2019 Action Plans

No	Activity:	Goal:	itiativ	Title:	Actions:	Timeline:	Lead Person:	Lead Division:	Outputs:	Outcome Letter:	Measurement:	Indicators:	Notes:
18		1	A	Kindergarten readiness	Engage with the Kindergarten Readiness CAN of Cradle to Career	Ongoing	Heather Acerro	YS					
19	Public Services	1	C	SELCO Cooperation on content	Continue to evaluate the sharing of Overdrive content through RLA. Continue to explore databases and other ways of expanded cooperation to provide additional content to RPL and SELCO patrons.	Dec, 2019	Kim Edson, Audrey Betcher, Sara Patalita, Steve Mosing			A, G	Determine whether increased cooperation is feasible and whether it makes sense financially.		RLA Plus implemented in Jan. 2019.
20	Public Services	1	C	SELCO Cooperation on shared data	Explore NCIP, SIP2, Web Services, and other ways of expanded cooperation between the SELCO and RPL systerms.	Dec, 2019	Andy Stehr, Steve Mosing			A, G	Determine whether increased cooperation is feasible and funding sources are identified. If possible, produce a proof of concept.		We are indiscussions with SELCO about patron data sharing.
21	Events, Classes & Programs	1	A-D	Cradle to Career	Active involvement in Cradle to Career Initiative	Ongoing				C, E	Progress on goals as identified by groups. Launch in 1st quarter, 2018	Add link to chart when on website.	
22	Events, Classes & Programs	2	A		Continue to develop programming to engage the community in creating histories, podcasts, music and other audio-recordings.	Dec, 2019	Kim, Brian, Susan, Lynette	RS, REF	# sound booth usage # of programs that use sound-booth and recording equipment	A, B, C, D, E, G, H		XX% report using the sound booth and recording equipment helped them to XXX XX% of workshop attendees learned specific helpful techniques for recording using the sound-booth and library equipment Develop other program specific outcomes measurements	
23	Events, Classes & Programs	2	A		Revise Summer Playlist for all ages based on feedback	Ongoing	Heather Acerro		time spent reading/activities for each age group # of books distributed # completing program each age group	B, D, F, G, H			First of two years off from surveys

#	Category				Objective	Timeframe	Responsible	Department	Measures	Align	Target	Notes	Status
24	Public Services	2	A		Monitor material backlog vs. TS work hours for reserves and other materials workflow.	Ongoing	Keri Ostby	Technical Services	# of hours for 45506 BU # of backlog items for the past 5 years Average times calculated for reserves process, TS workflow, and length of time original cataloging materials wait for cataloging.	A, G	Maintain or reduce by 10% the baseline of materials backlog vs. TS work hours. Maintain or reduce by 10% the amount of time it takes to complete reserves, regular TS workflow, and original cataloging.	Need to be set based on established baseline measurements.	Working on updating the backlog report to show oldest materials by type.
25	Public Services	2	A		Provide collections and resources to meet the educational, informational, and recreational needs of library users.	Ongoing	Sara Patalita, Kim Edson, Heather Acerro, Keri Ostby		# of items added # of items added with reserves # of discards Circulation per capita Holdings per capital Collection turnover ILL should be less than 3% of circulation	A, B, C, G, H	Compare with peer libraries in the PLDS report and strive for upper quartile. In-house use is evaluated as well		Survey being planned for 2020.
26	Public Services	2	A		Assess feasibility of partnering with other agencies to have a social worker at the library. Pursue options for funding.	Dec, 2019	Susan Hansen		# partners, # participants,	B, D, E			
27	Outreach	2	B	Neighbors Read	Increase community connections and access to books through Neighbors Read Mini-Library programming and support •Continue to support mini-libraries by providing access to free books. •Expand program to a new target audience	December 2019	Heather Acerro, Jon Allen, Eric Tarr	Youth Services	# of books distributed to mini-libraries # of new mini-libraries added	A, D, G			Sept 2019 adding libraries at select schools
28					Offer media conversion lab to the public.	May, 2019	Brian Lind		# of users, items digitized		Exit surveys	85% of people using the conversion lab reported they had learned about how to convert media	

