

DISCOVERY: Enrich imagination through collections, programs & E-everything				Team Leader—Barbara Johnson			
Index	Strategic Area	Goal	Project	Action	Timeframe	Who is Responsible	Quarterly Status
1.1A	Discovery	Fuel Bedford's passion for reading	Continue to analyze the demand for print items, non-print items, and electronic content and shift buying patterns accordingly	Research options for cooperative purchasing power	Ongoing	Barbara Johnson	<ul style="list-style-type: none"> Investigated pricing and options for joining Bibliotheca Consortium
1.1 B	Discovery	Fuel Bedford's passion for reading	Evaluate options for collection analysis tools	Research Koha reporting tools compared to CollectionHQ	Ongoing	All selectors	<ul style="list-style-type: none"> CollectionHQ has been cancelled as we test Koha reporting tools
1.1C	Discovery	Fuel Bedford's passion for reading	Evaluate the Library's all collection, especially with consideration to the size, organization and currency	Weed all sections on an annual basis	Ongoing	All selectors	No activity
1.1D	Discovery	Fuel Bedford's passion for reading	Promote reading among residents of all ages by providing programming based on books and by expanding reader's advisory services.	Plan programs on a quarterly basis related to books or promoting reading	Ongoing	All Public Service Staff Community Services Technical Services	<ul style="list-style-type: none"> Use ARC books as SRC prizes Cataloged 26 Reel Readers Book Club kits Senior facilities continue to check out Reel Readers book club kits
1.1E	Discovery	Fuel Bedford's passion for reading	Develop merchandising guidelines for staff and volunteers	Waiting until after collection shifts in August to start	Completed	Emily Hilbish Carrie Glindeman Barbara Johnson Mary Miller Cynthia Reid Lana Russey	<ul style="list-style-type: none"> Plan to shift non-fiction area to balance shelves (750 & higher is sparse, 000-750 is dense) maybe late summer
1.2A	Discovery	Use technology to connect readers	Be informed about changing technology, electronic resources and opportunities to improve point-of-need services	Educate patrons on how to use digital content	Ongoing	All Divisions	<ul style="list-style-type: none"> Continue to conduct Book a Librarian appointments helping patrons with email/Overdrive/etc.
1.2B	Discovery	Use technology to connect readers	Explore additional or alternative methods of providing eBooks and other electronic content	Evaluate downloadable audio and movie products.	Ongoing	All Librarians	<ul style="list-style-type: none"> Circulated 9048 items from Hoopla since February 2016.
1.2C	Discovery	Use technology to connect readers	Use social media to promote books	Post items related to books and programs.	Ongoing	Sarah Featherstone Caroline Tait	<ul style="list-style-type: none"> Over 1,600 followers on Facebook Facebook and Twitter

							updated almost daily
1.3A	Discovery	Provide ongoing opportunities for customers to have a voice in service and direction of the Library	Conduct annual Library Satisfaction Survey	Run survey February 1 – March 15, 2017.	Annually in February	Leslie Moore Maria Redburn Cynthia Reid	<ul style="list-style-type: none"> Results were presented to Council and staff
1.3B	Discovery	Provide ongoing opportunities for customers to have a voice in service and direction of the Library	Develop and administer user evaluations for library programs	Continue administering outcome surveys as needed	Ongoing	Carrie Glindeman Sarah Featherstone Jeanne Green Caroline Tait Mary Woodward	<ul style="list-style-type: none"> Administer Outcome surveys for Reel Readers book club kits
1.3C	Discovery	Provide ongoing opportunities for customers to have a voice in service and direction of the Library	Improve patron “Suggestion” tool and staff procedures	Continue evaluating processes	Ongoing	Barbara Johnson Kimberlee Harris All selectors	<ul style="list-style-type: none"> Procedure for Koha Patron Suggestion form has been created and selectors have been trained
1.4A	Discovery	Evaluate and improve the customer service experience at each “touch-point”	Provide ongoing staff training on customer service	Caroline Tait developed updated Overdrive Training for staff.	Ongoing	Jacquelyn Bedell Emily Hilbish Mary Miller Caroline Tait Barbara Sparks Maria Redburn	<ul style="list-style-type: none"> Trained staff on Reel Readers kits check-in/out processes Discussed Reel Readers program with volunteers at luncheon on 6/14/17
1.4B	Discovery	Evaluate and improve the customer service experience at each “touch-point”	Conduct exit surveys on the library experience	Survey area libraries for exit interview tools.	September 2018	Library Advisory Board Maria Redburn	No Activity
1.4C	Discovery	Evaluate and improve the customer service experience at each “touch-point”	Conduct an image audit	Survey area libraries for image audit forms they have used. We have one from 2007.	October 2017	Library Advisory Board Maria Redburn	No Activity
1.4D	Discovery	Evaluate and improve the customer service experience at each “touch-point”	Inventory Library collection	Update the catalog to remove missing and billed items.	Ongoing	Jacquelyn Bedell Lana Russey Janice Thornton Nereida Burns Cathy Wille Barbara Sparks	<ul style="list-style-type: none"> Circulation staff completed inventory of entire library collection.

