



West Fargo Public Library Board of Directors
Regular Meeting Agenda
Thursday, September 14, 2023 5:30 PM
West Fargo City Commission Chambers
800 4th Ave. E., Suite 1
West Fargo, ND 58078

1. Call to Order
2. Approve Order of Agenda

Consent Agenda - Approve the Following:

1. Approval of Minutes – August 10, 2023
2. Approval of Library Closure for Veterans Day 2023

Regular Agenda

Old Business

New Business

1. Reschedule of October Library Board Meeting (**Action**)
2. Summer Boost and Little Red Reading Bus 2023 Impact Report
3. Director's Report
4. Adjourn



West Fargo Public Library Board of Directors Meeting

Regular Meeting Aug. 10, 2023

5:30 p.m.

City Hall Commission Chambers

Board Members Present: Liann Hanson, Alanna Rerick, Tony Stukel

Also Present: Adult and Patron Services Manager Kirsten Henagin, Communications Specialist Ellen Rossow, incoming Library Director Jenna Kahly

Board Members Absent: Mandy George, Larry Schwartz

I. Call to Order

Hanson called the meeting to order at 5:30 p.m.

II. Order of the Agenda

Rerick moved to approve the order of the agenda. Stukel seconded. No opposition. Motion carried.

III. Consent Agenda

Rerick moved to approve the consent agenda. Stukel seconded. No opposition. Motion carried.

IV. Library Director Position Update (Action)

Hanson moved to ratify the hiring of Jenna Kahly as the new Library Director, as previously executed by the City of West Fargo Human Resources. Rerick seconded after confirming the City Commission did not need to also approve the decision. No opposition. Motion carried.

Kahly was present and expressed her excitement about joining the team.

V. Quarter 1 and 2 Collection and Database Usage Review

Rossow shared a report highlighting collection development efforts, circulation statistics, and online database usage. Highlights of the report included:

- In the first half of 2023, the library added over 10,000 items to the collection and weeded a little over 15,000.
- The library has seen no formal book challenges in recent years.
- In the first half of 2023, the library saw a record high in physical and digital item circulations for the third consecutive year.
- Over the past few months, library staff have encouraged patrons to utilize Libby over Hoopla, as Libby connects directly to already owned items within the ODIN Consortium. This effort has been working, as reflected in fewer Hoopla users and more Libby users since changes were made to Hoopla in March.
- Database usage was down in the first half of 2023, but usage of Novellist Select, which is integrated into the catalog, had grown.
- Top classes on the library's newest learning database, Udemy, included coding, English grammar, sign language, Amazon FBA, ChatGPT, and Excel.
- Top languages studied using the library's Mango Languages app included Spanish, Norwegian, and Thai.

VI. Director's Report

Henagin provided an Interim Director's Report highlighting positive and negative happenings at the library in July 2023. Highlights of the report included:

- Several positive comments from patrons about the hard-working and friendly

staff at the library

- Updates on communication issues about Lodoen Community Center maintenance projects. In July, Henagin got approval from the Board to close the library on Saturday, July 29, to allow a West Fargo Public Schools (WFPS) contractor to finish a flooring project at the library's sole entrance, the Lodoen Center entryway. Library staff were assured the work could be completed within that timeframe. However, on Monday morning, staff found the project started but not completed. Staff reached out to WFPS and learned the contractor had an unforeseen issue but were promised the contractor would complete the project outside of library hours. Later that week, the contractor was present during library hours working on the flooring. At the time of reporting, the project was still incomplete. Any updates or communication about this project were only given when library staff actively reached out requesting information. This is one example of an ongoing communication issue between the library and WFPS about maintenance and construction projects that affect library patrons and staff.
- Updates on leaks within the building. Heavy rain uncovered new leaks within the library that were quickly remedied by WFPS roofing contacts. At the time of reporting, there were no active leaks at the library. Henagin mentioned, though, that the open air ducts within the library often drip condensation on especially hot or humid days. This has damaged materials in the past.

Hearing these concerns, Rerick asked about the WFPS's lease obligations with regard to these issues. She offered to review the current lease to help move things forward, as the library is up for lease renewal in the fall.

Henagin continued her report, sharing:

- The City of West Fargo's new HR Manager started Aug. 1
- Additional security cameras were installed at the library. However, at the time of reporting, they were still inactive due to the City's system being at max capacity after installing cameras at The Lights.
- The library's remaining AWE Children's computer was accidentally broken in July.
- The library was still under budget in July, largely due to staff vacancies, like the Youth Services Program Assistant, which was still not filled at time of reporting.
- The service desk was still at minimum staffing levels in July and, heading into the fall, Programming staff would continue to fill in daytime shifts.
- Library card signups, foot traffic, and program attendance were down in July, while physical and electronic circulation continued to grow.
- Technical services were nearly done replacing all spine labels in Adult Fiction.
- A third type of storytime, Teeter Tots, was added in the summer, which would continue in the fall.
- Future goals for youth programming included more STEM events and at least one whole family event, one teen event, and a general craft event each month.
- The Adult Services team planned to return reference services and technology tutoring in September, including virtual readers' advisory and reference help.
- One Book, One Community and a new Writing Club also start in September.

VII. Adjourn

Rerick moved to adjourn. Stukel seconded. No opposition. Motion carried at 6:03 p.m.



To: West Fargo Public Library Board of Directors
From: Jenna Kahly, Library Director
Date: Thursday, September 14, 2023
Subject: Adjustment to 2023 library closure for Veteran's Day
Action: Approval of closure change to the library's closure schedule for 2023

**West Fargo Public Library
Board of Directors**

President

Liann Hanson

Vice President/Secretary

Larry Schwartz

Treasurer

Alanna Rerick

Board member

Mandy George (City
Commissioner)

Board member

Tony Stukel

Library Director

Jenna Kahly

Summary and Recommendation:

There was a holiday that was overlooked and not added to the 2023 library closure calendar, which the Board approved in November 2022. The library is requesting board approval for the following change to the 2023 holiday closure.

