

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"> Cancelled McNaughton lease plan to save money and reduce staff time spent managing program (Oct 2015) Pulled older McNaughton titles to send back to Brodart before April 1 deadline (Oct 2015-Mar 2016) Increased B&T backorder period to four months to accommodate purchasing bestsellers (Dec 2015)
1.1 B	Discovery	Fuel Bedford's passion for reading	Become proficient in using Collection HQ tools	Use Collection HQ to maximize management of library collection	Ongoing	All selectors	<ul style="list-style-type: none"> Used CollectionHQ to test various spending plans and allocate materials budget based (Oct 2015) Three staff members attended CollectionHQ Forum to improve CHQ skills (Oct 2015) Ran Dead & Grubby reports for ANF, YA Fic, Adult CDs, Easy Readers, Picture Books, Juvenile Non-Fiction & Juvenile DVDs
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"> Weeded YA Fic; weeding Adult CDs & Easy Readers (Jan-present) Adult Fiction dead list completed (April 2016) Utilized volunteers to pull

							<ul style="list-style-type: none"> books from dead lists Weeded multiple-copy adult DVDs in January
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 Space Ambassador for NASA presented Night Skies Program Pigeon Party Story Time promoted Mo Wilhem books
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"> Made decision to start shelving bottom row of TV series DVDs horizontally for easier browsing/viewing Merchandising Guidelines has been completed and distributed to staff
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. Presented at the Community Affairs Commission Residential Roundtable about Library services
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"> Completed hoopla ILS authentication and setup, loaded over 33,000 hoopla MARC records, created material type graphics, new itypes, new collection codes and local subject headings for new digital formats (Jan 2016) Created marketing materials

							to promote Hoopla on social media and in the library (Jan 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 1,000 followers on Facebook Facebook and Twitter updated almost daily Flickr updated regularly Email newsletters through LibAware to promote programs
1.3A	Discovery	Provide ongoing opportunities for customers to have a voice in service and direction of the Library	Conduct annual Library Satisfaction Survey	Completed in April	Annually in February	Leslie Moore Maria Redburn Cynthia Reid	No activity
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	Develop SRC survey to administer at the end of Summer	Ongoing	Carrie Glindeman Sarah Featherstone Jeanne Green Caroline Tait Mary Woodward	<ul style="list-style-type: none"> Administered Outcome surveys for Stories in Motion, 50 apps in 50 minutes and Healthy apps programs Assisted Project Outcome by administering pilot survey at Night Skies Program Maria Redburn participated on a Public Library Association Project Outcome webinar as a panelist on June 9, 2016
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	Received 500 patron suggestions since enabling in June 2014
1.4A	Discovery	Evaluate and improve the customer service	Provide ongoing staff training on customer service	Caroline Tait developed updated Overdrive Training for staff.	Ongoing	Jacquelyn Bedell Emily Hilbish	<ul style="list-style-type: none"> Trained staff on Hoopla (Jan 2016)

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		experience at each “touch-point”				Mary Miller Caroline Tait Barbara Sparks Maria Redburn	
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	Date moved to September 2018
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	<ul style="list-style-type: none"> Updated Inventory process (Jan 2016) Tracked delinquent and long lost items for timely deletion Maintaining ongoing inventory to keep shelves and database as up to date as possible
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"> Marketing materials will be created and distributed starting August 2016
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 Cynthia Reid	Customer Service team created, provided staff training and created three YouTube videos
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	Library had Geek tables at the Residential Outreach Meeting, CAC Block Party, Low Vision Fair, and YMCA Orientation for summer camp
1.5B	Discovery	Develop marketing	Apply for awards on an annual	Identify potential awards to	Ongoing	Jeanne Green	<ul style="list-style-type: none"> Received 2015 TMLDA

