

**Ames Public Library Board of Trustees  
Agenda – September 17, 2020**

**\*DUE TO THE COVID-19 PANDEMIC THIS WILL BE AN ELECTRONIC MEETING.**

If you wish to provide input on any item you may call 515-239-5630, email [libraryboard@amespubliclibrary.org](mailto:libraryboard@amespubliclibrary.org), or you may be a video participant by going to [www.zoom.com](http://www.zoom.com), click “Join a Meeting”, and enter this meeting ID and Passcode:

Zoom Meeting ID: 851 7126 0404  
Passcode: 8675309

Please announce yourself at the start of the meeting to be reflected in the minutes. If you join during the meeting, please use the chat feature to announce your presence in order to avoid disrupting the meeting. Anyone wishing to comment during the Public Forum can do so by raising your hand in the chat feature; you will then be called on to speak following our Public Participation Policy. Please use the “mute” feature to minimize background noise when not speaking. Thank you for your cooperation during these unprecedented times.

**Call to Order** 7:00 p.m.

**Consent Agenda (Action Item)**

(All items listed under the consent agenda will be enacted by one motion. There will be no separate discussion of these items unless a request is made prior to the time the Board votes.)

- 1) Resolution approving donations
- 2) Motion approving minutes of the regular meeting August 20, 2020
- 3) Motion approving payment of claims 8/1/20 – 8/31/20

**Public Forum**

Members of the public who wish to address the Board will be given the opportunity at this time. (Please complete a blue card and hand it to the recording secretary.)

**Activity Reports**

- 4) Assistant City Manager - Schildroth
- 5) Administration – Schofer
- 6) APLFF – Butler/Myers
- 7) Director’s Evaluation Committee – Barchman/Butler/Looft

**Board Education**

- 8) Strategic Plan – Community Engagement Report

**Policy Review**

- 9) Display and Exhibit Policy (Action)
- 10) Public Participation Policy (Review)
- 11) Investment Policy (Review)

**Unfinished Business**

- 12) Strategic Plan update (Review)
- 13) Capital Improvement Plan (Action)

**New Business**

- 14) Fine Free (Discussion)

**Trustee Comments**

**Adjournment**

**Next regular meeting: Thursday, October 15, 2020  
Ames Public Library: We Connect You to the World of Ideas**

**Website: [www.amespubliclibrary.org](http://www.amespubliclibrary.org) | E-mail: [libraryboard@amespubliclibrary.org](mailto:libraryboard@amespubliclibrary.org)**

Please note that this Agenda may be changed up to 24 hours before the meeting time as provided by Section 21.4(2), Code of Iowa.

**Donations**

**BOARD OF TRUSTEES  
AMES PUBLIC LIBRARY  
September 17, 2020**

Be it resolved that the Board of Trustees, Ames Public Library, accepts the following donations:

- 1) In memory of William "Bill" Carlson from:
  - Winnie Lee Carleson .....\$300.00
  - Debra and Gary Hintz..... \$35.00
  - Debra Maaske ..... \$100.00
- 2) In memory of Luanne Endreland from her friends for genealogy books..... \$90.00
- 3) In memory of Mary Jo Vivian form Tom and Susan Herrington .....\$100.00
- 4) From Meeker School PTO for books given to Ames school children .....\$728.90

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Roger Kluesner, President

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Sandra Looft, Secretary

**Ames Public Library Board of Trustees  
Minutes of the Regular Meeting  
August 20, 2020**

The Ames Public Library (APL) Board of Trustees met in regular session on Thursday, August 20, 2020, via Zoom, with Barchman, Butler, Glatz, Kluesner, Marshall, Myers, Raman, and Thorbs-Weber in attendance. Looft was excused. Director Schofer was also in attendance.

**Call to Order:** President Kluesner called the meeting to order at 7:00 p.m.

**Consent Agenda:**

Kluesner introduced the consent agenda to the Board. Glatz stated he had questions regarding both the minutes and claims list. Those items were pulled from the consent agenda.

Kluesner addressed Glatz's question regarding the minutes. Glatz was concerned about the accuracy of the count for the votes on motions. He stated the President or Vice-President should only be voting to break a tie and therefore should not be included in the count. He requested the minutes be corrected. The Board discussed this concern. The Ames Public Library Bylaws, Board of Trustees Policy states "The presiding officer customarily exercises the right to vote only when the vote is by ballot or when one more vote could alter the outcome." This does not mean the President or Vice-President are not allowed to vote at other times that they elect to do so. Barchman stated she does not recall if she voted or not at the last meeting. Kluesner stated he would take roll call votes in the future to make it clear.

The vote on adjournment as stated in the July 16, 2020 minutes is incorrect as Raman had technical difficulties and was no longer present.

**Moved by Raman, seconded by Glatz, to approve the minutes of the regular meeting, July 16, 2020 with the correction made changing the vote on motion of the adjournment from 7-0 to 6-0.**

**Vote on Motion: 7-0 (Kluesner abstaining). Approved unanimously.**

\* Code of Iowa Chapter 21.3, Meetings of Governmental Bodies, states "The minutes shall show the results of each vote taken and information sufficient to indicate the vote of each member present. The vote of each member present shall be made public at the open session." The secretary will note the President or Vice-President as abstaining if they do not vote to continue to comply with the requirement of this section.

Kluesner returned to the first item on the consent agenda for approval.

**Moved by Butler, seconded by Glatz, to approve the resolution approving donations.**

1. Resolution approving donation:
  - A. From First Book Marketplace, an in-kind grant for free books distributed to children in summer 2020 ..... \$500.00
  - B. In memory of William “Bill” Carlson from:
    - Greg and Mary Maack ..... \$50.00
    - Joan M. Peterson ..... \$50.00

**Vote on Motion: 7-0 (Kluesner abstaining). Approved unanimously.  
Resolution No. 2020-L018 adopted.**

Kluesner addressed Glatz’s question regarding the payment of claims. Glatz wanted to know why the total expenditures are so much higher for July this year than it had been in years past.

The claims list this year has expenditures for FY20 and FY21. Some expenses, such as electronic database subscriptions, are required to be paid by the vendor before July 1. The City pays that from a “prepaid” account and adjusts it to FY21 after the start of the year. At the same time, the City is finalizing FY20 expenses. The numbers are not final FY20 numbers. The City will close the fiscal year out and provide reports in October.

Kluesner stated, these are the expenses being paid at this time. It is not stating that they will be paid out this specific fiscal year.

COVID-19 expenses are also included on this list. These expenses are expected to be covered by FEMA, but are presently shown in our expenses.

**Moved by Glatz, seconded by Barchman, to approve payment of claims  
7/1/20-7/31/20.**

**Vote on Motion: 7-0 (Kluesner abstaining). Approved unanimously.**

**Public Forum:** None

**Activity Reports:**

Assistant City Manager Schildroth: Schildroth was not able to attend.

Administrative Staff Report: Schofer gave a report to the Board.

- The library was impacted by the recent power outage. Patrons and staff took shelter in the back hallway when the sirens sounded. Schofer and Dornink remained in the lobby; the library doors remained unlocked for the public. In the past people from the CyRide bus have sought shelter at the library. One take away was the potential need for an updated radio to receive information. Power was restored the next day.

- The power outage did cause battery failure. The faulty batteries produced a rancid smell. Staff called the fire department before the cause of the smell was known. The Facilities Manager was able to get an electrician over to the library in a timely fashion. The batteries have been replaced. No other damage was sustained.
- We did work with the City for the library to serve as a cooling center. The City had a hotline, cooling centers, charging stations, information tents, gave away free ice, and had some people going door to door checking on people that were known to be shut-ins. There was a lot the City was doing behind the scenes to try to assist the citizens in Ames impacted by the storm.
- The library remains in a lobby only phase. Patrons may come in to pick up holds, quick pick selections, grab and go bags, and some best sellers. Limited computer use, reference, and printing are also available. They will be adding more browsing books since the space the holds was taking up has decreased. Schofer would like to continue the lobby only phase as she continues to work with the City and Board to monitor the situation. Butler, Myers, Barchman, and Raman all stated their support of this decision. Raman stated he not only supports this decision but almost insists that the safety of the staff and community be paramount and then the need to serve the community, providing the most services possible while minimizing exposure.
- The library is a normally a voting location. Schofer has been in contact with the Board of Elections to discuss what that may look like this year. Schofer will be meeting with them in the near future.

APLFF Report: Myers gave a report to the Board.

- They have approved the FY20 financials. They were able to recoup the original loss on their investments from the stock market drop.
- There will not be a book sale in November.
- They will still be working on a virtual author café.
- They are having a virtual pub fiction event and are currently selling gaiters. There will be an online costume contest.
- The fundraising committee said there was little to no change in financials.
- They are still receiving applications for the Development Officer position. They will be reviewing those applicants and scheduling interviews.
- Margo Foreman is a new APLFF Board member.
- Beck is continuing to seek grants for hotspots.

### **Board Education:**

Schofer gave a presentation on Programming 101, highlighting some of the things the library is offering at this time including:

- Story time online – this is on Mondays and Fridays and includes a music component and an interactive component. They are looking at setting up more story times with Zoom registrations as well as with the daycares.
- STEM kits – They have been doing videos around a science concept with these kits available to pick up to try at home. It has been well received.
- Terrific Tuesdays – This has been virtual, but they have offered zoo tours, magicians, etc.

- Free meals and books – The Ames Community Schools was our feeder site. We did run out of meals every day. In addition to the meals 4,509 free books were distributed.
- Reading challenges – read, watch, do, connect was the goal. We may not have had as many participants but we did have an online presence.
- Reader’s Advisory – we will have a form online where patrons can fill out a little information and receive “personalized picks” to help find other books they may enjoy. There is also a discussion on Facebook.
- Reading Radio – on KHOI every week.
- Story Line – people can call in and listen to pre-recorded stories.
- Book Groups – some are emailing, some are meeting via Zoom
- Teen book discussion – they are currently reading Stamped
- Family book club – they registered online and discussed
- Teen Discord – online platform by invitation only. They have done some programming on it including Menstruation Celebration and a conversation about being vegetarian and vegan.
- Ames Pridefest – these sessions are continuing into the fall on Zoom with different topics and speakers each month.
- Ames History Museum – we’ve done some lecture series with them and will continue.
- Fake News – Facing Facts will be coming up. They will be trying to promote some critical thinking, how to access the news you get.
- Film Series – this will be with ISU partners
- They will be doing a fall reading challenge

The Board discussed some of the programs. Thorbs-Weber asked about more adult programming. The Programming Team was evaluating the programs being offered before COVID, they will continue the conversation. Schofer always welcomes ideas or contacts. Kluesner asked about the availability to track statistics for the virtual programming attendance. The State Library has provided some guidance to use for measuring virtual programs. Schofer will work on compiling some statistics to share.

**Policy Review:**

The Board reviewed the Display and Exhibit Policy. Schofer recommended adding the electronic display monitors to the section addressing the free-standing display cases. She may also add the same exception that is in the Program Policy in order to have the ability to make an exception if appropriate.

**Unfinished Business:**

Strategic plan update. Schofer sent out a document with a rough draft of the strategic plan to the Board earlier today.

Glatz stated that it arrived so late that he has not had time to review it. Butler also stated that she had not had sufficient time in order to know how to respond. Raman stated that he hasn’t been able to engage with it either but it looks like it is on the right track calling out the key principles. Marshall would like to know what the short-term, mid-term, and long-term goals are

as well as to see more verbs used. Barchman acknowledged that the document was in draft form but recommended fixing the formatting before finalizing it. The Board was not ready to discuss the details of the plan but did discuss the process that was used to gather information and form ideas for the plan. They would like time to review the document before providing feedback. Glatz suggested making the September Board meeting primarily about the strategic plan. Suggestions were made to bring in strategic team members, survey results, or a presentation that shows where some of the ideas came from.

**New Business:**

RFID Library Solutions, Inc. automated material handling system maintenance agreement renewal. The AMHS system was installed in 2013 with a multi-year system maintenance agreement included. The AMHS allowed for staff to spend more time on the floor assisting customers and less time in the back checking in materials. In the current COVID environment, the Library continues to benefit from this efficiency as well as from the reduced physical handling of materials being returned. This renewal will also require approval by City Council.

**Moved by Glatz, seconded by Raman, to approve the renewal of the RFID Library Solutions Service Agreement in the total amount of \$82,500.20.**

**Vote on Motion: 7-0 (Kluesner abstaining). Approved unanimously. Resolution No. 2020-L019 adopted.**

Director's FY22 goals

The Board reviewed the goals submitted by Schofer. They were the goals included in her evaluation document.

**Moved by Barchman, seconded by Myers, to approve the Director's FY22 goals as presented.**

**Vote on Motion: 7-0 (Kluesner voted; Glatz left the meeting prior to the vote and is now excused with Looft ). Approved unanimously.**

Capital Improvement Plan Discussion

Schofer will be meeting with the City Manager at some point in October to review the Library's Capital Improvement Projects. Project suggestions include furniture replacement in the youth service and adult services area, entryway doors, vestibule carpeting, outdoor digital programmable sign, carpet replacement in youth services, and carpet replacement in adult services. There may be a need for a software upgrade for our HVAC system that may be a capital project.

Thorbs-Weber left the meeting.

**Trustee Comments:**

- Butler – no comments
- Barchman – no comments
- Marshall – thanks for all the work as always, enjoyed the program information

- Raman – likewise
- Myers – no additional comments
- Kluesner – thank you everyone for continuing to meet in this venue. He would like everyone to consider when they would feel comfortable meeting in person again.

**Adjournment:**

**Moved by Raman, seconded by Barchman, to adjourn at 9:11 pm.  
Vote on Motion: 5-0 (Kluesner abstained; Glatz, Looft, Thorbs-Weber  
excused). Motion approved unanimously.**

The next regular meeting will be on Thursday, September 17, 2020, at 7:00 p.m., in the Dale H. Ross Board Room, Ames Public Library, 515 Douglas Avenue.

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Melissa Johannes, Library Secretary

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Sandra Looft, Board Secretary



**Library Claims**  
**August 1, 2020 to August 31, 2020**

<b>Administration FY20</b>		
PAYROLL SUMMARY	PERMANENT SALARIES/WAGES	\$ 44,091.80
PAYROLL SUMMARY	TEMPORARY SALARIES/WAGES	\$ 1,065.00
REVERSE FY20 WAGE ACCRUAL	TEMPORARY SALARIES/WAGES	\$ (595.00)
PAYROLL SUMMARY	DENTAL INSURANCE	\$ 442.72
PAYROLL SUMMARY	IPERS DISABILITY	\$ 222.67
PAYROLL SUMMARY	LIFE INSURANCE	\$ 74.25
PAYROLL SUMMARY	HEALTH INSURANCE	\$ 7,879.90
PAYROLL SUMMARY	MEDICARE FICA	\$ 641.81
REVERSE FY20 WAGE ACCRUAL	MEDICARE FICA	\$ (8.63)
PAYROLL SUMMARY	FICA	\$ 2,744.26
REVERSE FY20 WAGE ACCRUAL	FICA	\$ (36.89)
PAYROLL SUMMARY	IPERS	\$ 4,262.82
PAYROLL SUMMARY	WORKERS COMPENSATION	\$ 155.51
BANK OF AMERICA	DUES/MEMBERSHIPS	\$ 219.00
BANK OF AMERICA	ADVERTISING	\$ 193.80
CITY OF AMES UTILITIES	ELECTRIC SERVICE	\$ (15.60)
CENTURYLINK	OUTSIDE PHONE SERVICE	\$ 258.50
CITY OF AMES UTILITIES	WATER/SANITARY SEWER	\$ (4.95)
ALLIANT ENERGY/IPL	NATURAL GAS	\$ 42.92
MIDWEST ALARM-FIRE ALARM	MAINTENANCE CONTRACTS	\$ 376.68
ACI MECHANICAL INC	MAINTENANCE CONTRACTS	\$ 1,008.00
ENVISIONWARE PO#57960	TECHNOLOGY MAINT/SUPPORT	\$ 4,924.15
ENVISIONWARE SUBSCRIPTION	TECHNOLOGY MAINT/SUPPORT	\$ 1,092.00
INNOVATIVE PO#57969	TECHNOLOGY MAINT/SUPPORT	\$ 30,277.27
PO#56906 CDW GOVT	TECHNOLOGY MAINT/SUPPORT	\$ 5,318.00
PO#59098 INTERNA LIBRARY	TECHNOLOGY MAINT/SUPPORT	\$ 3,800.00
RFID LIBRARY SOLUTIONS	TECHNOLOGY MAINT/SUPPORT	\$ 3,750.00
ZOOBEAN-LIBRARY LICENSE	TECHNOLOGY MAINT/SUPPORT	\$ 1,280.42
BANK OF AMERICA	TECHNOLOGY MAINT/SUPPORT	\$ 1,101.47
WEBCLARITY SOFTWARE INC	TECHNOLOGY MAINT/SUPPORT	\$ 3,366.00
BIBLIOTHECA LLC	TECHNOLOGY MAINT/SUPPORT	\$ 18,935.00
INNOVATIVE INTERFACES INC	TECHNOLOGY MAINT/SUPPORT	\$ 1,970.00
MIDWEST ALARM SERVICES	NON-CITY SERVICE	\$ 486.96
MIDWEST ALARM-FIRE INSPEC	NON-CITY SERVICE	\$ 347.88
CH ISSUES	OFFICE SUPPLIES	\$ 1.56
STAPLES BUSINESS ADVANTAG	OFFICE SUPPLIES	\$ 62.20
BANK OF AMERICA	AG/HORT SUPPLIES	\$ 73.17
	<b>Total Administration</b>	<b>\$ 139,804.65</b>
<b>Resource Services FY20</b>		
PAYROLL SUMMARY	PERMANENT SALARIES/WAGES	\$ 25,579.80
PAYROLL SUMMARY	DENTAL INSURANCE	\$ 266.32
PAYROLL SUMMARY	IPERS DISABILITY	\$ 120.05