1.4E	Discovery	Evaluate and improve the customer service experience at each “touch-point”	Create an in-house customer service training for all staff using Great Customer Service Expectations document.	Identify staff with excellent customer service skills and create a training team to develop and implement training.	January 2015	Jacquelyn Bedell Mary Miller Leslie Moore Cynthia Reid Mary Woodward	No Activity
1.5A	Discovery	Develop marketing strategy for promoting programs, services and collection.	Create marketing plan	This project has been moved to December 2017.	December 2017	Sarah Featherstone Jeanne Green Barbara Johnson Caroline Tait	<ul style="list-style-type: none"> • Scheduled July 2018 meeting with OrangeBoy which specializes in increasing community engagement
1.5B	Discovery	Develop marketing strategy for promoting programs, services and collection.	Apply for awards on an annual basis	Identify potential awards to apply.	Ongoing	Jeanne Green Maria Redburn Mary Woodward	<ul style="list-style-type: none"> • Received 2016 TMLDA Award • Applied for \$25,000 STEAM Grant • Applied for \$5,000 Neighborhood Book Club grant
1.5 C	Discovery	Promote the Library through outreach events	Participate in community events to find promote library services and programs	Schedule staff to man library table at events	Ongoing	All staff	<ul style="list-style-type: none"> • Participated in City Expo with help from Library Advisory Board • Participated in YMCA Healthy Kid Day • Participated in Bedford Estates Community Block Party • Participated in Business Roundtable • Participated in HEB Chamber Business to Business Expo • Participated in Bedford Heights Family Fit Day

YOUNG MINDS: Empower learning and growth**Team Leader—Sarah Featherstone**

Index	Strategic Area	Goal	Project	Action	Timeframe	Who is Responsible	Quarterly Status
2.1A	Young Minds	Provide developmentally appropriate programs that support early literacy (e.g. story times), by age and/or needs of intended audience.	Develop and implement 1,000 Books Before Kindergarten program	Investigate libraries that have implemented this program nationally.	August 2014	Carrie Glindeman Jeanne Green Mary Woodward	<ul style="list-style-type: none"> As of June 2017, 349 total registered for 1,000 Books Before Kindergarten; 44,270 books read; 13 reached 1,000 books Designed new 1,000 Books before Kindergarten site in READSquared
2.1B	Young Minds	Provide developmentally appropriate programs that support early literacy (e.g. story times), by age and/or needs of intended audience.	Continue to facilitate one or more large-scale celebrations promoting reading and literacy for the community such as Seuss Festival	Completed in March	Ongoing	Sarah Featherstone Carrie Glindeman Jeanne Green Mary Woodward	<ul style="list-style-type: none"> 3,500 attended annual Seuss Fest event in March; partnered with City of Bedford Animal Shelter for event
2.1C	Young Minds	Provide developmentally appropriate programs that support early literacy (e.g. story times), by age and/or needs of intended audience.	Explore options for creating a evening & weekend story time	Research staffing options for creating a consistent programming schedule	October 2015	Sarah Featherstone Carrie Glindeman Jeanne Green Maria Redburn Mary Woodward	<ul style="list-style-type: none"> Offered Story Time with Elmo program in February
2.1D	Young Minds	Provide developmentally appropriate programs that support early literacy (e.g. story times), by age and/or needs of intended audience.	Provide programming opportunities for families	Develop craft program	Ongoing	Carrie Glindeman Jeanne Green Mary Woodward	<ul style="list-style-type: none"> Krafty Kids offered 4th Friday of the month in January-May 2017 Kindergarten Readiness program with Judy Gray, pre-kindergarten Family Engagement Specialist, in April Added STEAM Extenders to Story Spot story times in April Provided hands-on exposure to STEM concepts and activities through STEM Tours