1. The Library will be closed Saturday, November 11th in observance of Veteran's Day.

The Library was approved to be closed Friday November 10th in observance of Veteran's Day.

Please approve the library closure of Saturday, November 11th to observe Veteran's Day. Attached is the original library closure schedule for 2023.

Proposed library closings for 2023	
New Year's Day	Sunday, January 1*
New Year's Day	Monday, January 2 (observed)
Martin Luther King, Jr. Day	Monday, January 16** (staff training)
Presidents' Day	Monday, February 20
Easter Sunday	Sunday, April 9*
Memorial Day	Monday, May 29
Independence Day	Tuesday, July 4
Labor Day	Monday, September 4
Veterans Day	Friday, November 10
Thanksgiving Day	Thursday, November 23
Day after Thanksgiving	Friday, November 24
Christmas Eve Day	Sunday, December 24*
Christmas Day	Monday, December 25
Christmas Day	Tuesday, December 26 (observed)
New Year's Eve	Sunday, December 31* Open regular hours 10am-5pm

*not paid holiday

**library is closed, but staff reports for duty

Summer schedule: Closed Sundays May 28 through September 3.

Updated proposed library closings for 2023

Proposed library closings for 2023	
New Year's Day	Sunday, January 1*
New Year's Day	Monday, January 2 (observed)
Martin Luther King, Jr. Day	Monday, January 16** (staff training)
Presidents' Day	Monday, February 20
Easter Sunday	Sunday, April 9*
Memorial Day	Monday, May 29
Independence Day	Tuesday, July 4
Labor Day	Monday, September 4
Veterans Day	Friday, November 10 (observed)
Veterans Day	Saturday, November 11
Thanksgiving Day	Thursday, November 23
Day after Thanksgiving	Friday, November 24
Christmas Eve Day	Sunday, December 24*
Christmas Day	Monday, December 25
Christmas Day	Tuesday, December 26 (observed)
New Year's Eve	Sunday, December 31* Open regular hours 10am-5pm

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Summer schedule: Closed Sundays May 28 through September 3.



To: West Fargo Public Library Board of Directors
From: Jenna Kahly, Library Director
Date: Thursday, September 14, 2023
Subject: Reschedule of October Library Board Meeting
Action: Approval to change the date of the October 12th meeting to September 28th at 5pm

**West Fargo Public Library
Board of Directors**

President

Liann Hanson

Vice President/Secretary

Larry Schwartz

Treasurer

Alanna Rerick

Board member

Mandy George
City Commissioner

Board member

Tony Stukel

Library Director

Jenna Kahly

Summary and Recommendation:

Due to the North Dakota Library Association conference dates, I am requesting that we move the library board meeting scheduled for Thursday, October 12th to Thursday, September 28th at 5pm. This will allow me more time to take a look at the proposed staffing and policy changes from this summer and bring forward the financials that were not accessible in time for this meeting.

The change to 5pm from 5:30pm is to allow staff to be available to answer questions about some of the agenda items.

Please approve moving the scheduled October Library Board meeting to Thursday, September 28th at 5pm.

West Fargo Public Library 2023



Summer Boost Impact Report

Presented by Ellen Rossow,
Library Communications Specialist



Join us for a
summer of fun for
ALL AGES at the
West Fargo Public
Library and
beyond!

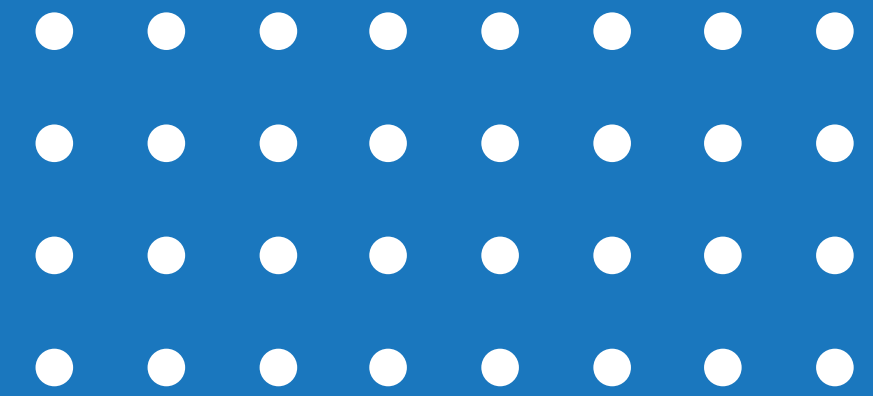
ALL TOGETHER NOW!

This year's program is all
about community, friendship,
togetherness and lending a
helping hand.



SUMMER BOOST READING CHALLENGE

June 1 - July 31, 2023



705

total readers in
challenge

11,193

hours tracked as
part of challenge

181

challenge
completions

79%

actively
participated





42

average visitors
per stop

35

average books
checked out
per stop

1738

total visitors to the
Little Red Reading
Bus

1481

total circulation on
bus route

600

total activity kits
given out





“My children love reading, but sharing that enjoyment with others through the library is a big motivator for them.”



“My kids learn and read because of you! Thank you so much for the events, programs, activities from the bus to learn, books, and the red reading bus. So much learned and value provided. We have the best library! And best staff. Thank you!

“Library programs kept my kids engaged in reading throughout the summer.”

“We often schedule our kids’ activities around library events that we enjoy.”

THANK YOU!