**Library Claims**  
**August 1, 2020 to August 31, 2020**

PAYROLL SUMMARY	LIFE INSURANCE	\$ 57.76
PAYROLL SUMMARY	HEALTH INSURANCE	\$ 5,006.12
PAYROLL SUMMARY	MEDICARE FICA	\$ 347.48
PAYROLL SUMMARY	FICA	\$ 1,485.87
PAYROLL SUMMARY	IPERS	\$ 2,414.74
PAYROLL SUMMARY	WORKERS COMPENSATION	\$ 30.70
OCLC INC	OUTSIDE PROFESSIONAL SVCS	\$ 32,377.20
BAKER & TAYLOR INC	EQUIPMENT PARTS/SUPPLIES	\$ 118.44
CRYSTAL CLEAR WATER	EQUIPMENT PARTS/SUPPLIES	\$ 17.00
DEMCO INC	EQUIPMENT PARTS/SUPPLIES	\$ 997.28
AMAZON	EQUIPMENT PARTS/SUPPLIES	\$ 71.25
BANK OF AMERICA	EQUIPMENT PARTS/SUPPLIES	\$ 399.90
BRAINFUSE ONLINE TUTORING	ELECTRONIC COLLECTION	\$ 5,000.00
EBSCO SUBSCRIPT LIBRARY	ELECTRONIC COLLECTION	\$ 661.33
EBSCO SUBSCRIPTION	ELECTRONIC COLLECTION	\$ 8,469.00
ENCYCLOPAEDIA BRITANNICA	ELECTRONIC COLLECTION	\$ 2,350.00
MOMETRIX MEDIA-ELIBRARY	ELECTRONIC COLLECTION	\$ 1,462.12
NEWS BANK-LIBRARY SUBSCRI	ELECTRONIC COLLECTION	\$ 8,144.00
THE NEW YORK TIMES-WEB	ELECTRONIC COLLECTION	\$ 525.30
VALUE LINE INVEST SURVEY	ELECTRONIC COLLECTION	\$ 7,000.00
RECORDED BOOKS LLC	ELECTRONIC COLLECTION	\$ 3,896.03
PROQUEST LLC	ELECTRONIC COLLECTION	\$ 2,475.82
TUMBLEWEED PRESS INC	ELECTRONIC COLLECTION	\$ 450.00
OVERDRIVE	ELECTRONIC COLLECTION	\$ 1,631.08
BOOKPAGE	PERIODICALS	\$ 882.00
BAKER & TAYLOR INC	YOUTH COLLECTION	\$ 1,442.40
INGRAM LIBRARY SERVICES	YOUTH COLLECTION	\$ 32.88
AMAZON	YOUTH COLLECTION	\$ 105.75
MIDWEST TAPE	YOUTH COLLECTION	\$ 124.40
MIDWEST TAPE	AUDIO-VISUAL COLLECTION	\$ 2,696.13
BAKER & TAYLOR INC	ADULT PRINT COLLECTION	\$ 2,089.02
INGRAM LIBRARY SERVICES	ADULT PRINT COLLECTION	\$ 20.38
AMAZON	ADULT PRINT COLLECTION	\$ 261.69
GALE GROUP	ADULT PRINT COLLECTION	\$ 478.17
GREY HOUSE PUBLISHING INC	ADULT PRINT COLLECTION	\$ 496.05
	<b>Total Resource Services</b>	<b>\$ 119,983.46</b>
<b>Youth Services</b>		
PAYROLL SUMMARY	PERMANENT SALARIES/WAGES	\$ 40,013.06
PAYROLL SUMMARY	TEMPORARY SALARIES/WAGES	\$ 693.00
REVERSE FY20 WAGE ACCRUAL	TEMPORARY SALARIES/WAGES	\$ (214.50)
PAYROLL SUMMARY	DENTAL INSURANCE	\$ 359.34
PAYROLL SUMMARY	IPERS DISABILITY	\$ 202.07
PAYROLL SUMMARY	LIFE INSURANCE	\$ 79.78

**Library Claims**  
**August 1, 2020 to August 31, 2020**

PAYROLL SUMMARY	HEALTH INSURANCE	\$ 5,900.88
PAYROLL SUMMARY	MEDICARE FICA	\$ 566.89
REVERSE FY20 WAGE ACCRUAL	MEDICARE FICA	\$ (3.11)
PAYROLL SUMMARY	FICA	\$ 2,423.95
REVERSE FY20 WAGE ACCRUAL	FICA	\$ (13.30)
PAYROLL SUMMARY	IPERS	\$ 3,842.66
PAYROLL SUMMARY	WORKERS COMPENSATION	\$ 59.94
JESTER PUPPETS	OUTSIDE PROFESSIONAL SVCS	\$ 250.00
BLANK PARK ZOO	OUTSIDE PROFESSIONAL SVCS	\$ 80.00
KOLLUM, JASON	OUTSIDE PROFESSIONAL SVCS	\$ 243.75
PO#58050 SWANK MOVIE LICE	LICENSES/PERMITS	\$ 1,942.50
BANK OF AMERICA	OFFICE SUPPLIES	\$ 30.04
STAPLES BUSINESS ADVANTAG	OFFICE SUPPLIES	\$ 79.20
HEID, JERRI	OFFICE SUPPLIES	\$ 41.30
	<b>Total Youth Services</b>	<b>\$ 56,577.45</b>
<b>Adult Services</b>		
PAYROLL SUMMARY	PERMANENT SALARIES/WAGES	\$ 28,885.80
PAYROLL SUMMARY	DENTAL INSURANCE	\$ 192.90
PAYROLL SUMMARY	IPERS DISABILITY	\$ 99.56
PAYROLL SUMMARY	LIFE INSURANCE	\$ 66.02
PAYROLL SUMMARY	HEALTH INSURANCE	\$ 3,226.26
PAYROLL SUMMARY	MEDICARE FICA	\$ 408.51
PAYROLL SUMMARY	FICA	\$ 1,746.75
PAYROLL SUMMARY	IPERS	\$ 2,726.80
PAYROLL SUMMARY	WORKERS COMPENSATION	\$ 34.64
PO#58050 SWANK MOVIE LICE	LICENSES/PERMITS	\$ 1,942.50
	<b>Total Adult Services</b>	<b>\$ 39,329.74</b>
<b>Customer Account Services</b>		
PAYROLL SUMMARY	PERMANENT SALARIES/WAGES	\$ 38,024.94
PAYROLL SUMMARY	TEMPORARY SALARIES/WAGES	\$ 12,014.12
REVERSE FY20 WAGE ACCRUAL	TEMPORARY SALARIES/WAGES	\$ (5,274.27)
PAYROLL SUMMARY	DENTAL INSURANCE	\$ 281.70
PAYROLL SUMMARY	IPERS DISABILITY	\$ 191.40
PAYROLL SUMMARY	LIFE INSURANCE	\$ 85.29
PAYROLL SUMMARY	HEALTH INSURANCE	\$ 4,537.82
PAYROLL SUMMARY	MEDICARE FICA	\$ 699.26
REVERSE FY20 WAGE ACCRUAL	MEDICARE FICA	\$ (76.48)
PAYROLL SUMMARY	FICA	\$ 2,989.95
REVERSE FY20 WAGE ACCRUAL	FICA	\$ (327.00)
PAYROLL SUMMARY	IPERS	\$ 4,723.66
PAYROLL SUMMARY	WORKERS COMPENSATION	\$ 120.37
STAPLES BUSINESS ADVANTAG	OFFICE SUPPLIES	\$ 21.72
	<b>Total Customer Account Services</b>	<b>\$ 58,012.48</b>

**Library Claims**  
**August 1, 2020 to August 31, 2020**

<b>COVID</b>		
REVS G5191 AP ACCR FY20	MINOR EQUIPMENT/TOOLS	\$ (1,810.58)
AVKARE LLC	MINOR EQUIPMENT/TOOLS	\$ 1,810.58
BANK OF AMERICA	SPECIAL PROJECT SUPPLIES	\$ 1,049.42
STAPLES BUSINESS ADVANTAG	SPECIAL PROJECT SUPPLIES	\$ 28.31
	<b>Total COVID</b>	<b>\$ 1,077.73</b>
	<b>Total:</b>	<b>\$ 414,785.51</b>
<b>Roger Kluesner, President</b>	<b>Sandra Looft, Secretary</b>	<b>Date</b>

# Stakeholder Focus Group Analysis

## Strategic Planning 2020-2025 Community Engagement Team

Bri Anderson | Ebby Brown | Amy Boldman  
Rosie Francis | Megan Klein-Hewett

[Process Review](#)

[Hope for the Community](#)

[Community Issues](#)

[Barriers](#)

[Overcoming Issues & Barriers](#)

[One Word Describing APL](#)

[Opportunities](#)

[Appendices](#)

[Appendix A: Hopes](#)

[Appendix B: Issues](#)

[Appendix C: Barriers](#)

[Appendix D: Library's Role](#)

[Appendix E: One-Word](#)

[Appendix F: Opportunities](#)

## Process Review

The goal of the Community Engagement Team was to provide an opportunity for key community stakeholders to help identify service needs in the Ames community to aid development of strategic planning for Ames Public Library for the next three to five years.

The committee identified six stakeholder areas for meetings:

1. Arts and Culture – met January 21, 2020 with 5 attendees
2. Non-Profits – met January 28, 2020 with 12 attendees
3. Small Business Owners – met February 12, 2020 with 6 attendees
4. Educators – met February 27, 2020 with 7 attendees
5. Community Influencers – met March 5, 2020 with 13 attendees
6. Inclusive Community – met April 23, 2020 with 4 attendees

The first five meetings were held at Ames Public Library. The Inclusive Community meeting was held via Zoom due COVID-19 related issues.

The committee intended to hold an open house event but cancelled, also due to COVID-19 related issues.

Each focus group was asked the same series of questions:

1. What is one word or a small phrase you would use to identify and discuss your hopes for the community.
2. Share and discuss issues that face the community that might prevent their hopes from becoming a reality.
3. Identify and discuss barriers that prevent the community from solving the above issues.
4. Brainstorm in small groups how Ames Public Library can help to overcome the identified barriers.
5. Share one word or small phrase that describes Ames Public Library.

Dedoose software was used to analyze the data collected from each focus group.

It became clear that there were several topics that were at the forefront of each focus group. These included a disconnect between ISU community and the Ames community, the need for a resource hub to connect people to local services, and increased need for multicultural programs.

The following report highlights the most common responses to each question, and all responses can be found in the appendices. Additionally, while analysing the meeting responses the Community Engagement Team called out areas of opportunity for Ames Public Library and those are outlined in the Opportunities section.

## Hope for the Community

Meeting participants were asked to share one word or phrase that describes their hope for the Ames community, looking forward toward the next five years. The responses varied widely but there was some overlap, indicated in the word cloud below. All responses can be seen, along with the number of respondents who provided that answer, in [Appendix A](#).



## Community Issues

Participants were next asked to think about the issues facing the Ames community that prevent us from moving forward. Again, responses were varied but there was a clear consensus across all meetings around the top two issues: Housing and Communication/Information.

Top issues are outlined in the infographic below, and all issues that were mentioned can be found in [Appendix B](#).





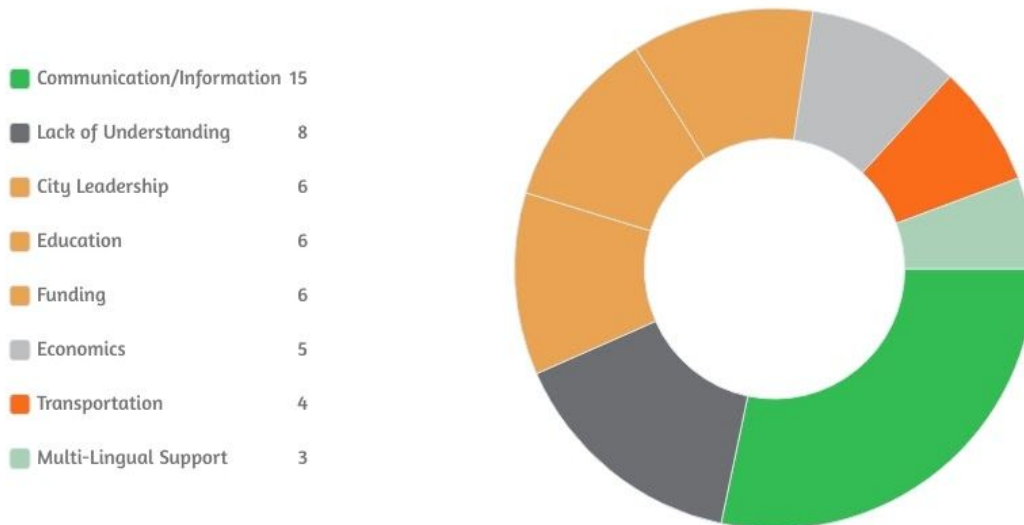
## Barriers

The next topic discussed were barriers to solving the community issues brought up in the previous question. Once again, communication/information rose to the top, this time as a major barrier.

# BARRIERS

to solving the ISSUES in our community

## Frequency of Mentions



### Communication: Language

Many people who need services can't find them and/or can't take advantage of them because resources are only available in English.

### Financial Insecurity

Agencies need reliable and increased funding to provide essential services. Residents struggle with wage discrepancies and high cost of living.

*We don't have people in leadership of different backgrounds, different races, differently-abled, and different identities- even though that is represented in our community.*

## Overcoming Issues & Barriers

All ideas from the Library's Role conversation may be found in [Appendix D](#).

# The Library's Role

As part of the community conversations, participants discussed what they viewed as the Library's current role in our community.

The responses that appeared most frequently centered on the Library's role as a hub for Resources, Engagement, and Community Support.



Saw the Library as a **RESOURCE** for:

- Programming
- Community Services
- Education
- Communication and Information Sharing
- and physical Library Resources



Saw the Library's Role as providing opportunities for **ENGAGEMENT** through:

- Community Engagement
- and Partnerships



Saw the Library Role as providing **COMMUNITY SUPPORT** through:

- Diversity & Inclusion
- Multi-lingual support
- Youth Development
- Access
- and a Welcoming Environment

# The Library's Role: Awareness Gaps

In our conversations, we noticed quite a bit of overlap between what respondents' perceived as Opportunities for the Library to expand its impact in the community and services already being offered

This may demonstrate that there is a gap in awareness of many of the services currently being offered by the Library, and may be an opportunity to increase knowledge of the things the Library is doing more widely in the community. Areas of overlap between what respondents offered as opportunities for the Library to expand its impact and things we are already doing are outlined below:

Library's Role	Opportunities Mentioned	Services Currently Offered
Education	"Provide computer literacy training"	Computer Basics Classes
Library Resources	"Expand digital resources"	Kanopy, Bridges, RB Digital, Hoopla, Digital Databases
Library Resources	"Resource guide"	Social Services notebook at service desks
Multi-lingual Support	"Language classes"	Conversations groups for English, Spanish, Russian, ASL, French
Multi-lingual Support	"Access to books and other resources in other languages"	World Language Collections for Youth and Adult Materials
Youth Development	"Morning Programs and storytimes for kids"	Weekly storytimes
Youth Development	"Teen outreach"	Teen Advisory Group



## Opportunities

The Community Engagement team identified 98 opportunities from the stakeholder meetings. While there was a great amount of overlap with the information gathered in the “Library’s Role” question, when we look at this information from the standpoint of opportunities we can make slightly different conclusions.

Generally, these opportunities represent the stakeholder’s view of the library in three key areas: as connector, as partner, and as place.



The areas of greatest opportunity are outlined below, with a sample opportunity from that area. A list of all opportunities identified by the team, unique from Library’s Role responses, may be found in [Appendix F](#).