							<p>to Meadow Creek, Shady Brook, Bedford Heights and Spring Garden Elementary Schools as well as Bedford Junior High School in February – April as part of I.D.E.A.S. grant</p> <ul style="list-style-type: none"> • Created 59 STEM Kits that have circulated 627 times from January – June as part of I.D.E.A.S. grant • Offering weekly in-house STEM programs on robotics – Cubelets, littleBits, LEGO Mindstorms EV3 – and a hands-on family science workshop from March – June as part of I.D.E.A.S. grant
2.2A	Young Minds	Expand participation of children in the Summer Reading Club through enriching programs, marketing and visibility within the community.	Onsite promotion and distribution of Summer Reading Club within Bedford schools	Design publicity and schedule appointments.	Annually in Spring of each year	Sarah Featherstone Carrie Glindeman Jeanne Green Leslie Moore Mary Woodward	<ul style="list-style-type: none"> • SRC statistics as of 6/15/17: 1,810 registered with Bedford as home library; read 650,453 minutes • Library Advisory Board participated in Kindergarten Round-Up in May (50 people) • Summer Reading Club outreach at Stonegate (504 people) and Spring Garden (642 people) Elementary Schools
2.2B	Young Minds	Expand participation of children in the Summer Reading Club through enriching programs, marketing and visibility within the community.	Maintain multiple copies of HEB ISD books on summer reading list	Obtain list of books from HEB ISD and order new titles	Annually in Spring	Jeanne Green Maria Redburn	<ul style="list-style-type: none"> • Performed shelf reading of summer reading list books, including audio books, in May; Resources available online and bookmarks available in-house

							<ul style="list-style-type: none"> • 4,500 attended HEB Reads Kick-Off Party in May
2.2C	Young Minds	Expand participation of children in the Summer Reading Club through enriching programs, marketing and visibility within the community.	Partner with other organizations to expand summer reading club	Support partnerships with HEB libraries, HEB ISD, YMCA and BRAC Summer Camps	Ongoing	Jeanne Green Maria Redburn	<ul style="list-style-type: none"> • Collaborated, designed, configured, tested the HEBReads summer reading club software (READSquared) that is used jointly by Bedford, Hurst, Euless and the HEB ISD. • Partnered with YMCA for the second year – book drop off for summer campers in June & July • Providing exposure to STEAM concepts through weekly program for special needs teens and young adults from The Clubhouse in June & July • Serving as a community resource for HEB ISD resources for youth; all summer family literacy event series (ongoing)
2.3A	Young Minds	Provide programs and opportunities for teens to develop leadership skills, life skills and have fun.	Provide monthly teen-only programs	Plan and promote programs for teens.	Ongoing	Sarah Featherstone Jeanne Green Mary Woodward	<ul style="list-style-type: none"> • Second Saturdays teen events held in January (Glow in the Dark – 34 teens), February (Anti-Valentine’s Day Party – 44 teens), March (Perot TECH Truck – 25 teens), April (Once Upon a Genre... - 33 teens), May (Marvel vs. DC – 30 teens), June (Pirate Scavenger Hunt – 25 teens) • Offering extra teen events for summer: Calligraphy

							<p>Workshop (June 28), Caricature artist (July 12), Henna Tattoos (July 19), and How to Draw Manga (July 26)</p> <ul style="list-style-type: none"> • Offering Teen Movie Night on Mondays in June and July • Hosting 2nd Annual Teen Art Show – submissions accepted in August • Marketed events on social media, in-house posters, HEB ISD junior highs, and LD Bell & Trinity high schools
2.3B	Young Minds	Provide programs and opportunities for teens to develop leadership skills, life skills and have fun.	Serve as a site for teens to participate in meaningful volunteer opportunities and develop workplace skill sets	Recruit volunteers Summer and Fall	Ongoing	Sarah Featherstone Jeanne Green Mary Woodward	<ul style="list-style-type: none"> • Recruited 25 teen volunteers as tutors and helpers; recruited 55 teen volunteers for summer; 16 TAC members for 2016-17 academic year
2.4A	Young Minds	Provide opportunities for homework assistance for elementary, junior high and high school.	Provide Library Buddies tutoring program		Ongoing	Sarah Featherstone Jeanne Green Cynthia Reid Mary Woodward	<ul style="list-style-type: none"> • 13 teen tutors helped 24 children in Library Buddies program; developed a plan to re-vamp tutoring program in the Fall to be a drop-in homework help twice a week
2.4B	Young Minds	Provide opportunities for homework assistance for elementary, junior high and high school.	Provided weekly math tutoring for junior high and high school students	Schedule fall math help for junior high and high school students.	September 2013	Sarah Featherstone Jeanne Green	<ul style="list-style-type: none"> • HEB ISD math teacher Marsha Davidson resumed Math Homework Help tutoring in Spring
2.4C	Young Minds	Provide opportunities for homework assistance for elementary, junior high and high school.	Provide online tutoring resources to expand population able to be served.	Researched two companies providing online tutoring for students and received quotes.	August 2017	Sarah Featherstone Jeanne Green Barbara Johnson Maria Redburn Caroline Tait	<ul style="list-style-type: none"> • Completed contract with Brainfuse to provide HelpNow and JobNow online services for community