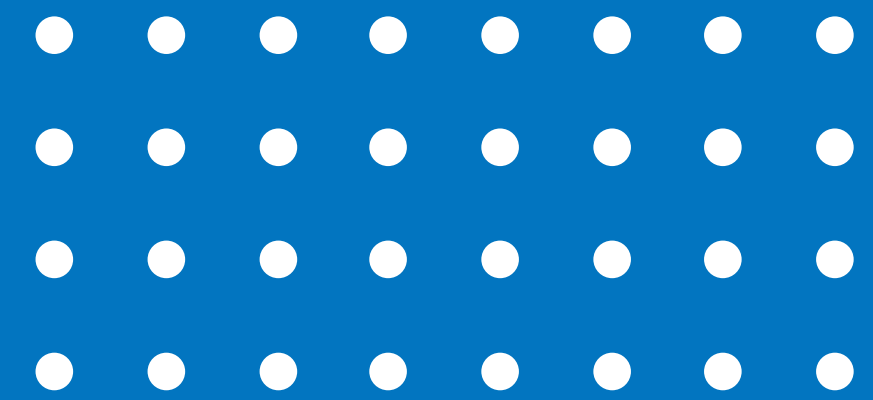
Questions?

West Fargo Public Library



Director's Report

Presented by Jenna Kahly
Library Director
Sept. 14, 2023



From Our Patrons

"I really like the changes to the layout in the library. It makes it feel bigger and more spacious. "

"I appreciate the West Fargo Library bringing books to us. You do such a great job! I moved to West Fargo about a year ago and am pleasantly surprised with all the services you provide. Again, thank you for all the good work you do!"





Staffing

YOUTH SERVICES STAFF

Youth Services Program Assistant

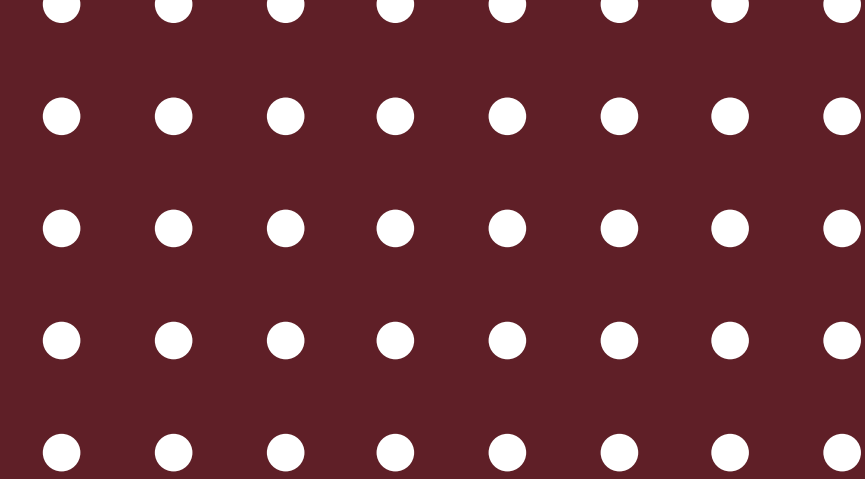
VACANCY FILLED!

- August Speikers
 - He is an MSUM alum, artist, experience working with kids, off to a great start



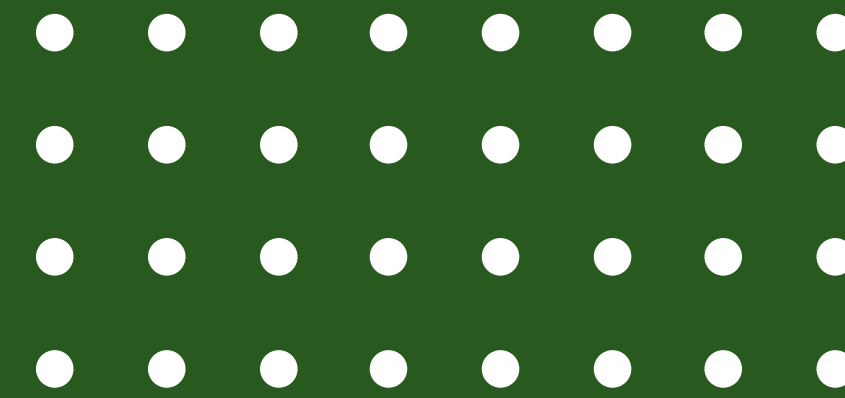
SERVICE DESK

- Still lacking levels of appropriate staffing.
- Programming staff filling in at desk.
- Pulled back on programs for the fall.
- One evening will be at staffing minimums.





