinions and information about library-related subjects and issues. LPL social platforms are intended to create a welcoming and inviting online space where users will find useful and entertaining information and can interact with LPL staff and other LPL users.

LPL-hosted social media includes blogs, podcasts, social networking sites, and other authorized channels.

Disclaimer

Comments expressed on LPL-hosted social media platforms do not reflect the views or positions of Lawrence Public Library, its officers, or its employees. Users should exercise their own judgment about the quality and accuracy of any information presented through social media.

Moderation & Engagement

While LPL encourages an open forum, posts and comments are moderated by LPL staff. LPL reserves the right, within its sole discretion, not to post and to remove submissions or comments that are unlawful or violate this policy. While comments will not be edited by LPL personnel, a comment may be deleted if it violates the comment policy described here.

Customer Usage Agreement

Please be aware that when engaging with LPL over social media, you are agreeing to the following:

1. Comments should be related to the posted topic for LPL's social media page or post
2. LPL social media accounts are not open to comments promoting or opposing any person campaigning for election to a political office, or promotion or advertisement of a business or commercial transaction
3. LPL may occasionally refer to public comments made on its social media channels and/or use them for promotional purposes, however, it will not collect, sell, or knowingly transfer to any third party any personally identifiable information related to social media engagement with the library
4. The use of obscene, threatening, libelous, defamatory, or harassing language is prohibited
5. Imminent or true threats against the library, library staff, or other users is prohibited
6. Personal attacks of any kind or comments that target or disparage any ethnic, racial, age, religious group, gender, sexual orientation, or disability status are prohibited
7. Comments advocating illegal activity or copyright violations are prohibited
8. You are subject to the Terms of Service (TOS) of the host site; information (photos, videos, etc.) you share with or post to official LPL pages is also subject to the TOS of the host site and may be used by the owners of the host site for their own purposes. For more information, consult the host website's TOS.
9. Patrons may appeal and challenge the removal of their content by contacting the LPL Executive Director and/or Deputy Director



Community Bulletin Board Policy

Introduction

In its goal to help meet the informational needs of the Lawrence, Kansas community, Lawrence Public Library (LPL) provides public bulletin board space for the exchange of information particular to the Douglas County, Kansas region. Posting of notices does not indicate LPL endorsement of the ideas, issues, or events promoted by those notices, nor will LPL accept responsibility for the accuracy of the statements made in such materials.

LPL reserves the right to remove posts that are in violation of this policy; concerns regarding the submission process or bulletin board content should be directed to the LPL Marketing & Patron Experience Supervisor or the LPL Executive Director. See the library's *Community Bulletin Board Guidelines* [here](#).

Acceptable Materials

The library supports the posting or passive distribution of materials produced by organizations that support civic engagement, cultural enrichment, intellectual or interpersonal development, or employment and volunteer opportunities.

Unacceptable Materials

- Out of range
- Endorsing or opposing the election of any candidate for public office
- Endorsing or opposing the adoption of federal, state or local legislation
- Advocating fraud and unlawful actions
- Obscene content
- Threatening or harassing language, personal attacks, or messaging that targets or disparages any ethnic, racial, age, gender, religion, sexual orientation, or disability status

LPL Friends & Foundation Director's Report August 16, 2023

Summer Means THANK YOU! The LPL Friends & Foundation board took a break and did not meet in July. However, our board members used the time to call 200 of our donors and volunteers to say "Thank you!" for supporting the library. These were individuals who gave \$500 or more to the Friends & Foundation, or who have given a gift for 10 consecutive years regardless of the amount. In addition, board members thanked our book sale volunteers who have worked 20 or more hours this year.

Board Member Check-In Meetings. LPLFF Chair Brandon Eisman and I have spent July and early August meeting with each Friends & Foundation Board member individually. Topics discussed included behavioral issues on the Library Lawn, Brad's upcoming sabbatical, the 2024 fundraising party, succession planning for board members and staff, the library's strategic plan, and frequency of board meetings. We have used our July break for these meetings for the past few years and have gained some valuable ideas and feedback.

Wine and BBQ Fundraiser. On Sunday, August 13th, the Friends & Foundation hosted a small fundraiser to support the Sharyn Brooks Katzman and David M. Katzman Fund for Retirement Boot Camp. Fifty people attended the wine tasting led by Steve Wilson of City Wine Market. Each wine was paired with a small bite of barbeque prepared by Chef Brian Strecker of Burning Barrel. We're still hearing rave reviews! The event raised approximately \$2,000 for Retirement Boot Camp.