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		strategy for promoting programs, services and collection.	basis	apply.		Maria Redburn Mary Woodward	<p>Excellence in Libraries Award (Feb 2016)</p> <ul style="list-style-type: none">• Applied for grants from Texas State Library for Reel Readers Book Club Discussion Kits for area senior facilities and STEM Resources and Programming
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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 Claire Morris Jeanne Green Mary Woodward	<ul style="list-style-type: none"> 288 Children have registered for 1000 Books Before Kindergarten The children have read 38,383 books to date
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	3,500 people attended Seuss Fest 2016 on March 6; new additions: Slick Juggling roaming entertainment, Lee's Grilled Cheese food truck, Andy the Armadillo (Texas Roadhouse) and Bedford Animal Control van
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 storytime	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"> Thanksgiving Craft (Nov. 2015) Christmas Craft (Dec. 2015) Christmas Story Time (Dec. 2015) Stories in Motion developed as part of IT's Time Texas Community Health Challenge (Feb. 2016) Family Game Night is being offered on Thursdays during summer months
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 Claire Morris Mary Woodward	<ul style="list-style-type: none"> Changed Family Fun Time to Krafty Kids to incorporate STEAM elements. Re-vamped the first Story Spot story time on Tuesdays to be an all-ages family story time that incorporates STEM principles (Feb. 2016)

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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"> Partnered with the HEB ISD, City of Euless and Hurst to do a joint HEB Reads SRC program
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"> Received HEB ISD Recommended Summer Reading Lists for 2016 & identified titles not currently in our collection to be ordered; increased number of Bluebonnet Books ordered from 8 to 10 copies of each title
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	Establish partnership with YMCA and BRAC Summer Camps	Ongoing	Jeanne Green Maria Redburn	<ul style="list-style-type: none"> HEB Reads: Collaborating with HEB ISD and Hurst & Euless Public Libraries for a combined community effort to stop summer slide during SRC (Feb. 2016) Met with YMCA to establish outreach library Met with Harstonwoods to establish outreach library and programs as a part of HEB Reads Confirmed BRAC Summer Camp weekly programs at the library
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	<p>Second Saturdays Events:</p> <ul style="list-style-type: none"> Oct. 2015 - Halloween Party (37 teens) Nov. 2015 - Christmas in November (42 teens)

							<ul style="list-style-type: none"> • Jan. 2016 - Minute to Win It Game Night (42 teens) • Feb. 2016 - Anti-Valentine's Day Party (48 teens) • March 2016 – Mini Golf (30 teens) • April 2016 – Poetry Night (40 teens)
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"> • 54 teen volunteers to assist with programs and shelving • 16 TAC volunteers to help with teen program planning & YA collection development
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	19 tutors recruited for Library Buddies tutoring program for 2015/16 school year
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 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.	Until Funded	Sarah Featherstone Jeanne Green Barbara Johnson Maria Redburn Caroline Tait	This item was not funded.
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	The library would like to hire a firm to assist with the re-design of the website.

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						Leslie Moore Mary Woodward	
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 • Administered Lifelong Learning survey to ESL students
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"> • Computer 101, iPad 101, & Tablets 101 taught by volunteer • Monthly Life Transitions programs in July-September • Continued to host Bedford Stitchers, Fort Worth Calligraphers Guild & Late Night Book Club – all volunteer-run • Monthly PATH programs in (October – May 2016) • Computers for Life Long Learners taught by volunteer • Bedford Stitchers & Fort Worth Calligraphers Guild met here regularly
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"> • Caroline trained 4 COB Code Compliance employees on Excel on (January 2016)