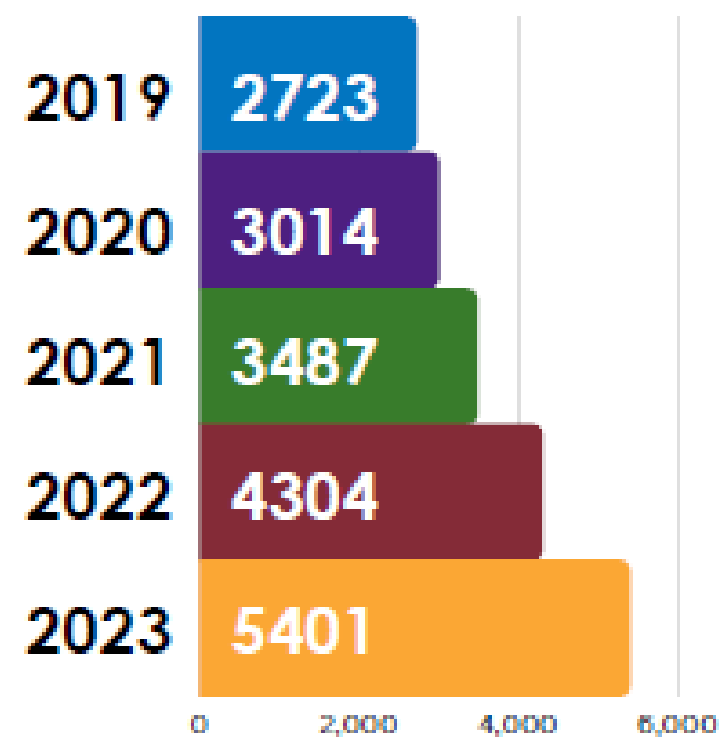
Library Usage Trends



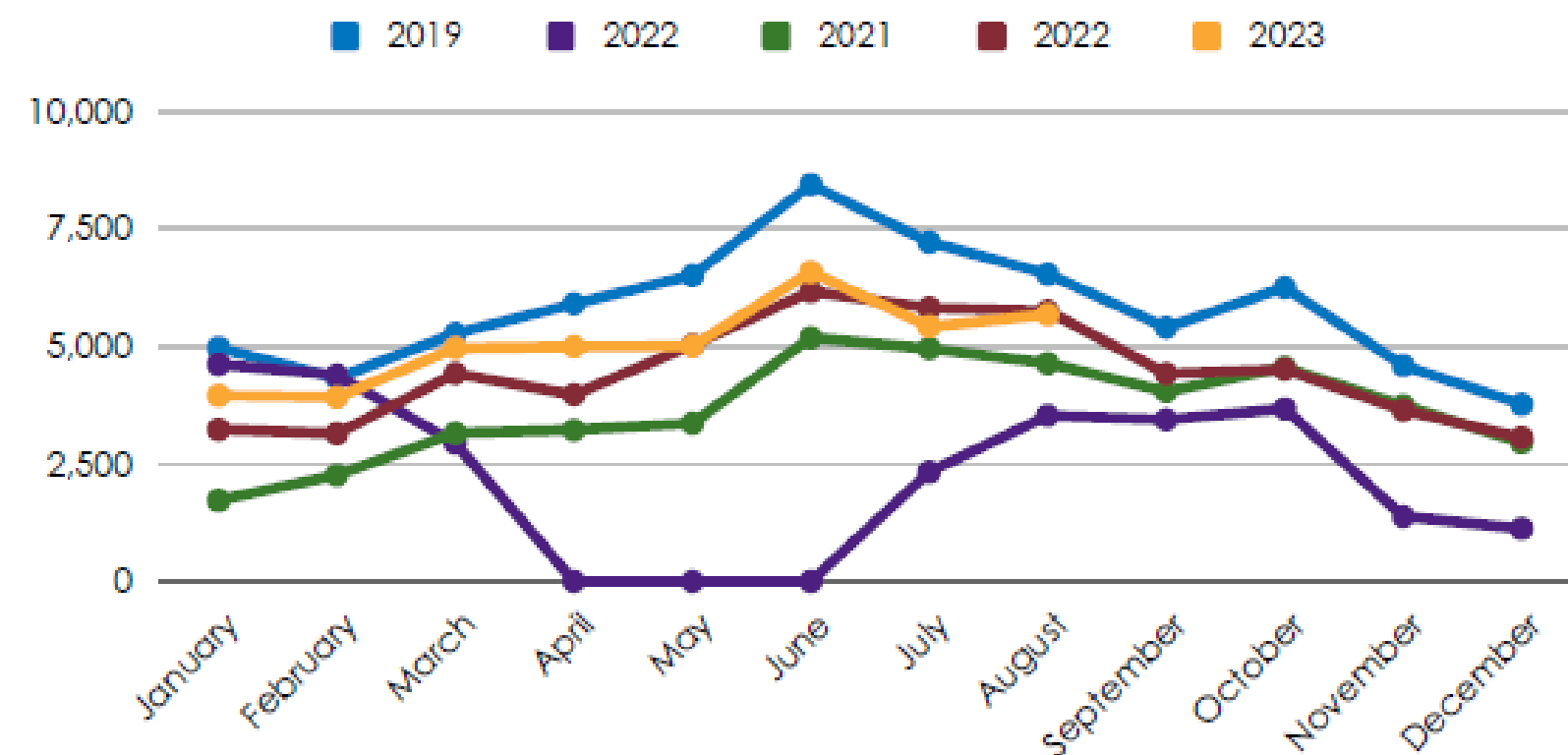
Statistical Trends

- Continued growth in electronic item circulation
- Door count was up in August from June and July
- Library card signups are still beating pre-pandemic numbers
- Meeting room usage shot back up in August, was down in June and July.

August Circulation
Hoopla & OverDrive/Libby



Door Count



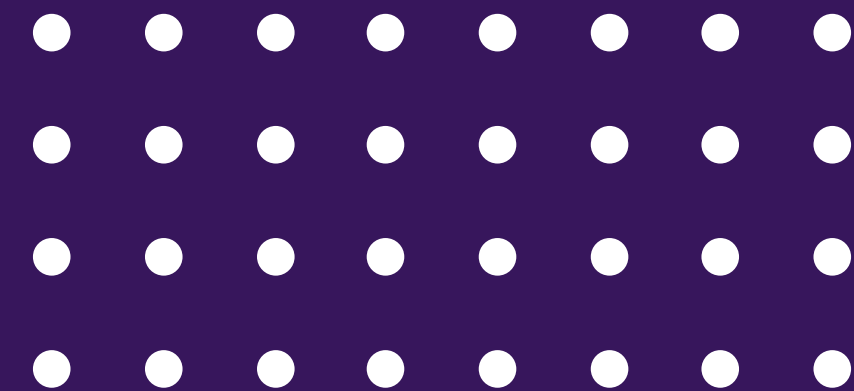


Programming

STORYTIMES

- Storytime attendance continues to grow.
- We paused storytimes for the last two weeks in August and we still saw more visitors than July.
- Offering more options in hopes that it spreads out the attendees so it isn't 60 to 100 people at once.
- Truly busting at the seams.