Advocacy Committee Meeting. On August 11th, the Friends & Foundation Advocacy Committee convened to talk about behavioral issues happening on the Library Lawn. Attendees included library staff, board members, and book sale volunteers. The goal of the meeting was to discuss how to help the library communicate what it is doing to address these issues, what our limitations are, and the conversations we're having with the City, the police department, and community partners like Bert Nash. The group agreed that while some sort of message to library users is important, more information is needed from partners like Parks and Rec. The group will reconvene to learn updates next month.

Newton, Kansas Public Library Board Presentation. On July 25th, I gave a Zoom presentation to the members of the Newton Kansas Public Library board regarding fundraising. The residents of Newton are looking forward to opening their new \$10 million public library building next spring, after having successfully passing a bond issue and contributing \$3 million in private funds. Their library's Trustees and Foundation board members are hoping to take advantage of this positive momentum to raise additional funds for programs at the library.

Exceeding our Grand Goals. The LPL Friends & Foundation's summer "Grand Goals" fundraising campaign has wrapped up now that the Summer Reading program is complete. We're pleased to report that we more than matched the \$10,000 challenge from a local grandparent, by raising \$14,500. This means that a total of \$24,500 was raised for the library!



MEMO

To: Lawrence Public Library Board of Trustees
From: Brad Allen, Library Director
Date: August 15, 2023
Subject: Library Board of Trustees By Laws Revisions

I have reviewed the By Laws and made only one substantive change. I reversed the order of Ongoing Business and New Business to reflect current practices.



Bylaws of the Lawrence Public Library Board of Trustees

Adopted by the Lawrence Public Library Board of Trustees, 10/20/1997. Revised 11/17/2003; 07/18/2005; 10/13/2015; 08/20/2018; 8/17/2020. Submitted for review on 08/21/2023. Next review date: 08/2026.

Article I – Name and Authorization

This organization shall be called The Board of Trustees of the Lawrence Public Library (the “Board”), existing by the provisions of K.S.A. 12-1222, with powers and duties as provided in K.S.A. 12-1215 and K.S.A. 12-1225 of the Laws of the State of Kansas, and Lawrence Charter Ordinance #16 and any revisions thereof.

Article II – Meetings

Regular meetings of the Board shall be held monthly at such time and place as designated by a majority of the entire Board. An agenda shall be prepared by the Library Director and distributed, along with minutes of the previous meeting, to Board members not less than three days in advance of each meeting. Such information shall also be sent to the Mayor and the City Manager.

Special meetings may be called by the Chair or upon written request of a majority of the members of the Board. Written notice, stating the time and place of any special meeting and the purpose for which it was called, shall, unless waived, be given to each member of the Board at least two days in advance of such meeting, and no business other than that stated in the notice shall be transacted at such meeting (K.S.A. 12-1224 and K.S.A. 12-1243).

All meetings of the Board shall be subject to and in conformity with the Kansas Open Meeting Act (K.S.A. 75-4317 et seq.).

The order of business at regular Board meetings shall be:

1. Call to order
2. Consent agenda
 - a. Approve Library Board meeting minutes
 - b. Approve Treasurer’s report

- c. Approve bills
 - d. Receive statistical report
- 3. Library Director's report
- 4. Library Foundation Director's report
- 5. Friends of the Library report
- 6. Report of committees, if any
- 7. New business
- 8. Ongoing business
- 9. Adjournment

This order of business may be changed at any meeting with the consent of the Board.

The unexcused absence of a member of the Board from two (2) consecutive meetings shall be cause for the Chair to prepare and transmit to such member a letter of reprimand. Three such absences shall be construed as a resignation from the Board.

Article III – The Board

There shall be seven (7) Board members, appointed by the Mayor, with the approval of the City Commission (K.S.A. 12-1222). In addition to the appointed members of the Board, the Mayor shall be ex- officio a member of the library board with the same powers as appointed members. Terms of Board members shall be staggered. Members will be appointed for a term of four (4) years. Upon the April 30th expiration of each term, successors shall be appointed in a like manner to fill the vacancies created, and each member will serve a term of four (4) years. Board members shall be eligible for not more than two (2) successive terms. A person appointed to serve an unexpired term remains eligible for two consecutive four-year terms upon completion of the unexpired term.

A quorum for the transaction of business shall consist of five (5) members of the Board. Lacking a quorum, bills for the month may be approved with the consent of the members present, plus telephone or electronic consent from enough other members not present to constitute a quorum. If there is no monthly board meeting, a simple majority may approve the bills via electronic communication.

