

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"> Monitoring usage of Hoopla and Overdrive to determine if we need to shift more money to electronic content Library is using CTLS and State of Texas bids to gain deeper discounts
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"> Suspended CollectionHQ to see if the new SQL reporting tools in Koha can be used to cancel this subscription
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	<ul style="list-style-type: none"> We are not deleting items as Technical Services learns cataloging in the new system
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"> Continue to giveaway free ARC books in weekly drawings Received \$5,000 for Reel Readers Grant
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"> Shifted Business & Money and Self-Improvement sections to back of non-fiction marketplace to create more space for Home & Garden and Health & Fitness sections
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"> Trained volunteers on new Koha ILS Continue to conduct Book a Librarian appointments helping patrons with

							<ul style="list-style-type: none"> email/Overdrive/etc. Promoted library services at Residential Roundtable, Community Block Party, HEB Fit, and Operation Backpack
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	Circulated 4,575 items from Hoopla since February 2016.
1.2D	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 1,300 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	Survey has been updated to be presented to Library Advisory Board.
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"> Administered Outcome surveys for computer classes Administered Outcome survey for SRC
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"> Evaluating new patron suggestion tool in Koha Have accepted 83 items and rejected 28 many of which were because we already owned item
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"> Intensive staff training on Koha before and after launch Trained volunteers on new Koha ILS
1.4B	Discovery	Evaluate and improve the customer service	Conduct exit surveys on the library experience	Survey area libraries for exit interview tools.	September 2018	Library Advisory Board Maria Redburn	Date moved to September 2018

		experience at each “touch-point”					
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	Date moved to October 2017
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	Circulation staff has inventoried all of the adult collections, juvenile fiction, juvenile non-fiction, juvenile DVDs picture books, and easy readers
1.4E	Discovery	Evaluate and improve the customer service experience at each “touch-point”	Investigate services and technology to improve customer Service.	Create marketing and training plan for rollout of the Koha integrated library system	Ongoing	Maria Redburn Barbara Sparks Lana Russey Janice Thornton Nereida Burns Cathy Wille Barbara Sparks	<ul style="list-style-type: none"> • Migration to Koha and user tips promoted on Facebook • Promoted Koha move on LibraryAware emails, website and TV Signage • Implement Koha launch with Aloha to Koha campaign (August – October 2016) • Trained volunteers on new Koha ILS • Implemented and integrated Talking Tech with Koha ILS so that patrons can receive phone calls, check accounts by phone remotely and renew items through automated system by phone
1.4F	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 due to migration to Koha
1.5A	Discovery	Develop marketing	Create marketing plan	This project has been moved to	December	Sarah Featherstone	No activity

		strategy for promoting programs, services and collection.		December 2017.	2017	Jeanne Green Barbara Johnson Caroline Tait	
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"> • Applied for 2016 TMLDA Excellence in Libraries Award • Received \$28,000 for I.D.E.A.S Grant for STEM kits and programs • Received \$5,000 for Reel Readers Grant

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"> Jeanne Green, Leslie Moore, Sarah Featherstone and Maria Redburn attended demos and meetings for ReaderSquared Leslie Moore worked on the ReadSquared HEB Reads Winter Challenge As of December 2016, 328 total registered for 1,000 Books Before Kindergarten; 25 reached 1,000 books Story Spot, Twozees & Babygarden story times continued on a weekly basis; Family Story Spot implemented in June 2016
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"> Planning for Seuss Festival is underway – securing performers, planning crafts and activities; event takes place on March 5, 1-4pm
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 an 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"> Stories in Motion offered on Monday nights in June & July 2016 Party with Pete the Cat special evening story time in July 2016
2.1D	Young Minds	Provide developmentally appropriate programs that support early	Provide programming opportunities for families	Develop craft program	Ongoing	Carrie Glindeman Jeanne Green Mary Woodward	<ul style="list-style-type: none"> Krafty Kids offered the 4th Friday of the month in June-October 2016

		literacy (e.g. story times), by age and/or needs of intended audience.					<ul style="list-style-type: none"> • Halloween, Thanksgiving & Christmas story time & craft programs
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"> • Bluebonnet Book Club offered June-July 2016 • A Moment of Science continued on a weekly basis in June-July 2016 • Family Game Night held on a weekly basis in June-July 2016 • Summer Movie Madness offered weekly in June-July 2016 • SRC Clubhouse Shows brought various performers on a weekly basis in June-July 2016 • Teen Movie Night weekly in June-July 2016
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	No activity
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"> • HEB Reads: Collaborating with HEB ISD and Hurst & Eules Public Libraries for a combined community effort with collaborative purchase of new summer reading