29	Public Services	2	D		Plan and start the process to digitizeand index the Post Bulletin Morgue.	Dec, 2019	Susan Hansen		# items digitized	A, B, C, E, G		80% of people using the PB morgue reported they were able to access more items from the library	
30	Public Services	3	A		Advocate for space to meet long-term community needs	Ongoing	Karen Lemke Audrey Betcher	Admin	Strategies are identified	A, D, E, G, H	MCC agreement, City Strategic Plan	Beth, Karen, Heather, and Kim to work on outcomes** Should we add an extra survey question for events at MCC?	MCC space into the base budget in 2019. Working on the possibility of a new library. Need to update the building program.
31	Public Services	3	A		Advocate for space to meet community needs	Ongoing	Audrey Betcher	Admin	Strategies are identified	A, D, E, G, H	MCC agreement, City Strategic Plan		detemine the direction. Evaluate the
32	Public Services	3	B		Actively maintain automation infrastructure to reflect current technology based on the needs of users and staff.	Ongoing	Steve Mosing		Patrons and staff will have the technology tools to do their jobs; Maintain over 99.8% uptime on all systems. Measure response times. Evaluate the viability of the computer replacement revolving fund.	A, G	Budget Analysis		
33	Public Services	3	B		IT Integration	Multi-Year	Steve Mosing		Staff will be able to perform job duties without technology interfering.	A, G	Service expectations will be met or even exceeded	Mission critical systems will have improved availability. Data will be secured. Overall cost savings will be realized.	By 2019 we will be well on our way to living in an IT Integrated environment.
34	Public Services	3	B		Evaluate mobile hotspot program	Ongoing	Steve Mosing, Andy Stehr, Sara Patalita		# of hotspots # of check outs Length of waiting list	A, B, E, G		80% of the users learned how to access the internet using the hotspot 80% of the users reported feeling more connected to others in the community 80% of the users would recommend using the library hotspot to friends and family	

#	Category				Action	Date	Responsible	Dept	Outcome	Codes	Result	Target	Review
35	Public Services	3	B		Implement BLUEcloud cataloging in Technical Services	12/1/2019	Keri Ostby, Emily Kittelson, Steve Mosing		Items are cataloged more efficiently with the added functionality of BC Cataloging	A, G	Easier and quicker interactions by catalogers with the ILS. Better cataloging records and faster service to our customers.	25% of cataloging staff use the BLUEcloud cataloging option when it is advantageous to do so based on its abilities.	Quarterly review of BLUEcloud cataloging
36	Public Services	3	B		Evaluate BLUEcloud Circulation for Bookmobile	12/1/2019	Steve Mosing Kim Edson		Evaluate possible usage of SirsiDynix's web based circulation module for use on Bookmobile	A, G	More responsive interactions with the ILS. Faster service to our customers.		
37	Public Services	3	B		Evaluate and Recommend Mobile Library Discovery App	12/1/2019	Steve Mosing, Discovery Team		Patrons have better tools to discover library materials/events, manage My Account.	A, G	Group will provide a recommended mobile application to replace BookMyne for budget year 2020		
38	Public Services	3	C		Review at least one process for increased efficiency and effectiveness	Dec, 2019				G			
39	Public Services	3	C		Provide adequate funding for core services	Dec, 2019	Audrey Betcher	Admin	Library maintains its percentage as compared to the entire city budget	A, B, C, D, E, F, G, H			
40	Public Services	3	C		Implement surveys for outcomes measurements plan based on the logic models created in 2017	Ongoing	AT		8 completed divisional logic models Outcomes measurement plan	A	Measurements based on plan		February: Youth Services December: Technical Services June: Readers Services
41	Publicity and Marketing	3	C		Create 2019-20 Marketing Plan	Ongoing	Karen Lemke	COMM	2019 Marketing plan	H	Finished plan		
42	Public Services	3	D		Administrative Team continues training for its own leadership development	Dec, 2017	Audrey Betcher	Admin		G	Results from Sirota survey improve		
43	Public Services	3	D		Examine existing hiring process and organizational culture and develop plans to remove barriers and expand recruiting	Dec, 2019	Audrey Betcher, Andy Stehr	Admin	# of applicants per posting # of diverse hires by part-time and full-time job	G			GARE Cohort, piloted an open interview process for 18.5 library aides.

#	Category			Sub	Description	Date	Owner	Dept	Metric	Code			Notes
44	Public Services	3	D		using overall RPL and divisional logic models, create a metrics/plan to prioritize services, projects, programs and align resources.	Dec, 2019	Audrey Betcher	Admin		G			
45	Public Services	3	D		Every staff member works with their supervisor on a development/learning path.	Ongoing	AT	Admin	Written goals and training needs	G			
46	Public Services				Coordinate with local agencies to provide social worker at the library	Sep-19	Susan Hansen & Andy Stehr	Reference	# of people using social worker	D,E,G			
47	Public Services	2	A		Assess feasibility of partnering with other agencies to have a social worker at the library. Pursue options for funding.	Dec, 2019	Susan Hansen		# partners, # participants,	B, D, E			Susan is currently working on a grant with OBT.
48				Community Engagement	Work with City, Library Board, and Community on a community engagement plan	Dec, 2019	Audrey Betcher & Karen Lemke						Meeting with Mayor and City Clerk
49				Strategic Plan	As an interim measure, update the current strategic plan to align with the City's strategic priorities	March, 2019	Audrey Betcher						Depends upon progress of community engagement work.
50				Strategic Plan	Using information from the community engagement, update the strategic plan	Dec, 2019	Audrey Betcher						
51				Fines	Determine strategy for overdue fines. If feasible, determine funding	April, 2019	AT						Will review data from fine forgiveness