Vacancies on the Board occasioned by removal from the municipality, resignation or otherwise shall be filled by appointment for the unexpired term in accordance with K.S.A. 12-1222.

Article IV – Officers and Duties

Board officers shall be elected by the majority vote of Board members present at the annual April meeting. Board officers shall be as follows: Chair, Vice-Chair, and Secretary/Treasurer. Officers shall serve a term of one year from May 1 to April 30 or until their successors are duly elected or appointed. The Chair and Vice-Chair shall serve no more than two consecutive terms in the same office.

The Chair shall preside at all meetings, appoint all committees, and authorize calls for special meetings.

The Vice-Chair presides at meetings in the absence of the Chair. In the event the office of Chair becomes vacant, the Vice-Chair succeeds to that office for the duration of the unexpired term.

The Secretary/Treasurer is responsible for seeing that a complete and accurate record of minutes of all Board meetings is kept. The minutes shall be distributed in writing at the next meeting, corrected if necessary, and approved. The Secretary/Treasurer shall sign the minutes of each meeting after they are approved.

The minutes shall include:

1. The purpose of the meeting (whether regular or special), the time, the place, and those attending.
2. A complete record of actions taken by the Board. All motions shall be recorded exactly as stated and show whether adopted or rejected.
3. A record of adjournment.

The Secretary/Treasurer shall keep a note of when members arrive and leave during the meeting in order to prove the existence of a quorum during the entire meeting.

The Secretary/Treasurer shall have charge of all funds collected for the maintenance of the Library and shall pay out said funds on orders of the Board. Checks shall be signed by the Chair and the Secretary/Treasurer, or by such other designated Board members in the absence of either of the above officers. At least one original signature shall appear on all checks. Whenever these Bylaws require a signature, an electronic signature satisfies that requirement if the Board has approved the payment and the document has not been modified since the signature was affixed. An electronic signature is defined as a signature created, transmitted, received, or stored by electronic means. The Secretary/Treasurer shall see that an accurate record is kept of all monies received and disbursed. Monthly financial reports shall be made to the Board. In addition, an annual report shall be presented to the Board. An audit by a Licensed Municipal Accountant shall be made each year. The treasurer must be bonded in an amount fixed by the Board and approved by the governing body of the municipality (K.S.A. 12-1226).

Article V – System Representative

The board shall appoint a representative to the Northeast Kansas Library System Board at the annual April meeting. The representative shall be responsible for attending the annual System Assembly, and shall act as a liaison between the System and the Board.

Article VI – Committees

Standing and special committees, as appropriate, made up of Board and non-Board members, may be appointed by the Chair with the approval of the Board, for the study and investigation of special problems, or in connection with any of the Board's powers and duties set forth in K.S.A. 12-1223 or 12-1225.

Article VII – Board Responsibility

The Board has the responsibility of making and directing the policy of the Library, in accordance at all times with the Laws of the State of Kansas. Its responsibilities include promotion of library interests, securing adequate funds to carry on the work satisfactorily, and the administration and control of library funds, property, and equipment.

Article VIII – Trustee, Library Director, and Staff Relationships

The Board shall select a Library Director who shall be the administrative officer under the direction and review of the Board. Such person, once selected and having served an introductory period of 12 months, shall be continued in employment. Such employment may be terminated by a majority vote of the full membership of the Board. The Library Director may request a statement of any charges and an open meeting in any dismissal action.

The Library Director shall be responsible for the employment and direction of the staff, for the operation of the Library under the financial conditions set forth in the annual budget, and for such responsibilities as are delegated to the Library Director by the Board. The Library Director shall attend all regular and special Board meetings.

Article IX – Amendment of Bylaws

These bylaws may be amended by a majority vote of the entire Board at any regular meeting of the Board, provided that such proposed amendment shall first be submitted in writing at a previous regular meeting of the Board and sent to those not present.

Article X – Parliamentary Procedure

Robert's Rules of Order (Newly Revised) shall govern the proceedings of the Board, except when those rules may be in conflict with these bylaws. The rules of order, rather than such rules as may be prescribed by statute, may be suspended at any time by the consent of a majority of the members present at any meeting.

Article XI – Political Activity

The Lawrence Public Library obtains its funding in large part from the City of Lawrence, Kansas, see Charter Ordinance No. 16 of the City of Lawrence, Kansas. Members of the Lawrence Public Library Board of Trustees must be sensitive to the possibility that their political activity may jeopardize this funding. Accordingly, the Trustees should abide by the following Political Activity Policy.