							<ul style="list-style-type: none"> software Offered Winter Reading Challenge (December 13, 2016-January 13, 2017) 619 children registered and read 578,881 minutes for HEB Reads Winter Challenge
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 June, July, September, October & November for a total attendance of 198 teens Saturday Gaming held weekly for teens & tweens
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 50 teen volunteers in the Summer; recruited 25 teen volunteers as tutors & helpers from Sept.-December; 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
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	HEB ISD math teacher Marsha Davidson resumed Math Homework Help tutoring for Fall
2.4C	Young Minds	Provide opportunities for homework assistance for	Provide online tutoring resources to expand population able to be	Researched two companies providing online tutoring for	Until Funded	Sarah Featherstone Jeanne Green	This item was not funded.

		elementary, junior high and high school.	served.	students and received quotes.		Barbara Johnson Maria Redburn Caroline Tait	
2.5A	Young Minds	Update and enhance web services for children and teens	Re-design website for children	Identify style and information layout for the children's website.	Until Funded	Sarah Featherstone Carrie Glindeman Jeanne Green Barbara Johnson Leslie Moore Mary Woodward	The library would like to hire a firm to assist with the re-design of the website.
2.5B	Young Minds	Update and enhance web services for children and teens	Re-design website for teens	Identify style and information layout for the children's website.	Until Funded	Sarah Featherstone Barbara Johnson Leslie Moore	The library would like to hire a firm to assist with the re-design of the website.

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"> Continued to work with FWISD to provide English as a Second Language classes Met with coordinator to discuss Fall classes
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 and iPad 101 taught by volunteer Partnered with Foundation on Low Vision Fair to educate residents on resources available at the library and in the community
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
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"> Excel Basics class (Sept-Nov 2016) Marketing Design for Beginners (Sept 2016) Photo Editing Basics (Nov 2016) Computer Classes for Lifelong Learners: weekly pending volunteer availability
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"> Offered Matter of Balance Class Continued to offer Life Transitions Learning Group on a monthly basis

		and parenting					<ul style="list-style-type: none"> • Hosted Texas Paranormal Investigators (Oct. 2016) • Continued to host Bedford Library Stitchers, Fort Worth Calligraphers Guild, Bookworms, Late Night Book Club & BPL Writer’s Circle groups • The Crafter Party – created by Caroline Tait (Dec. 2016)
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	No activity

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"> • Worked closely with City Secretary’s Office and Tarrant County Elections as an early voting site • Assisted citizens with voter registration process • Provided information on League of Women Voter’s, candidate information as requested and Tarrant County Election Ballot • Participated in City’s Tree Lighting ceremony (Dec 2016) • Collaborating with Special events staff to promote It’s Time Community Challenge • Hosted breakfast for representatives from senior centers to kickoff Reel Readers Book Club Grant • Issued two institutional library cards for Heartland and Parkwood senior centers • Helped ESL students and teachers with assistance setting up, using equipment and managing room reservations
4.1B	Community Partners	Create and enhance partnerships within the Community Services Department, other City of Bedford departments	Develop alternative funding sources through grants, sponsorships, naming rights, donations and resource sharing opportunities to support library	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"> • Partnered with Space Science Institute, Frisco PL, NRH PL and Plano PL to host Science Boot Camp as a part of the I.D.E.A.S grant

