

**DISCOVERY: Enrich imagination through collections, programs & E-everything**

Discovery Goal 1: Fuel Bedford Passion for Reading					
1.1	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Evaluate pay-per-use model and transitioned to single-purchase and subscription-based digital services	Replaced Hoopla with cloudLibrary and RBDigital services, improving the user experience by increasing collections and stabilizing costs	November 2019	Johnson Redburn Tait	<b>3.4</b> Transform fiscal practices to create a sustainable financial future
	Analyze the demand for print items, non-print items, and digital content and shift buying patterns accordingly	Added PlayAway format to address the lack of CD players in new vehicles (January 2019)	Ongoing	Johnson Redburn Tait	
	Evaluate all Library collections, especially with consideration to the size, organization and currency	<ul style="list-style-type: none"> <li>Adult DVDs, Non-Fiction, &amp; Biography weeded bimonthly</li> <li>Weeded Recorded Book titles due to acquisition of 28,000 digital titles</li> <li>Young Adult Fiction weeded in October and November 2018</li> </ul>	Ongoing	All Selectors	
	Promote reading among residents of all ages by providing programming based on books, supporting Book Clubs and by expanding reader's advisory services.	20 Book Club Kits circulated (Oct – Dec 2018)	Ongoing	Featherstone Green Tait	

Discovery Goal 2: Use Technology to Connect Reader					
1.2	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Migrate to new Calendar and Meeting Room Reservation System due to end of life of current system	<ul style="list-style-type: none"> <li>Prepared meeting room and calendar reservation database to migrate to SignUp and Spaces software</li> <li>Configured and tested Spaces to accommodate meeting room fees structure</li> <li>Configured and tested SignUp calendar to enhance display of programs and ease of registration</li> <li>Developed procedures and trained staff on new software</li> </ul>	January 2019	Cloud Hilbish Moore Schmidt Tait	<b>4.4</b> Leverage the use of technology to enhance efficiency and productivity
	Explore additional or alternative methods of providing eBooks and other electronic content	<ul style="list-style-type: none"> <li>Implemented RBDigital eAudiobooks – downloaded 26,231 MARC records (December 2019)</li> <li>Implemented cloudLibrary to start ownership model of ebooks and reduce hold times for Bedford Library cardholders (December 2019)</li> </ul>	Ongoing	Johnson Redburn Tait	

		<ul style="list-style-type: none"> <li>Joined Texas cloudLink Consortium giving Bedford residents access to over 100,000 ebooks and audiobooks (December 2019)</li> </ul>			
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Discovery Goal 3: Provide ongoing opportunities for customers to have a voice in the service and direction of the Library					
1.3	Conduct annual Library Satisfaction Survey to assess community needs and Library performance	<ul style="list-style-type: none"> <li>Reduced the number of survey questions to 10</li> <li>Moved survey to October 2019 in an effort to give more time to collect surveys and use information in the budget process</li> </ul>	Annual	All Supervisors	5.1 Promote confidence in expenditure of public funds by informing, educating and involving citizens in their local government
	Develop and administer user evaluations for grants	Surveys have been developed and method to collect them has been established (November 2019)	August 2019	Green Tait	
	Conduct exit surveys on the library experience	No Action this Quarter	October 2019	Redburn Woodward	
	Conduct an image audit	No Action this Quarter	October 2019	Johnson Reid	

Discovery Goal 4: Evaluate and improve the customer service experience at each "touch-point"					
1.4	<b>Action</b>	<b>Update</b>	<b>Timeline</b>	<b>Lead</b>	<b>COB Strategic Focus Area</b>
	Research and investigate potential tools in Koha and TechLogic to improve the user experience	<ul style="list-style-type: none"> <li>Upgraded to release 4.3.0.2 CircIt software</li> <li>New modern looking screen designs</li> <li>Fixed holds and checkout slips formatting</li> <li>Patrons are able to see fines and holds on account</li> </ul>	Ongoing		4.4 Transform fiscal practices to create a sustainable future
	Investigate adding PCI/EMV chip card capability at self-checkout stations	Decided to not implement due to technological infrastructure issues and ongoing costs	November 2018	Johnson Redburn	
	Investigate adding ability to pay fines online	<ul style="list-style-type: none"> <li>Decided to implement SmartPAY from Comprise Technologies which allows payments made via the online library catalog</li> <li>Completed the set up forms, created test patrons records, working with Finance to have a new merchant account created</li> </ul>	September 2019	Johnson Redburn	
	Develop alternative methods to deliver library services during fiber optic service disruptions	<ul style="list-style-type: none"> <li>Ordered additional hotspots to enable checkout and checkin at service points</li> <li>Temporarily installed laptops at service points for continuity of service</li> <li>Used library iPads to manage meeting rooms, catalog materials and perform internal staff functions</li> </ul>	Completed		

