

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
	Analyze the demand for print items, non-print items, and digital content and shift buying patterns accordingly	<ul style="list-style-type: none"> Library of Things development committee formed to explore demand for non traditional lending items Conference call held with Nacadoches Public Library Tour scheduled for the Pottsboro Public Library 	Ongoing	Johnson Redburn Tait	
	Evaluate all Library collections, especially with consideration to the size, organization and currency	<ul style="list-style-type: none"> Completed cataloging for all Launchpads Loaded cloudLibrary MARC records Updated RBdigital magazine url's Submitted 8,229 deleted records to OCLC Weeded Romance collection Adjusted the date to denew date range - all materials will remain in "New" status for one year except juvenile non-fiction which will remain for two years Received \$3,000 donation to fund the new Library of Things collection Created a Library of Things survey Introducing Playaway audio books to J FIC collection Weeded YA Fiction in January and February Weeded for duplicates in Adult Fiction 	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.	<ul style="list-style-type: none"> Books for 2 new book club kits purchased 	Ongoing	Featherstone 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"> Migration to new Demco software – Spaces calendar & SignUp room reservations – completed Jan. 22 	January 2019	Cloud Hilbish Moore Schmidt Tait	4.4 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"> Promoted new CloudLibrary service with Merge Cube giveaway promotion 	Ongoing	Johnson Redburn Tait	

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	o Action this Quarter	Annual	All Supervisors	5.1 Promote confidence in expenditure of public funds by informing, educating and involving citizens in their local government
	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	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Research and investigate potential tools in Koha and TechLogic to improve the user experience	<ul style="list-style-type: none"> Installed 8 new OPACs Created custom OPAC style for new wide screen monitors within the library Added explanatory text regarding placement of Holds to patron suggestions 	Ongoing		4.4 Transform fiscal practices to create a sustainable future

	<ul style="list-style-type: none"> Added "Item is checked in and out at the Information/Youth Desk" note to STEM Kits and Launchpads for clarity Increased maximum number of items that display for a bib record to 25 - especially helpful for graphic novels Investigated removing FAST and OCLC subject headings from the OPAC - it will require a fee for an XSLT change 			
Investigate adding ability to pay fines online	<ul style="list-style-type: none"> Completed and returned set up forms for Comprise SmartPAY Opened a ticket to have BWS configure SIP to send fine details - necessary for Comprise SmartPAY 	September 2019	Johnson Redburn	
Investigate Use of Collection Agency for heavily indebted accounts	<ul style="list-style-type: none"> Contacted other libraries for information regarding use of collection agency Contacted Unique Management Services for general information 	June 2019	Woodward Johnson	
Provide ongoing staff training on customer service	<ul style="list-style-type: none"> Staff trained on Playaways & Launchpad use and circulation procedures Staff trained on new CloudLibrary & RBdigital services Staff trained on new Demco Spaces (calendar) & SignUp (reservation) software Staff trained on Incident Reports Staff trained on new study room pager system 	Ongoing	All Units	
Inventory Library collection	<ul style="list-style-type: none"> Implemented use of KOHA inventory tool to reduce paper consumption and streamline process 	Ongoing	Burns Hamlin Woodward	
Establish the Library as a destination through free access to services to non-Bedford residents	<ul style="list-style-type: none"> Received approval to host YELP Event which will feature local businesses and 200 Elite Yelpers on May 21 	Ongoing		

		<ul style="list-style-type: none"> • Celebrated Library Lovers Month with Sweet Treat Thursdays • Glazed & Caffeinated (Library Lovers Month, lobby event), 100 ppl • We received 56 love letters from adults (18), teens (5) and children (33) • Twenty-two people participated in the Facebook contest by commenting on our “Tell Us Why You Love the Library” post 			
	Establish a procedure to notify patrons when their library cards will expire.	<ul style="list-style-type: none"> • Cron job emails patrons 14 days in advance of library card expiration • Sent email to 10,000 library card holders whose cards have expired and will be deleted 	<i>Ongoing</i>	<i>Burns Woodward</i>	