Programs & Services

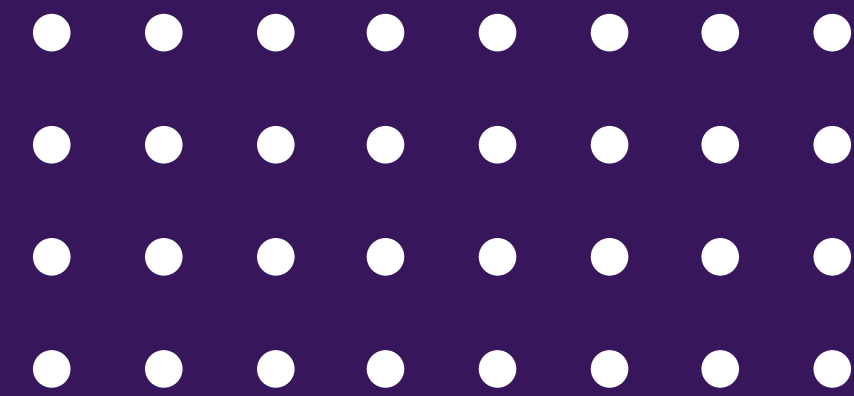
- One Book, One Community started Sept. 1
 - Beanstack challenge, series of events
- Technology Tutoring returned Sept. 5 with additional new Reference Services.
 - Tech Tutoring is on Tuesdays, Reference Services are all other weekdays by appointment.

Outreach

- Added a fifth daycare book delivery location in August
- Came to an agreement with Y daycare to have supervised library visits for the kids before library hours beginning Sept. 12.



Upcoming Events

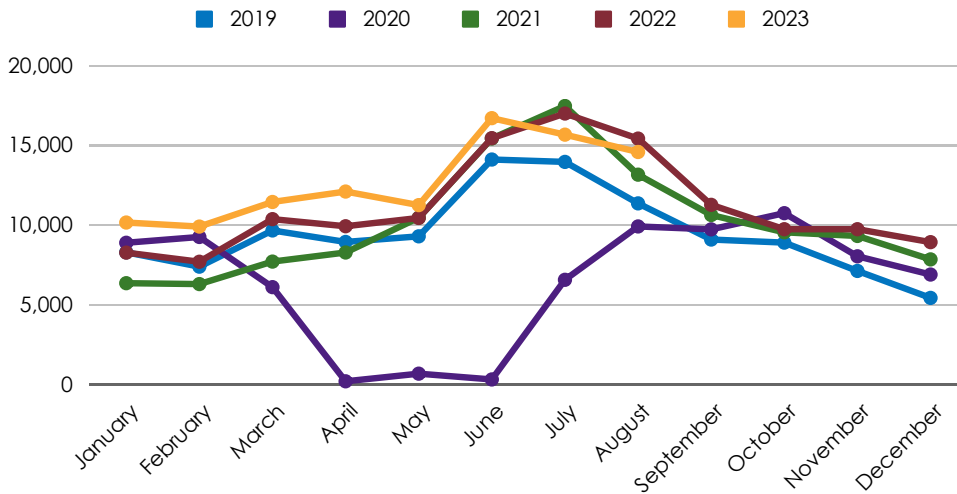


- **West Fest** Parade is this Saturday, Sept. 16
 - Little Red Reading Bus and Friends of the Library present
- **Sheyenne River Ecological Talk**
 - Monday, Sept. 18 at 6 p.m. at WFPL
- **Pages & Pastries Book Tasting**
 - Thursday, Sept. 21 at 7 p.m. at WFPL
- **TeenTober** events Thursdays in October including pumpking painting, DIY terrariums, edible haunted houses and Hocus Pocus movie screening.
- **STEM Saturday** and **FAST Saturdays** start October for kids

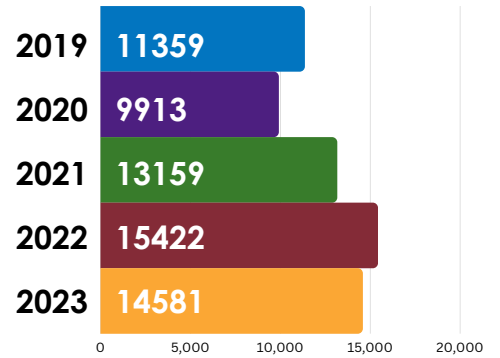
QUESTIONS? ■ ■ ■

Thank you for your time!