	Migrate to new Calendar and Meeting Room Reservation System due to end of life of current system	<ul style="list-style-type: none"> <li>Configuration for SignUp (events and registration) and Spaces (meeting room reservations) software included creation of a new online and paper form for first time meeting room renters, changes to the library website, new photographs of default meeting room arrangement</li> <li>Migration to Demco's SignUp (Events and registration) and Spaces (meeting room reservations) completed in January 2019</li> </ul>	Completed	Cloud Hilbish Moore Schmidt Tait	
	Provide ongoing staff training on customer service	<ul style="list-style-type: none"> <li>Staff trained on meeting room AV equipment</li> <li>Staff trained on new phone system</li> <li>Staff trained on meeting room procedures</li> </ul>	Ongoing	All Units	
	Inventory Library collection	Researched and tested KOHA Inventory Tool to increase efficiency and reduce the amount of printed lists.	Annual	Bedell Burns Hamlin Woodward	
	Establish the Library as a destination through free access to services to non-Bedford residents	The Library has issued 15,248 non-resident cards.	Ongoing		1.1 Diversify the City's economic base

Discovery Goal 5: Develop marketing strategy for promotion of library programs, services and collections					
1.5	<b>Action</b>	<b>Update</b>	<b>Timeline</b>	<b>Lead</b>	<b>COB Strategic Focus Area</b>
	Create a Marketing Plan	Committee formed to create a level of marketing form for events	September 2019	Cloud Featherstone Green Moore Tait	
	Participate in community events to find promote library services and programs	<ul style="list-style-type: none"> <li>Participated in Residential Outreach (Oct)</li> <li>Library card outreach to Parkwood (Nov)</li> </ul>	Ongoing	Redburn Woodward	
	Apply for awards on an annual basis	<ul style="list-style-type: none"> <li>Applied for the 2018 Achievement of Excellence Award from the Texas Municipal Library Directors Association</li> <li>Applied for the Wayne Williams Project of the Year Award for HEB Reads! Think Tank collaboration</li> <li>Nominated two staff members for Mover &amp; Shakers</li> </ul>	Ongoing	Green Tait	5.1 Promote confidence in expenditure of public funds by informing, educating and involving citizens in their local government
	Publish Library Business Plan and Strategic Focus Areas Action Plan on Library website	No activity this quarter	Quarterly	Johnson Moore Redburn	
	Post monthly statistics infographic on Library Facebook, Instagram, and within the Library	870 people viewed the December Statistics Infographic post on Facebook	Ongoing	Redburn	

## YOUNG MINDS: Empower learning and growth

Young Minds Goal 1: Provide developmentally appropriate programs that support early literacy by age and/needs of intended audience.					
2.1	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Continue to provide and promote 1,000 Books Before Kindergarten	<ul style="list-style-type: none"> <li>13 participants logged a total of 3,026 books read this quarter</li> <li>1 participant completed the 1,000 books challenge</li> </ul>	Ongoing	All Youth Staff	
	Provide early literacy programs	<ul style="list-style-type: none"> <li>Provided 5 story times per week reaching 1,487</li> <li>Planned new Children's Playtime which will debut in January</li> </ul>	Ongoing	All Youth Staff	
	Track attendance youth programs by category	Developed new monthly statistic that has been incorporated into overall monthly statistics	Ongoing	Green Tait	
	Continue to facilitate one or more large-scale celebrations promoting reading and literacy for the community such as Seuss Festival	<ul style="list-style-type: none"> <li>Partnered with In N Out to provide Cover to Cover Reading Program with 186 participating</li> <li>Offered daily activities and kick-off event for Pumpkin Patch (783 participants)</li> <li>Expanded Seuss event by partnering with United Way to give away books</li> <li>Seuss vendors are booked</li> </ul>	Ongoing	Featherstone Green Redburn Woodward	2.3 Capitalize on Bedford's reputation for exceptional events
	Provide evening and weekend programs opportunities for families	<ul style="list-style-type: none"> <li>Halloween evening craft</li> <li>Boo-tacular Tales evening story time</li> <li>Thanksgiving evening craft</li> <li>Christmas Pajama evening story time</li> <li>Monthly Read to Rover Sunday Program</li> </ul>	Ongoing	Featherstone Glindeman Green Melone	
	Provide STEM Opportunities for families	<ul style="list-style-type: none"> <li>STEM-tastic! offered weekly on Monday nights</li> <li>Full STEAM Ahead offered weekly on Wednesday</li> <li>Pop-Up STEAM activities in (Dec 2018)</li> <li>Robotics program for Girl Scouts (Nov 2018)</li> </ul>	Ongoing	Featherstone Glindeman Green Magers Melone	
	Provide Arts & Culture Opportunities for Families	<ul style="list-style-type: none"> <li>Dia de los Muertos event had 130 people attend</li> <li>Fancy Nancy Artisan Theater Performance (Nov)</li> <li>Krafty Kids Program</li> </ul>	Ongoing		