Discovery Goal 5: Develop marketing strategy for promotion of library programs, services and collections					
1.5	Action	Update	Timeline	Lead	COB Strategic Focus Area
	Create a Marketing Plan	<ul style="list-style-type: none"> • Library Marketing Committee formed. First meeting established new streamlined method of communication for marketing events on multiple platforms through MS OneNote 	September 2019	Cloud Featherstone Moore Tait	
	Participate in community events to find promote library services and programs	<ul style="list-style-type: none"> • Showcase Library services and materials station at City Expo on 3/23 	Ongoing	Redburn Woodward	
	Apply for awards on an annual basis	<ul style="list-style-type: none"> • Awarded Wayne Williams Project of the Year for Think Tank collaboration with Hurst, Eules, and HEB ISD. 	Ongoing	Redburn 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	<ul style="list-style-type: none"> • First Quarter Strategic Plan Update has been published 	Quarterly	Johnson Moore Redburn	
	Post monthly statistics infographic on Library Facebook, Instagram, and within the Library	<ul style="list-style-type: none"> • Published statistics in January on Facebook and Instagram • Posted statistics on end caps in library 	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"> 1,203 number of books logged within 1,000 Bks software 	Ongoing	All Youth Staff	
	Provide early literacy programs	<ul style="list-style-type: none"> Provided 75 Educational story times, 2,348 attendees 	Ongoing	All Youth Staff	
	Track attendance youth programs by category	<ul style="list-style-type: none"> Special Programs: 11 with 221 attendees Arts & Culture: 17 with 459 attendees 	Ongoing	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"> Planned & executed Celebrate Seuss, 2,400 attendees 	March 3, 2019 Ongoing	Featherstone 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"> Supporting monthly Ukulele Group, 4th Sunday of the month, Jan-March 44 attendees Hosted "Bear Hugs & Cuddle Bugs," evening story time, 45 attendees Offered Old School Survival Skills (OSSS) program twice in March with 24 attendees 	Ongoing	Featherstone Glindeman Melone	
	Provide STEM Opportunities for families	<ul style="list-style-type: none"> 26 STEM programs with 326 attendees 12 STEM-tastic! programs with 104 attendees 13 Full STEAM Ahead programs with 175 attendees 2 Xplore Gumdrop challenges with 47 attendees 	Ongoing	Featherstone Glindeman Magers Melone	
	Provide Arts & Culture Opportunities for Families	<ul style="list-style-type: none"> Evening w/a Harp (concert), 64 attendees Bag Pipes 101 (concert), 62 attendees 35 adult Arts & Culture events (Jan-Mar) with 409 total attendees 20 Arts & Culture programs for kids/families with 788 attendees 13 movies with 144 attendees 9 craft/pop-ups with 523 attendees 2 Artisan Theater programs with 121 attendees 	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	<ul style="list-style-type: none"> Flyers have been created for Kindergarten Kickoff 	Annually in Spring	All Youth Staff	
	Maintain multiple copies of HEB ISD books on summer reading list	<ul style="list-style-type: none"> Ordered 2019/20 TX Bluebonnet Award titles, various formats (HB, PB, CD, PA) 	Annually in Spring	Featherstone	
	Partner with other organizations to expand summer reading club	<ul style="list-style-type: none"> Partnering with NT Lions Club for expanded recognition of HEB top juvenile readers 	Ongoing	Featherstone 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"> Held 3 meetings with 29 attendees Planned Second Saturdays Food Wars in January with 41 attendees Planned Second Saturdays Lovers vs. Haters in February with 43 attendees Planned Second Saturdays Lip Sync Battle in March with 23 attendees Brainstormed ideas for teen summer programs – Writing Workshop, Cupcake Decorating, Watercolor Class, Gelli Printing, Make a Terrarium, Henna How-To 	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"> 14 Helpers volunteered for a total of 397.50 hours 14 Homework Helpers volunteered for a total of 126 hours 	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"> 14 Homework Helpers events with 99 attendees 	Ongoing	Featherstone Magers	

				Melone Lee	
	Provide weekly math tutoring for junior high and high school students	<ul style="list-style-type: none"> Retired HEBISD math teacher Marsha Davidson provided weekly math tutoring for junior high and high school students with 58 attendees 	Ongoing	Featherstone Melone	
	Provide online tutoring resources for students to get the help they need	<ul style="list-style-type: none"> Brainfuse database usage (Jan-Mar): 153 74% of students accessed help with Algebra I 14% of students accessed help with Calculus 11% of students accessed help with Reading Grade 9 	Ongoing	Featherstone Lee Magers Melone	