LIFE SKILLS: Transforming lives		Team Leader—Jeanne Green					
Index	Strategic Area	Goal	Project	Action	Timeframe	Who is Responsible	Quarterly Status
3.1A	Life Skills	Be Bedford’s source for high-quality, free instruction and programs to support personal growth	Provide English as a Second Language Classes	Outreach to area schools about the new class.	September 2013	Emily Hilbish Jeanne Green Maria Redburn	<ul style="list-style-type: none"> Monthly collaboration with Central Arts of Bedford – BPL is providing a venue in Library’s Gallery 24; Trinity Arts Guild is also providing a Gallery Providing a venue for local artists’ jewelry, glass and needle arts in Lobby display cases (ongoing)
3.1B	Life Skills	Be Bedford’s source for high-quality, free instruction and programs to support personal growth	Partner with experts within the community, local agencies and City of Bedford Employees	Plan and implement programs	Ongoing	Sarah Featherstone Jeanne Green Cynthia Reid Caroline Tait	<ul style="list-style-type: none"> Excel Basics: Levels 1 & 2, Excel Charts, Excel Functions, Windows 10, Computer Basics, and Computer Shortcuts taught by volunteer
3.1C	Life Skills	Be Bedford’s source for high-quality, free instruction and programs to support personal growth	Create a pilot program for Book a Specialist using staff and community members	Research libraries around the nation who have implemented similar programs, resources needed and staff time required.	January 2016	Sarah Featherstone Jeanne Green Cynthia Reid Caroline Tait	<ul style="list-style-type: none"> Continue to schedule Book a Librarian appointments by request Offering First Step: Job Skills program a month supported by a volunteer
3.2A	Life Skills	Partner with organizations to provide life skill programs to promote healthy living, financial skills, literacy and parenting	Support job seekers looking to expand their skills and find jobs	Provide resume, job searching and computer skill classes.	Ongoing	Sarah Featherstone Maria Redburn Caroline Tait	<ul style="list-style-type: none"> Windows 10, Computer Basics, and Computer Shortcuts taught by volunteer
3.2B	Life Skills	Partner with organizations to provide life skill programs to promote healthy living, financial skills, literacy	Increase number of adult programs offered.	Identify and provide programs of interest to adults.	Ongoing	Carrie Glindeman Jeanne Green Caroline Tait	<ul style="list-style-type: none"> The Crafter Party: Creative-Cut Mother’s Day Card (5/3/17), Paint Your Pebble Family (6/14/17) Continued to host Bedford

		and parenting					<p>Library Stitches, Fort Worth Calligrapher’s Guild, Bookworms, Late Night Book Club and BPL Writer’s Circle groups</p> <ul style="list-style-type: none"> Continued to offer The Crafter Party program in May and June Hosted Plain Talk: Build Wealth for Millennials in April Hosted Is College in Your Future? In April Presented Night Skies program with NASA Ambassador Sarah Twidal in May Presented Bigfoot Hunter Lyle Blackburn program in March
3.2C	Life Skills	Partner with organizations to provide life skill programs to promote healthy living, financial skills, literacy and parenting	Connect small business owners with resources to create, strengthen and expand their business	Identify agencies capable of providing expertise to assist small business owners.	April 2014	Jeanne Green Maria Redburn Caroline Tait	<ul style="list-style-type: none"> Participated in the Business to Business Expo sponsored by the HEB Chamber of Commerce (80 people)