Although a Board member may, in his or her individual capacity, publicly endorse candidates for public office or ballot measures, no board member should use the name of the Lawrence Public Library in conjunction with such an endorsement, nor otherwise intentionally imply that the Lawrence Public Library supports a given candidate for public office or ballot measure.

No Board member should become a candidate for city elective office or hold city elective office without first resigning from the Board. A Board member is considered to be a candidate for city elective office once he or she meets all statutory requirements to qualify as a candidate.

MEMO

To: Lawrence Public Library Board of Trustees
From: Heather Kearns, Marketing & Patron Experience Supervisor
Date: August 15, 2023
Subject: External Communications Policy

I am writing to ask the Library Board of Trustees to consider a new External Communications Policy. Summarized and linked to below, this policy was developed to ensure a cohesive approach to our external communications. The Lawrence Public Library (LPL) Marketing & Communications department feels this policy will contribute to a more organized, effective, and cohesive approach to our library's operations and interactions.

- **External Communications Policy overview**

This policy has been established to guide LPL interactions and communications with external stakeholders, including media outlets, partners, and the public. The key objectives of this policy are to maintain a consistent and positive library image, ensure accurate information dissemination, and manage inquiries effectively.

Attachments

1. [External Communications Policy](#)
 - a. [External Communications Procedures](#) (for reference)

To ensure a smooth transition, I'll familiarize staff with this new policy and address any questions or concerns they have. Additionally, this policy will be accessible to the public online. My next step is to work with Erica Segreaves, LPL Human Resources Manager, on an Internal Communications Policy.



External Communications Policy

Submitted to the Lawrence Public Library Board of Trustees for approval on 8/18/2023. Proposed review date: 8/1/2026.

Introduction

Lawrence Public Library (LPL) is committed to serving as a vital and dynamic community hub, providing free and accessible collections, services, resources, events, and spaces — in person and online — that enrich our community. We recognize the significant role that effective external communications play in connecting with our community, fostering engagement, and raising awareness about the valuable offerings we provide.

In the following policy, and accompanying procedures, we outline the key principles that shape our external communications, specify the roles of designated spokespeople and crisis communication protocol, and highlight the various communication channels we utilize. Finally, we underscore our dedication to continuous improvement through evaluation and feedback mechanisms, ensuring that our communication strategies remain dynamic and responsive to the needs of our community.

Purpose

The purpose of this External Communications Policy is to (1) establish clear guidelines and standards for all outward-facing communication efforts conducted by Lawrence Public Library, (2) give LPL staff guidance for handling outgoing and incoming information requests, and (3) ensure consistency, accuracy, and transparency in all interactions with external stakeholders, including LPL patrons, community members, media, partners, vendors, contractors, and local organizations to build trust, strengthen relationships, and promote a cohesive and unified image of Lawrence Public Library.

External Communications Goals

- Increase public support, awareness, and use of LPL
- Increase visibility for LPL services, events, collections, and resources
- Demonstrate the value of LPL offerings to our community so they use and support them

- Provide transparent, informative, and respectful communication that meets the needs and expectations of our patrons, stakeholders, and community

Key Principles

1. *Mission Alignment:* LPL strives to align external communications with its mission, vision, and values, highlighting our commitment to providing free and equitable access to information, services, resources, and events that enrich the lives of our community members.
2. *Clear, Respectful, and Inclusive Language:* LPL uses clear, jargon-free, and easy to understand language that is respectful, inclusive, and culturally sensitive to ensure that everyone feels welcome and represented.
3. *Transparency and Timeliness:* LPL provides accurate, reliable, and timely information to external stakeholders to foster trust and transparency in our communication practices.
4. *Consistency and Branding:* LPL strives to maintain consistency in our messaging, branding, and visual identity across all external communication channels to create a recognizable and unified library image.
5. *Responsiveness:* LPL responds promptly and courteously to inquiries, feedback, and concerns from external stakeholders, acknowledging their engagement and valuing their input.
6. *Audience-Centered Approach:* LPL strives to tailor our external communications to meet the needs and preferences of our target audiences to ensure relevance and resonance with their interests.
7. *Advocacy and Promotion:* LPL actively promotes library services and initiatives, raising public awareness and support for the value of libraries,
8. *Collaboration and Partnership:* LPL fosters collaboration and maintains positive relationships with media, community organizations, local businesses, vendors, contractors, and educational institutions to amplify the impact of our communications.
9. *Accessibility and Inclusivity:* LPL strives to make our external communications accessible to all individuals by adhering to accessibility standards and guidelines.
10. *Crisis Communication:* LPL responds promptly, transparently, and responsibly in times of unexpected events or incidents.
11. *Ethical and Legal Compliance:* LPL is committed to upholding ethical communications standards and complying with applicable laws and regulations governing communications to avoid any activities that could mislead our audience, such as withholding public information, making misleading claims, or misstating information.