Young Minds Goal 2: Expand participation of children in the Summer Reading Club through enriching programs, marketing and visibility within the community.					
2.2	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Conduct onsite promotion and distribution of Summer Reading Club within Bedford schools	Calendar for HEB Reads has been developed	Annually in Spring	All Youth Staff	

	Maintain multiple copies of HEB ISD books on summer reading list	No Action this quarter	Annually in Spring	Featherstone Green	
	Partner with other organizations to expand summer reading club	<ul style="list-style-type: none"> <li>Met monthly with HEB Reads to plan calendar, kick-off event, prizes and missions</li> <li>Met with YMCA to discuss dates for potential free lunch program and SRC outreach to summer camp</li> </ul>	Ongoing	Featherstone Green Redburn Woodward	

Young Minds Goal 3: Provide programs and opportunities for teens to develop leadership skills, life skills and have fun.					
2.3	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Collaborate with Teen Action Council to plan meaningful teen events	<ul style="list-style-type: none"> <li>Second Saturdays Halloween</li> <li>Second Saturdays Bob Ross Art Night</li> <li>Offered Yoga for Teens in October</li> <li>3rd Annual Teen Art Show in October with 33 submissions</li> <li>Provided weekly math tutoring for junior high and high school students</li> </ul>	Ongoing	Featherstone Magers Melone Lee	5.1 Promote confidence in expenditure of public funds by informing, educating and involving citizens in their local government
	Serve as a site for teens to participate in meaningful volunteer opportunities and develop workplace skill sets	<ul style="list-style-type: none"> <li>Recruited 28 teen volunteers for the 2018-19 academic year</li> <li>Recruited 12 TAC members for 2018-19 academic year meeting monthly to plan teen events</li> <li>Recruited 13 Homework Helpers for 2018-19 academic year</li> <li>Holiday Ornament Decorating for The Clubhouse for Special Needs on Dec. 8 (24 participants)</li> </ul>	Ongoing	Featherstone Melone	

Young Minds Goal 4: Provide opportunities for homework assistance for elementary, junior high and high school.					
2.4	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Provide Homework Help Program	<ul style="list-style-type: none"> <li>Recruited 13 Homework Helpers for 2018-19 academic year</li> <li>Assisted 79 children with homework this quarter</li> </ul>	Ongoing	Featherstone Magers Melone Lee	
	Provide weekly math tutoring for junior high and high school students	Retired HEBISD math teacher Marsha Davidson resumed Math Homework Help tutoring assisted 10 students	Ongoing	Featherstone Melone	
	Provide online tutoring resources for students to get the help they need	<ul style="list-style-type: none"> <li>258 uses of HelpNow with 87% of the usage concentrated on tutoring and 13% on the writing lab</li> </ul>	Ongoing	Featherstone Green Lee Magers	

		<ul style="list-style-type: none"><li>• 92% of users utilizing the live tutoring service reported they were satisfied with the service they received</li><li>• Tutoring sessions centered on Calculus, Algebra I and 9<sup>th</sup> Grade Reading</li></ul>		Melone	
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## LIFE SKILLS: Transforming lives

Life Skills Goal 1: Be Bedford's source for high-quality, free instruction and programs to support personal growth.					
3.1	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Provide English as a Second Language resources	<ul style="list-style-type: none"> <li>Double the number of ESL classes from 2 per week to 4 per week</li> <li>Provided 72 ESL classes with 1,053 attending</li> <li>Received TSLAC Grant to circulate Language Learning tablets</li> </ul>	Ongoing	Featherstone Magers Melone Lee	2.2 Support the retention and expansion of Bedford employers
	Partner with experts within the community, local agencies and City of Bedford Employees	<ul style="list-style-type: none"> <li>Provided a variety of classes taught by Jamila Evilsizor with the most popular being Excel classes</li> <li>Created new sponsorship with Community Hospice of Texas—(2) 5 week Grief Counseling sessions Spring &amp; Fall 2019</li> </ul>	Ongoing	Featherstone Melone	