COMMUNITY PARTNERS: Build partnerships to make a difference				Team Leader—Barbara Sparks			
4.1A	Community Partners	Create and enhance partnerships within the Community Services Department, other City of Bedford departments and community organizations to maximize outreach and financial resources.	Attend HEB Chamber, Rotary Club, etc. meetings once per quarter to network with community leaders and promote the library	Develop relationships with outside organizations	Ongoing	Jeanne Green Caroline Tait	<ul style="list-style-type: none"> Participated in City Expo in April (150 people) Hosted two blood drives with Carter Bloodcare Participated in Family Fit Day in January Continue reaching out to area Senior Centers to market our Reel Readers
4.1B	Community Partners	Create and enhance partnerships within the Community Services Department, other City of Bedford departments and community organizations to maximize outreach and financial resources.	Develop alternative funding sources through grants, sponsorships, naming rights, donations and resource sharing opportunities to support library needs	Actively plan fundraising events and seek out donors	Ongoing	Jeanne Green Kimberlee Harris Maria Redburn Cynthia Reid Barbara Sparks	<ul style="list-style-type: none"> Worked closely with the HEB ISD, Eules Public Library and Hurst Public Library to share resources and fundraise for HEB Reads Partnered with HEB ISD, Eules Public Library and Hurst Public Library to apply for \$75,000 Grant to fund a mobile Tech Truck to be used for STEM promotion. Tech Truck will be maintained by HEB ISD. Public libraries will be responsible for gas and replacing consumable items
4.2A	Community Partners	Work closely with the Foundation and Friends to communicate the impact of the library within the community and raise funds to support the Library.	Track donations, Foundation and 'Friends funds that go through the cash register	Submit monthly report to Foundation and Friends	Ongoing	Maria Redburn Cynthia Reid Barbara Sparks	<ul style="list-style-type: none"> Continue to support Friends and Foundation projects & reporting their collections marketing and execution of quarterly socials.
4.2B	Community Partners	Work closely with the Foundation and Friends to communicate the	Assist Friends with bookstore and annual Friends Book Sale	Assist with planning and marketing of event.	Ongoing	Jeanne Green Emily Hilbish Maria Redburn	<ul style="list-style-type: none"> Assist with the marketing, setup and preparation for mini-book sales.

		impact of the library within the community and raise funds to support the Library.				Mary Woodward	Assist with the
4.2C	Community Partners	Work closely with the Foundation and Friends to communicate the impact of the library within the community and raise funds to support the Library.	Assist Foundation North Texas Giving Day	Assist with planning and marketing of event	Annually in September	Jacquelyn Bedell Cynthia Reid Maria Redburn Barbara Sparks	<ul style="list-style-type: none"> Assisted with the registration and application for the Library Foundation to be a NTGD charity
4.2D	Community Partners	Work closely with the Foundation and Friends to communicate the impact of the library within the community and raise funds to support the Library.	Assist Foundation with Christmas Fest Craft Sale	Assist with planning and marketing of event	Annually in November	Nereida Burns Maria Redburn Barbara Sparks	No Activity
4.2E	Community Partners	Work closely with the Foundation and Friends to communicate the impact of the library within the community and raise funds to support the Library.	Assist Foundation with Mardi Gras Gala & Casino Night	Assist with planning and marketing of event	Ongoing	Maria Redburn Cynthia Reid	<ul style="list-style-type: none"> Successfully executed Mardi Gras Casino Night & Gala raising over \$10,000
4.2F	Community Partners	Work closely with the Foundation and Friends to communicate the impact of the library within the community and raise funds to support the Library.	Assist Foundation with Low Vision Fair	Assist with planning and marketing of event	Annually in October	Maria Redburn Cynthia Reid	<ul style="list-style-type: none"> Oct.7, 2017 Low Vision Fair is on Senior Resources newsletter that is included in each Reel Readers book club kit.
4.2G	Community Partners	Work closely with the Foundation and Friends to communicate the impact of the library	Assist Friends with fundraising ideas	Investigate potential activities to replace loss of Bedford Bazaar	Ongoing	Barbara Sparks	<ul style="list-style-type: none"> Assisted with the marketing of Brick by Brick Fundraiser for Foundation

		within the community and raise funds to support the Library.					
4.3A	Community Partners	Partner with community organizations to reach underserved populations.	Partner with local, state and federal agencies to promote their services in the Library	Collaborate with AARP Tax Help	Ongoing	Jeanne Green Emily Hilbish Caroline Tait	<ul style="list-style-type: none"> AARP provided tax help offered twice a week from February – April
4.3B	Community Partners	Partner with community organizations to reach underserved populations.	Partner with Cook Children’s Hospital, JPS, North Hills Hospital and Texas Health Resources to distribute health information	Find ways to work collaboratively with health care agencies and organizations	Ongoing	Maria Redburn	No activity
4.4A	Community Partners	Create and deepen relationships with education entities serving youth.	Provide tours and story times to agencies serving youth	Work to create opportunities to partners	Ongoing	Kat Craker Sarah Featherstone Carrie Glindeman Jeanne Green Maria Redburn Mary Woodward	<ul style="list-style-type: none"> Daycares and summer camps are attending programs
4.4 B	Community Partners	Create and deepen relationships with education entities serving youth.	Establish partnerships with organizations.	Create opportunities for organizations to assist with library programs.	Ongoing	Sarah Featherstone Carrie Glindeman Jeanne Green Maria Redburn Mary Woodward	<ul style="list-style-type: none"> Hosted the Artisan Theater’s performance of James and the Giant Peach in May Continued providing monthly outreach to high school students through TEAMS at LD Bell; Sarah acted as a Senior Projects judge at LD Bell in May Continued partnership with Heart of Texas Therapy Dogs through Read2Rover program Presented monthly literacy, crafts and STEM-related programs at Harston Woods Trailer Community Providing outreach to Shady Oaks Elementary School with ELP summer school program