12. *Evaluation and Continuous Improvement:* LPL regularly assesses the effectiveness of our external communications through feedback and performance metrics, allowing us to refine and enhance our strategies over time.

This External Communications Policy for Lawrence Public Library is a living document that will be reviewed and updated periodically to ensure its relevance and effectiveness in supporting the library's mission, strategic plan, and goals.

LAWRENCE PUBLIC LIBRARY

Strategic Plan 2023



OUR MISSION

Imagine more: a place to learn, connect, create, and grow.

OUR VISION

Our community flourishes through its embrace of diversity, promotion of inclusion and belonging, and a guarantee of equitable access to learning, growth, and opportunity for all.

OUR VALUES

Access. We ensure access to information for everyone.

Equity. We identify barriers to access and seek to eliminate them.

Respect. We treat everyone, and each other, as valued individuals.

Freedom of Information. We protect the freedom to read and view all library information, and ensure the privacy of that access.

Community Engagement. We embrace our role as a community anchor.

Quality. We strive to deliver the highest quality services possible and pledge to be friendly, approachable, and knowledgeable.

Free. We provide basic library services free of charge.

Stewardship. We hold ourselves accountable for the efficient and effective use of all resources — people, time, assets, and funds.

Staff Well-Being. We know that library staff is the key to the organization's success and believe in fair wages and benefits.

STRATEGIC INITIATIVES

Learning

The Library is a place where people can learn together.

The Library is a learning organization for staff.

Growth

The Library will grow as an organization to meet the changing needs of our community.

The Library values continued improvement in the doing of our work.

Opportunity

The Library will empower residents to connect with the opportunities in their community.

The Library will explore public/private collaborations in order to ensure its financial stability.



EXECUTIVE SUMMARY

Brad Allen, Executive Director

Submitted to the LPL Board of Trustees on August 21, 2023



The Lawrence Public Library Board of Trustees approved the library's Mission, Vision, and Values in May 2022. The current document was modified slightly from its original iteration dating back to 2017. This executive summary will enumerate what library staff has been working on in the interim as well as where the library is headed over the next two years.

Library staff began its work putting the Board's strategic plan into action shortly after the plan's approval last May. Leadership decided the best place to start was to have each of the library's teams create inventories of the work they do and connect that work to components of the strategic plan. Work could connect to any component of the mission, vision, or values. After the teams completed their inventories, I met with each of the teams. It was clear from the inventories and the discussions that teams felt aligned with the library's mission, vision, and values.

Next, it was time to figure out how to set organizational priorities and goals that transcended the work of individual teams. To help us on this journey, the library contracted with Steven Potter, retired CEO of Mid-Continent Public Library. Steven led the library leadership team through a day-long facilitation to help define how the library would put its strategic plan into action.

Library leadership developed a framework inspired by Mid-Continent Library that would support library staff in the implementation of the strategic plan. The structure consists of four major components: a foundation focused on equity and inclusion; six pillars that describe the day-to-day work; progress indicators that measure success; and a pinnacle that captures the Library's three strategic priorities. (See diagram on the next page.)

Equity and inclusion guides the work at Lawrence Public Library. To illustrate the importance of the library's dedication to equity and inclusion, these values sit at the foundation of all that the library does. Equity and inclusion are infused into our daily work as well as the strategic priorities.