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"> Began circulating new ESL Launchpad tablets Jan. 28 Held 3 English Learning Family Time events to promote Library resources for English learners, including grant-funded ESL Launchpad tablets 	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"> Library Technology Volunteer, Jamila Evilsizor, taught 5 computer classes with 38 attendees Hosted "Embrace Your Beauty 50+" 2 programs with 25 attendees Partnered with HEBISD, Judy Gray "Kindergarten Here I Come," 14 attendees Hosted "Making Sense Out of Social Security," 31 attendees Partnered with AARP "Smart Driver," 18 attendees Partnered with AARP Vita Tax Prep-Free Tax Preparation, 16 events Partnered with COB Fire Department, "Free BP Checks," (2/12/19) 	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"> Conducted 3 Book a Librarian appointments for patrons needing job seeking guidance and/or resume assistance 70 total uses of JobNow 	Ongoing	Cloud Schmidt Tait	2.2 Support the retention and expansion of Bedford employers
	Increase number of adult programs offered.	<ul style="list-style-type: none"> 11 adult Educational classes with 333 attending 86 ESL classes with 884 attendees 5 adult Computer Classes with 38 attendees 	Ongoing	Cloud Schmidt Tait	

		<ul style="list-style-type: none"> • 35 adult Arts & Culture events with 409 total attendees • 183 total adult Library-sponsored events (including misc. other categories) held with total of 2,529 attendees • 25 attendees for “Embrace Your Beauty 50+” (2 workshops) 1/19 & 3/19 • 3 monthly Bookworms sessions, 31 attendees • 3 monthly Late Night Book Club sessions, 32 attendees • Offered 3 different Love your Library contests in February 			
	<p>Provide meeting spaces, access to technology and online resources to support businesses</p>	<ul style="list-style-type: none"> • Offer Bedford Business Owners 50% discount on meeting room rentals • Provide access to wifi, computers, faxing, scanning, copying, & printing • Curate a collection of business materials, legal documents & forms, as well as access to resources through TexShare databases • Continue to partner with Tarrant Small Business Development Center (SBDC) to offer patrons access to SizeUp database • Partnering with Community Hospice of Texas: providing grief care locally for the community • Jacquelyn photographed meeting rooms for the website to enhance marketability 	Ongoing	Cloud Schmidt Tait	

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"> Loaned 25 acrylic sign holders to Teen Court for fundraising event Caroline Tait & Mary Woodward volunteered to be a part of the city intranet development committee 	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"> Received \$3,000 donation from Atmos Energy to establish a Library of Things collection 	Ongoing	Cloud Schmidt Tait	3.4 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"> Tracked donations received for Mardi Gras through PayPal & Register 	Ongoing	Morris Reid Woodward	3.4 Transform fiscal practices to create a sustainable financial future
	Assist Friends with bookstore and annual Friends Book Sale	<ul style="list-style-type: none"> Created flyer for Mini Book Sale 	Ongoing	Redburn Woodward	
	Improve Marketing materials for Friends	<ul style="list-style-type: none"> Update Friends brochure with accurate information Develop Friends Little Library bookmark to increase public awareness of the Friends Created flyers and advertised upcoming events in the Digital Bedford Connection 	March	Woodward	
	Partner with Friends to create a community Pumpkin Patch	<ul style="list-style-type: none"> Completed Pumpkin Request paperwork and chose 4 possible delivery dates for October 2019 	March	Bedell Glindeman Hamlin Redburn	