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"> • Word Basics class (Feb-Apr 2016) • Excel Basis class (Feb –Apr 2016) • Publisher Basics class (Feb 2016) • Computer Classes for Lifelong Learners: weekly pending volunteer availability • 50 Apps in 50 Minutes: (Jan 2016) • Start Your Search Engines: Google Tips (Jan 2016)
3.2B	Life Skills	Partner with organizations to provide life skill programs to promote healthy living, financial skills, literacy and parenting	Increase number of adult programs offered.	Identify and provide programs of interest to adults.	Ongoing	Carrie Glindeman Jeanne Green	<ul style="list-style-type: none"> • An App a Day: Keeps the Doctor Away(Mar 2016) • Choose Your Own Diet (Mar 2016) • Northeast Tarrant County Lion's Club provided free eye exams at Seuss Festival (March 2016) • Partnered with Texas AgriLife for Landscaping & Tree Maintenance program (Feb. 2016) and Edible Gardening program (March 2016) • Texas Rangers Story Time had 148 children attend (June 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	<ul style="list-style-type: none"> • PATH Project provides parent education and advocacy for children with physical/learning differences

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"> • Maria Redburn graduated from HEB Leadership Class • Participated in City's Tree Lighting ceremony (Dec 2015) • Spearheaded the It's Time Community Challenge resulting in the City of Bedford ending up in 6th Place • Partnered with TCU nursing students to introduce area immigrants (ESL students) to library services, programs, and available resources
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"> • Applied for Texas Reads Grant for \$5,000 to fund Reel Readers Book Club kits • Approached area independent living, nursing homes, and the senior centers to request their commitment to participate in a pending grant program called Reel Reads Applied for Impact Grant for \$28,000 to fund IDEAS Lab STEM programming and science kits • Applied for Impact Grant for \$28,000 to fund IDEAS Lab STEM programming and science kits • Partnered with HEB ISD, North Richland Hills Public Library and the National

							Center for Interactive Learning.
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 Mardi Gras ticket sales Trained Foundation Treasurer on using
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	Reserve meeting room, recruit volunteers and create publicity.	Ongoing	Jeanne Green Emily Hilbish Maria Redburn Mary Woodward	<ul style="list-style-type: none"> Gathered and packed 5 boxes of paperbacks left after our sales to send to Broadway Baptist Church and continue to collect items to meet their requests Adult paperback books were donated to Harston Woods to help establish community library
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 with Christmas Fest Craft Sale	Reserve meeting room, plan space and advertise event.	Annually in November	Nereida Burns Maria Redburn Barbara Sparks	Met with Foundation representative to brainstorm and plan new activities for Christmas Fest 2016 to revitalize the event with new ideas, continue to raise funds, and involve the community.
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 Friends with Bedford Bazaar	Reserve Pennington Field, plan space and advertise event.	Annually in October	Barbara Sparks	Decision made to discontinue the Big Bazaar as the state requirements are stricker and plan other fund raising events such as mini-book sales.

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 Maria Redburn	Partnered with AARP tax prep with VITA site coordinator to offer tax help February – April 2016
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	<ul style="list-style-type: none"> Hosted Cook Children's Hospital and Aetna at Seuss Festival (Feb 2016) Health Insurance Marketplace available in Lobby to assist patrons with health insurance (Dec 2015-Feb 2016)
4.4A	Community Partners	Create and deepen relationships with education entities serving youth.	Provide tours and storytimes 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. 2015) Letters to Santa program for Pre-K Core Knowledge group and general public Carrie presented a story time for 75 students at the Primrose School (March 2016) Primrose School attending another story time here on March 21
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

								<p>with Heart of Texas Therapy Dogs through Read2Rover program</p> <ul style="list-style-type: none">• Participated in Book Character Day at Spring Garden Elementary Partnered with Texas Roadhouse for Andy the Armadillo story time and craft (Jan 2016)• Partnered with HEB ISD to run school library on Mondays for summer school in June (Jun 2016)• Partnered with BRAC, Harston Woods and YMCA to prevent summer slide
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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 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"> Attended Reference Connection, Collection HQ, Overdrive meetings and PLANT Meetings 5 staff members attended the Texas Library Association Conference Maria Redburn presented at two programs at TLA
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"> Youth Services staff attended the North Texas Library Innovation Group to learn more about Smart Tables, STEM Activity Packs and using IPADs in Digital Literacy Story Times Caroline Tait attended Reference Connection