# Areas of Greatest Opportunity

**26** **Programming**  
*"More classes - for hobbies and self-discovery"*

**12** **Education**  
*"Provide computer literacy training - especially for internationals and the elderly"*

**11** **Diversity & Inclusion**  
*"Host diversity training"*

**10** **Partnerships**  
*"More community center and partnerships by leveraging the space, connections and resources that APL already has"*

**8** **Library Resources**  
*"APL should reflect the community with: Diverse staffing; Diverse authors, languages and designs in display; What and who people see when they walk into APL"*

**7** **Welcoming**  
*"Ames isn't seen as a welcoming community at present, how do we change that perception?"*

**13** **Communication/Information**  
*"Strengthen and help disseminate what the City (including government) is doing - break down those communication barriers."*

**11** **Community Engagement**  
*"APL staff members can consider being liaisons to other non-profit boards in the community"*

**10** **Community Services**  
*"Community leaders can have office hours here at APL"*

**9** **Access**  
*"Increase Bookmobile stops and partner with other businesses"*

**8** **Multi-Lingual Support**  
*"Be a leader in change to encourage more organizations in the community to follow, like for example, changing of signage, or informational materials, website, and flyers by having a variety of languages"*

## Appendices

### Appendix A: Hopes

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Welcoming	4
Vibrant	3
Support	2
Service	2
Inclusiveness	2
Flexible	2
Diverse	2
Connected	2
Activities	2
Accessible	2
Access	2
Underserved	
Training	
Respect	
Resourceful	
Resource-rich	
Resilient	
Prosperous	
Options	
Opportunities	
Open	
Multilingual	
Multiethnic	
Literacy	
Interactions	
Innovative	
Inclusion	
Homeless	
Fun	
Engaged	

Education	
Community	
Childcare	
Awareness	
Authentic	
All-abilities	
Adaptive	
Acknowledgement	
Accepting	

## Appendix B: Issues

Meeting	Excerpt Copy	Codes Applied
Arts&Culture	Community Silos - With an US vs THEM mentality	Issues, Communication/Information
Arts&Culture	Community Resources and Funding	Issues, Funding
Arts&Culture	Transportation becomes an issue if one did not own a car	Issues, Transportation
Arts&Culture	Fear/ Racism and failure to see the other's point of view	Issues, Racism
Arts&Culture	Misinformation about resources and projects were especially evident during the bond referendum for the Healthy Life Center	Issues, Communication/Information, City Leadership
Arts&Culture	Separation and the othering of groups	Issues, Diversity & Inclusion
Arts&Culture	Reaching across the aisle is difficult	Issues
Arts&Culture	Permits, etc.	Issues
Arts&Culture	There is a certain stodginess to try new or different business	Issues
Arts&Culture	Lack of diversity and inclusion (racism)	Issues, Racism, Diversity & Inclusion
Arts&Culture	There is a surface niceness but venom underneath	Communication/Information, Issues, Quotes
Arts&Culture	Proposal to rename Squaw creek and the nastiness that accompanied that campaign was mentioned.	Issues, Diversity & Inclusion
Arts&Culture	The international students are not acknowledged	Issues, Diversity & Inclusion
Arts&Culture	Community tends to treat ISU students as second class citizens	Issues, Town & Gown
Arts&Culture	Short sightedness – there is resistance to update, change and grow	Issues, Resistance to Change



Arts&Culture	Many of the community leaders right now are close to retirement age; the next generation of leaders need to be mentored by them.	Issues, City Leadership, Succession Planning
Arts&Culture	We need more public and private opportunities and involvement for and from young professionals	Issues, Succession Planning
Arts&Culture	Mentoring at risk youth	Issues, Youth Development, Achievement Gap
Arts&Culture	The youth journaling project that did not succeed was mentioned	Issues, Youth Development
Arts&Culture	Ames has very low unemployment but -	Issues, Employment
Arts&Culture	We need retooling opportunities	Issues, Employment, Economics, Education
Arts&Culture	We need opportunities to uplift people	Issues, Economics, Employment
Arts&Culture	Iowa State University enrollment is shrinking, is Ames prepared for the impact?	Issues, Town & Gown
Arts&Culture	While other Midwest colleges are increasing enrollment, Ames is not seen as attractive to	Issues
Arts&Culture	Non-traditional students	Issues, Town & Gown
Arts&Culture	International / multicultural students	Issues, Diversity & Inclusion, Town & Gown
Arts&Culture	Ames isn't seen as a welcoming community at present, how do we change that perception?	Issues, Welcoming
Local Business	Communication – Ames Main Street board hears what's going on among the board, but other issues aren't making their way up from the larger business community. There are opportunities to expand the conversation among the business community. Also, Ames People is really mean/negative – there are some positives but mostly is negativity.	Issues, Communication/Information
Local Business	Traffic on Duff – Don't like driving down there. How do we ensure growth is thoughtful to not exacerbate traffic in other areas making them like Duff? How do we grow the Lincoln Way corridor and the proposed development around the football stadium/University thoughtfully?	Issues, City Growth/Development
Local Business	Societal Polarization – It's an impediment to what we want to do, caused by fear and unknown change.	Issues, Cultural Competency, Diversity & Inclusion
Local Business	Regulation - Sometimes the state steps in on small community changes – why does the state/federal government stand in the way of progressive communities? Why does the state have a voice in whether we want to ban	Issues, Regulation

	plastic bags? This keeps us from becoming the progressive city we could be.	
Local Business	Low unemployment – There is a lack of meaningful job openings. It’s hard to keep staff around and have a large enough staff to participate in the community the way we would like. It’s hard to hire for professional positions. This impacts community building.	Issues, Employment
Local Business	Transient Population – Student population causes a high turnover of the community. It’s hard to build connections when you’re continually rebuilding staff, connections with other businesses/orgs, etc.	Issues, Town & Gown
Local Business	Fear of Change – Lots of “we’ve always done it this way” attitudes in town.	Issues, Resistance to Change
Local Business	Community Engagement - Lack of voices being heard. People don’t show up to meetings. It makes it seem like people don’t care. The attitude, “someone else is showing up” is pervasive. But then your voice is lacking – individuals need to show up. When only one person is showing up for a topic/to support a point it seems like it’s unpopular, when really there’s a coalition behind it – they’re just not showing up because they believe they have representation.	Issues, Community Engagement
Local Business	Communication (x3) – Time, people not showing up, etc.	Issues, Communication/Information
Local Business	Growth – Balancing the small town vibe with growth. There’s fear that comes with growth.	Issues, City Growth/Development
Local Business	Lack of Understanding – Particularly around mental health, “downtrodden” in the community. Implicit bias, the homeless, poverty. How do we include those people? Leadership Ames nonprofit day was eye opening. There’s a major lack of mental health care but leaders have fear of these folks so don’t advocate for their needs.	Issues, Lack of Understanding, Homelessness, Mental Health, City Leadership, Quotes
Local Business	ISU/City/Downtown Disconnect – These entities could talk more.	Issues, Communication/Information, Town & Gown
Local Business	Lack of housing/appropriate housing stock – There aren’t enough homes to fill jobs that are around the corner. Young professional/starter homes and multifamily housing that appeals to YP’s/Young families, is lacking. There’s lots of student housing. Those looking for starter homes/multifamily housing that appeals to non-students end up living in other communities because the housing stock in Ames is unaffordable/unappealing. There’s a housing stock disparity.	Issues, Housing

Local Business	Side Conversation: Ames 2040 – no one came to share thoughts on housing –why is no one showing up? / Why show up when comments are ignored? How do you overcome the rejection of speaking up when you’ve been rejected in the past? / There are lots of platforms to share, but no one who needs low income housing show up to those meetings. The space/building (City Hall, Council Chambers) is oppressive and intimidating to those who grew up in low income situations/without a voice in the community/underrepresented populations. Maybe if the forums were held at the library (a welcoming inclusive space) more people would show up.	Issues, Housing, City Growth/Development, Community Engagement, Quotes
Local Business	Not knowing what we don’t know – of ourselves, implicit bias.	Issues, Lack of Understanding
Community Influencers	Financial Insecurity – childcare, food service, housing have led to lower take home wages, making it difficult to afford necessities	Issues, Economics, Childcare, Housing
Community Influencers	Misinformation – internet/social media can be “mean” in how it releases information; inability for people to discern what is correct, therefore, the community can be easily fooled	Issues, Communication/Information
Community Influencers	Mental Health Care – agencies are struggling because of Medicaid; it can be difficult navigating & fulfilling community needs, making it hard to get access to care and providers; difficult to get systems together to coordinate help; need support in the schools to provide for children with mental health issues	Issues, Mental Health
Community Influencers	Childcare – lack of workers to make a livable wage	Issues, Childcare
Community Influencers	Disparity and achievement gaps	Issues, Youth Development, Achievement Gap
Community Influencers	Workforce Capacity – depends on the availability of employable providers; not enough people to fill available positions, especially therapists in mental healthcare; difficulty recruiting and retaining a quality workforce; skill gaps require proper training but may not be affordable; transportation to and from jobs is not convenient and may not be affordable; young professionals need affordable housing choices, entertainment in order to keep them in the community; available hours and compensation also impact workforce; generational differences for hours and pay	Issues, Employment
Community Influencers	Mental health – access to resources is difficult; need ways for organizations to collaborate in order to reduce financial costs; need age appropriate coping mechanisms	Issues, Mental Health

Community Influencers	Denial of needs – especially for children regardless of their parents’ behavior and victim blaming can lead to food insecurity	Issues, Youth Development, Lack of Understanding, Food Insecurity
Community Influencers	Schools districts having to deal with young children with destructive habits, who sometimes have parents on drugs – which issue do you deal with first?	Issues, Youth Development, Substance Abuse
Community Influencers	Substance Abuse – opioid epidemic	Issues, Substance Abuse
Community Influencers	Availability of Services	Issues
Community Influencers	Climate resiliency – we need a plan to prepare the youth of today for the future; need a collaboration of agencies to get solutions	Issues, Climate/Sustainability
Community Influencers	Waste reduction - find ways to use less	Issues, Climate/Sustainability
Community Influencers	Emergency preparedness – the community doesn’t know what we’re not prepared for	Issues, Climate/Sustainability
Community Influencers	Sustainability – we have many good resources in the community but need to collaborate to achieve sustainability	Issues, Climate/Sustainability
Community Influencers	Transportation – people without transportation have less access to resources resulting in isolation of individuals	Issues, Transportation
Inclusive Communities	Issues we are facing are largely connected to economics.	Issues, Economics
Inclusive Communities	Buying or renting a house in Ames is difficult to manage.	Issues, Housing, Economics
Inclusive Communities	Health care options are limited especially for the LGBTQ+ community. There are a lot of health disparities with what the LGBTQ+ community needs. This health disparity matches a lot of the similar disparities that other underrepresented populations have.	Issues, Health Care, LGBTQ+
Inclusive Communities	With regards to the City and the community, there is a deafness or tone deafness when trying to do good. Well-meaning but not always helpful.	Issues, City Leadership
Inclusive Communities	Ames is not seen as a community that embraces equity, inclusion, and diversity.	Issues, Diversity & Inclusion, Equity
Inclusive Communities	There are a lot of good programs that the non-profits try to do but there is not the leadership from the City.	Issues, Diversity & Inclusion, Equity, City Leadership
Inclusive Communities	Homelessness is a symptom of some larger issues that the community has. Top of the list is housing. There is not affordable housing in Ames, even homes considered “affordable” are not really affordable.	Issues, Housing, Homelessness

Inclusive Communities	Our leaders don't seem to understand what is affordable housing. There was some discussion to have affordable housing in the area by the old middle school. As they were talking about the housing the concerns were that there was no space for a garage or even a two car garage. Leaders need to understand that people who need affordable housing may not have a vehicle and may not need a two car garage. There are good intentions here but also blinders, and they don't want to understand the problem.	Issues, Housing, City Leadership, Quotes, Lack of Understanding
Inclusive Communities	A single person in our community needs, to afford fair market rent, work two and a half jobs, just to make rent. This brings us to the next issue which is fair wage jobs. There is no way someone making minimum wage can possibly consider living in the City of Ames. Even at \$12 an hour you have to have two jobs to be able to afford to rent. We need employment opportunities, and a variety of good paying jobs.	Issues, Housing, Economics, Employment
Inclusive Communities	Mental health and substance abuse resources are also a continual struggle for the homeless community. Health care is also very critical.	Issues, Health Care, Mental Health, Homelessness
Inclusive Communities	Students in our schools come from a variety of circumstances. ACSD needs more foreign language opportunities. We are behind in this compared to other school districts.	Youth Development, Issues
Inclusive Communities	Our students have dreams but many things hold them back, finances and family circumstances.	Issues, Youth Development, Economics
Inclusive Communities	We need to support our students by offering more resources to learn; our students are our future.	Issues, Youth Development
Inclusive Communities	How can we support our young people more so they have a better life?	Issues, Youth Development
Inclusive Communities	Access to housing, health care and mental health care. Cost of housing is prohibitive. Transportation is another issue. Though we have a bus system it doesn't really serve well those in our community that may actually depend on that for jobs, particularly a range of availability hours.	Issues
Inclusive Communities	Agency is thinking how people get connected to resources. Not everyone has an internet connection or a cell phone. We need to think about how people are finding what they need in our community.	Issues, Communication/Information
Inclusive Communities	How do people find the information that help is available? The City needs to inform people about the resources like free lunches and study materials that are available for free. Better communication of resources that exist.	Issues, Communication/Information
Nonprofit	Trust – need to build trust among organizations/employers (ex.: IAWorks was an organization that had been a part of the community as IA Workforce Development), left and has	Issues, Communication/Information

	now returned – some participants were not aware that they were back)	
Nonprofit	Increased communication between community partners – need a network of resources; a clearinghouse for information.	Issues, Communication/Information, Quotes
Nonprofit	Large number of nonprofits in Ames – increased competition for grants/funding; need to have more of a referral culture.	Issues, Funding
Nonprofit	Access to educational opportunities is not equitable – need to change culture to encourage graduation rates; need to connect people to non-traditional graduation options	Issues, Education, Achievement Gap
Nonprofit	Food insecurity – Story Co. is most food insecure county in the state – lack access and information	Issues, Food Insecurity, Quotes
Nonprofit	Lack of affordable housing & transportation – it’s difficult to find places all people can afford; CyRide is good, but people are dependent on their schedule	Issues, Housing, Transportation
Nonprofit	Mental health – don’t have enough services for the need; no pediatric in-patient wards in the county – kids have to go across the state for service so they are cut off from their support system which creates challenges for adults who have jobs locally; not enough providers for the # of patients; need more education about early childhood mental health to be able to identify childhood mental health; need to be preventative/know what symptoms/signs to look for	Issues, Mental Health, Youth Development
Nonprofit	Low unemployment – challenge to find jobs when there is a lot of competition, salaries need to be equitable	Issues, Employment
Nonprofit	Childcare – wait lists for childcare; lack of information in finding childcare for those new to the community	Issues, Employment
Nonprofit	Cost of living – need affordable housing/better housing conditions; need ways to keep college students from leaving the state once they graduate	Issues, Housing
Nonprofit	Access/Knowledge of available resources – need a way to have better access	Issues, Communication/Information
Nonprofit	Inclusive Training – need to know how to talk/act with people from diverse walks of life	Diversity & Inclusion, Issues
Nonprofit	ISU/Ames Silos – need to bridge gap between university and Ames communities	Issues, Town & Gown
Educators	This community struggles with change. We are relatively new to Ames and there seems to be quite a few changes that are happening. We hear a lot of fear and hesitation about those changes. Folks seem comfortable to leave things the way they are.	Issues, Resistance to Change

Educators	There is an issue around mental health services in the area and I'm not sure if it is funding or figuring out ways to fund that support.	Issues, Mental Health, Funding
Educators	ChildServe is not all that well known. There is a lot of prejudice around people with disabilities, maybe due to fear, lack of knowledge or lack of education. More education would be helpful.	Issues, Childcare
Educators	Family education and support services around the community. We have a lot of families looking for support services and our social worker spends hours and hours a week finding resources.	Issues, Family Support
Educators	Also seconding affordable mental health support and services that it is accessible to all no matter what type of insurance cover they have or don't have. And also improving and increasing the mental health services in all of our settings. And help to lose some of the stigma around it.	Issues, Mental Health
Educators	Support for our families and newcomers to Ames - I have heard that some public libraries have a program where they pair new families (new to the US or coming to the city from somewhere else in the US), with other families who can help them figure where the different support services are. Maybe we could have a program in the library or in the schools, where we welcome new families.	Issues, Family Support, Welcoming
Educators	Lack of signs in different languages around Ames. We get a lot of international families in Ames and not all of the family members speak English. Having signs in different languages around Ames can help support them.	Issues, Multi-Lingual Support
Educators	Have more translation services available.	Issues, Multi-Lingual Support
Educators	Ames has always been very focused on the university first with a town vs gowns relationship. This causes Ames to not have affordable homes for families because everything is catered towards university students. So for large families when the rent is per room it is unaffordable.	Issues, Town & Gown, Housing
Educators	Teens - there are not a lot of places for teens to hang out. For example if teens want to go to the gym to play basketball if they are not involved in any after school activities. Because school gyms are covered by different programs within the school system, they need to go to City Hall and that is only open for limited time, plus they have to share with everyone else.	Issues, Teens
Educators	They (teens) don't have places to go roller skating, or places to listen to music, not a lot of places for teenagers to hang out. One of the places that has been a little bit of a refuge right now is the library, so they come here to hang out.	Teens, Issues

Educators	Because ISU is the priority, diversity is not really accepted in Ames. Because Ames is used to diversity from the university, if you are of a different race and you're connected with ISU you are more accepted in Ames. But if you live in Ames and are not connected to the university, you are measured by what you do and that brings a lot of tension. Because the expectation has always been that anyone who looks different in Ames always comes from the university, to adjust to someone who is not from the university has always been a problem.	Issues, Diversity & Inclusion, Town & Gown
Educators	Mental Health and access – Another check for mental health services. Back to access, so better access to transportation, education, childcare, healthcare, and better homes. Also extracurricular activities, this is something the district is focusing on, like what kind of extracurricular activities do we have and who has access to those activities. Sometimes there are barriers like transportation or other barriers like working so many jobs and that type of thing.	Issues
Educators	Also extracurricular activities, this is something the district is focusing on, like what kind of extracurricular activities do we have and who has access to those activities. Sometimes there are barriers like transportation or other barriers like working so many jobs and that type of thing.	Issues, Equity
Educators	Same issues of affordable housing and mental health.	Issues, Mental Health, Housing