				Reid Woodward	
Assist Foundation in finding new vendor to sell engraved bricks	<ul style="list-style-type: none"> Set up on-line account for purchase of engraved bricks through Bricksrus.com 	Completed	Reid		
Assist Foundation with North Texas Giving Day	No Action this Quarter	Annually in September	Redburn		
Assist Foundation with Christmas Fest Craft Sale	No Action this Quarter	April 2019	Burns Morris Redburn Woodward		
Assist Foundation with Mardi Gras Gala & Casino Night	<ul style="list-style-type: none"> Raised over \$16,000 dollars Tracked ticket sales Updated database of Sponsors, Silent Auction Donors, Casino Donors Mailed Sponsor letters Sent thank you letters to Sponsors, and Silent Auction Donors Mailed Invitations Maintained seating chart of guests Volunteer Assignments given Silent Auction sheets and set up Check in of guests night of event 	Annually in February	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"> Provide space in copy center for flyers & brochures Serve as a demonstration site for Texas State Library's Talking Books service Provide informational materials and takeaways from Federal Trade Commission Provide Community Share Zone space in lobby 	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"> Provide Planetree Services of Texas Health Resources Request for Health Information forms to patrons 	Ongoing	Redburn Tait	

	Collaborate with AARP to provide tax help and educational classes	<ul style="list-style-type: none"> AARP volunteers provided tax aid to community 	Annually	Cloud	
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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"> Met with Kelly Rall, Coordinator of Family Engagement, Community Outreach, & Teacher Support for HEB ISD, to to plan outreach and promotion of new ESL Launchpads and English Learning Family Time events 			4.3 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"> Recruited vendors and sponsors for HEB Reads! Kickoff Party Worked with Fire and Police to create Disaster Plan for HEB Reads! Kickoff Party Finalized joint HEB Reads! Calendar of programs 	Ongoing	Featherstone Glindeman Melone Redburn	
	Join forces with North Texas YMCA to serve at-risk youth	<ul style="list-style-type: none"> Completed Memorandum of Understanding with Airport Area YMCA for summer dining program Assisted YMCA in receiving Food Permit 	Ongoing	Featherstone Glindeman Melone Redburn	
	Provide tours and programs to agencies serving youth	<ul style="list-style-type: none"> Primrose Preschool brought children for a tour & story time, 17 attendees Worked with Girl Scout Troop to let them use Community Share Zone to promote their Bronze Award Project 	Ongoing	Bedell Glindeman Hamlin Redburn Reid Woodward	
	Establish partnerships with organizations	<ul style="list-style-type: none"> Collaborated with United Way to provide free books and entertainer at Seuss Fest Partnered with YELP to host a fundraiser for Foundation and promote local business 	Ongoing	Featherstone Redburn Tait	

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

4.5	Action	Update	Timeline	Lead	COB Strategic Focus Area
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	Interview, process paperwork, train and support volunteers	<ul style="list-style-type: none"> • 2 new Adult volunteers added • 2 Adult volunteers interviewed • 1387 Adult Volunteer Hours logged (Jan-Mar) • Accepted applications for 2018 Adult & Teen Volunteer of the Year • LAB selected winner for Adult & Teen Volunteer of the Year 	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	<ul style="list-style-type: none"> • Date of Lunch and Learn- January 25th • Sent out invitations through email • Set up presenters • Organized the food • Reserved the room • RSVPs • 2 Gift Card Drawings 	Ongoing	Redburn Tait Reid	

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"> Library Supervisors read Ideal Team Player and The Five Dysfunctions of a Team 	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"> Caroline Tait participated in City's Intranet Team meeting to help plan for employee intranet rollout Barbara Johnson, Caroline Tait, and Mary Woodward attend Expanded Management Team meetings Caroline Tait leads Library's Marketing Committee with Sarah Featherstone, Sara Cloud, & Leslie Moore Cynthia Reid & Rachel Schmidt met with ETC once a month – Valentines Day they assisted with packaging and delivering cookies to City Departments Sarah Featherstone is a member of the City's Values Team 	Ongoing	All Staff	
	Library staff will be recognized for their achievements large and small	<ul style="list-style-type: none"> Cheers board is being utilized to recognize staff achievements 	Ongoing	All Staff	
	Created Library All About Fun (LAAF) committee to enhance staff morale and teamwork	<ul style="list-style-type: none"> January – Make a birdfeeder February – Make a valentine bag & participate in Valentine exchange March - 03/14 Pi(e) Day – Bring a pie to share with staff 		Reid	

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"> Mary Woodward attended a Supervisor Workshop in February 2019 Caroline Tait , Sara Cloud, & Rachel Schmidt attend regular webinars about collection development, library technology, & reference resources 		All Staff	4.2 Invest in staff and create a high performing organization