January 2017 – June 2017

Strategic Areas Action Plan Update

								<p>in June</p> <ul style="list-style-type: none">• Provided outreach to Primrose Preschool in February
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BPL STAFF: Grow our TEAM				Team Leader—Caroline Tait			
5.1A	Grow our TEAM	All staff will embody the City’s Values and be able to articulate them.	Recognize staff members who demonstrate PRIDE values during staff meetings		Ongoing	All staff	<ul style="list-style-type: none"> Continue to recognize staff on staff white board
5.2B	Grow our Team	Create awards for staff to recognize each other’s accomplishments.	Enable staff to recognize accomplishments, customer service and dealing with irate patrons.	‘High Five’ board to ‘give props’ to employees who do a great job.	Ongoing	All staff	<ul style="list-style-type: none"> Supervisor’s and staff acknowledge accomplishments of others through recognition board ‘On the Spot’ award to Jacquelyn Bedell for taking the lead in organizing and planning a support staff meeting for area libraries hosted by Bedford.
5.2A	Grow our TEAM	Library staff will be knowledgeable about the Library Business Plan.	Keep staff informed about accomplishments	Distribute Strategic Area updates to staff	Ongoing	Supervisors	<ul style="list-style-type: none"> Strategic Area Business Plan was distributed to staff in January
5.2B	Grow our TEAM	Library staff will be knowledgeable about the Library Business Plan.	Staff will know mission statement	Create vision and mission statement business cards	June 2015	Cynthia Reid	Completed
5.3A	Grow our TEAM	Provide staff training to maintain professional expertise and knowledge of policies and procedures.	Provide opportunities for staff to participate in a variety of continuing education opportunities, including conferences, workshops, seminars, online learning and visits to other library facilities	Actively seek opportunities for continuing education.	Ongoing	All staff	<ul style="list-style-type: none"> All staff completed online webinars for Koha update Caroline Tait attended TSLAC Adult Digital Literacy Workshop (5/18/17) Hosted Area Support Staff Meeting with 72 attendees Staff participated in Koha North Texas Summit meeting at McKinney Public Library Barbara Johnson completed six Koha upgrade webinars Barbara Johnson participated in four Koha US monthly meetings Barbara Johnson attended

							<ul style="list-style-type: none"> two Tekkies meetings Library hosted a visit by Round Rock staff Barbara Johnson submitted proposal and was accepted to present at Koha US Conference in Coeur d'Alene, Idaho in August Maria Redburn participated in a Budgeting Panel at the Texas Library Association Conference
5.3B	Grow our TEAM	Provide staff training to maintain professional expertise and knowledge of policies and procedures.	Expect and encourage staff at all levels to use and develop specialized skills	Provide staff time off desk to participate in webinars.	Ongoing	All staff	<ul style="list-style-type: none"> Circulation staff arranged for special computer training to improve customer service
5.3C	Grow our TEAM	Provide staff training to maintain professional expertise and knowledge of policies and procedures.	Staff will cumulatively complete a minimum of 150 hours of training annually	Create opportunities internally and externally for staff to train.	Annually in December	All staff	<ul style="list-style-type: none"> Staff trained on HEB Reads software and prizes Staff trained on STEM kits Staff trained on Reel Readers kits
5.3D	Grow our TEAM	Provide staff training to maintain professional expertise and knowledge of policies and procedures.	Plan for turnover as more staff members approach retirement age	Create manuals for specialized areas of expertise.	Ongoing	All divisions	<ul style="list-style-type: none"> Existing manuals are continuously updated Updating staff training manual to Koha procedures
5.3E	Grow our TEAM	Provide staff training to maintain professional expertise and knowledge of policies and procedures.	Create a Library Staff Manual for new employees	Review current cross training manual for existing material.	December 2014	Sarah Featherstone Barbara Sparks Caroline Tait	<ul style="list-style-type: none"> New Employee Training manual updated in June
5.4A	Grow our TEAM	Involve staff in the creation and review of policies and procedures.	Complete update of all policies and post them to website	Identify policies to revise or create for Library Advisory Board to approve	Ongoing	Barbara Johnson Maria Redburn Caroline Tait	<ul style="list-style-type: none"> All policies on website are current