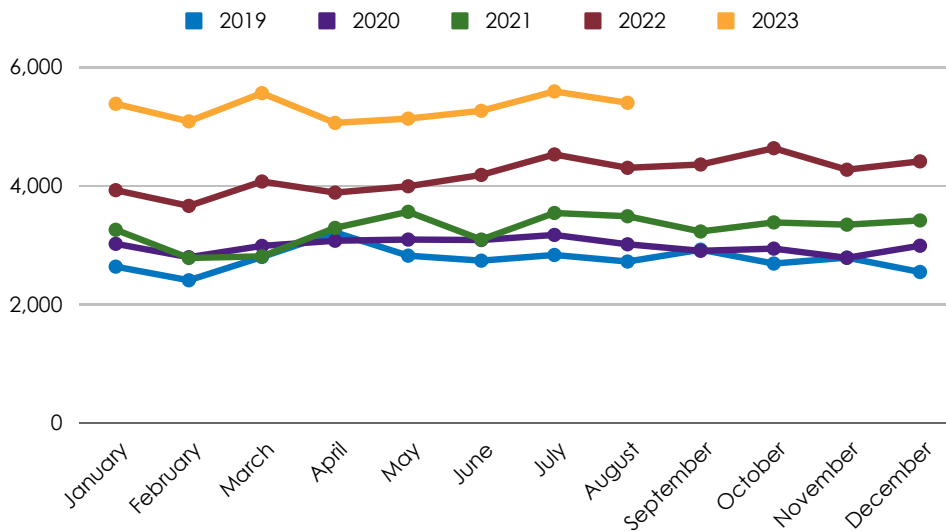
Physical Item Circulation



August Circulation

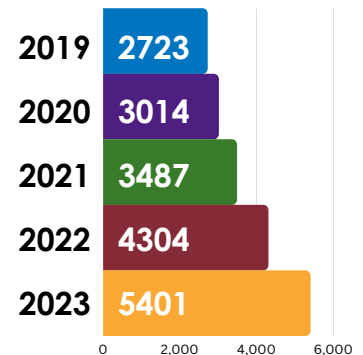


Electronic Materials Circulation

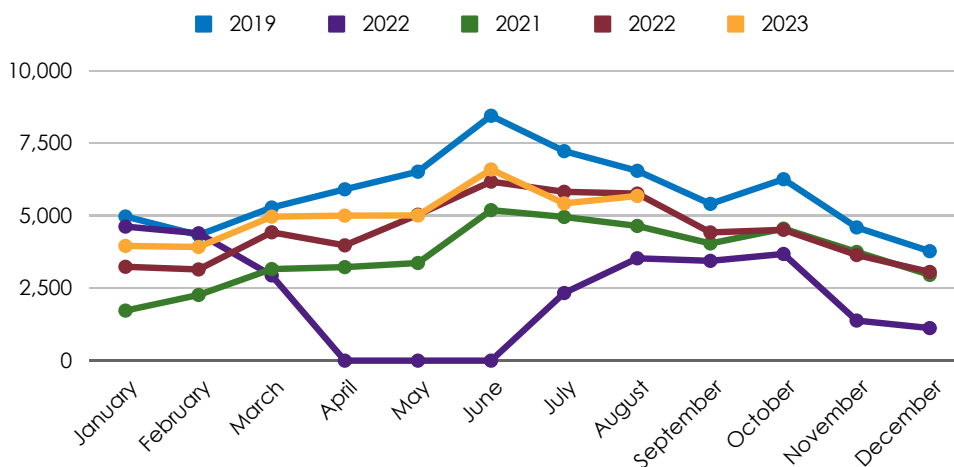


August Circulation

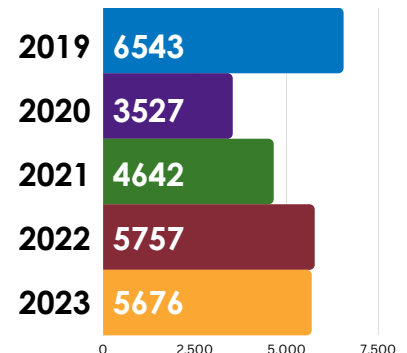
Hoopla & OverDrive/Libby



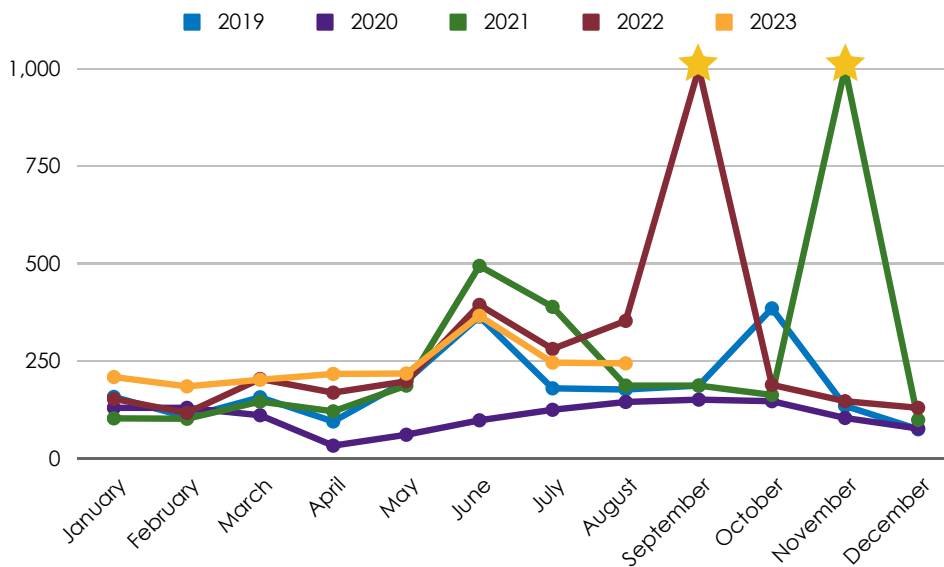
Door Count



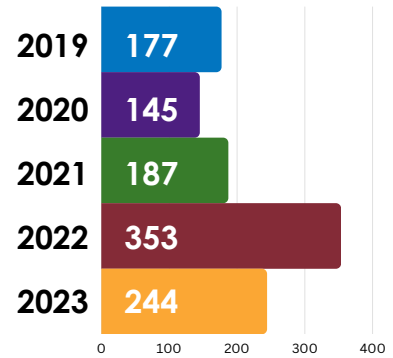
August Door Count



Library Card Signups

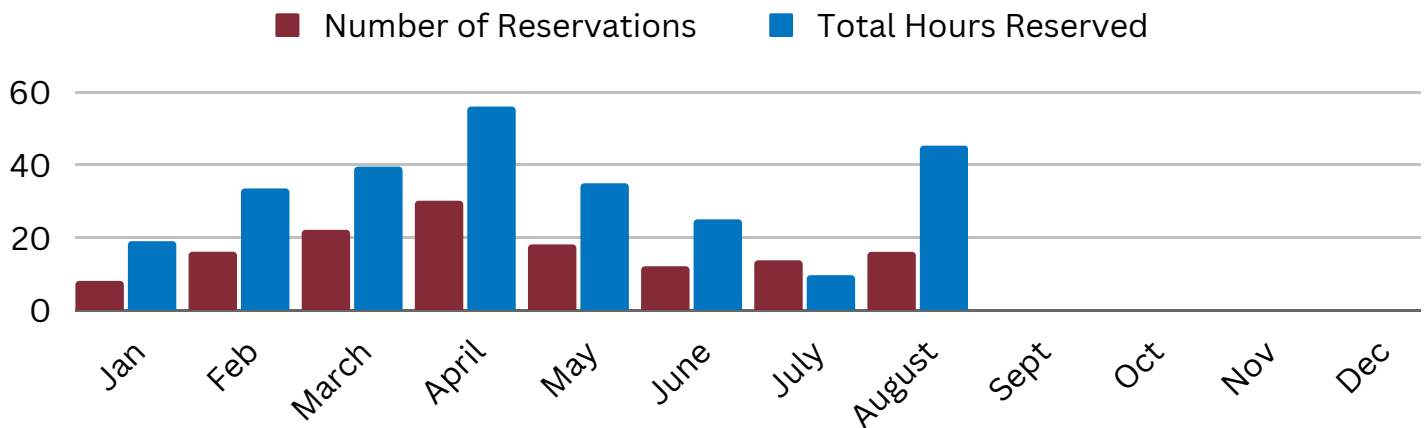


August Signups



★ In Nov. 2021, the WFPL added over 5000 library cards through partnership with West Fargo Public Schools. This partnership continues. In Sept. 2022, roughly 1200 cards were added through this partnership on top of the 500 cards added through our Library Card Signup Month campaign.

Meeting Room Usage



In August, library meeting rooms were used by:

- Yards Business Association
- Friends of the West Fargo Public Library
- Stage West/West Fargo Events
- Individuals conducting background checks
- Those needing quiet spaces to study/Zoom call