Life Skills Goal 2: Partner with organizations to provide life skill programs to promote healthy living, financial skills, literacy and parenting.					
3.2	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Support job seekers looking to expand their skills and find jobs	<ul style="list-style-type: none"> <li>Taught Excel classes for adults</li> <li>105 times uses of JobNow with 45% using resume templates, 28% job seeker resources, 22% JobNow Help and 5% interview questions</li> <li>75% of SkillSurfer database was for GED Testing</li> </ul>	Ongoing	Cloud Green Schmidt Tait	2.2 Support the retention and expansion of Bedford employers
	Increase number of adult programs offered.	<ul style="list-style-type: none"> <li>Provided 13 Educational classes with 233 attending</li> <li>Two Crafter Party events were held with the Day of the Dead sugar skulls having 50 people attend</li> <li>Support a monthly volunteer-led Bullet Journaling Club</li> <li>Provide space for volunteer-led bi-monthly writing group</li> <li>Provide space for volunteer-led monthly Late Night Book Club</li> </ul>	Ongoing	Cloud Green Schmidt Tait	
	Provide meeting spaces, access to technology and online resources to support businesses	<ul style="list-style-type: none"> <li>Offer Bedford Business Owners a 50% discount on meeting room rentals</li> <li>Enhanced study rooms by adding computers, presentation monitors and HDMI capabilities</li> <li>Partner with Tarrant Small Business Development Center (SBDC) offering businesses access to SizeUp database for performance benchmarking, market analytics and identifying potential customers and vendors</li> </ul>	Ongoing	Cloud Green Schmidt Tait	

		<ul style="list-style-type: none"><li>• Provide access to wifi, computers, faxing, scanning, copying and printing</li><li>• Curate a collection of business materials, legal documents and forms as well as access to resources through TexShare databases</li><li>• Continue to partner with Tarrant Small Business Development Center (SBDC) to offer patrons access to SizeUp database</li></ul>			
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## COMMUNITY PARTNERS: Build partnerships to make a difference

Community Partners Goal 1: Create and enhance partnerships within the City of Bedford departments, community organizations and volunteers to maximize outreach and financial resources.					
4.1	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Work with City of Bedford departments	<ul style="list-style-type: none"> <li>Received assistance from Parks in setup/breakdown of Pumpkin Patch and personnel helped park cars on Pumpkin Patch kick-off event</li> <li>Received assistance from Public Works with mosquito spraying of Pumpkin Patch due to all the rain</li> <li>Received assistance from Communications in development of signs and social media promotion of Pumpkin Patch</li> <li>Participated in Tree Lighting by hosting Pet Palooza in library meeting room</li> <li>Enhanced Tree Lighting with Cookie Decorating Contest</li> <li>Worked with Communications to created marketing materials for Mardi Gras</li> </ul>	Ongoing	Bedell Glindeman Hamlin Redburn Reid Woodward	
	Develop alternative funding sources through grants, sponsorships, naming rights, donations and resource sharing opportunities to support library needs	<ul style="list-style-type: none"> <li>Received \$12,500 donation from the Bedford Library Friends for FY 2018/2019</li> <li>Established partnership with the United Way, Fort Worth Public Library, and Arlington Public Library for Wild About Reading program in December</li> <li>Partnered with the Artisan Theater to provide performances in October - Willy Wonka, and November - Fancy Nancy</li> </ul>	Ongoing	Cloud Green Schmidt Tait	<b>3.4</b> Transform fiscal practices to create a sustainable financial future

Community Partners Goal 2: Work closely with the Foundation and Friends to communicate the impact of the library within the community and raise funds to support the Library.					
4.2	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Track donations, Foundation and 'Friends funds that go through the cash register	<ul style="list-style-type: none"> <li>Provided monthly reports to Foundation and Friends treasurers on funds coming through register</li> <li>Process paperwork so checks are issued in a timely manner</li> <li>Created system to track sales from Pumpkin Patch</li> <li>Transitioned brick sales to online system to streamline brick engraving</li> </ul>	Ongoing	Morris Reid Woodward	<b>3.4</b> Transform fiscal practices to create a sustainable financial future
	Assist Friends with bookstore and annual Friends Book Sale	<ul style="list-style-type: none"> <li>Assisted with marketing and setup of Friends Mini Book Sale</li> <li>Track bookstore sales on a monthly basis</li> </ul>	Ongoing	Redburn Woodward	