**Appendix C: Barriers**

<b>Meeting</b>	<b>Excerpt</b>	<b>Codes Applied</b>
Arts&Culture	refuse to meet people where they are	Barriers, Lack of Understanding
Arts&Culture	City officials	Barriers, City Leadership
Arts&Culture	We need to use different platforms to communicate	Barriers, Communication/Information
Arts&Culture	General assumption about the APL building is that it is – staid and boring feels closed and cloistered and not festive	Barriers
Arts&Culture	Language barriers	Barriers, Multi-Lingual Support
Arts&Culture	Funding	Barriers, Funding



Arts&Culture	Adapting and changing to meet all demographic needs	Barriers, Resistance to Change
Arts&Culture	The library could host events similar to ISU's events, ie the international food festival	Barriers
Arts&Culture	Some university events could partner with APL and move events to the library or Main street	Barriers, Partnerships
Arts&Culture	Parking is an issue	Barriers
Local Business	Awful lot of problems stem from poverty, drug & alcohol abuse.	Barriers
Local Business	Education/Ignorance	Barriers, Racism, Lack of Understanding, Education
Local Business	The City	Barriers, City Leadership, Homelessness, Lack of Understanding
Local Business	Natural Barriers - the 2040 plan project people have said there are natural barriers that prevent access, outside of the created barrier of Hwy 30/Int. 35. This has blocked connections of railroads and streets due to waterways.	Barriers
Local Business	Money	Barriers, Funding
Local Business	Education/Information	Barriers, Education, Communication/Information
Community Influencers	Lack of Transportation	Barriers, Transportation
Community Influencers	Language	Barriers, Communication/Information
Community Influencers	Knowledge of Resources	Barriers, Communication/Information
Community Influencers	Financial Insecurity	Economics, Barriers, Education, Funding
Community Influencers	Wages vs. Expenses	Economics, Barriers
Community Influencers	Education for Employers	Barriers, Education, Achievement Gap
Community Influencers	Funding	Barriers, Funding
Community Influencers	Transient Communities	Communication/Information, Barriers

Community Influencers	Generational Differences	Barriers
Inclusive Communities	The lens of decision makers when thinking about barriers, they are not thinking about barriers like language, methods of communication. They are instead making assumptions based perhaps on their own experiences, without understand the range of experiences within our community that need to be considered.	Barriers, City Leadership
Inclusive Communities	Finances	Barriers, Funding
Inclusive Communities	With regards to agency and opportunity, we need to bring the resources available to those that need it, and become an involved community member. Every member of the community should feel empowered to do that.	Barriers, Communication/Information
Inclusive Communities	Certain members in our community also don't want to speak up, and would just let things be rather than say something or speak up. Communication and support can help.	Barriers, Communication/Information, City Leadership
Inclusive Communities	There is a theme of a lack of humility, the questions that are being asked and answered are so far off from what the issues are. There is a laziness and unwillingness to look at things. We want to make Ames better but for who are we making it better? There is a lack of willingness to go through that extra thought process to understand the issues. There is not the critical lens to understand the unintended consequences that might happen from the decisions we might make. There just is a lack of willingness to be critical of our decisions. In Ames there is a problem solving mentality but not a critical lens on the consequences of the decisions.	Barriers, Lack of Understanding
Inclusive Communities	Understanding, communication, and the right people at the table are issues. Ames refuses to acknowledge the bad parts of Ames. We need to take it as an opportunity to make the bad parts better so our community would be better.  For instance it took 9 days and four hours during the Covid-19 situation to get some answers on how to serve our homeless population. Several similar service organizations were being told that the situation was being talked about. My question is "by who"? None of us serving these populations were at the table, and you can't be discussing this without knowing what it means to be homeless in this community?	Barriers, Communication/Information, Homelessness, Lack of Understanding

Inclusive Communities	It is not just the homeless, you can say “You don’t know what it is like to be...”. We are asking not for decisions to be made for us but, we are asking because we want to be part of the decision making process. There is lack of listening to that.	Barriers, Lack of Understanding
Nonprofit	Funding	Barriers, Funding
Nonprofit	Transportation	Barriers, Transportation
Nonprofit	Awareness of Issues	Barriers, Communication/Information, Education
Nonprofit	Wage Discrepancy	Racism, Economics, Barriers, Equity
Nonprofit	Education	Barriers, Education, Employment
Nonprofit	Employers	Barriers
Nonprofit	Language	Barriers, Communication/Information
Nonprofit	Image	Barriers
Nonprofit	Resource Sharing	Barriers, Communication/Information
Nonprofit	Halfway House Closures	Barriers, Mental Health
Nonprofit	Low Income Housing	Barriers, Economics, Communication/Information
Educators	I go back to not having enough interpreters. I speak for the building where I work at. In the beginning parents were reluctant to come in because there was no one who spoke Spanish. But after I started working there, parents started to come in because they can talk in Spanish to me and their voice can be heard.	Barriers, Multi-Lingual Support, Communication/Information
Educators	We want these families to come and be part of the community but we don’t provide the jobs that they don’t have to use the English language. For instance, I was talking to my principal and saying that these families would like to help for instance by cutting things for teachers. If we have interpreters available in the building they will want to come because they will feel like they will be heard because there is someone who can talk for them. They want to be part of the community but we are not letting them.	Barriers, Multi-Lingual Support, Employment

Educators	Not a lot of variety in leadership positions within the community. So there is a lack of understanding when we say that there are these needs for these populations and for this type of programming. So when people are trying to advocate for that, they are not being heard as they (leadership) don't understand. We don't have people in leadership of different backgrounds, different races, differently abled, and different identities even though that is represented in our community.	Barriers, City Leadership, Lack of Understanding, Resistance to Change
Educators	lack of transportation	Barriers, Transportation
Educators	Lot of the systems we have in place to help individuals in the community are silos and don't tend to work together as often as they should. Often there is not the genuine collaboration that I have seen in other communities I have worked in.	Barriers, Town & Gown
Educators	There seem to be the same people at the table all the time in different settings, so not all the voices in the community that need to be heard are being heard.	Barriers, Lack of Understanding
Educators	High cost of living in Ames, cost of activities, the high cost of living is a barrier for families.	Barriers, Economics
Educators	Communication	Barriers, Communication/Information
Educators	Transportation, information sharing and space. What I mean by "space" is that your body is getting into the same space as others and being pushed out by others competing for the same space be it buildings or activities.	Barriers, Communication/Information
Educators	Information sharing, transportation and silos – lack of collaboration and lack of variety in leadership.	Barriers, City Leadership, Transportation, Town & Gown

**Appendix D: Library's Role**

Meeting Title	Excerpt	Codes Applied
Arts&Culture	APL should reflect the community with - Diverse staffing Diverse authors, languages and designs in display What and who do people see when they walk into APL	Library's Role, Opportunities, Diversity & Inclusion, Multi-Lingual Support, Library Resources, Employment

Arts&Culture	Do more diverse programming.	Library's Role, Opportunities, Diversity & Inclusion, Programming
Arts&Culture	Library could be an ideal venue for an art house theater	Library's Role, Opportunities, Programming
Arts&Culture	Transportation to the library – right now Cyride has one route that serves the library, but how many transfers does it take to get here?	Library's Role, City Leadership, Transportation
Arts&Culture	Increase Bookmobile stops and partner with other businesses ie Park & Rec, Farmer's Market etc.	Library's Role, Opportunities, Access, Outreach, Partnerships
Arts&Culture	More little free library	Library's Role, Opportunities, Outreach, Access
Arts&Culture	Communication	Library's Role, Communication/Information
Arts&Culture	APL, unlike ISU is not limited to specific audience. APL has the freedom to have expanded, non-academic offerings that are more engaging and beyond just books.	Library's Role, Quotes, Programming
Arts&Culture	Expand digital offerings – Des Moines public library has thousands of e-books Movies collection Does everyone know APL has digital movies	Library's Role, Opportunities, Access, Technology, Library Resources
Arts&Culture	Look for more partners to do programs 4-H UJIMA / AAPI type programs The library is a less intimidating space than the university for such ethnic/diverse programming	Library's Role, Opportunities, Partnerships, Programming, Diversity & Inclusion
Arts&Culture	APL can be a meeting space for remote workers	Library's Role, Opportunities, Young Professionals, Welcoming, Access
Arts&Culture	Create / commission, could be a grant funded, a project that is a public landmark or an exhibit that showcases Iowa history.	Library's Role, Opportunities, Programming, Education, Community Engagement
Arts&Culture	Community leaders can have office hours here at APL i.e. The City Council etc.	Library's Role, Opportunities, Access, City Leadership,

	Community leaders who help/serve the homeless population can meet them here; meet people where they are.	Community Services, Community Engagement
Arts&Culture	Career Day for local high schools in one hundred mile radius	Library's Role, Opportunities, Teens, Youth Development
Arts&Culture	Have a coffee shop	Library's Role, Opportunities, Welcoming
Arts&Culture	Do patrons know APL's value statement?	Library's Role, Quotes
Arts&Culture	Include seniors more, There is a large population of retired people here in Ames Dedicate more resources towards their needs including programs such as - Will writing End of life care	Library's Role, Opportunities, Retirement/Elderly Community, Programming
Local Business	Space as community forum/ small & large	Library's Role, Opportunities, Community Engagement
Local Business	Offering space to groups and the community, neutrality	Library's Role, Access, Welcoming
Local Business	Events for all - Diverse programming for both left & right; social/racial diversity	Library's Role, Programming, Diversity & Inclusion
Local Business	Improved selection of books/periodicals	Library's Role, Opportunities, Library Resources
Local Business	More art books and current events magazines. Ensuring books are diverse.	Library's Role, Opportunities, Library Resources, Art / Culture, Diversity & Inclusion
Local Business	More Classes – For hobbies & self-discovery	Library's Role, Opportunities, Programming
Local Business	Mentoring Hosting – Mentor sessions for folks who need help; opportunities for self-discovery	Library's Role, Opportunities, Education
Local Business	Area/Space to try new things – hobbies, space to learn to do something (cooking, etc.)	Library's Role, Opportunities, Library Resources, Programming
Local Business	Diverse appeal in a neutral/safe space – Is the space designed to feel welcoming – I think so – but an awareness of the feeling of the space.	Library's Role, Welcoming

Local Business	More exhibits of different stuff: Gun show? Art? Exhibits that represent both sides	Library's Role, Opportunities, Programming
Local Business	Host an international food festival?	Library's Role, Opportunities, Programming
Local Business	Continue to be a place in the community for “safe & neutral” to gather – non-threatening	Library's Role, Access, Welcoming, Library Resources
Local Business	Services/Help for all needs/Education – Services for everyone	Library's Role, Education, Welcoming
Local Business	Place for gathering – Organizations use rooms for meetings, that’s a vital service	Library's Role, Access, Library Resources
Local Business	Conversations on important topics – Community issues can be reflected here in this neutral space	Library Resources, Community Engagement, Library's Role
Local Business	Provide a place for conversations/events on controversial topics	Library's Role, Library Resources, Access, Community Engagement
Local Business	Represent all members of the community – ensure it’s left/right, age diversity, etc. Ensure everyone is seen here.	Library's Role, Diversity & Inclusion, Opportunities, Employment
Local Business	Continued support for youth & youth activities	Library's Role, Youth Development, Programming
Local Business	Expand Sunday hours	Library's Role, Opportunities
Local Business	Continue to be a place of warmth (out of the weather)	Library's Role, Access, Homelessness
Local Business	Strengthen and help disseminate what the City (including government) is doing – Break down those communication barriers.	Library's Role, Opportunities, City Leadership, Communication/Information
Local Business	Bridge the gap between City Hall and the community for those who don’t go to City Hall.	Library's Role, Opportunities, Community Engagement, City Leadership, Communication/Information

Local Business	Events & activities to help break down barriers – Get to know someone different, build relationships with those who are different.	Library's Role, Opportunities, Programming, Diversity & Inclusion
Local Business	A well moderated conversation with fact checkers on controversial topics.	Library's Role, Opportunities, Programming, Community Engagement
Community Influencers	Continue to leverage existing resources	Library's Role
Community Influencers	Continue to leverage existing resources – Partnerships with early childhood, youth, adult services, kiosks for services, hotspot items, space for the community to meet, safe space for all, supply kits, summer meals, book sales, homebound services, Project Smyles & Bookmobile, lending library, and experiences for engagement in and outside of Ames	Library's Role, Quotes
Community Influencers	Partnerships with early childhood, youth, adult services	Library's Role, Partnerships
Community Influencers	space for the community to meet, safe space for all,	Library's Role, Welcoming
Community Influencers	summer meals,	Library's Role, Food Insecurity
Community Influencers	Project Smyles	Library's Role, Youth Development
Community Influencers	experiences for engagement in and outside of Ames	Library's Role, Community Engagement
Community Influencers	Fine forgiveness program in exchange for volunteer hours	Library's Role, Opportunities
Community Influencers	host more community events;	Library's Role, Opportunities, Community Engagement, Programming
Community Influencers	explore other partnerships in the community	Library's Role, Opportunities, Partnerships
Community Influencers	Continue feeding kids	Library's Role, Opportunities, Food Insecurity
Community Influencers	being a home to the homeless during the day	Library's Role, Opportunities,



		Homelessness, Welcoming
Community Influencers	meeting rooms	Library's Role
Community Influencers	greater diversity of events	Library's Role, Opportunities, Programming
Community Influencers	community hub for food bank;	Library's Role, Opportunities, Food Insecurity, Partnerships
Community Influencers	remote community services	Library's Role, Opportunities, Community Services
Community Influencers	day classes for various DMACC courses/programs;	Library's Role, Opportunities, Partnerships, Education
Community Influencers	after school programs	Library's Role, Opportunities, Education, Youth Development
Community Influencers	distribution center/resource kiosk – language support, mental health, services available in Ames	Library's Role, Opportunities, Communication/Information, Multi-Lingual Support, Mental Health, Community Services
Community Influencers	coordinate a resource guide	Library's Role, Opportunities, Communication/Information, Community Services
Community Influencers	provide educational opportunities (financial issues, writing a resume', skills training)	Library's Role, Opportunities, Education
Community Influencers	job connectedness (career fairs)	Library's Role, Opportunities, Employment
Community Influencers	more events to connect people	Library's Role, Opportunities, Programming
Community Influencers	community outreach to eliminate literacy gaps	Library's Role, Opportunities, Achievement Gap, Education, Outreach

Community Influencers	provide a safe place for all people to connect	Library's Role, Opportunities, Welcoming
Community Influencers	job/career fairs that provide communication between employers and employees (set up a website that lists jobs available in Ames);	Library's Role, Opportunities, Employment, Communication/Information
Community Influencers	more community center & partnerships by leveraging the space, connections and resources that APL already has	Library's Role, Opportunities, Partnerships
Community Influencers	continue to communicate community resources and core values	Library's Role, Communication/Information, Community Services
Community Influencers	emergency preparedness and awareness within the library itself and as a community support center	Library's Role, Opportunities, Communication/Information
Inclusive Communities	Access to books and other resources in other languages. APL turned down the donations in other languages. Limited access for people who want to read in other languages.	Library's Role, Multi-Lingual Support, Library Resources
Inclusive Communities	In the Teen Space, teenagers find a home in this space. This is awesome, as they may not have after school programs to go to. Recently it is too noisy and too much gaming. So it is not very comfortable for all the teens who want to use this space.	Library's Role, Teens
Inclusive Communities	The library is a communication and connection hub. There are so many things that people can have access to here. Some of our communities that don't have access to the internet, or phones, or a computer can have access here.	Library's Role, Communication/Information, Access, Technology
Inclusive Communities	The library is a great place, the family be together, the kids can go look at the books or study, and parents have the opportunity to make some connections with different services. If they don't have the transportation to go to a specific organization, they can meet at the library without having to look for child care.	Library's Role, Family Support, Childcare, Community Services
Inclusive Communities	With regards to communication, the library can also play a role in that also. It can help organizations that serve the homeless connect with some of the individuals we are not yet connected to. Many in the homeless community come to the library for the	Library's Role, Opportunities, Partnerships, Homelessness, Community Services

	resources. If there could be a case worker at the library part time they could reach out and find out their needs and barriers and help them get connected. So could be a hub to communicate and connect.	
Inclusive Communities	APL's work with Ames Pride is great. The library is our place to gather. Tanvi serves on our board, and having a staff member on our board was a coup.	Library's Role, LGBTQ+, Partnerships, Welcoming
Inclusive Communities	APL staff members can consider being liaisons to other non-profit boards in the community.	Library's Role, Opportunities, Community Engagement
Inclusive Communities	We are constantly concerned that if Tanvi did not work at the library if we would have a similar connection with the library.	Library's Role, Quotes, Partnerships
Inclusive Communities	We could systematize the process and have APL staff in different places.	Library's Role, Opportunities, Community Engagement
Inclusive Communities	We were really concerned after Lynne Carey left about the direction of the gender and sexual diversity programs we were doing at the library, and that they might get shut down. So we are constantly in flux wondering about our connection to the library, so systematizing would be helpful.	Library's Role, Quotes, LGBTQ+, Partnerships, Opportunities, Succession Planning
Inclusive Communities	The library is a model on how to include the community in programing and in developing programs.	Library's Role, Community Engagement, Quotes
Inclusive Communities	It is also a place where people can find resources. The library is a public space that has something available for all ages. The library can be hub that people can use to connect with their clients.	Library's Role, Communication/Information, Welcoming
Inclusive Communities	It is also a safe space. Not everywhere in the community feels like that, so that's a way the library is already meeting a need for students and families.	Library's Role, Welcoming
Inclusive Communities	Programing - a wide range of programs are offered and perhaps enhancing that.	Library's Role, Opportunities, Programming
Inclusive Communities	If our concern is that decision makers and the community are not connecting, could the library help bring together those decision makers and the community.	Library's Role, Opportunities, Communication/Information, City Leadership, Community Engagement, Lack of Understanding