5.4B	Grow our TEAM	Involve staff in the creation and review of policies and procedures.	Evaluate and revise policies and procedures	See above	Annually in January	Barbara Johnson Maria Redburn Barbara Sparks Caroline Tait	No Activity
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LIBRARY FACILITY: State-of-the-Art Facility			Team Leader—Cynthia Reid				
Index	Strategic Area	Goal	Project	Action	Timeframe	Who is Responsible	Quarterly Status
6.1A	Library Facility	Maintain the library and safeguard the integrity of the architecture and aesthetic appeal of the facility and grounds.	Evaluate the use of existing space and consider reallocation for different purposes.	Identify areas that can be improved	Ongoing	Kimberlee Harrison Barbara Johnson Maria Redburn	<ul style="list-style-type: none"> Cleaned staff lounge, purchased new trash can for more staff-friendly place to eat
6.1B	Library Facility	Maintain the library and safeguard the integrity of the architecture and aesthetic appeal of the facility and grounds.	Monitor furniture condition and identify furniture to enhance library for patrons	Identify furniture that needs to be replaced	Ongoing	Barbara Johnson Mary Miller Cynthia Reid Lana Russey Maria Redburn	<ul style="list-style-type: none"> Upholstered all teen area chairs with marine grade vinyl
6.1C	Library Facility	Maintain the library and safeguard the integrity of the architecture and aesthetic appeal of the facility and grounds.	Staff will take pride in the appearance of the building by keeping public spaces clean and organized including loading dock, patio and service desks.	Create a committee to work on defining expectations.	Ongoing	Barbara Johnson Mary Miller Cynthia Reid Lana Russey Maria Redburn	<ul style="list-style-type: none"> Study rooms painted Floors resurfaced in Sorter, Meeting Room Kitchen, Staff Lounge, Receiving Area & Discovery Room
6.2A	Library Facility	Ensure existing facilities are safe, accessible and well maintained to reflect the quality and professional nature of our services.	Staff will report facility issues on a weekly basis.	Non-emergency items will be reported to the Facilities Manager.	Ongoing	Cynthia Reid Barbara Sparks	<ul style="list-style-type: none"> Light check is performed on a weekly basis and reported to Facilities
6.2B	Library Facility	Ensure existing facilities are safe, accessible and well maintained to reflect the quality and professional nature of our services.	Staff will address safety issues immediately and report problems in a timely manner.	Staff will proactively determine the right course of action in reporting safety issues to Facilities, Fire or Police. Incident reports will be filled out for all injuries.	Ongoing	All staff	<ul style="list-style-type: none"> Sprayed for bugs April 17th Incidents and complaints are reported to City Managers’s Office in a timely manner
6.2C	Library Facility	Ensure existing facilities are safe, accessible and well maintained to reflect the quality and professional nature of our services.	Update and revise Emergency Manual as needed.	Review on an annual basis	Ongoing	Kimberlee Harris Cynthia Reid Mary Woodward	No Activity

6.3A	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Keep annual maintenance contracts and warranties up-to-date	Evaluate contracts, negotiate pricing and when appropriate present to Council.	Ongoing	Barbara Johnson Maria Redburn	<ul style="list-style-type: none"> Received three quotes to upgrade existing AV in Meetings Rooms and Story Time Theater Received pricing from two companies on fixing digital signage Received pricing from three companies on creating Study Room Huddles
6.3B	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Perform self-check, sorter and server maintenance backups on a scheduled basis.	Complete daily, weekly and monthly tasks associated with these systems.	Ongoing	Circulation Services	<ul style="list-style-type: none"> Daily backups are performed by ByWater Solutions for Koha server Weekly and monthly sorter cleaning scheduling is followed Bi-annual Preventative Maintenance is performed by TechLogic/Banktec
6.3C	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Keep catalog and ILS current	Review changes in software with staff and schedule installation.	Ongoing	Barbara Johnson	<ul style="list-style-type: none"> Downloaded 16,275 Overdrive and hoopla MARC records; deleted 1,837 records – to bring library in sync with the two digital content sites
6.3D	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Benchmark against national technology standards established by Edge Initiative.	Complete webinars and online survey.	As Required	Information Services Maria Redburn	No Activity
6.3E	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Evaluate Low Vision resources.	Work with Foundation to identify equipment that needs be replaced.	Ongoing	Maria Redburn	<ul style="list-style-type: none"> Moved equipment from Low Vision Room to Charging Station to increase visibility Installed cabinet by Information Desk to highlight magnifiers and low vision devices by Information Desk