	Partner with Friends to create a community Pumpkin Patch	<ul style="list-style-type: none"> <li>Partnered with Friends to plan and coordinate Pumpkin Patch Fundraiser October 12-31, 2018</li> <li>Total pumpkin sales \$ 9,423; Friends kept 33.3% \$3,138 less \$461 in expenses for a profit total of \$2,677</li> <li>Coordinated volunteer schedule to ensure coverage</li> <li>Organized delivery of and setup of pumpkins</li> <li>Created decorations, activities and layout of Pumpkin Patch</li> <li>Planned activities for Pumpkin Patch kick-off</li> </ul>	Annually in October	Bedell Glindeman Hamlin Redburn Reid Woodward	
	Assist Foundation with North Texas Giving Day	<ul style="list-style-type: none"> <li>Assisted Treasurer with setting up online accounts for corporate matches</li> <li>Assisted Treasurer with tracking of online donations</li> <li>Mailed thank you letters to donors</li> </ul>	Annually in September	Redburn	
	Assist Foundation with Christmas Fest Craft Sale	<ul style="list-style-type: none"> <li>Assisted with evaluation criteria for craft vendors</li> <li>Helped plan and execute Christmas Fest by hosting 14 vendors, musical entertainment, silent auction and Breakfast with Santa</li> <li>Assisted with event marketing/promotion, tracking silent auction monies and setup/breakdown of event</li> </ul>	Annually in November	Burns Green Morris Redburn Woodward	
	Assist Foundation with Mardi Gras Gala & Casino Night	<ul style="list-style-type: none"> <li>Prepared and mailed sponsorship letters</li> <li>Track sponsorships and silent auction donations</li> <li>Assist with ticket sales, marketing/promotion and staffing of event</li> </ul>	Annually in February	Green Morris Redburn Reid Woodward	

Community Partners Goal 3: Partner with community organizations to reach underserved populations.					
4.3	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Partner with local, state and federal agencies to promote their services in the Library	<ul style="list-style-type: none"> <li>Work with the City Secretary and Tarrant County Elections to provide space for Early Voting with 13,197 people voting at the Library</li> <li>Provide space in copy center for flyers and brochures</li> <li>Serve as a Talking Books training center</li> </ul>	Ongoing	Bedell Glindeman Hamlin Redburn Reid Woodward	4.3 Set the example for regional leadership and collaboration
	Partner with Cook Children's Hospital, JPS, North Hills Hospital and Texas Health Resources to distribute health information	<ul style="list-style-type: none"> <li>Met with WIC/Tarrant County Health Department representative to establish schedule to being monthly outreach in lobby</li> <li>Created new partnership with Community Hospice of Texas to plan a 5 week Grief Counseling sessions Spring &amp; Fall 2019</li> </ul>	Ongoing	Green Redburn Tait	
	Collaborate with AARP to provide tax help and educational classes	Met with AARP volunteers to plan tax aid to community	Annually	Cloud Green	

**Community Partners Goal 4: Create and deepen relationships with education entities serving youth.**

4.4	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Work with HEB ISD to serve families in the district	<ul style="list-style-type: none"> <li>• Prepare children for school through early literacy programs such as 1,000 Books Before Kindergarten</li> <li>• Supplement STEM education through circulation of kits and STEM/STEAM programs</li> <li>• Support Pre-K Core Knowledge by hosting Polar Express event for all Pre-K classes in the district on December 7, 2018</li> <li>• Brought Think Tank to participate in Stonegate Elementary Science Night</li> <li>• Scheduled Kindergarten Here I Come program with HEB ISD for March 2019</li> </ul>			<b>4.3</b> Set the example for regional leadership and collaboration
	Partner with HEB ISD, Euless and Hurst libraries on HEB Reads! Initiatives	<ul style="list-style-type: none"> <li>• Plan HEB Reads! Kickoff Party, create joint program calendar, share costs and manage joint summer reading club software, and coordinate prizes/missions</li> <li>• Established inclement weather contingency plan and emergency operation plan for HEB Reads! Kickoff Party (12/12/2018)</li> </ul>	Ongoing	Featherstone Glindeman Green Melone Redburn	
	Join forces with North Texas YMCA to serve at-risk youth	<ul style="list-style-type: none"> <li>• Conducted STEM Outreach to YMCA kids in summer and winter camps</li> <li>• Met to plan summer activities</li> </ul>	Ongoing	Featherstone Glindeman Green Melone Redburn	
	Provide tours and programs to agencies serving youth	Provided Coding and Robotics Class to Daisy and Cadet troops in November	Ongoing	Bedell Glindeman Hamlin Redburn Reid Woodward	
	Establish partnerships with organizations	<ul style="list-style-type: none"> <li>• Partnered with Heart of Texas Homeschool Association to create monthly Homeschool Fun</li> <li>• Met with Regional Girl Scout leaders to discuss opportunities to partner including an art drive for library as a part of their Bronze Project Award</li> <li>• Provided space in Community Share Zone for Boy Scout troop to recruit members</li> </ul>	Ongoing	Green Redburn Tait	