Inclusive Communities	We need to replicate this modelling that is happening with APL working with the community, with the rest of the city.	Library's Role, Quotes, Community Engagement, City Leadership
Inclusive Communities	Students of color could be brought to the table and be actively involved in programming for them	Library's Role, Opportunities, Diversity & Inclusion, Community Engagement, Iowa State University (staff and/or students), Programming
Inclusive Communities	There is a Teen Advisory Group.	Library's Role, Teens
Nonprofit	Continue to collaborate well with the community	Library's Role, Community Engagement
Nonprofit	be welcoming, help people with technology – continue to train staff to be helpful in ways that aren't normally considered to be "library tasks"	Library's Role, Welcoming, Technology
Nonprofit	Continue to be a referral source – domestic violence, literacy, etc.	Library's Role, Communication/Information, Community Services
Nonprofit	Facilitate a non-profit resource fair regularly that is open to the community, so people can meet in a centralized location; need a 211 resource referral connector – a system that helps you find resources in your community	Library's Role, Communication/Information, Opportunities, Partnerships, Community Services
Nonprofit	Provide computer literacy training – especially for internationals and the elderly; could be supported by knowledgeable volunteers	Library's Role, Education, Opportunities, Technology, Retirement/Elderly Community
Nonprofit	Classes/Lectures – offer more classes for training purposes for the community (ex. implicit bias training; focus on diversity and inclusiveness)	Library's Role, Education, Diversity & Inclusion, Opportunities, Programming
Nonprofit	Paper Resource Guide – brochures and comprehensive guide for what is available at various resource organizations that is regularly updated (the Story County Resource guide has been updated but will be going away soon)	Library's Role, Communication/Information, Community Services
Nonprofit	APL Supply Kits – participants think this is a great idea: add a resource guide that people can take with them	Library's Role, Communication/Information, Community Services
Nonprofit	Waive copier/fax costs for those who struggle financially	Library's Role, Opportunities

Nonprofit	Re-establish Family Fest – a previous program that was always well-attended that helped get information about services available in the community	Library's Role, Communication/Information, Family Support, Opportunities, Community Services
Nonprofit	Public phone – so people don't have to come to the desk to make calls	Library's Role, Opportunities
Nonprofit	Be a resource center	Library's Role, Communication/Information, Community Services
Nonprofit	Tech Training Opportunities	Library's Role, Education, Opportunities, Technology
Nonprofit	Extended Hours – on weekends, especially when it's colder	Library's Role, Opportunities
Nonprofit	Special Interest Training – for the community	Library's Role, Opportunities, Education
Nonprofit	Language Classes	Library's Role, Opportunities, Programming, Multi-Lingual Support
Nonprofit	Satellite Food Pantry – a little free pantry (similar to little free libraries)	Library's Role, Opportunities, Food Insecurity
Nonprofit	Emergency Care/Assistance – need “codes” that would make APL staff aware that a patron needs a specific service (ex. domestic abuse) without having to say it out loud	Library's Role, Opportunities, Community Services, Access
Nonprofit	LSI Book Kits/DC – or people who don't speak English or don't have transportation;	Library's Role, Opportunities, Multi-Lingual Support, Access
Nonprofit	morning programs where children can have a storytime and parents can have a cup of coffee	Library's Role, Opportunities, Programming, Family Support
Nonprofit	a Raising Reader corne	Library's Role, Opportunities, Youth Development
Nonprofit	Online Resources – digitally recorded story times, book kits provided to barrier groups; dialogic reading; recorded events for patrons who are not able to be at the event	Library's Role, Opportunities, Access, Technology, Youth Development, Marginalized Groups,

		Programming, Library Resources
Nonprofit	Diversity in library collections – various languages	Library's Role, Opportunities, Diversity & Inclusion, Multi-Lingual Support, Library Resources
Nonprofit	Children's "Play" time - children would have time to come in and play with others	Library's Role, Opportunities, Programming, Youth Development
Nonprofit	Play Trainings – engage children in performing plays	Library's Role, Opportunities, Programming, Youth Development
Nonprofit	Community Involvement – continue programming for all groups	Library's Role, Programming
Nonprofit	Human Services group – located within the library	Library's Role, Opportunities, Community Services
Nonprofit	Host Diversity Training	Library's Role, Opportunities, Programming, Diversity & Inclusion
Educators	We look at the Ames public library as a place to provide programming.	Library's Role, Programming
Educators	People can also access rooms for their own programs and we should continue to grow that.	Library's Role, Welcoming, Opportunities, Access
Educators	The library is a good place for communication and information sharing. So access to wifi and bulletin boards.	Library's Role, Communication/Information, Access
Educators	Expand on onsite support and services. For example nights in the library were there doctors available for mental health and pediatricians. As a site for physicals and immunizations when school starts.	Library's Role, Opportunities, Community Services, Health Care, Mental Health
Educators	A site where translators can be present and people can come in and have them help schedule doctor's appointments for them, or if they are new to Ames assist them.	Library's Role, Opportunities, Multi-Lingual Support
Educators	The library is a place for education	Library's Role, Education
Educators	continue to bring more topics and more ideas both here and out in the community.	Library's Role, Opportunities,

		Programming, Education, Outreach
Educators	Consider programming with other agencies for educational topics.	Library's Role, Opportunities, Programming
Educators	Be a leader in change to encourage more organizations in the community to follow, like for example, changing of signage, or informational material, website, and flyers by having a variety of languages	Library's Role, Opportunities, Multi-Lingual Support
Educators	having provisions for people with disability issues.	Library's Role, Opportunities, Disabilities
Educators	Continue to have lots of activities like you do during the summer.	Library's Role, Programming
Educators	More options for kids and adults during the school year and after hours.	Library's Role, Opportunities, Programming

## Appendix E: One-Word

Community	3
Community Focused	2
Comprehensive	2
Fantastic	2
Open	2
Resource	2
Vibrant	2
Welcoming	2
Accepting	
Accessible	
Amazing	
An Oasis	

Awesome	
Central Hub	
Collaborative	
Committed	
Connectivity	
Engaging	
Friend and Family	
Helpful	
Inclusive	
Innovative	
Learn	
Listening	
Love it	
Opportunities	
Proactive	
Quality	
Relevant	
Resourceful	
Social	
Supportive	
Thoughtful	
Wonderful	

## Appendix F: Opportunities

Meeting	Excerpt Copy	Codes Applied
Arts&Culture	There are not a lot of opportunities for young professionals as there is for young families	Opportunities
Arts&Culture	Fear/ Racism and failure to see the other's point of view	Opportunities
Arts&Culture	Ames isn't seen as a welcoming community at present, how do we change that perception?	Opportunities
Local Business	Side Conversation: Ames 2040 – no one came to share thoughts on housing –why is no one showing up? / Why show up when comments are ignored? How do you overcome the rejection of speaking up when you've been rejected in the past? / There are lots of platforms to share, but no one who needs low income housing show up to those	Opportunities



	meetings. The space/building (City Hall, Council Chambers) is oppressive and intimidating to those who grew up in low income situations/without a voice in the community/underrepresented populations. Maybe if the forums were held at the library (a welcoming inclusive space) more people would show up.	
Community Influencers	Misinformation – internet/social media can be “mean” in how it releases information; inability for people to discern what is correct, therefore, the community can be easily fooled	Opportunities
Inclusive Communities	Empower is about the agency that goes along with that, and where are places that those gifts and talents can be used? The Library has been very open about making those opportunities available, but that is not so in the broader community.	Opportunities
Inclusive Communities	It could be through programming that is specifically targeted at youth of color, and engaging them in more ways than the school district has the ability to do. The need to address that educational challenge is not just in our community but nationwide.	Outreach, Opportunities
Inclusive Communities	Agency is thinking how people get connected to resources. Not everyone has an internet connection or a cell phone. We need to think about how people are finding what they need in our community.	Opportunities
Inclusive Communities	How do people find the information that help is available? The City needs to inform people about the resources like free lunches and study materials that are available for free. Better communication of resources that exist.	Opportunities
Nonprofit	Increased communication between community partners – need a network of resources; a clearinghouse for information.	Opportunities
Educators	There is a lot of prejudice around people with disabilities, maybe due to fear, lack of knowledge or lack of education. More education would be helpful.	Opportunities
Educators	Support for our families and newcomers to Ames - I have heard that some public libraries have a program where they pair new families (new to the US or coming to the city from somewhere else in the US), with other families who can help them figure where the different support services are. Maybe we could have a program in the library or in the schools, where we welcome new families.	Opportunities
Educators	Lack of signs in different languages around Ames. We get a lot of international families in Ames and not all of the family members speak English. Having signs in different languages around Ames can help support them. Have more translation services available.	Opportunities

Educators	<p>Because ISU is the priority, diversity is not really accepted in Ames. Because Ames is used to diversity from the university, if you are of a different race and you're connected with ISU you are more accepted in Ames. But if you live in Ames and are not connected to the university, you are measured by what you do and that brings a lot of tension. Because the expectation has always been that anyone who looks different in Ames always comes from the university, to adjust to someone who is not from the university has always been a problem.</p>	Opportunities
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Approved: 5/21/2009

Reviewed:

Revised: 10/21/2010, 03/21/2013, 08/21/2014, 09/17/2015, 03/23/2017, 09/17/2020

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Ames Public Library offers display and exhibit spaces to connect Library visitors to the world of ideas. Display space will be made available regardless of the beliefs or affiliations of the individual or group requesting its use.

## **Content**

Materials displayed or distributed in the Library do not constitute Library endorsement of the ideas, issues, or events promoted by those materials. The Library reserves the right to accept, reject, or request modifications to any materials displayed or exhibited.

Political campaign signs cannot be displayed, per [Iowa Code](#).

## **Fees and Liability**

There is no charge for the use of display space and no fees may be charged to view displays in the Library.

Ames Public Library assumes no responsibility for the protection, damage, or theft of displayed materials, exhibits, or loaned works of art.

Repair of any damage to Library property caused by the installation, removal, or presentation of a display or exhibit will be the sole responsibility of the sponsor.

## **Scheduling**

The scheduling of displays and exhibit spaces for Ames Public Library, City of Ames, and Ames Public Library Friends Foundation takes priority over scheduling for others.

## **Displays**

Spaces within the Library may be provided for items of an informational, educational, cultural, civic, or recreational nature.

### **General Guidelines:**

- Items must be submitted to the Welcome Desk for consideration. Only one item may be posted per event.
- All posting and placement of materials will be done by Ames Public Library personnel.
- Preference will be given to items no larger than 8½”x 11.” Larger items will be considered as space allows.
- Preference will be given to items with the broadest community interest.

- Items will remain posted until the event has occurred or for a maximum of 30 days as space allows.
- Materials will not be returned.
- Materials NOT accepted for posting include:
  - items that omit essential information such as date, place and time
  - items so large in size that they exclude posting of other items
  - petitions

**Wall-Mounted Display Cases:**

Specific display cases have been designated for flyers and posters that provide information about community events such as programs, meetings, performances, leisure activities, and educational opportunities. All items must be identified with the name of sponsoring person or organization, time, and date of event.

**Literary Grounds Bulletin Board:**

Some materials will not be posted in the display cases, but may be submitted for posting on a bulletin board in Literary Grounds, including:

- items promoting a continuing service
- miscellaneous postings that include, but are not limited to:
  - items for sale
  - roommate wanted
  - advertisements for lessons (music, martial arts, tutoring, etc.) or services (babysitting, painting, lawn care, etc.)

**Brochure Racks:**

Library-provided display racks hold multi-copy informational handouts.

**Free-Standing Display Cases/ Electronic Display Monitors:**

Library-provided free-standing display cases/ electronic display monitors may be utilized exclusively by the Ames Public Library, City of Ames, and Ames Public Library Friends Foundation.

**Floor Space:**

Floor spaces may be utilized for temporary free-standing displays exclusively by the Ames Public Library, City of Ames, and Ames Public Library Friends Foundation.

**Exhibits**

Exhibits in designated spaces provide an opportunity for artists and designers to display their work within the limits of the space, with an understanding that the space is used regularly by people of all ages.

**General Guidelines:**

- Applications for exhibits may be submitted to Ames Public Library’s Administration Office.
- Applications will be approved by the Library Director, based on availability of space and suitability of the exhibit for the space and audience.
- Preference may be given to exhibits with:

- overall community interest
- local artists and designers
- a connection to libraries, items in the Library’s collection, Ames Public Library programs or strategic initiatives
- Ames, Iowa, or current events
- The Library will not engage in selling or negotiating for the sale of work on behalf of an artist or designer. However, the artist’s or designer’s name and contact information may be displayed with the artwork.

Exceptions to the above may be made at the discretion of the Library Director.

## Expressions of Concern

The Ames Public Library Director and the Board of Trustees welcome feedback from customers. Any customer concerns will be handled promptly and courteously as detailed in the Expressions of Concern Policy.

## References

American Library Association guidance documents:

[Library Bill of Rights](#)

[“Exhibit Spaces and Bulletin Boards, An Interpretation of the Library Bill of Rights”](#)

[Iowa Code §68A.406](#) Campaign Signs – Yard Signs

2. a. Campaign signs shall not be placed on any of the following:

- (1) Any property owned by the state or the governing body of a county, city, or other political subdivision of the state, including all property considered the public right-of-way. (...)
- (3) On any property without the permission of the property owner or lessee.

## **Display and Exhibit Spaces Policy**

**BOARD OF TRUSTEES  
AMES PUBLIC LIBRARY  
SEPTEMBER 17, 2020**

Be it resolved that the Board of Trustees, Ames Public Library, approves revisions to the Display and Exhibit Spaces Policy as presented.

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Roger Kluesner, President

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Sandra Looft, Secretary

Approved: 12/18/2003  
Reviewed: 8/20/2009, 3/19/2015, 9/17/2017  
Revised: 12/21/2006, 10/20/2011

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The Ames Public Library Board of Trustees encourages individuals to share their views. The Board agenda includes time at the beginning of each meeting for comments. In order for the Board to fulfill its obligation to complete the scheduled agenda and conduct library business in an effective and efficient manner, a maximum of 30 minutes of public participation will be permitted at the beginning of each meeting. Comments from individuals will not change the scheduled meeting agenda.

## **Visitors**

All visitors are required to sign in prior to the call to order if they wish to speak. Those visitors who have indicated a desire to speak will be recognized in the order in which they signed in.

Each speaker is given three (3) minutes to share her/his views with the Board. If several persons wish to speak, each will be allotted three (3) minutes until the total public participation time of 30 minutes is used. No person may speak more than once per meeting. The rules may be suspended at the Board President's discretion.

If an individual wishes to share additional comments, she/he may schedule an appointment with the Library Director, who will then present a summary of that meeting to the Board of Trustees. Individuals may also choose to put their comments in writing. Comments may be directed to the Library Director. All communication with the Library Director or the Board of Trustees is public information.

## **Trustees**

The Board President recognizes each registered speaker. The Board President introduces each speaker and keeps track of time. The trustees listen and may ask questions.

## **References**

[Iowa Code Section 21](#), Open Meetings Law

Approved: 12/16/1999

Reviewed: 5/19/2005, 3/9/2006, 7/16/2009, 11/17/2011, 2/19/2015, 10/23/2017

Revised: 4/20/2006

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The Ames Public Library Board of Trustees has authority over and controls the expenditure of private funds given to the City of Ames for the use of the Ames Public Library. In accordance with [Section 12B.10 \(1\)](#) of the Code of Iowa, the responsibility for conducting investment transactions resides with the City Treasurer. The City Treasurer, under the general direction of the City Council, shall be responsible for all transactions undertaken and shall establish a system of controls to regulate activities. The Ames Public Library Board of Trustees hereby adopts the City of Ames Investment Policy as its investment policy.



CITY OF AMES

# INVESTMENT POLICY



*Revised April 2018*

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# CITY OF AMES, IOWA INVESTMENT POLICY

## 1.0 PURPOSE

The purpose of this investment policy is to set investment objectives, policies, establish guidelines, and define responsibilities for the investment of funds for the City of Ames.

## 2.0 POLICY

The policy of the City of Ames is to invest all funds in a manner that will provide the highest investment return while meeting cash flow demands and maintaining maximum security through diversification and adherence to the City's objectives. This policy is intended to comply with the Code of Iowa for investment of public funds.

This policy is static and general in nature; it defines authorized investments and guides the investment decisions and security selection process. The City's Investment Policy will be regularly reviewed and adjusted to create a portfolio that is suitable for the City given current conditions.

## 3.0 SCOPE

This investment policy applies to all funds and investment transactions of the City. These funds are accounted for in the Comprehensive Annual Financial Report, which includes the following:

- 3.1 General Fund
- 3.2 Special Revenue Funds
- 3.3 Capital Projects Funds (includes restricted bond proceeds)
- 3.4 Enterprise Funds (includes restricted sinking funds)
- 3.5 Trust and Agency Funds
- 3.6 Internal Service Funds
- 3.7 Any new fund created by the City of Ames, unless specifically exempted

The restricted sinking funds and bond proceeds are invested in compliance with this investment policy and applicable bond resolutions.