							<ul style="list-style-type: none"> meetings with staff from other libraries Library supervisors attended two Project Outcome 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"> Circulation staff attended a three series webinar on privacy presented by the state library (Mar 2016) Five staff members attended the Texas Library Association Conference (Apr 2016) Three staff members and two LAB members attended the Futures of Libraries presentation by the State Librarian.
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 Trained on how to use new Relias training package
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"> Trained Michelle in January using Library Staff Training Manual Individual and group circulation training of circulation procedure to maintain professional knowledge
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

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							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 Caroline Tait	No activity

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"> Added lights in Teen Area which were funded by the Foundation Replaced TV by Information Desk
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	Mambo stools by children's computers were fixed so they no longer raise and lower
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	Reports have been filed in a timely manner with Library Director (June – Oct 2015)
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	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"> • Met with Innovative Sales Representative to discuss lowering annual maintenance fee • Discontinued McNaughton Lease Plan due to continued increase in per unit price
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"> • Preventative Maintenance on sorter completed (Apr 2016) • TechLogic repaired two bins on the sorter (Apr 2016)
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	<ul style="list-style-type: none"> • Signed contract with ByWaters Solution to migrate and host new Koha ILS • Met with ByWaters Solution at TLA to discuss migration schedule • Met with various vendors at TLA to discuss impact of migration on the systems that interface with our ILS through SIP and API
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	Circulation staff manually moved all birth dates from variable field to a fixed field.
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.	December 2013	Information Services Maria Redburn	Installed 12 Apple computers and have two more to be placed in Children's Area Apples on Order
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	Redesign main website for improved patron experience.	Identify areas for improvement and research web design trends.	Ongoing	Barbara Johnson Leslie Moore	Evaluated Tell Us Your Story form for the website as a way to collect stories

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		technology, connectivity and infrastructure.					from patrons
6.3H	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Develop a Technology Plan based on Edge Initiative recommendations.		June 2017	Information Services Maria Redburn	Completed second Edge Initiative Survey
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	No activity
6.3K	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Offer a Technology Petting Zoo in order to expose patrons to new technology.		October 2016	Sarah Featherstone Caroline Tait	Applied for several a STEM grant for robotics.
6.3L	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.		December 2016	Sarah Featherstone Caroline Tait	<ul style="list-style-type: none"> Plan to apply for TSLAC grant in 2017 to fund new technology Visited exhibits at TLA related to Makerspaces
6.3M	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
6.3N	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	No Activity
6.3O	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"> Signed contract with ByWater Solutions to host and support Koha (Feb 2016) Implementation timeline has

							<ul style="list-style-type: none"> • been developed • Data sets are being reviewed for data export • Third party vendors have been notified of switch
6.3 P	Library Facility	Maintain and support state-of-the-art technology, connectivity and infrastructure.	Increase bandwidth to support mobile devices and increasingly graphical nature of the Internet.		2015	Maria Redburn	Bandwidth expansion to 100 mbps has been completed.
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"> • Public computers upgraded to Windows 7 (Apr 2016) • New public black & white printer installed (Mar 2016)
6.4B	Computers	Ensure that patrons have access to reliable computers with up-to-date software.	Perform software updates every 6 months on public computers.	Identify software that will need to be done.	Annually in May and November	Information Services Maria Redburn	No Activity
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"> • Thin Client supplemental was approved by Council (Sept. 2016) • Worked with IT to select vendor for technology contract • Researched and reviewed inventory of computers to identify which ones should be switched to thin clients • Council approved contract with Concorso to purchase equipment, install and train staff on thin clients (June 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.	August 2015	Barbara Johnson Maria Redburn	<ul style="list-style-type: none"> • Finished out FY 2014/2015 without going over budget • Using Collection HQ to

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								<p>determine allocation of funds based on usage reports</p> <ul style="list-style-type: none">• Submitted proposed budget for 2016/2017
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