**Community Partners Goal 5: Recruit, train and support adult volunteers.**

4.5	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Interview, process paperwork, train and support volunteers	<ul style="list-style-type: none"><li>• New greeter added to roster</li><li>• Volunteers hours increased by 7% for the first quarter with 1,074 hours reported</li></ul>	Ongoing	Bedell Glindeman Hamlin Redburn Reid Woodward	5.1 Promote confidence in expenditure of public funds by informing, educating and involving citizens in their local government
	Assist with development of quarterly volunteer Lunch and Learn	No activity this quarter	Ongoing	Green Redburn Tait	

## BPL STAFF: Grow our TEAM

Grow Our Team Goal 1: Library staff will recognize the importance they play in City's vision, mission and goals.					
5.1	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Library staff will participate in the City employee training	<ul style="list-style-type: none"> <li>Library staff participated in all employee training in November</li> <li>Part-time staff were given extra hours so that they could attend</li> <li>Library staff discussed and agreed on a set of values to forward to Values Team for consideration</li> </ul>	Annually in November	All Staff	4.2 Invest in staff and create a high performing organization
	Library staff will be given opportunities to serve on City committees and participate in City activities	<ul style="list-style-type: none"> <li>Jeanne Green serves on BERT committee and has been instrumental in creation of Cheers Board</li> <li>Cynthia Reid and Rachel Schmidt attend monthly ETC meetings and assisted with Christmas Luncheon</li> <li>Barbara Johnson, Caroline Tait and Mary Woodward are attending Expanded Management Team</li> <li>Sarah Featherstone is responsible for working with Communications on Bedford Connection and placing library events on City website</li> <li>Library staff dressed up in costumes and won first place for their story characters theme</li> <li>Jeanne Green, Cynthia Reid and Rachel Schmidt created incredible Gingerbread House for door contest and received first place</li> <li>Cynthia Reid created Library All About Fun Committee to enhance staff morale and promote a sense of team through monthly activities</li> <li>Whitney Hamlin, Claire Morris and Cynthia serve on LAAF Committee</li> <li>Maria Redburn completed Emergency Operations Center Drill Training as well as participated in role-play of Bedford EOC</li> </ul>	Ongoing	All Staff	
	Library staff will be recognized for their achievements large and small	Fifteen recognitions for library staff were placed on Cheers Board	Ongoing	All Staff	
	Created Library All About Fun (LAAF) committee to enhance staff morale and teamwork	Committee met to plan monthly activities for 2019			
	Library staff will be recognized for their achievements large and small	<ul style="list-style-type: none"> <li>Staff at all levels recognize each other and other city employees using new BERT Cheers Board</li> <li>Sarah Featherstone and Mary Woodward were nominated for Movers and Shakers Award for their work on Moment of Science</li> </ul>	Ongoing	All Staff	

Grow Our Team Goal 2: Provide staff training to maintain professional expertise and knowledge of policies and procedures.					
5.2	Action	Update	Timeline	Lead	COB Strategic Focus Area
	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	<ul style="list-style-type: none"> <li>Caroline Tait, Rachel Schmidt, and Sara Cloud attend regular webinars about collection development, library technology, and reference resources</li> <li>Leslie Moore, Rachel Schmidt, Sara Cloud, and Emily Hilbish attended trainings about new meeting room management software, Spaces</li> <li>Mary Woodward registered for a Supervisor Workshop in February 2019 and purchased management reading materials to further skillset</li> <li>Jacquelyn Bedell completed Koha Circulation and Patrons webinar</li> <li>Jeanne Green completed Hosting Your Own Comi-Con and Book Tasting Event webinars</li> </ul>	Annually in November	All Staff	4.2 Invest in staff and create a high performing organization
	Participate in local, regional and state-wide municipal and library organizations	<ul style="list-style-type: none"> <li>Library Director elected by Texas Municipal Library Directors Association to serve on Texas Municipal League Board</li> <li>Encourage staff to participate in North Texas library organizations such as Mid-Cities Youth Librarians, North Texas Support Staff, Reference Connection, Public Library Administrators of North Texas and Tekkies</li> </ul>	Ongoing	All Staff	4.3 Set the example for regional leadership and collaboration
	Attend annual Koha Conference to increase knowledge and exchange ideas	Two staff members attended Koha Conference, learning how to implement automated inventory, streamline account messages, jQuery to improve staff efficiency, and created enhancements that can be used by all Koha Libraries	Annually	All Staff	4.2 Invest in staff and create a high performing organization
	Expect and encourage staff at all levels to use and develop specialized skills	<ul style="list-style-type: none"> <li>Caroline Tait and Mary Woodward volunteered to be the Library Teams Intranet Coordinators</li> <li>Sara Cloud, Emily Hilbish, Leslie Moore and Rachel Schmidt learned how to configure new meeting room reservation software</li> </ul>	Ongoing	All Staff	
	Provide staff training to maintain professional expertise and knowledge of policies and procedures	<ul style="list-style-type: none"> <li>Cloud Library and RB Digital Training held in November</li> <li>Koha Message Training held to stream line messages</li> <li>Meeting Room Checkout Training held for updated procedures</li> <li>Meeting Room AV Training held to ensure staff know how to operate equipment</li> <li>Maria Redburn did overview of administrative guidelines and procedures that are complex</li> </ul>	Ongoing	All Staff	
	Hire and train 6 full time and 3 part time staff	Fully trained new staff on automated materials handling system, circulation guidelines and procedures, integrated	As Needed	New Staff	