Individual employee retirement funds and deferred compensation are excluded from this policy.

### 3.8 Pooling of Funds

Except for cash in certain restricted and special funds, the City of Ames will consolidate cash balances from all funds to maximize investment earnings and to increase efficiencies with regard to investment pricing, safekeeping

and administration. Investment income will be allocated to the various funds based on their respective participation and in accordance with generally accepted accounting principles.

#### **4.0 OBJECTIVES**

The primary objectives, in priority order, for the City of Ames investment activities shall be safety, liquidity, and yield:

##### **4.1 Safety**

With safety being the foremost objective, care must be taken to ensure the preservation of capital and the protection of principal. The objective will be to mitigate credit risk and interest rate risk by following the guidelines listed below.

##### **a. Credit Risk**

The City of Ames will minimize credit risk (the risk of loss due to the failure of the security issuer or backer) by:

- Limiting investments to those addressed in Section 10.0 of this investment policy.
- Pre-qualifying the financial institutions, broker/dealers, intermediaries, and advisors with whom the City will do business.
- Diversifying the investment portfolio by agency and issuer so that potential losses on individual securities can be minimized.
- Holding a minimum of 5% of the total portfolio in highly marketable short-term treasuries, checking with interest, government pooled account, or a combination of all three.

##### **b. Interest Rate Risk**

The City of Ames will minimize interest rate risk, which is the risk that the market value of securities in the portfolio will fall due to changes in market interest rates, by:

- Structuring the investment portfolio so that securities mature to meet cash requirements for operations, thereby avoiding the need to sell securities in the open market prior to maturity.
- Purchasing investments with the intent to hold until maturity.
- Investing operating funds primarily in shorter-term securities, money market mutual funds, or similar investment pools and limiting the average maturity of the portfolio in accordance with this policy (see Section 17.1).

##### **4.2 Liquidity**

The investment portfolio shall remain sufficiently liquid to meet all operating requirements that may be reasonably anticipated. This is accomplished by structuring the portfolio so that securities mature concurrent with cash needs to meet anticipated demands (static liquidity).

Furthermore, since all possible cash demands cannot be anticipated, the portfolio should consist largely of securities with active secondary or resale markets (dynamic liquidity). Alternatively, a portion of the portfolio may be placed in money market mutual funds or local government investment pools which offer same-day liquidity for short-term funds.

#### 4.3 Yield

The portfolio shall be designed to obtain a reasonable rate of return throughout budgetary and economic cycles. The return on investments is to be accorded secondary importance compared to the safety and liquidity objectives described above. The core of investments will focus on relatively low risk securities with an expectation of earning a reasonable return relative to the risk being assumed. Securities shall not be sold prior to maturity, with the following exceptions:

- A security with declining value may be sold early to minimize loss of principal.
- A security may be exchanged to improve the quality, yield, or target duration in the portfolio.
- A security may be sold in order to satisfy liquidity requirements.

When selling a security prior to maturity, the City Treasurer must be prepared to justify the reasons and explain any gains or losses.

It is important to remember that compliance with the policy does not measure return, but rather manages risk. Policy compliance does not provide a benchmark to meet or exceed, but is a model to follow. The City will benchmark its portfolio performance to the appropriate "treasuries constant maturity" rate based on portfolio maturities of the investment plan.

## 5.0 **STANDARDS OF CARE**

### 5.1 Prudence

The standard of prudence to be used by investment officials shall be the "prudent person" standard and shall be applied in the context of managing an overall portfolio. Investment officers acting in accordance with written procedures and this investment policy and exercising due diligence shall be relieved of personal responsibility for an individual security's credit risk or market price changes, provided deviations from expectations are reported in a timely fashion and the liquidity and the sale of securities are carried out in accordance with the terms of this policy.

The "prudent person" standard states that, "Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment,

considering the probable safety of their capital as well as the probable income to be derived."

5.2 Ethics and Conflicts of Interest

Officers and employees involved in the investment process shall refrain from personal business activity that could conflict with the proper execution and management of the investment program, or that could impair their ability to make impartial decisions. Employees and investment officials shall disclose to the City Manager's office any material interests in financial institutions with which they conduct business. They shall further disclose any personal financial/investment positions that could be related to the performance of the investment portfolio. Employees and officers shall refrain from undertaking personal investment transactions with the same individual with whom business is conducted on behalf of the City of Ames.

The City investment program shall be managed in a professional and prudent manner worthy of the public trust and review.

**6.0 INVESTMENT AUTHORITY AND RESPONSIBILITY**

6.1 Authority

In accordance with Section 12B.10 of the Code of Iowa, the responsibility for conducting investment transactions resides with the City Treasurer. The City Treasurer, under the general direction of the City Council, shall be responsible for all transactions undertaken and shall establish a system of controls to regulate activities.

The Code of Iowa Section 12B.10B requires the City governing body to adopt a written investment policy and distribute copies to the following:

- The governing body or officer of the City of Ames to which the policy applies.
- All depository institutions or fiduciaries for public funds of the City of Ames.
- The external auditor engaged to audit any fund of the City of Ames.

6.2 Responsibility Assigned

The City Treasurer shall invest all funds for the City in accordance with the investment policy. In the absence of the City Treasurer, authority is delegated first to the Director of Finance, and then to the Assistant City Manager with supervision responsibility over the Finance Department. All designees shall act in accordance with the established policies and internal controls set forth in the investment policy.

## 7.0 INVESTMENT PROCEDURES

The City Treasurer shall establish written investment procedures consistent with this investment policy for the operation of the investment program. Procedures should include references to: safekeeping, delivery vs. payment, investment accounting, repurchase agreements, wire transfer agreements, internal controls, collateral/depository agreements, daily cash flow review, basis for awarding bids, authorized personnel, and portfolio inventory.

The procedures document is intended to provide guidance for staff and to provide continuity in the event of an interruption of service of the City Treasurer.

## 8.0 AUTHORIZED FINANCIAL DEALERS AND INSTITUTIONS

### 8.1 Selection Process

A list of financial institutions authorized to provide investment services to the City of Ames will be maintained. In accordance with the Code of Iowa, this list will state the maximum authorized deposit amount allowed in each institution and must be approved by City Council.

In addition, a list of broker/dealers will be maintained. This list may include both primary and regional dealers. Dealers will be approved by the City Treasurer and the Director of Finance based on the following:

- Creditworthiness
- License to conduct business in Iowa
- Qualification under Securities and Exchange Commission (SEC) Rule 15C3-1 (uniform net capital rule)

### 8.2 Financial Institutions and Broker/Dealers

All financial institutions and broker/dealers who desire to conduct business with the City of Ames shall supply the City with the following:

- Audited financial statements, provided annually
- Trading resolutions
- Proof of state registration, if applicable
- Completed broker/dealer questionnaire
- Copy of the broker's license for the individuals servicing the account
- Resume of individual servicing the account
- Any pending legal or regulatory sanctions
- Certification of having read and understood and agreeing to comply with the City of Ames investment policy
- Evidence of adequate insurance coverage

An annual review of the financial condition and registration of all qualified financial institutions and broker/dealers will be conducted by the City Treasurer.

## 9.0 SUITABILITY

Suitability, not simply return, is the standard for selecting investments for the portfolio. The City Treasurer shall review the following when selecting investments for the City:

- Sufficient liquidity to meet current obligations
- Appropriate level of market risk
- Diversified portfolio
- Legal investments
- Market rate of return

## 10.0 AUTHORIZED INVESTMENTS (Code of Iowa, Section 12.B10(5))

### 10.1 Permitted investments

- U.S. Treasury obligations which carry the full faith and credit guarantee of the United States Government and are considered to be the most secure instruments available.
- U.S. Government agency and instrumentality obligations that have a liquid market with a readily determinable market value.
- Certificates of deposit and other evidences of deposit at federally insured depository institutions approved pursuant to Chapter 12C, Code of Iowa.
- Certificate of Deposit Account Registry Service (CDARS) deposited with an authorized financial institution pursuant to Chapter 12B.10 (7), Code of Iowa.
- Prime bankers' acceptances that mature within two hundred seventy (270) days and that are eligible for purchase by a federal reserve bank, provided that at the time of purchase, no more than ten percent of the investment portfolio shall be in investments authorized by this paragraph and that at the time of purchase, no more than five percent of the investment portfolio shall be invested in the securities of a single issuer.
- Commercial paper or other short-term corporate debt that matures within 270 days and that is rated within the two highest classifications, as established by at least one of the standard rating services approved by the superintendent of banking by rule adopted pursuant to Chapter 17A, Code of Iowa, provided that at the time of purchase, no more than five percent of all amounts invested in commercial paper and other short-term corporate debt shall be invested in paper and debt rated in the second highest classification, and provided further that at the time of purchase, no more than ten percent of the investment portfolio shall be in investments authorized by this paragraph, and that at the time of purchase, no more than five percent of the investment portfolio shall be invested in the securities of a single issuer.
- Repurchase agreements whose underlying collateral consists of the investments in obligations of the United States Government, its



agencies and instrumentalities, if the political subdivision takes delivery of the collateral either directly or through an authorized custodian. Repurchase agreements do not include reverse agreements.

- An open-end management investment company registered with the Federal Securities and Exchange Commission under the Federal Investment Company Act of 1940, 15 U.S.C. Section 80(a), and operated in accordance with 17 C.F.R. Section 270.2a-7 (more commonly referred to as “constant dollar money market funds”).
- A joint investment trust organized pursuant to Chapter 2E, Code of Iowa, prior to and existing in good standing on the effective date of this act or a joint investment trust organized pursuant to Chapter 28E, Code of Iowa, after April 28, 1992, provided that the joint investment trust shall either be rated within the two highest classifications by at least one of the standard rating services approved by the Superintendent of Banking by rule adopted pursuant to Chapter 17A, Code of Iowa, and operated in accordance with 17 C.F.R. Section 270.2A-7, or be registered with the Federal Securities and Exchange Commission under the Federal Investment Company Act of 1940, 15 U.S.C. Section 80(a), and operated in accordance with 17 C.F.R. Section 270.2a-7. The manager or investment advisor of the joint investment trust shall be registered with the Federal Securities and Exchange Commission under the Investment Advisor Act of 1940, 15 U.S.C. Section 80(b).
- Warrants or improvement certificates of a levee or drainage district.

The City Treasurer is not required to invest in all the investment options authorized in this policy. Selection will be based on cash flow characteristics, exposure to market risk, rate of return, the technical ability of the staff responsible for administering the program, and the availability of time and tools for staff to engage in conservative, but effective, management.

## 11.0 PROHIBITED INVESTMENTS AND INVESTMENT PRACTICES

Assets of the City shall not be invested in the following, according to Code of Iowa 12B.10 (4) and 12B.10 (5):

- Futures and options contracts
- Reverse repurchase agreements

Assets of the City shall not be invested pursuant to the following investment practices:

- Trading of securities strictly for speculation or the realization of short-term trading gains.
- A contract providing for the compensation of an agent or fiduciary based upon the performance of the invested assets.
- If a fiduciary or other third party with custody of public investment transaction records of the City fails to produce records within a reasonable

time, when requested by the City, the City shall make no new investments with or through the fiduciary or third party and shall not renew maturing investments with or through the fiduciary or third party.

## 12.0 MASTER REPURCHASE AGREEMENTS

A repurchase agreement is a contractual transaction agreement between an investor and an issuing financial institution. The investor exchanges cash for temporary ownership or control of collateral securities with an agreement between the parties that on a future date, the financial institution will repurchase the securities. A signed master repurchase agreement shall be on file with the financial institution with which repurchase transactions are made.

The master repurchase agreement must include the following provisions:

- The underlying collateral shall be limited to the United States Government, agency and instrumentalities.
- Collateral shall be marked to market daily by the custodian and shall be maintained at a value equal to or greater than the cash investment.
- At the time of purchase, the market value of the collateral shall represent 102% of the cash investment.
- An authorized third party custodian or safekeeping agent shall hold all securities purchased under a repurchase agreement.
- A seller of repurchase securities shall not be entitled or authorized to substitute collateral, except as authorized by the City Treasurer.
- Retail repurchase agreements and reverse agreements shall not be authorized for purchase.

## 13.0 INVESTMENT POOLS

Government sponsored investment pools are sources for short-term cash management. A thorough investigation of the pool is required prior to investing, and on a continual basis. Before investing in these pools, the following issues must be reviewed:

- The pool must meet the requirements of Code of Iowa 12.B10 (5) (a).
- The pool must provide a written statement of policy and objectives.
- A questionnaire should be developed that will address the following general topics:
  - A description of eligible investment securities, and a written statement of investment policy and objectives.
  - A description of interest calculations and how it is distributed, and how gains and losses are treated.
  - A description of how the securities are safeguarded (including the settlement processes), and how often the securities are priced and the program audited.

- A description of who may invest in the program, how often, what size deposit and withdrawal are allowed.
- A schedule for receiving statements and portfolio listings.
- A description of how reserves, retained earnings, etc. are utilized by the pool.
- A model of the fee schedule, and when and how it is assessed.
- A description of eligibility and/or acceptance of bond proceeds.
- The pool must contain only the types of investment allowed by this policy.

## **14.0 SAFEKEEPING AND CUSTODY**

### **14.1 Delivery vs. Payment**

All trades of marketable securities, where applicable, will be executed by delivery vs. payment (DVP) to ensure that securities are deposited in an eligible financial institution prior to the release of funds. Securities will be held by a third party custodian as evidenced by safekeeping receipts.

### **14.2 Bonding**

City investment officials shall be bonded to protect loss of public funds against possible embezzlement and/or malfeasance.

### **14.3 Internal Controls**

The City Treasurer is responsible for establishing and maintaining an internal control structure designed to ensure that the assets of the City of Ames are protected from loss, theft, or misuse.

The internal controls shall address the following points:

- Control of collusion
- Separation of transaction authority from accounting and recordkeeping
- Custodial safekeeping
- Delivery versus payment
- Clear delegation of authority
- Confirmation of transactions for investments and wire transfers

Review of compliance with the internal policy and related procedures shall be a part of the annual audit process conducted by the City's independent auditors.

## **15.0 COLLATERAL/SECURITY FOR DEPOSIT OF PUBLIC FUNDS**

### **15.1 Commercial Banks and Savings and Loans**

The City shall make deposits only with commercial banks and savings and loans that comply with Section 12C of the Code of Iowa, "Deposit of Public Funds", and Section 12C, Subsection 22 of the Code of Iowa, "Required Collateral."

### **15.2 Credit Unions**

Before a deposit of public funds is made with a credit union in excess of the amount federally insured, the public officer shall obtain security for the deposit by one or more of the following:

- Surety bond of a surety company approved by the United States Treasury and authorized to do business in the State of Iowa and shall be an amount equal to the public funds on deposit at any time.
- Deposit, maintain, pledge, and assign for the benefit of the public entity. The securities shall be approved by the public officer, the market value of which is not less than 110% of the total deposits of the funds on deposit for that public entity in the credit union. These securities shall be deposited with the Federal Reserve Bank, the Federal Home Loan Bank of Des Moines, Iowa, or the U. S. Central Credit Union.
- Irrevocable letter of credit issued by the National Credit Union Administration naming the City of Ames as beneficiary.
- Withdrawal or exchange of the securities may be done only with the written approval of the appropriate public officer.

## **16.0 DIVERSIFICATION**

The purpose of diversification is to reduce overall portfolio risk while attaining market rates of return and to enable the City of Ames to meet all anticipated cash requirements.

The investments shall be diversified by:

- Limiting investments to avoid over-concentration in securities of a specific issuer (excluding treasury bills).
- Limiting investment in securities that have higher credit risks.
- Limiting certificates of deposit to the amount approved by City Council for each financial institution in accordance with the Code of Iowa.
- Investing in securities with varying maturities.
- Investing a minimum of 5% of the total portfolio in highly marketable short-term treasuries, checking accounts with interest, government pooled account, or a combination of all three.

## **17.0 MAXIMUM MATURITIES**

To the extent possible, the City of Ames will attempt to match its investments with anticipated cash flow requirements.

### **17.1 Operating Funds**

Operating funds are those funds that can be reasonably expended during a current budget year or within fifteen months of receipt. These funds may only be invested in instruments that mature within three hundred ninety-seven (397) days or less. Operating funds must be identified and

distinguished from all other funds available for investment. (Section 12B.10A, Code of Iowa)

17.2 Non-Operating Funds

Reserve funds for debt service, and funds being accumulated for capital improvements on a pay-as-you-go basis that are not required for operations may be invested for longer than three hundred ninety-seven (397) days (Section 12B.10A(3), Code of Iowa). These maturities shall coincide as nearly as possible with the anticipated need. The City of Ames will keep these investments for a duration not to exceed seven (7) years.

**18.0 REPORTING**

18.1 Methods

The City Treasurer shall prepare an investment report quarterly and present to the City Council within 45 days of each quarters end. This report will include the following:

- List of individual securities held at the end of the reporting period further broken down by issuer, purchase date, maturity date, coupon rate, par value, market value, book value, and yield to maturity.
- A report summarizing the portfolio by type, the percentage of the total portfolio which each type of investment represents, par value, market value, book value, term, days to maturity, year-to-date earnings and effective rate of return.

18.2 Performance Standards

The market value is calculated monthly and reported to the City Council quarterly. The portfolio is benchmarked to the applicable treasuries constant maturities rate as reported by the Federal Reserve.