		and community organizations to maximize outreach and financial resources.	needs				<ul style="list-style-type: none"> • Hosted Science Boot Camp for area librarians and school teachers including HEB ISD as a part of the I.D.E.A.S Grant • Presented information on HEB Reads to HEB Rotary
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 monthly tracking and requesting fund transfers for the Friends and the Foundation. • Reported 2016 Christmas Fest Funds
4.2B	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 Friends with bookstore and annual Friends Book Sale	Assist with planning and marketing of event.	Ongoing	Jeanne Green Emily Hilbish Maria Redburn Mary Woodward	<ul style="list-style-type: none"> • Assisted with book store prep for mini-book sales • Assisted with Friends Social in October 2016 • Created signage for book store and mini-book sales • Included information about Friends activities in the Bedford Connection
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 creation of letter and mailing to potential donors • Sent thank you letters to donors • Created funding report
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	<ul style="list-style-type: none"> • Assisted with selling spots for Christmas Fest booths • Assisted selling tickets for breakfast with Santa • Promoted Christmas Fest in Bedford Connection and created signage for the

							<ul style="list-style-type: none"> library Assisted with setting up Christmas Fest Breakfast Assisted with Silent Auction sheets, setup and tracking of funds
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"> Assisted with printing sponsorship and silent auction donation requests Created promotional materials Worked with Communications to advertise event to larger audience Track tickets sold for event
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"> Assisted with creation of promotional materials Assisted with letters and forms for vendors Assisted with setup of event
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 Friends with fundraising ideas	Investigate potential activities to replace loss of Bedford Bazaar	Ongoing	Barbara Sparks	<ul style="list-style-type: none"> Talked to Little Elm Friends group about Trivia fundraiser Brought report to Friends about Trivia Night at November meeting
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 Mary Miller Caroline Tait	<ul style="list-style-type: none"> Scheduling appointments for AARP Tax Help Moved AARP Tax Help to meeting room
4.3B	Community Partners	Partner with community organizations to reach	Partner with Cook Children’s Hospital, JPS, North Hills Hospital	Find ways to work collaboratively with health care	Ongoing	Maria Redburn	<ul style="list-style-type: none"> Attended Experience HEB meetings

		underserved populations.	and Texas Health Resources to distribute health information	agencies and organizations			<ul style="list-style-type: none"> • Cook’s Children’s attended Low Vision Fair in October
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"> • Presented Polar Express story time/puppet show, craft and tour to HEB ISD Pre-K Core Knowledge group of 100 students (Dec. 2016) • Letters to Santa program for Pre-K Core Knowledge group and general public
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"> • Continued providing monthly outreach to high school students through Trojan Talk and TEAMS • Continued partnership with Heart of Texas Therapy Dogs through Read2Rover program • Present monthly literacy and STEM related programs at Harston Woods Trailer Community

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 • Staff recognized through PRIDE Awards
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.	Talk of the Library: Accomplishment Cool Kitty: Keeping a cool head with irate customers. Star Treatment: Awarded for giving great customer service internally and externally.	Ongoing	All staff	Staff assigned to the Customer Service Team were taken to breakfast as a thank you for their hard work
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	Strategic Areas Update was placed in all staff mailboxes and discussed at staff meeting (Oct 2015)
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	Cards have been printed and distributed
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"> • Staff attended 3-Day on-site Koha training • Barbara Johnson attended Koha US Users Group Conference in Monterey, California and Koha Town Hall on Macros • Caroline Tait attended Reference Connection and Overdrive meetings • Maria Redburn attended UX Experience PLANT Conference • Sarah Featherstone, Maria Redburn and Mary Woodward attended Science Boot Camp presented by Space Science Institute

							<ul style="list-style-type: none"> • Barbara Sparks and alternating Circulation staff members attended area Circulation meetings • Youth Services staff toured Frisco and Plano Libraries to discuss circulating STEM kits • Hosted Tekkies meeting in August 2016
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"> • Library supervisors attended two Project Outcome Webinars • Barbara Johnson attended Making your Library Visible Webinar, TS360 Carts Drawer, and Koha Authorities webinars • See Quarterly Training Guide
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 participated in City of Bedford annual in-service training • Library staff participated in active shooter and reviewed emergency plans • Provided staff with Merchandising training
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 • Kimberlee Harris, Leslie Moore, Maria Redburn and Cynthia Reid received training on how to use new Kronos system for timekeeping
5.3E	Grow our TEAM	Provide staff training to maintain professional	Create a Library Staff Manual for new employees	Review current cross training manual for existing material.	December 2014	Sarah Featherstone Barbara Sparks	<ul style="list-style-type: none"> • Existing manual is continuously updated