		<ul style="list-style-type: none"> Leslie Moore, Rachel Schmidt, Sara Cloud, & Emily Hilbish attended Demco software trainings in preparation for migration to new calendar & room reservation system 			
	Participate in local, regional and state-wide municipal and library organizations	<ul style="list-style-type: none"> Caroline Tait participates in quarterly Reference Connection meeting with other north Texas librarians Supervisors toured new Arlington Public Library Barbara gave a tour to staff from Keller Public Library 	Ongoing	All Staff	4.3 Set the example for regional leadership and collaboration
	Attend annual Koha Conference to increase knowledge and exchange ideas	No Action this Quarter	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"> Gave tour of library to staff from Keller Public Library 	Ongoing	All Staff	
	Provide staff training to maintain professional expertise and knowledge of policies and procedures	<ul style="list-style-type: none"> Staff trained on Launchpad & Playaway procedures Staff trained on new CloudLibrary & RBdigital services Staff trained on new Demco Spaces (calendar) & SignUp (reservation) software Staff trained on Incident Reports Staff trained on new study room pager system Supervisors trained on Microsoft SharePoint and Microsoft Teams Barbara reviewed Koha 18.11 release notes Barbara viewed ByWater tutorials on integration for Overdrive, RBdigital and cloudLibrary Barbara attended a Koha Town Hall on sandboxes 	Ongoing	All Staff	

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	No Action this Quarter	Annually in November	Featherstone Johnson Redburn Reid Tait Woodward	
	Create procedures for new PlayAway audiobooks and tablets	<ul style="list-style-type: none"> Developed circulations procedures for Playaways and Launchpads 	Ongoing	Johnson Tait Woodward	

		<ul style="list-style-type: none"> • Drilled holds in Launchpad cases so that they could be “locked” with a zip tie • Trained staff on new procedures/modify procedures as needed 			
	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"> • Mary Woodward attend Feb LAB meeting to discuss best practices for deleting expired patron accounts. Resulted in new procedure to delete 3 year old accounts on a monthly basis. 	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"> Adult DVD & non-fiction collections weeded monthly to create space for new, incoming materials Created table display in front of Information Desk to shelve grant-funded ESL Launchpads Utilized bottom shelves of featured Marketplace Fiction as shelving for other adult Launchpads 	Annually in November	Johnson Redburn Reid	
	Monitor furniture condition and identify furniture to enhance library for patrons	<ul style="list-style-type: none"> Requested quotes to replace chairs in Technology Center and Bonnie Finn Room Requested quote to reupholster and get new foam for reading chairs in adult area 	Ongoing	Redburn Reid	
	Be aware of the appearance of the landscaping and building	<ul style="list-style-type: none"> Caroline Tait & Cynthia Reid cleaned and organized staff storage room to improve access and safety Caroline Tait & Sarah Featherstone cleaned and organized multiple areas of storage for Teen Services to improve access and workflow Carrie Glindeman cleaned and organized story time theater and Youth workroom storage for Youth Services to improve access and workflow Pest Control sprayed 01/22/19 	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	<ul style="list-style-type: none"> 30 Facility requests submitted Jan-Mar New light installed above cash register Broken orange colored glassed ordered for the Teen Room window which was broken 	Ongoing	Johnson Redburn Reid	
	Address safety issues immediately and report problems in a timely manner	<ul style="list-style-type: none"> Installed a much brighter light at employee entrance 	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	<ul style="list-style-type: none"> Solar panels were inspected and cleaned 	Ongoing	Johnson Redburn Reid	
	Perform self-check, sorter and server maintenance backups on a scheduled basis	<ul style="list-style-type: none"> Worked with Tech Logic on installing an RFID reader firmware update on Miriam and Claire's PCs in preparation for moving to Windows 10 Elevated Holds and Sorter PCs for better visibility across the room, enlarged font on Holds PC Installed new book drop signage outside w/ automated sorter and manual drop hours 	Ongoing	Amy Bedell Burns Hamlin Johnson Moore Watts Woodward	4.4 Leverage the use of technology to enhance efficiency and productivity
	Maintain, enhance and upgrade Koha Integrated Library System	<ul style="list-style-type: none"> Removed library and staff name from messages on patron records for a cleaner, easier to read display Reduced six reports to only two by creating a new monthly report that combines statistics for bibs added/deleted and items added/deleted on one page and another one for orders placed/received Added jQuery to display all Z39.50 servers, patron suggestions, invoices and baskets in order to reduce paging through multiple pages Added jQuery to sort invoices and baskets in descending order as the default Installed, configured and tested Public Web Browser, Fortres and Clean Slate on new OPACs Re-routed materials from non-working to working sorter bins while waiting for repair Repurposed old OPACs for staff, Bonnie Finn Room and Foundation Combined multiple monthly reports on one page reducing number from 10 to 6 Changed the order of the tabs for patron suggestions Added pagination to bottom of cataloging results screens Submitted ticket for development of digest version of Auto_Renewal notices 	Ongoing	Amy Bedell Burns Hamlin Johnson Moore Watts Woodward	4.4 Leverage the use of technology to enhance efficiency and productivity