**19.0 POLICY CONSIDERATION**

19.1 Exemption

Any investment currently held that does not meet the guidelines of this policy shall be exempted from the requirements of this policy as long as it was in compliance with State of Iowa law and the City's investment policy in effect at the time of purchase. At maturity or liquidation, such monies shall be reinvested only as provided by this policy.

19.2 Amendments

This policy shall be reviewed annually to ensure consistency to overall objectives of safety, liquidity, yield, compliance to current law, and economic trends.

19.3 This investment policy is required by Code of Iowa, Section 12B.10B and approved by City Council.

## APPENDIX

**ACCRUED INTEREST:** The accumulated interest payable on a security since the last interest payment made by the issuer.

**AGENCY:** A debt security issued by a federal or federally sponsored agency. Federal agencies are backed by the full faith and credit of the U. S. Government. Federally sponsored agencies (FSAs) are backed by each particular agency with a market perception that there is an implicit government guarantee. An example of a federal agency is the Government National Mortgage Association (GNMA). An example of an FSA is the Federal National Mortgage Association (FNMA).

**AMORTIZATION:** The systematic reduction of the amount owed on a debt issue through periodic payments of principal.

**ASKED:** The price at which securities are offered.

**BANKERS' ACCEPTANCE (BA):** A draft or bill or exchange accepted by a bank or trust company. The accepting institution guarantees payment of the bill, as well as the issuer.

**BASIS POINT:** A unit of measurement used in the valuation of fixed-income securities equal to 1/100 of 1 percent of yield, e.g., "1/4" of 1 percent is equal to 25 basis points.

**BENCHMARK:** A comparative base for measuring the performance or risk tolerance of the investment portfolio. A benchmark should represent a close correlation to the level of risk and the average duration of the portfolio's investment.

**BID:** The price offered by a buyer of securities. (When you are selling securities, you ask for a bid.) See Offer.

**BOOK ENTRY:** An electronic system of accountability, custody, transfer, and settlement of securities. Book-entry systems allow rapid and accurate transfers of securities with simultaneous cash settlement.

**BOOK VALUE:** The value at which a security is carried on the inventory lists or other financial records of an investor. The book value may differ significantly from the security's current value in the market.

**BROKER:** A broker brings buyers and sellers together for a commission.

**CALLABLE BOND:** A bond issue in which all or part of its outstanding principal amount may be redeemed before maturity by the issuer under specified conditions.

**CALL PRICE:** The price at which an issuer may redeem a bond prior to maturity. The price is usually at a slight premium to the bond's original issue price to compensate the holder for loss of income and ownership.

**CERTIFICATE OF DEPOSIT (CD):** A time deposit with a specific maturity evidenced by a certificate. Large-denomination CDs are typically negotiable.

**CERTIFICATE OF DEPOSIT ACCOUNT REGISTRY SERVICE (CDARS):** A program with an approved depository that removes the need for collateral by providing full FDIC insurance for certificates of deposit.

**COLLATERAL:** Securities, evidence of deposit or other property which a borrower pledges to secure repayment of a loan. Also refers to securities pledged by a bank to secure deposits of public monies.

**COLLATERALIZED MORTGAGE OBLIGATION (CMO):** Mortgage backed bond that separates mortgage pools into different maturity classes called tranches. CMO's are issued by Federal National Mortgage Corp. and Federal National Mortgage Association and are usually backed with a government guarantee and have an AAA bond rating. Planned Amortization Class CMOs (PAC) have stable prepayment schedules that do not react unfavorably in wide market swings.

**COMMERCIAL PAPER:** An unsecured short-term promissory note issued by corporations, with maturities ranging from 2 to 270 days.

**COMPREHENSIVE ANNUAL FINANCIAL REPORT (CAFR):** The official annual report for the entity. It includes five combined statements for each individual fund and account group prepared in conformity with GAAP. It also includes supporting schedules necessary to demonstrate compliance with finance-related legal and contractual provisions, extensive introductory material, and a detailed Statistical Section.

**COUPON:** (a) The annual rate of interest that a bond's issuer promises to pay the bondholder on the bond's face value. (b) A certificate attached to a bond evidencing interest due on a payment date.

**CREDIT QUALITY:** The measurement of the financial strength of a bond issuer. This measurement helps an investor to understand an issuer's ability to make timely interest payments and repay the loan principal upon maturity. Generally, the higher the credit quality of a bond issuer, the lower the interest rate paid by the issuer because the risk of default is lower. Credit quality ratings are provided by nationally recognized rating agencies.

**CREDIT RISK:** The risk to an investor that an issuer will default in the payment of interest and/or principal on a security.

**CURRENT YIELD (CURRENT RETURN):** A yield calculation determined by dividing the annual interest received on a security by the current market price of that security.

**DEBENTURE:** A bond secured only by the general credit of the issuer.

**DELIVERY VERSUS PAYMENT:** There are two methods of delivery of securities: delivery versus payment and delivery versus receipt. Delivery versus payment is delivery of securities with an exchange of money for the securities. Delivery versus receipt is delivery of securities with an exchange of a signed receipt for the securities.

**DERIVATIVES:** (1) Financial instruments whose return profile is linked to, or derived from, the movement of one or more underlying index or security, and may include a leveraging factor; or (2) financial contracts based upon notional amounts whose value is derived from an underlying index or security (interest rates, foreign exchange rates, equities or commodities).

**DISCOUNT:** The difference between the cost price of a security and its maturity when quoted at lower than face value. A security selling below original offering price shortly after sale also is considered to be at a discount.

**DISCOUNT SECURITIES:** Non-interest bearing money market instruments that are issued at a discount and redeemed at maturity for full face value, e.g., U. S. Treasury Bills.

**DIVERSIFICATION:** Dividing investment funds among a variety of securities offering independent returns.

**DURATION:** A measure of the timing of the cash flows, such as the interest payments and the principal repayment, to be received from a given fixed-income security. This calculation is based on three variables; term to maturity, coupon rate, and yield to maturity. The duration of a security is a useful indicator of its price volatility for given changes in interest rates.

**FAIR VALUE:** The amount at which an investment could be exchanged in a current transaction between willing parties, other than in a forced or liquidation sale.

**FEDERAL CREDIT AGENCIES:** Agencies of the Federal government set up to supply credit to various classes of institutions and individuals, e.g., S&Ls, small business firms, students, farmers, farm cooperatives, and exporters.

**FEDERAL DEPOSIT INSURANCE CORPORATION (FDIC):** A federal agency that insures bank deposits, currently up to \$250,000 per deposit.

**FEDERAL FUNDS (Fed Funds):** Funds placed in Federal Reserve banks by depository institutions in excess of current reserve requirements. These depository institutions may lend fed funds to each other overnight or on a longer basis. They may also transfer funds among each other on a same-day basis through the Federal Reserve banking system. Fed funds are considered to be immediately available funds.



**FEDERAL FUNDS RATE:** The rate of interest at which Fed funds are traded. This rate is currently pegged by the Federal Reserve through open-market operations.

**FEDERAL HOME LOAN BANKS (FHLB):** Government sponsored wholesale banks (currently 12 regional banks) which lend funds and provide correspondent banking services to member commercial banks, thrift institutions, credit unions and insurance companies. The mission of the FHLBS is to liquefy the housing related assets of its members who must purchase stock in their district bank.

**FEDERAL HOME LOAN MORTGAGE CORPORATION (FHLMC):** Established to help maintain the availability of mortgage credit for residential housing. Participation is in the conventional loan market.

**FEDERAL NATIONAL MORTGAGE ASSOCIATION (FNMA):** FNMA, like GNMA, was chartered under the Federal National Mortgage Association Act in 1938. FNMA is a federal corporation working under the auspices of the Department of Housing and Urban Development (HUD). It is the largest single provider of residential mortgage funds in the United States. Fannie Mae, as the corporation is called, is a private stockholder-owned corporation. The corporation's purchases include a variety of adjustable mortgages and second loans, in addition to fixed-rate mortgages. FNMA's securities are also highly liquid and are widely accepted. FNMA assumes and guarantees that all security holders will receive timely payment of principal and interest.

**FEDERAL OPEN MARKET COMMITTEE (FOMC):** Consists of seven members of the Federal Reserve Board and five of the twelve Federal Reserve Bank Presidents. The President of the New York Federal Reserve Bank is a permanent member, while the other Presidents serve on a rotating basis. The Committee periodically meets to set Federal Reserve guidelines regarding purchases and sales of Government Securities in the open market as a means of influencing the volume of bank credit and money.

**FEDERAL RESERVE SYSTEM:** The central bank of the United States created by Congress and consisting of a seven member Board of Governors in Washington, D. C., 12 regional banks and about 5,700 commercial banks that are members of the system.

**FIDUCIARY:** Person, company, or association holding assets in trust of a beneficiary.

**FUTURES CONTRACT:** Agreement to buy or sell a specific amount of a commodity or financial instrument at a particular price on a stipulated future date.

**GOVERNMENT NATIONAL MORTGAGE ASSOCIATION (GNMA OR GINNIE MAE):** Securities influencing the volume of bank credit guaranteed by GNMA and issued by mortgage bankers, commercial banks, savings and loan associations, and other institutions. Security holder is protected by full faith and credit of the U. S. Government. Ginnie Mae securities are backed by the FHA, VA or FmHA mortgages. The term "pass-through" is often used to describe Ginnie Maes.

**INVERTED YIELD CURVE:** A chart formation that illustrates long-term securities having lower yields than short-term securities. This configuration usually occurs during periods of high inflation coupled with low levels of confidence in the economy and a restrictive monetary policy.

**INVESTMENT-GRADE OBLIGATIONS:** An investment instrument suitable for purchase by institutional investors under the prudent person rule. Investment-grade is restricted to those obligations rated BBB or higher by a rating agency.

**INVESTMENT POLICY:** A concise and clear statement of the objectives and parameters formulated by an investor or investment manager for a portfolio of investment securities.

**LIQUIDITY:** A liquid asset is one that can be converted easily and rapidly into cash without a substantial loss of value. In the money market, a security is said to be liquid if the spread between bid and asked prices is narrow and reasonable size can be done at those quotes.

**LOCAL GOVERNMENT INVESTMENT POOL (LGIP):** The aggregate of all funds from political subdivisions that are placed in the custody of the State Treasurer for investment and reinvestment.

**MARK-TO-MARKET:** The process whereby the book value or collateral value of a security is adjusted to reflect its current market value.

**MARKET RISK:** The risk that the value of a security will rise or decline as a result of changes in market conditions.

**MARKET VALUE:** The price at which a security is trading and could presumably be purchased or sold.

**MASTER REPURCHASE AGREEMENT:** A written contract covering all future transactions between the parties to repurchase---reverse repurchase agreements that establishes each party's rights in the transactions. A master agreement will often specify, among other things, the right of the buyer-lender to liquidate the underlying securities in the event of default by the seller-borrower.

**MATURITY:** The date upon which the principal or stated value of an investment becomes due and payable.

**MONEY MARKET:** The market in which short-term debt instruments (bills, commercial paper, bankers' acceptances, etc.) are issued and traded.

**OFFER:** The price asked by a seller of securities. (When you are buying securities, you ask for an offer.) See Asked and Bid.

**OPEN MARKET OPERATIONS:** Purchases and sales of government and certain other securities in the open market by the New York Federal Reserve Bank as directed by the FOMC in order to influence the volume of money and credit in the economy. Purchases inject reserves into the bank system and stimulate growth of money and credit; sales have the opposite effect. Open market operations are the Federal Reserve's most important and most flexible monetary policy tool.

**OPTION:** Right to buy or sell property that is granted in exchange for an agreed upon sum. If the right is not exercised after a specified period, the option expires and the option buyer forfeits the money.

**PORTFOLIO:** Collection of securities held by an investor.

**PRIMARY DEALER:** A group of government securities dealers who submit daily reports of market activity and positions and monthly financial statements to the Federal Reserve Bank of New York and are subject to its informal oversight. Primary dealers include Securities and Exchange Commission (SEC)-registered securities broker-dealers, banks, and a few unregulated firms.

**PRUDENT PERSON RULE:** An investment standard. In some states the law requires that a fiduciary, such as a trustee, may invest money only in a list of securities selected by the custody state---the so-called legal list. In other states the trustee may invest in a security if it is one which would be bought by a prudent person of discretion and intelligence who is seeking a reasonable income and preservation of capital.

**QUALIFIED PUBLIC DEPOSITORIES:** A financial institution which does not claim exemption from the payment of any sales or compensating use or ad valorem taxes under the laws of this state, which has segregated for the benefit of the commission eligible collateral having a value of not less than its maximum liability and which has been approved by the Public Deposit Protection Commission to hold public deposits.

**RATE OF RETURN:** The yield obtainable on a security based on its purchase price or its current market price. This may be the amortized yield to maturity.

**REINVESTMENT RISK:** The risk that a fixed-income investor will be unable to reinvest income proceeds from a security holding at the same rate of return currently generated by that holding.

**REPURCHASE AGREEMENT (RP OR REPO):** A holder of securities sells these securities to an investor with an agreement to repurchase them at a fixed price on a fixed date. The security "buyer" in effect lends the "seller" money for the period of the agreement, and the terms of the agreement are structured to compensate him for this. Dealers use RP extensively to finance their positions. Exception: When the Fed is said to be doing RP, it is lending money that is, increasing bank reserves.

**SAFEKEEPING:** A service to customers rendered by banks for a fee whereby securities and valuables of all types and descriptions are held in the bank's vaults for protection.

**SEC RULE 15C3-1:** See Uniform Net Capital Rule.

**SECONDARY MARKET:** A market made for the purchase and sale of outstanding issues following the initial distribution.

**SECURITIES & EXCHANGE COMMISSION:** Agency created by Congress to protect investors in securities transactions by administering securities legislation.

**SPECULATION:** Assumption of risk in anticipation of gain but recognizing a higher than average possibility of loss.

**STRUCTURED NOTES:** Notes issued by Government Sponsored Enterprises (FHLB, FNMA, etc.) and corporations which have imbedded options (e.g., call features, step-up coupons, floating rate coupons, derivative-based returns) into their debt structure. Their market performance is impacted by the fluctuation of interest rates, the volatility of the imbedded options and shifts in the shape of the yield curve.

**SWAP:** Trading one asset for another.

**TOTAL RETURN:** The sum of all investment income plus changes in the capital value of the portfolio. For mutual funds, return on an investment is composed of share price appreciation plus any realized dividends or capital gains. This is calculated by taking the following components during a certain time period.

$$(\text{Price Appreciation}) + (\text{Dividends Paid}) + (\text{Capital Gains}) = \text{Total Return}$$

**TREASURY BILLS:** A non-interest bearing discount security issued by the U. S. Treasury to finance the national debt. Most bills are issued to mature in three months, six months, or one year.

**TREASURY BONDS:** Long-term coupon-bearing U. S. Treasury securities issued as direct obligations of the U. S. Government and having initial maturities of more than ten years.

**TREASURY NOTES:** Medium-term coupon-bearing U. S. Treasury securities issued as direct obligations of the U. S. Government and having initial maturities from two to ten years.

**UNIFORM NET CAPITAL RULE:** Securities and Exchange Commission requirement that member firms as well as nonmember broker-dealers in securities maintain a maximum ratio of indebtedness to liquid capital of 15 to 1; also called net capital rule and net capital ratio. Indebtedness covers all money owed to a firm, including margin loans and commitments to purchase securities, one reason new public issues are

spread among members of underwriting syndicates. Liquid capital includes cash and assets easily converted into cash.

**VOLATILITY:** A degree of fluctuation in the price and valuation of securities.

**WEIGHTED AVERAGE MATURITY (WAM):** The average maturity of all the securities that comprise a portfolio. According to SEC rule 2a-7, the WAM for SEC registered money market mutual funds may not exceed 90 days and no one security may have a maturity that exceeds 397 days.

**WHEN ISSUED (WI):** A conditional transaction in which an authorized new security has not been issued. All “when issued” transactions are settled when the actual security is issued.

**YIELD:** The rate of annual income return on an investment, expressed as a percentage. (a) **INCOME YIELD** is obtained by dividing the current dollar income by the current market price for the security. (b) **NET YIELD** or **YIELD TO MATURITY** is the current income yield minus any premium above par or plus any discount from par in purchase price, with the adjustment spread over the period from the date of purchase to the date of maturity of the bond.

**YIELD CURVE:** A graphic representation that depicts the relationship at a given point in time between yields and maturity for bonds that are identical in every way except maturity. A normal yield curve may be alternatively referred to as a positive yield curve.

**YIELD-TO-CALL (YTC):** The rate of return an investor earns from a bond assuming the bond is redeemed (called) prior to its nominal maturity date.

**YIELD-TO-MATURITY:** The rate of return yielded by a debt security held to maturity when both interest payments and the investor’s potential capital gain or loss are included in the calculation of return.

**ZERO-COUPON SECURITIES:** Security that is issued at a discount and makes no periodic interest payments. The rate of return consists of a gradual accretion of the principal of the security and is payable at par upon maturity.



## BROKER/DEALER QUESTIONNAIRE AND CERTIFICATION

1. Name of Firm \_\_\_\_\_

2. Local Address

National Headquarters

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Local Telephone Number(s), Toll-Free Number(s)

\_\_\_\_\_

\_\_\_\_\_

4. Primary Representative/Manager/Partner-in-Charge

Name \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Title \_\_\_\_\_

5. Is the firm a primary or regional dealer in U. S. Government Securities, as designated by the Federal Reserve of New York, qualifying under S.E.C. Uniform Net Capital Rule 15c3-1?