		expertise and knowledge of policies and procedures.				Caroline Tait	
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"> • Volunteer Policy is being drafted and being reviewed by City Attorney • Volunteer Policy to be brought to Library Advisory Board in November
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	<ul style="list-style-type: none"> • Revised Circulation Policy to ensure that it was cohesive with new Koha ILS • Revised Acceptable Public Access Computer and Wireless Policy to address thin client issues • Volunteer Policy approved by City Attorney and Library Advisory Board

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"> Replaced flooring in Meeting Room Installed lava tiles in Children’s Area Replaced yellow carpet with vinyl tiles Reorganized and cleaned staff storage areas
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"> Received quotes on re-upholstering chairs in teen area
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	No activity
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"> Quickly repaired the vending device three times during this quarter to keep customers printing Arranged for electronic sign to be fixed
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"> Fire alarm testing was completed (October 2016) Facility was spared for bugs (October 2016) Facility reports are filed in a timely manner with Library Director (October 2016 – December 2016)

6.2D	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	<ul style="list-style-type: none"> Emergency Manual was reviewed by Fire and Policy (Nov 2016) Updated with new emergency information distributed at the City Emergency Preparedness Training Updated new Staff Directory and Staff Emergency Contact Numbers.
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"> Eliminated Demco Summer Readers software Joined HEB Reads ReadSquared software consortium Added testing server to ByWater Solutions Contract Negotiated with ByWater Solutions to shift payments to match fiscal year budget
6.3B	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Perform self-check, sorter and Innovative 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"> TechLogic has replaced rollers on system Techlogic worked closely with staff to integrate with new Koha ILS
6.3C	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Investigate and research other ILS vendors including Open Source options	Update pricing options to migrate to new Innovative Sierra ILS	January 2017	Barbara Johnson	This item is complete
6.3D	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"> Bib and item record cleanup, testing MARC Export files Patron data cleanup— modified 141,259 patron records to standardize addresses, phone numbers

							and emails prior to data extraction <ul style="list-style-type: none"> Leslie and Kimberlee created new procedures for renewing items in Koha
6.3E	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
6.3F	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	No activity
6.3G	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	No activity
6.3H	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
6.3I	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	Barbara Johnson has worked closely with Koha to ensure the new catalog displays well across mobile device platforms
6.3J	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	Date moved to December 2017 due to Koha Migration
6.3K	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Acquire Metasearch technology.	Monitor pricing for companies providing Metasearch technology.	2017	Barbara Johnson Maria Redburn	No Activity

6.3L	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	Evaluating Influx Library User Experience design services
6.3M	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	<ul style="list-style-type: none"> • Researched and created Koha itypes, collection codes and location codes • Extracted and sent 14 data export files to ByWater • Worked with ByWater on data mapping • Created a new OPAC main page for Koha • Koha OPAC customizations – add DVD and Music images to Results screens • Tested and edited Koha design for iPads and smartphones • Worked with Tech Logic to make sure sorter and self checks worked properly with Koha • Added links to pass catalog searches directly to neighboring library catalogs • Created a format limit dropdown for the OPAC • Launched Koha on October 3, 2016 • Jacquelyn Bedell, Leslie Moore, Maria Redburn and Barbara Sparks worked on

							Talking Tech implementation
6.3 N	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	No activity
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	Worked closely with IT to resolve Envisionware printing issues created by switch to 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	IT will update on a quarterly basis initially as they learn the complexities of working with thin client servers
6.4C	Computers	Ensure that patrons have access to reliable computers with up-to-date software.	Replace 1/3 of computers annually to ensure all computers are no more than 3 – 5 years old.	Meet with Information Services to discuss budget supplemental.	January 2014	Information Services Maria Redburn	<ul style="list-style-type: none"> Replaced aging computers with thin clients Completed August 2016
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 2015/2016 Budget Request.	Ongoing	Barbara Johnson Maria Redburn	<ul style="list-style-type: none"> Evaluate spending patterns to ensure that each line item has appropriate funds