August 2023 Meeting Room Use

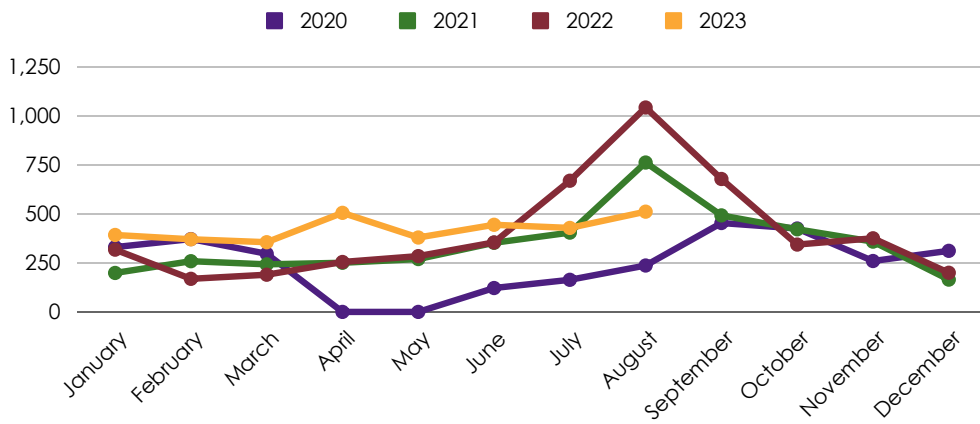
Monthly Hours Reserved 45

Hours Reserved YTD 264.67

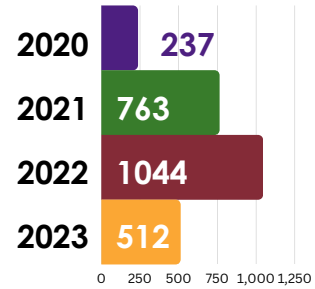
Monthly Reservations 16

Reservations YTD 131.75

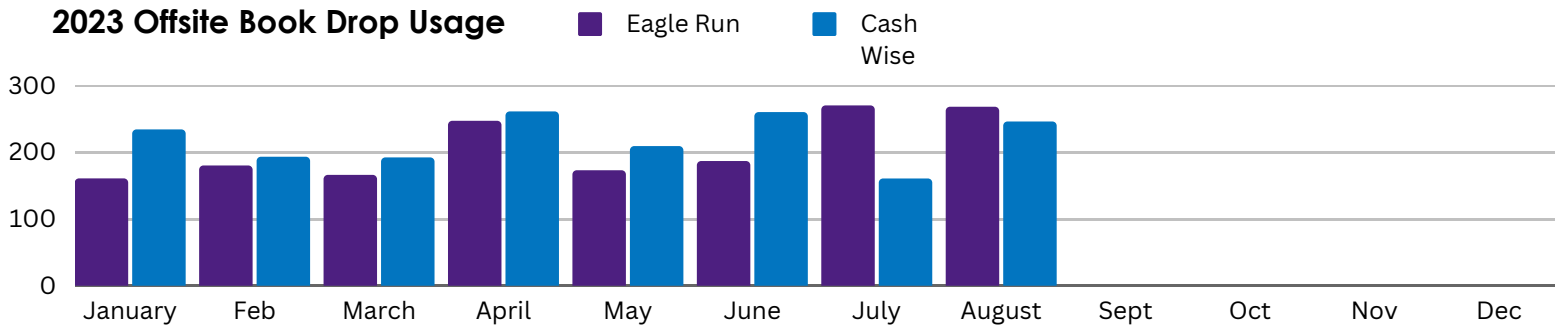
Offsite Book Drop Usage



August Offsite Book Drop Usage



2023 Offsite Book Drop Usage



Outreach Services

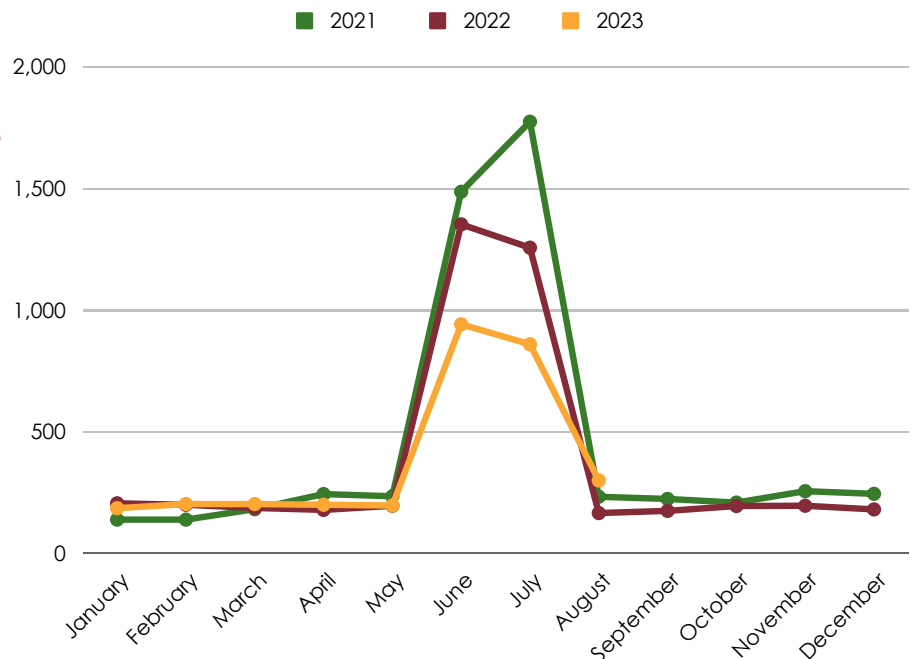
Monthly Outreach Circulation

Total Monthly Circulation*

Year	Circulation
2021	1776
2022	1258
2023	861

*The Total Monthly Outreach Circulation statistic has been modified to include Little Red Reading Bus circulation in 2021, 2022 and 2023 and these numbers will be reflected in any outreach reporting going forward. This number includes senior book deliveries, daycare book deliveries and any books checked out from the Little Red Reading Bus.

Senior Living Locations Served	6
Senior Outreach Circ.	99
Daycare Locations Served	5
Daycare Circ.	120
Little Red Reading Bus Stops	4
Little Red Reading Bus Circ.	82



Outreach & Community Event Attendance

Daycare Outreach Storytimes (0 sessions)	service ended May 2023
Little Red Reading Bus Route (4 stops)	120
Other Outreach Events	411
Total Attendance	531

Programs

Onsite Program Attendance

Youth

Ready to Read Storytime	199
Baby Boost Storytime	216
Teeter Tots Storytime	20
Teen Events	14
Other Youth Events	6
Total Attendance	455

(↑ 25)

Adult

Onsite Book Clubs	23
Adult Movie Screenings	61
English Conversation Circle	2
Other Events	1
Total Attendance	87

(↓ 4)

All-Ages

Summer Closing Party	220
Family Movie	22
Community Table Activity	195
Total	437

Reference Programs

Technology Tutoring	paused for summer
ND Job Service	0
Total Attendance	0

Reading & Activity Challenges

Career Readiness Challenge (Ongoing)

Monthly New Registrations	3
YTD Registrations	23
Lifetime Registrations	33

1000 Books Before Kindergarten (Ongoing)

Monthly New Registrations	5
YTD Registrations	85
Lifetime Registrations	483



Hundreds of people came to our End-of-Summer Celebration at the POW/MIA Plaza, which included a special dunk tank fundraiser hosted by the Friends among other activities like temporary tattoos, yard games, free snacks and a balloon twister. It ended up raining, but we still had a great turnout.

Total program attendees **1510** (↓ 268)
(in-library & outreach, Aug. 2023)

NOTE: Numbers reflected as (↑ x) or (↓ x) are comparing the current month's data to the previous month.

Communications

The West Fargo Public Library was included in the following local news stories in August:

- Prairie Public to host annual Share a Story Family Literacy Event Aug. 10 **Fargo Forum**
- West Fargo Public Library hosts "Chopped Challenge for Teens" **KVRR TV News**
- "Chooped" Wacky Food Competition for Teens in North Dakota **KVRR Affiliate in Georgia**
- West Fargo sets 2024 preliminary budget with hopes to further reduce mill levy **Fargo Forum**
- Summer Send-off Celebration **Valley Today (KVLV) TV News**
- Summer Send-off Celebration **WDAY First News TV News**
- Librarians breathe sigh of relief as new North Dakota Library Law has little effect **Fargo Forum**
- West Fargo's new library director takes the reins **Fargo Forum**

Social Media Audience

Facebook, Instagram, Twitter followers + unmuted Nextdoor community members

16027 (added 92)

Social Media Reach

The library reached more users on social media in August than any other month this year.

32084