		library system, reference practices, customer service expectations, online services, Dewey Decimal Classification System, and merchandising.			
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Grow Our Team Goal 3: Involve staff in the creation and review of policies and procedures.					
5.3	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Update of administrative guidelines and post them to website as needed	Meeting Room Guidelines updated logo, streamlined fee table, & reformatted document Dec. 2018	Annually in November	Featherstone Green Johnson Redburn Reid Tait Woodward	
	Create procedures for new PlayAway audiobooks and tablets	<ul style="list-style-type: none"> <li>• Technical Services staff created cataloging processes for new formats</li> <li>• Mary Wodward researched and developed new circulation procedures for new Playaways and Launchpads</li> <li>• Caroline Tait developed surveys for tablets per grant requirements</li> </ul>	Ongoing	Johnson Tait Woodward	
	Work with Library Advisory Board to study and recommend policies related to the operation, promotion, enlargement, and future planning of the Library	<ul style="list-style-type: none"> <li>• Presented Annual Board Report to City Council (October 2018)</li> </ul>	Ongoing	Library Advisory Board Redburn	5.1 Promote confidence in expenditure of public funds by informing, educating and involving citizens in their local government

### LIBRARY FACILITY: State-of-the-Art Facility

State-of-the-Art Facility Goal 1: Maintain the library and safeguard the integrity of the architecture and aesthetic appeal of the facility and grounds.					
6.1	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Evaluate the use of existing space and consider reallocation for different purposes.	<ul style="list-style-type: none"> <li>Shifted Juvenile non-fiction collection to expand shelving for STEM kits</li> <li>Adult CD audiobook collection weeded to create space for the PlayAway Collection</li> </ul>	Annually in November	Johnson Redburn Reid	
	Monitor furniture condition and identify furniture to enhance library for patrons	<ul style="list-style-type: none"> <li>Received quote to reupholster brown chairs in adult area</li> <li>Received quote to replace Technology Center chairs</li> <li>Received quote to replace Bonnie Finn Board Room chairs</li> </ul>	Ongoing	Redburn Reid	
	Be aware of the appearance of the landscaping and building	<ul style="list-style-type: none"> <li>Evaluated parking lights and contact Oncor to see if additional lights were possible</li> <li>Landscaping is maintained on weekly basis with flowers switched out seasonally</li> <li>Added permanent signage over bookdrops to eliminate paper signage</li> </ul>	Ongoing	All Staff	1.4 Change/Improve the aesthetics of the City

State-of-the-Art Facility Goal 2: Maintain the library and safeguard the integrity of the architecture and aesthetic appeal of the facility and grounds.					
6.2	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Report facility issues on a weekly basis	Twenty-three facilities requests were placed from Oct-Dec 2018	Ongoing	Johnson Redburn Reid	
	Address safety issues immediately and report problems in a timely manner	Emergency binder was updated with new hire information	Ongoing	Redburn Reid	

State-of-the-Art Facility Goal 3: Maintain and support state-of-the-art technology, connectivity and infrastructure.					
6.3	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Keep annual maintenance contracts and warranties up-to-date	No activity this quarter	Ongoing	Johnson Redburn Reid	
	Perform self-check, sorter and server maintenance backups on a scheduled basis	<ul style="list-style-type: none"> <li>Upgraded to release 4.3.0.2 CircIt software</li> <li>New modern looking screen designs</li> <li>Fixed holds and checkout slips formatting</li> <li>Patrons are able to see fines and holds on account</li> <li>BancTech performed bi-annual preventative maintenance on October 3, 2018</li> </ul>	Ongoing	Amy Bedell Burns Hamlin Johnson Moore Watts	4.4 Leverage the use of technology to enhance efficiency and productivity