Primary \_\_\_\_\_ Yes \_\_\_\_\_ No

Regional \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, how long has the firm been a primary dealer? \_\_\_\_\_ years

\_\_\_\_\_ years

If yes, how long has the firm been a regional dealer? \_\_\_\_\_ years

\_\_\_\_\_ years

6. Is the firm a commercial bank or an NASD member affiliate of a bank chartered under the laws of one of the United States?

\_\_\_\_\_ Yes Chartered under laws of the state of \_\_\_\_\_.

\_\_\_\_\_ No

If yes, are the bank customers' deposits insured by the Federal Deposit Insurance Corporation?

\_\_\_\_\_ Yes \_\_\_\_\_ No

7. Place an "X" by each regulatory agency that your firm is examined by and/or subject to its rules and regulations.

\_\_\_\_\_ FDIC    \_\_\_\_\_ SEC    \_\_\_\_\_ NYSE    \_\_\_\_\_ Comptroller of Currency  
\_\_\_\_\_ Federal Reserve System

\_\_\_\_\_ Other (Example: State Regulatory Agency) Multistate firms please note: It is not necessary to include regulatory agencies which do not have jurisdiction over your firm's activities in Local Government Jurisdiction.

8. Is the firm licensed to sell securities in the state of Iowa?

\_\_\_\_\_ Yes    \_\_\_\_\_ No

9. Is/Are the person(s) designated to service the City's account licensed to sell securities in the state of Iowa?

\_\_\_\_\_ Yes    \_\_\_\_\_ No

10. Is the firm a member of the Federal Reserve System? \_\_\_\_\_ Yes    \_\_\_\_\_ No

11. What was the firm's approximate total retail volume in U. S. Treasury and Agency securities last year?

Firm wide    \$ \_\_\_\_\_    # of Transactions    \_\_\_\_\_

Local Office    \$ \_\_\_\_\_    # of Transactions    \_\_\_\_\_

12. Identify personnel who will be trading with or quoting prices of securities to our government.

Name \_\_\_\_\_    Title \_\_\_\_\_

Name \_\_\_\_\_    Title \_\_\_\_\_

13. Fully disclose the method in which you would be compensated for your services.

14. Please identify the firm's most directly comparable public sector clients in our geographical area.

Entity \_\_\_\_\_    Contact Person \_\_\_\_\_  
Telephone # \_\_\_\_\_    Client since \_\_\_\_\_

Entity \_\_\_\_\_    Contact Person \_\_\_\_\_  
Telephone # \_\_\_\_\_    Client since \_\_\_\_\_

15. Place an "X" in the block next to each of the instruments set forth below in which you make an active market (both buy and sell).

- |  |   |
|--|---|
| <input type="checkbox"/> T-Bills                                       | <input type="checkbox"/> T Notes/Bonds    |
| <input type="checkbox"/> BA  | <input type="checkbox"/> Commercial Paper |
| <input type="checkbox"/> Bank CDs                                      | <input type="checkbox"/> S & L CDs        |
| <input type="checkbox"/> GNMA's  | <input type="checkbox"/> FHLMC's          |
| <input type="checkbox"/> Other Federal Agencies (Please Specify) _____ |   |
| <input type="checkbox"/> Instrumentalities (Please Specify) _____      |   |

16. Does your firm specialize in any of the instruments listed above? If so, please specify which ones.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

17. Have any of your public sector clients ever reported to the firm, its officers or employees, that they sustained a loss (in a single year) exceeding ten percent of original purchase price on any individual security purchased through the firm?

Explain \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

18. Has the firm ever been subject to a regulatory or state/federal agency investigation for alleged improper, fraudulent, disreputable, or unfair activities related to the sale of securities?

Explain \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

19. Who audits the fiduciary systems of the firm's custody and delivery processes?

\_\_\_\_\_

20. Has the firm consistently complied with the Federal Reserve's Capital Adequacy Standard?  Yes  No

21. By what factor (1.5x, 2x, etc.) does the firm presently exceed the Capital Adequacy Standard's measure of risk? \_\_\_\_\_

22. Has the firm's capital position ever fallen short of the Capital Adequacy Standard?  Yes  No

23. What portfolio information do you require from your clients?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



24. What reports, confirmations, documents and audit trail will we receive?

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25. Approximately how many and what percentage of the firm's transactions failed last month?

\_\_\_\_\_ # transactions                      \_\_\_\_\_%

Last year?

\_\_\_\_\_ # transactions                      \_\_\_\_\_%

26. Describe the precautions taken by the firm to protect the interest of the public when dealing with governmental agencies as investors.

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27. Please supply the following:

- A. The firm's most recent audited annual financial report and most recent quarterly report.
- B. Proof of the firm's designation by the Federal Reserve Bank of New York as a "primary securities dealer" OR Proof of FDIC coverage.
- C. Proof of individual's (assigned to service the City's account) State of Iowa securities sales license.
- D. Proof of the firm's State of Iowa securities sales license.

CERTIFICATION

*I hereby certify that sales personnel assigned to the City of Ames, Iowa account have received and read a copy of the City's Investment Policy. For each transaction, we pledge to exercise due diligence in disclosing all information necessary for each party to agree to the details of the transaction. When recommending a transaction, we will have reasonable grounds for believing the transaction is suitable based upon information available from the issuer and based upon the facts disclosed by the City of Ames, Iowa, or otherwise known about such customer. We have implemented investment procedures and a system of controls designed to preclude imprudent investment activities arising out of transactions conducted between our firm and the City of Ames, Iowa. I attest to the accuracy of our responses to the questionnaire.*

Signed \_\_\_\_\_ Date \_\_\_\_\_

Title \_\_\_\_\_



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PUBLIC LIBRARY

*We connect you to the world of ideas.*

# STRATEGIC PRIORITIES



EQUITY



INCLUSION



CIVIC ENGAGEMENT



ACCESS



WELLNESS



STAFF DEVELOPMENT



Ames<sup>TM</sup>  
PUBLIC LIBRARY

## Equity

*Create an intentional plan to address barriers in library systems, and actively work to create equitable services and access.*

- **Remove systemic barriers to library use.**

- Address the impact of fines to ensure equity of access

- Audit policies, hiring process, procedures and staff training for inequities

- Partner with City of Ames Human Resources and Diversity and Inclusion Team

- Advocate for parking options that encourage and support library use

- Identify and address challenges faced by customers in checking out and returning library materials

- Expand non-circulating deposit collections to increase ease of access to materials without concern for fines/lost charges

- Explore ways to increase access to internet

- Explore proactive ways to increase library card access

- **Reduce language barriers to service.**

- Review points of access for language barriers and readability

- Coordinate with City of Ames/Ames Community School District/Iowa State University (ISU) for translation services for signage and forms

- Provide Travis Translation devices at public service points

- **Create welcoming and inclusive spaces for community members with intellectual and physical disabilities.**

- Identify and address physical space challenges and opportunities

- Identify proactive ways to provide assistance to customers with intellectual and physical disabilities

- Identify ways to provide equitable access to programming in person and virtually

## Staff Development

*Ensure excellent customer service as our community needs evolve through proactive investment in staff development and training.*

- **Identify and provide opportunities for deliberate staff growth.**

- Review and assess opportunities for job shadowing, cross training and cross departmental teams

- Evaluate and reinvigorate onboarding, training, skill development, and mentorship opportunities

- Offer training in library advocacy

- **Develop staff who are inclusive and welcoming to all.**

- Trauma informed care training

- Antiracism training

- Implicit bias training

- Training for assisting customers with language barriers

- Training for assisting customers with physical disabilities

- Anti-oppression training

- **Develop staff tools for assessment and planning.**

- Future casting

- Research library trends

- Awareness and knowledge about broader worldwide trends and how they affect libraries

- Outcomes based evaluation

## Wellness

*Foster a thriving community through promotion of physical, mental and socio-emotional well-being.*

- **Support community mental health efforts.**

Explore social work intern or partnership

Promote awareness of challenges or trauma supports available in the community

- Partner with National Alliance on Mental Illness

Evaluate partnering with Peer Support Specialists

Creative programming to support socio-emotional well-being for all ages

- **Connect community members to health and wellness support.**

Connect Library users with accurate and current health information

- Provide nutritional support
- Partner with Mary Greeley Medical Center/McFarland Clinic

In-reach partnerships for services

- Office hours at library for social services providers

Explore nontraditional supports for eco-friendly programming and services

- **Support community members experiencing temporary or long-term housing insecurity and/or unemployment.**

Provide job/resume help

- Partner with Iowa Workforce Development, ISU Writing Center

Develop resource guides or street cards

## Inclusion

*Create a welcoming and comfortable place for all community members. Develop best practices for collaborative partnerships in order to amplify marginalized voices and foster community understanding.*

- **Provide programming and collections that reflect and engage specific communities, with involvement from those communities.**

Amplify Black voices and experiences

- Build on Black Arts & Music Festival programming
- Partner with ISU Office of Diversity, Equity & Inclusion

Amplify LGBTQIA+ voices and experiences

- Build on Ames Pride partnership

Programming and support for multi-lingual community

- Build world language programming and collections
- Support international students and families

Partner with ISU International Student & Scholars Office

- Evaluate language learning and discussion offerings
- Build on Ames Community School District English as a Second Language partnership\*

- **Provide intentional representation of community in Library services.**

Diversity audit of Library collections and displays

Diversity audit of Library programming

Diversity audit of Library marketing

- **Provide programming that fosters community understanding**

Develop civil discourse programming

Engage impacted community members in program planning - Programming to encourage community growth

## Civic Engagement

*Provide opportunities for community members to connect with accurate information, be involved in their community, and better understand and be prepared to participate in the institutions of representative democracy.*

- **Provide opportunities for community members to increase knowledge and preparation to be active participants in their community.**

Programs to increase knowledge about active participation in local government

- Community organizing 101 programming
- How to run for office programming

Programming on how to get involved with government boards and committees

- City Council with a buddy program
- Build on City of Ames Citizen's Academy

Build out virtual Civic Commons

- Provide information on voting, candidate forums

- **Make the Library a space for discussing and addressing key community issues.**

Foster dialog around key community issues such as child care, housing, and emergency preparedness

Foster partnerships with other city departments

Cross promote city and other relevant information

Promote library as a space for City of Ames input sessions and information

## Access

*Connecting community members to needed information and resources.*

- **Increase discoverability and access to library information.**

Improve ease of access to library catalog and online resources

Identify opportunities for high-level directional signage

Increased outreach at local events

Enhance online readers' advisory

Target marketing to specific communities

- Active marketing to ISU and schools
- Create new resident packets

- **Provide access to information and online resources patrons need to make informed decisions.**

Develop an adaptable and flexible process to increase digital access and offerings based on changing community needs

Expand computer/technology assistance

Develop media literacy programming

- **Serve community partners as a hub for information and coordination as a trusted community resource.**

Identify stakeholders and service providers

Convene community resource fairs

Convene community groups like educators, social services, etc.

Connect childcare providers with training and resources

Host relevant information sessions in coordination with City of Ames Planning & Housing

Host relevant issue sessions on childcare

**ADULT SERVICES FURNITURE REPLACEMENT**

**PROJECT STATUS:** New

City of Ames, Iowa  
Capital Improvements Plan

**DESCRIPTION/JUSTIFICATION**

The Ames Public Library building was expanded and completely renovated between 2012 and 2014 and was re-opened to the public on September 14, 2014. The library sees an average of 1,300 people per day. The Furniture bought in 2013 is showing wear, difficult to clean, and in need of replacement. Much of the original furniture was too lightweight and customers repeatedly moved the pieces around or "spun" in them dangerously. This also provided easy access to place feet on the nearby walls which then caused paint and dirt issues. The library does allow food so spills occur. The fabrics are not institutional grade. The solid colors show dirt and the patterned print fabric is literally wearing off. The library has replaced a few pieces but instead of continuing to buy single pieces of mismatched furniture, we would like to buy the remaining needed replacement furniture that meets today's needs, is more durable, and better suited for cleaning in the COVID environment.

**COMMENTS**

Pricing includes the estimated cost of appropriate furniture.

**LOCATION**

515 Douglas Avenue

	<b>TOTAL</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>
<b>COST:</b>						
Furniture for public space	50,000	50,000				
<b>TOTAL</b>	<b>50,000</b>	<b>50,000</b>				
<b>FINANCING:</b>						
Local Option Sales Tax						
<b>TOTAL</b>	<b>50,000</b>					

**PROGRAM - ACTIVITY:**

Community Enrichment - Library

**DEPARTMENT:**

Library/

**ACCOUNT NO.**

030-2613-455.60-13

**FIRST FLOOR CARPET REPLACEMENT**

**PROJECT STATUS:** New

City of Ames, Iowa  
Capital Improvements Plan

**DESCRIPTION/JUSTIFICATION**

The Ames Public Library building was expanded and completely renovated between 2012 and 2014 and was re-opened to the public on September 14, 2014. The library sees an average of 1,300 people per day. By the time the building has been in use for 10 years, the flooring will most likely have been traversed over 4 million times and show considerable wear.

The first floor carpet replacement includes replacing approximately 9,450 square feet of carpet in the youth service area as well as 2,640 square feet of carpet in the auditorium. Carpet tile will need to be torn out and re-laid; estimated pricing includes 20% extra material for fitting and making minor future repairs.

**COMMENTS**

Pricing includes the estimated cost of materials, adhesive, and professional tear-out and installation.

**LOCATION**

515 Douglas Avenue

	<b>TOTAL</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>
<b>COST:</b>						
Youth Services area (9,450 square feet)	62,087			62,087		
Farwell T. Brown Auditorium (2,640 square feet)	17,345			17,345		
Extra materials for future repairs (2,418 square feet)	15,886			15,886		
<b>TOTAL</b>	<b>79,431</b>			<b>79,431</b>		
<b>FINANCING:</b>						
Local Option Sales Tax						
<b>TOTAL</b>	<b>79,431</b>					

<b>PROGRAM - ACTIVITY:</b>	<b>DEPARTMENT:</b>	<b>ACCOUNT NO.</b>
Community Enrichment - Library	Library/	030-2610-455.75-11

**SECOND FLOOR CARPET REPLACEMENT**

**PROJECT STATUS:** New

City of Ames, Iowa  
Capital Improvements Plan

**DESCRIPTION/JUSTIFICATION**

The Ames Public Library building was expanded and completely renovated between 2012 and 2014 and was re-opened to the public on September 14, 2014. The library sees an average of 1,300 people per day. By the time the building has been in use for 10 years, the flooring will most likely have been traversed over 4 million times and show considerable wear.

The second floor carpet replacement includes replacing approximately 6,000 square feet of carpet in the adult service area. Carpet tile will need to be torn out and re-laid; estimated pricing includes 20% extra material for fitting and making minor future repairs.

**COMMENTS**

Pricing includes the estimated cost of materials, adhesive, and professional tear-out and installation.

**LOCATION**

515 Douglas Avenue

	<b>TOTAL</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>
<b>COST:</b>						
Adult Services area (6,000 square feet)	39,420				39,420	
Extra materials for future repairs (2,418 square feet)	7,884				7,884	
<b>TOTAL</b>	<b>47,304</b>				<b>47,304</b>	
<b>FINANCING:</b>						
Local Option Sales Tax						
<b>TOTAL</b>	<b>47,304</b>					
<b>PROGRAM - ACTIVITY:</b>		<b>DEPARTMENT:</b>		<b>ACCOUNT NO.</b>		
Community Enrichment - Library		Library/		030-2610-455.75-11		



**LIBRARY MAIN ENTRANCE IMPROVEMENTS**

**PROJECT STATUS:** New

City of Ames, Iowa  
Capital Improvements Plan

**DESCRIPTION/JUSTIFICATION**

The Ames Public Library building was expanded and completely renovated between 2012 and 2014 and was re-opened to the public on September 14, 2014. The current doors are 10' tall and tend to catch in the wind. We have replaced the brackets several times, but would like to replace the doors with lower, automatically sliding doors. Automatic doors will eliminate the daily contact with door handles in today's COVID environment, be easier for people to access the building, and will not be caught in the wind.

The library sees an average of 1,300 people per day. By the time the building has been in use for 10 years, the entryway flooring will have been traversed over 4 million times and show considerable wear. The carpet replacement includes replacing approximately 610 square feet of carpet in the adult service area. Carpet tile will need to be torn out and re-laid; estimated pricing includes 20% extra material for fitting and making minor future repairs.

As part of the flooring project we would also replace the floor grate that catches excess rain and slush, with one that has a more textured surface for safety.

Having programmable signage in front of the library building would be useful not only for library programming, but also for City-wide messaging.

**COMMENTS**

Carpet pricing includes the estimated cost of materials, adhesive, and professional tear-out and installation.

**LOCATION**

515 Douglas Avenue

	<b>TOTAL</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>
<b>COST:</b>						
Entryway doors (exterior / interior)	61,600		61,600			
Entryway carpet replacement	4,809		4,809			
Grating for entryway floor			2,000			
Digital Outdoor Programmable Sign	15,000		15,000			
<b>TOTAL</b>	<b>81,409</b>		<b>83,409</b>			
<b>FINANCING:</b>						
Local Option Sales Tax						
<b>TOTAL</b>	<b>81,409</b>					

<b>PROGRAM - ACTIVITY:</b>	<b>DEPARTMENT:</b>	<b>ACCOUNT NO.</b>
Community Enrichment - Library	Library/	030-2610-455.75-11