		<ul style="list-style-type: none">• Submitted ticket for development of improved macros in Advanced Cataloging Editor• BWS ran the MARC mapping cron job for 260 c and 264 c• Added jQuery to display all results for: Holds to Pull, Holds Ratios, Patron Suggestions, Order/Invoice Searches, Item Types, Locations, Z39.50 Servers, MARC Frameworks, Titles Ordered/Received, Patron Notices, Patron Fines, Holds History• Enabled default sort for: Orders Search table by title in ASC order, Holds to Pull table by location, Invoice table in DESC order• Changed default tab to Holds to Pull and added 'NO DASHES' hint to text number field in patron records• Made 'News' default to the librarian interface to prevent posting items to the OPAC• Changed "Payment, thanks" to just "Payment" and removed unnecessary text from payment descriptions and patron messages• Changed 'Shipping Cost' to "Processing Cost" and "Shipping Fund" to "Fund" to reflect actual practices• Removed 'Bedford Public Library' from "Home Library" column and changed label to "Location"• Changed "Serial Number/Enumeration" to "Number/Volume"• Removed 23:59 timestamp from due date column in staff catalog• Added background color to 'substitute' button in Z39.50 searches• Leslie installed four new barcode scanners• Changed hourly loan times from military to standard time• Created dummy spine label record for creating labels on the fly• Began testing Coverflow carousel on Koha test server• Researched possibilities for limiting patrons to three items on their first checkout			
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		<ul style="list-style-type: none"> Submitted a ticket for a cron job to send an alert to patron 14 days before card expires. 			
	Monitor bandwidth usage to ensure mobile devices and increasingly graphical nature of the Internet are meeting needs of users	No Action this Quarter	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"> Replaced damaged cord on charging station 	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	<ul style="list-style-type: none"> Compiled list of unplanned budget expenses Attended Budget Kickoff Completed FY19/20 line item budget, expenditure/revenue projections, compiled list of potential budget cuts Corresponded with Finance regarding moving PayPal account to Special Events 	Ongoing	Johnson Redburn Reid	
	Participate in statewide and regional consortiums to share costs	<ul style="list-style-type: none"> Participate in North Texas Libraries On the Go consortium to provide access to ebooks, audiobooks, and digital magazines Participate in statewide CloudLibrary consortium to provide expanded access to ebooks & audiobooks 	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"> Technical Services & Circulation worked together to add predefined messages to account to standardize patron messages. Trained staff on use. 	Ongoing	All Staff Woodward Johnson	4.4 Leverage the use of technology to enhance efficiency and productivity

	Monitor accreditation standards required by the Texas State Library and Archives Commission.	<ul style="list-style-type: none"> Accreditation In State Library system Application completed and submitted on 03/27/19 	Ongoing	Redburn Reid	
	Participate in national, state and regional benchmarking surveys.	<ul style="list-style-type: none"> Compiled list of unplanned budget expenses, completed Texas State Library annual report and PLDS annual reports Requested PLDS Report access 	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"> Assisted North Richland Hills with jquery language for notices 	As required	All Staff	4.3 Set the example for regional leadership and collaboration