		<ul style="list-style-type: none"> <li>Decision was made to open the automated sorter during business hours only; this was due to the age of the machine and a marked reduction in service calls when the machine is closed at night</li> </ul>		Woodward	
	Maintain, enhance and upgrade Koha Integrated Library System	<ul style="list-style-type: none"> <li>Upgraded to new version of Novelist Select – updated display, new story elements, Lexile Measure, Accelerated Reader information</li> <li>Submitted 14,334 MARC records to OCLC WorldShare in order to update our holdings</li> <li>Reviewed juvenile patron records and linked guarantors where needed and removed guarantors off of youth turned to adults records</li> <li>Audited items in catalog marked “Missing” to ensure missing items are truly gone</li> <li>Streamlined predefined messages so that staff can choose an appropriate message and avoid long wordy messages on patron accounts.</li> <li>Upgraded Koha to 18.05 in November 2018</li> <li>Increased size and clarity of Amazon images in staff client</li> <li>Created item types, collection codes, shelving locations and circulation/fines rules for Playaways and Launchpads</li> <li>Enabled auto-renewal notices so that patrons will know why an item they have checked out did not renew</li> <li>Created a Koha bug – ‘Attached files not obvious on Patron details’</li> </ul>	Ongoing	Amy Bedell Burns Hamlin Johnson Moore Watts Woodward	4.4 Leverage the use of technology to enhance efficiency and productivity
	Monitor bandwidth usage to ensure mobile devices and increasingly graphical nature of the Internet are meeting needs of users	<ul style="list-style-type: none"> <li>Failure of fiber optic line in October resulted in addition of a point-to-point system being installed in December</li> <li>Bids obtained to fix fiber optic line</li> <li>Developed various ways to continue getting work done during lengthy fiber optic cable/internet outage</li> </ul>	Ongoing	Johnson Redburn Reid Tait	
	Ensure that patrons have access to reliable computers with up-to-date software and equipment is in good repair	<ul style="list-style-type: none"> <li>Thin clients are maintained weekly on Wednesdays</li> <li>Support tickets sent to IT in timely manner</li> <li>New computers added to Study Rooms 3, 4, &amp; 5</li> </ul>	Ongoing	Cloud Schmidt Tait	

**State-of-the-Art Facility Goal 5: Ensure that the Library is fiscally sound, accredited and implements industry best practices where possible.**

6.5	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Monitor budget expenditures to avoid overages and look for opportunities to save money	Setup an Amazon business account	Ongoing	Johnson Redburn Reid	
	Participate in statewide and regional consortiums to share costs	<ul style="list-style-type: none"> <li>Participate in North Texas Libraries on the Go consortium to provide access to ebooks and audiobooks</li> <li>Joined statewide cloudLibrary in November 2018 to expand digital collection to 114,000 items</li> </ul>	Ongoing	Johnson Redburn Tait	4.3 Set the example for regional leadership and collaboration
	Research and investigate potential tools to increase staff productivity	<ul style="list-style-type: none"> <li>Installed new cloud version of Schedule 3W which allows remote access to staff schedules</li> <li>Added canned phrases for the Patron Notes field to create staff efficiencies by reducing time, typing and lengthy messages</li> <li>Implemented nightly cron job to remove self-registrations older than 30 days so that staff does not have to delete them manually</li> <li>Created a script that copies the list price in to the correct field to eliminate additional keystrokes during cataloging</li> <li>Implemented jQuery to show 500 results by default for all reports in order to reduce having to page through a lot of results</li> <li>Created a new staff patron to check DVDs and CDs out to in order to reduce staff time spent looking for them</li> <li>Made 'checkouts by item type' red for easier viewing and implemented jQuery to always display it in the expanded view in order to eliminate additional clicks for staff</li> <li>Made the 'Search to Hold' button green in the staff client for improved visibility</li> </ul>	Ongoing	All Staff	4.4 Leverage the use of technology to enhance efficiency and productivity
	Monitor accreditation standards required by the Texas State Library and Archives Commission.	No activity this quarter	Ongoing	Redburn Reid	
	Participate in national, state and regional benchmarking surveys.	No activity this quarter	As required	Johnson Redburn Reid	4.3 Set the example for regional leadership and collaboration
	Develop and share knowledge of Koha Integrated Library System and library best practices	<ul style="list-style-type: none"> <li>Assisted Williamson County Library (Franklin, TN) with procedures for exporting records from their Innovative Interfaces system into Koha</li> </ul>	As required	All Staff	4.3 Set the example for regional

		<ul style="list-style-type: none"><li>• Assisted Huntsville (Ontario) Public Library with setting up Koha self-registration</li><li>• Circulation team hosted Duncanville Circulation team showing introducing them to KOHA</li><li>• Gave overview and information about Koha to North Richland Hills Public Library</li></ul>			leadership and collaboration
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