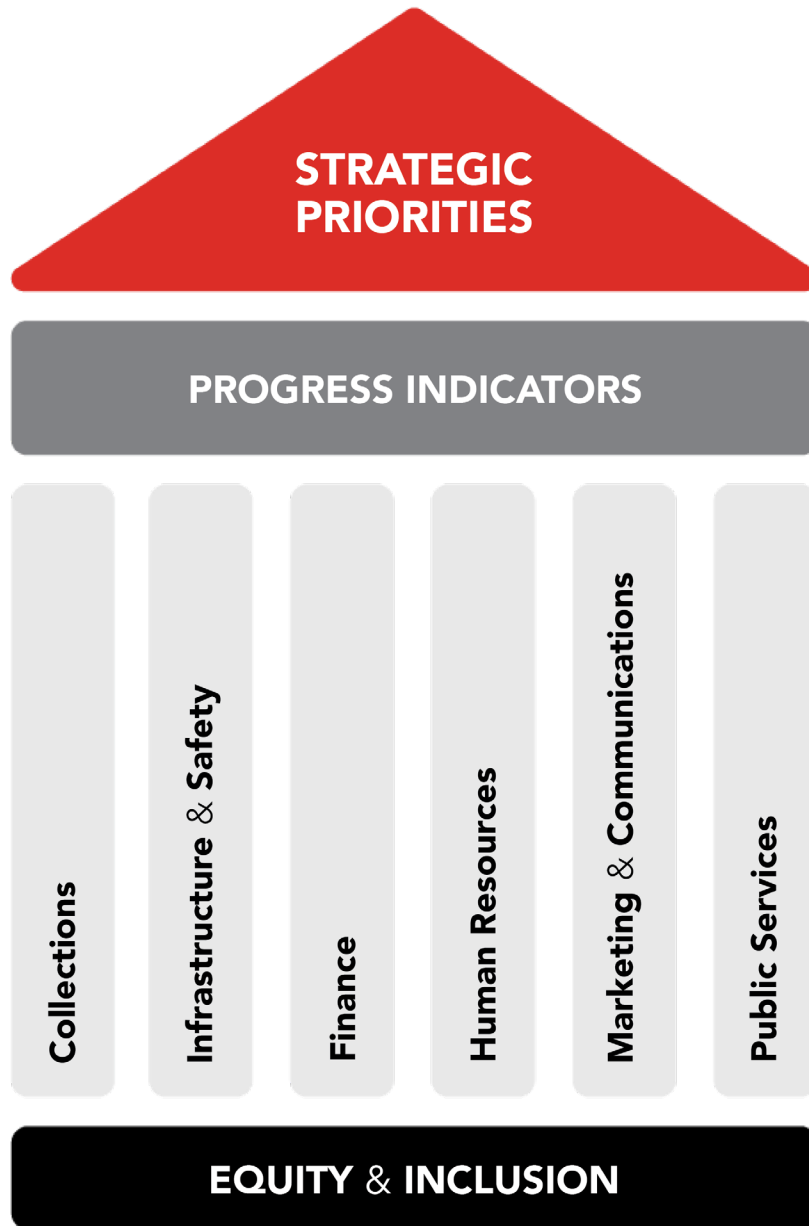
The six pillars that capture the essential but routine work of the library are Collections; Finance; Human Resources; Infrastructure and Safety; Marketing and Communications; and Public Services. Each of these pillars have guiding principles key to measuring the success of each pillar.

Three progress indicators were chosen as the most important metrics to measure the library's success: the percentage of active cardholders, Net Promoter Score, and a Library Use Index (LUI), a number built from core services that includes checkouts, renewals, gate count, program attendance, and other measurable library outputs.

Our aspirational pinnacle consists of three strategic priorities: 1) Improve patron and staff experience and increase engagement at the 707 Vermont Street campus; 2) Improve patron and staff experience and increase engagement in virtual spaces and outreach; and 3) Build on internal strengths with solid organizational structures and processes.

For each of these priorities, the library is developing objectives and goals to make measurable progress on these priorities.

OUR STRATEGIC MODEL



FOUNDATION: EQUITY & INCLUSION



Lawrence Public Library is devoted to fostering an environment where all members of our community feel welcomed, valued, and represented.

We recognize that libraries have participated and been complacent in systems that oppress and limit access for historically marginalized communities. We strive to dismantle and rectify structures that perpetuate systemic inequity and injustice as we work to build new systems that equitably serve our staff and community.

For these reasons, we understand that equity and inclusion must be centered in all of our work. They are the foundation in which both our pillars of daily service and our future aspirations are embedded.

PILLARS & GUIDING PRINCIPLES



An effective strategic plan is possible only when the basic functions of the library are sound. Checking out materials, hosting storytimes, providing internet access, and offering a welcoming public space are the cost of doing business as a library and can serve as examples of our core library “pillars” – everyday programs and services that the community has come to count on from Lawrence Public Library.

Unless the following six pillars stand strong, the library cannot move forward with its strategic priorities.