6.3F	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Redesign main website for improved patron experience.	Identify areas for improvement and research web design trends.	Ongoing	Barbara Johnson Leslie Moore	<ul style="list-style-type: none"> Researched and received pricing from companies specializing in library website hosting and design
6.3G	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Develop a Technology Plan based on Edge Initiative recommendations.		As Required	Information Services Maria Redburn	No Activity
6.3H	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Investigate which services can be provided to/with mobile devices, examples include creating/using apps, mobile reference, and smartphone scanners for checkout.		Ongoing	Sarah Featherstone Barbara Johnson Caroline Tait	<ul style="list-style-type: none"> Purchased hot spot and iPad stand to be used at outreach events to issue library cards and market library services
6.3I	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Investigate potential investments and space needed to establish a creative maker space.	Schedule site visits to libraries with makerspaces	December 2017	Sarah Featherstone Caroline Tait	No Activity
6.3J	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Investigate possibilities of migrating the website to a Content Management System (CMS) which will allow for greater ease in updating and integration with social network sites like Facebook.		2018	Barbara Johnson Maria Redburn	<ul style="list-style-type: none"> Researched and requested pricing for three options to replace current website
6.3K	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Migrate and implement Koha integrated library systems.	Develop implementation plan	August 2016	Barbara Johnson Maria Redburn	<p>OPAC</p> <ul style="list-style-type: none"> Added Series title to items on Results pages Cataloged 23 STEM kits and uploaded photos of kits for improved OPAC display Added Zinio magazine cover images for improved OPAC display Added an Open Hours script to the catalog homepage

							<ul style="list-style-type: none">• Implemented password recovery/reset in library catalog• Enabled multi-item holds• Enabled a guarantor to see their children's checkouts• Added SMS messaging for notices• Enabled barcode visibility for checked out items for logged in patrons• Added a 'Not Renewable (on hold)' message to items that will not auto renew to lessen patron confusion and reduce frustration over fines <p>Staff Client</p> <ul style="list-style-type: none">• Koha upgraded to version 16.11• Created a report for received orders with holds that can be used to quickly move those items to the front of the cataloging queue• Created a Monthly Reports tab in the Staff Client to make locating/running reports easier• Changed Digest Notices to list specific titles not just a vague count of the items• Partnered with Round Rock Public Library on a development to add pull dates to hold slips which will
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							<ul style="list-style-type: none"> increase staff efficiency Funded a development to have Talking Tech send overdue notices only if the patron does not have an email address in their patron record Made improvements (added color, resized to prevent scrolling) to cataloging and acquisitions staff client for improved efficiency Created new statuses and reasons that can be chosen from a dropdown menu for Purchase Suggestions; added fund selection to better manage librarian responsible for reviewing/ordering
6.3 L	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Monitor bandwidth usage to ensure mobile devices and increasingly graphical nature of the Internet are meeting needs of users	Run speed test on an annual basis	Annually in February	Maria Redburn	<ul style="list-style-type: none"> Bandwidth test result was 90 mbps
6.4A	Computers	Ensure that patrons have access to reliable computers with up-to-date software.	Report equipment failures to Information Services to repair or replace.	Staff will troubleshoot computers and report problems that cannot be fixed by library staff.	Ongoing	Emily Hilbish Mary Miller Caroline Tait	<ul style="list-style-type: none"> IT conducted assessment and is working to identify and resolve frequently occurring issues with thin clients
6.4B	Computers	Ensure that patrons have access to reliable computers with up-to-date software.	Perform software updates every 3 months on public computers.	Identify software that will need to be done.	Annually in May and November	Information Services Maria Redburn	<ul style="list-style-type: none"> Both Apple and thin clients were updated by IT in Spring
6.4C	Computers	Ensure that patrons have access to reliable	Monitor pilot program using thin clients	Meet with Information Services to discuss issues.	Ongoing	Information Services Maria Redburn	<ul style="list-style-type: none"> Met with IT to discuss ways to improve customer

		computers with up-to-date software.					experience
6.5A	Budget	Ensure that the Library is fiscally sound.	Monitor budget expenditures to avoid overages and look for opportunities to save money.	Track expenditures and needs to develop 2016/2017 Budget Request.	Ongoing	Barbara Johnson Maria Redburn	<ul style="list-style-type: none"> • Submitted Projections worksheet for library budget • Submitted Library Budget and supplementals