PILLAR 1 | COLLECTIONS



To many in the community, the library's collection is its most valuable asset. To ensure that patrons have access to the content they need, Lawrence Public Library lends books and materials in an increasing variety of physical and digital formats. We strive to keep a diverse and up-to-date collection and will supplement it by cooperating with other libraries and agencies, including interlibrary loan programs and state-funded databases.

The guiding principles for Collections are:

- **Provide** free access to a diverse collection that meets the informational, intellectual, cultural, and recreational needs of our community.
- **Demonstrate** stewardship both in the purchasing and regular maintenance of our collections.

PILLAR 2 | FINANCE



As a publicly funded agency, effective stewardship of tax dollars is a cornerstone of the library's mission. These resources are entrusted to the library by taxpayers to support staff, facilities, collections, programs, and services that help provide the community with a high quality public library. In partnership with the Library Friends and Foundation, private fundraising and donations supplement and strengthen the public's investment in the library.

The guiding principles for Finance are:

- **Serve** as responsible stewards of tax dollars through a balanced budget that reflects strategic library goals. Demonstrate financial integrity through transparent budgeting, cash flow management, and monthly revenue and expense reporting.
- **Foster** community engagement through private support in the form of fundraising, advocacy, and volunteerism.

PILLAR 3 | INFRASTRUCTURE & SAFETY



Lawrence Public Library is more than a place that houses books. For some library patrons, the library is a community meeting space. For others, it is a place to attend an inspiring program, connect to the internet, or is simply a place to get out of the cold.

The physical library facility is a safe and welcoming space that responds to community needs. The library's technological infrastructure is also a high priority. Providing access to new technologies to help people in our community learn, connect, create, and grow is an essential part of the library's mission.

The guiding principles for Infrastructure and Safety are:

- **Respond** effectively and efficiently to problems and immediate needs of patrons, staff, and volunteers.
- **Maintain** safe, clean, well-functioning, well-maintained, and well-equipped spaces and systems.

PILLAR 4 | HUMAN RESOURCES



Library staff has an enormous impact on the quality of service that Lawrence Public Library provides the community. Whether through direct public service or in a supporting role, the library must ensure that staff have the support they need to do their jobs.

In addition, Lawrence Public Library has made a strong commitment to building a diverse and inclusive workforce. When employees feel that they truly belong at work, they feel more connected and committed.

The guiding principles for Human Resources are:

- **Grow** an environment of equity, respect, and staff well-being.
- **Curate** learning and development opportunities for staff to achieve high levels of customer service and foster staff growth.
- **Create** a workplace that is welcoming and supportive where employees can be their authentic selves.

PILLAR 5 | MARKETING & COMMUNICATIONS



The library recognizes the importance of raising awareness of and fostering engagement with its collections, services, resources, events, and spaces in person and online. As a large and complex organization that serves a diverse population with both shared and unique needs, we understand the significance of a well-organized and thoughtful marketing and communications strategy, both internally and externally.

By leveraging effective marketing and communication practices, we aim to strengthen our position as a dynamic and essential community hub that enriches lives and transforms our community through the power of knowledge, learning, connection, creativity, and growth.

The guiding principles for Marketing and Communications are:

- **Champion** the library as a place that empowers individuals to achieve their full potential.
- **Demonstrate** the library's value as a vital and transformative cornerstone of community life.
- **Support** efforts to ensure that the library remains an essential resource for generations to come.

PILLAR 6 | PUBLIC SERVICES



Lawrence Public Library has the power to change the lives of individuals every day by providing library services with excellent service. Expanding access to information, ideas, and inspiration can only be achieved by providing great resources and service to the thousands of people who visit the library, either at its downtown location or online at lplks.org. The library works to transform lives in Lawrence one person at a time.

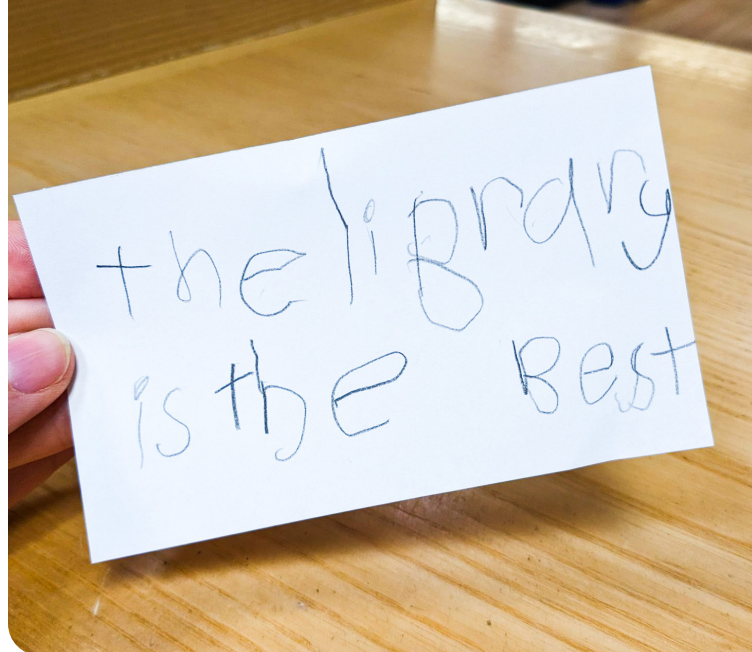
The guiding principles for Public Services are:

- **Provide** free access to and promote engagement with quality collections, resources, information, and programs through excellent customer service.
- **Foster** relationships and connections between patrons, partners, and library staff through outreach, programs, and community engagement.
- **Promote** freedom of information, reading, and literacy.

PROGRESS INDICATORS



Measuring how well Lawrence Public Library is serving our community in its daily work is critical to understanding success. Without effectively measuring our core services, it is impossible to make informed decisions, work more efficiently, gauge progress, or ensure successful implementation of our long-term strategic priorities. These important measurements allow our teams to celebrate successes, learn from failures, and adapt their strategies and workflow.



Our plan will focus on three specific progress indicators: (1) the number of people who use the library by tracking the percentage of active cardholders; (2) the satisfaction of library customers through regularly measuring Lawrence Public Library's Net Promoter Score; and (3) the number of library customer transactions through a composite Library Use Index (LUI). Reports on each progress indicator will be provided at the monthly Board of Trustees meeting. Details, definitions, and specific goals are outlined below.

Progress Indicator #1: Percentage of Active Cardholders

Percentage of Active Cardholders is defined as the number of cardholders who have used their library card within the past 12 months to access physical and digital resources at the library divided by the population of Lawrence.

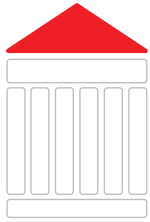
Progress Indicator #2: Customer Satisfaction

The Net Promoter Score (NPS) is a measure of the number of customers who would recommend the library to a friend or colleague. Specifically, the NPS is designed to measure how well the library is increasing promoters and decreasing detractors ($NPS = \% \text{ Promoters} - \% \text{ Detractors}$). Compared to corporations like Amazon and Walmart, public libraries have a very high NPS.

Progress Indicator #3: Customer Transactions (LUI)

The Library User Index is the sum of a compilation of library statistics that include library staff or services interacting with patrons like daily library visits, website visits, physical and digital collection circulation, attendance at library-sponsored programs, public computer sessions, and meeting room reservations.

STRATEGIC PRIORITIES



The library identified three Strategic Priorities for 2023-2025. We will use these priorities to guide our work and set measurable goals to determine success.

From these strategic priorities, the Library will develop both organizational and team-specific SMART goals that will guide our work and demonstrate progress and success.

Our strategic priorities are:

- **Improve** patron and staff experience and increase engagement at the library and its campus.
- **Improve** patron and staff experience and increase engagement in virtual and off-site physical spaces.
- **Build** on internal strengths with solid organizational structures and processes

CONCLUSION



A strategic plan is always a work in progress, evolving as the world changes. These last few years have taught Lawrence Public Library to be more nimble and even more aware of the needs of our community. The kind of evergreen strategic plan presented above allows the library the ability to reevaluate strategic priorities to best meet community needs.

Library staff are proud of the plan presented in this update and are excited to get to work putting the Library's new strategic plan into action. The next steps will be to begin building an action plan to make progress over the next two years in achieving the strategic priorities discussed previously.

Library staff will continue to provide updates to the Library Board of Trustees as progress is made.



All are welcome.

ABOUT US

Lawrence Public Library (LPL for short) is a community hub that believes in the power of connecting with each other through shared knowledge and resources. Located in the heart of Downtown Lawrence, Kansas, we're committed to providing a space where everyone can learn, connect, create, and grow through access to our vast collections, resources, services, programs, and knowledgeable staff. The library is supported by tax dollars, the LPL Friends & Foundation's record-breaking book sales and philanthropic efforts, and dedicated efforts of more than 300 volunteers.

707 Vermont Street | Lawrence, KS 66044 | 785-843-3833 | lplks.org

