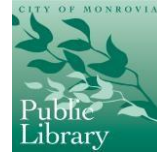




**CITY OF MONROVIA
LIBRARY BOARD
AGENDA REPORT**



DEPARTMENT: Public Services

MEETING DATE: January 24, 2018

PREPARED BY: Carey Vance, Library Manager

AGENDA LOCATION: AR-1

TITLE: Library Strategic Plan Q1 2018 Progress Report

OBJECTIVE: To provide the Library Board with a progress report on the Strategic Plan as of Q1 2018

UPDATE: The Monrovia Public Library Strategic Plan 2017-2022 was officially recommended by the Library Board on July 27, 2017 and was approved by City Council on August 1, 2017. Staff launched the plan to the public with a celebration on September 30, 2017 after a year of engagement with the Library Board, community, and city staff. Quarterly updates to the Library Board on the progress of the goals and activities of the plan are just one way Staff are ensuring that this plan will be a dynamic and living document that shapes the Library's future.

The plan has a total of 22 SMART Goals and 64 supporting Goal Activities. For the first year, there were five goal activities due in 2017 and all five were completed. Overall, as of January 2018, there have been 20 goal activities completed, including several that were completed before their original due date. In addition, Staff is enthusiastically working on activities that will be due in 2018 as well as ongoing goal activities that require regular review. While two minor changes were made to due dates under the strategic directions of Enhance Technology and Enhance Staff Development, no other changes are necessary at this time. This plan is a living document and Staff will ensure it grows and changes with the Library's and community's needs. Any changes or modifications will be included in progress reports moving forward.

Here is a brief snapshot of what has been accomplished as of January 2018 (for a complete list, please see the SMART Goals Worksheet attachment):

Enhance Experiences

Staff made great progress in refreshing the collection and reviewing online resources this past year, including:

- Several collections within the Adult and Youth Services areas were reviewed for repair and/or deselection, resulting in 33.7% of the entire collection being refreshed in 2017
- The collection development policy was reviewed by staff with updates finalized and posted January 2018
- After careful review of usage statistics, several online resources were canceled resulting in a cost savings of \$10,763
- Staff met with several organizations that cater to older adults, including: the Community Center's Senior Group; local Senior Living Facilities Brookdale, Regency, and Heritage Park; as well as presenting volunteer opportunities for the Providers Group

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Enhance Access & Enhance Partnerships

While no goal activities were completed, Staff has made much progress in a number of areas, including:

- Partnering with the Library's Foundation and Monrovia Reads to launch the Monrovia Reads Van in January 2018, expanding literacy services to elementary school students across the City
- Expanding Summer Reading Programs to South Monrovia with events at Station Square
- Establishing a Public Relations Team that, starting in January 2018, will begin to meet regularly to create a marketing plan and evaluate promotional activities
- Staff met regularly with the Legacy Project Team to launch an online resource in early 2018 that will highlight Monrovia's rich history
- The City's Planning Department was given a tour of the Heritage Room and its resources in March 2017, while a new updated historical home research guide was created by Staff to share with other departments as well as local historical organizations

Enhance Technology

Several new services were introduced in 2017 in alignment with the plan's goals, including:

- A new vendor installed a streamlined copier/printer for public use that will result in an estimated savings of 55% over FY16/17
- Staff created policies and practices for the circulation of three telescopes and six Kindles that were introduced for use in July and December, respectively
- A social media calendar was established January 2018 and regular monthly posts were created to promote the Library's online resources

Enhance Image

Staff created survey cards for select programs and, as of December 2017, they were being used at 30% of all Youth Services programs. Also, Staff met with facility staff and created a facility checklist January 2017 that has resulted in more frequent maintenance of the Library.

Enhance Staff Development

Staff Development was a major focus in 2017, with the Library receiving the opportunity to participate in the BELC (Building an Effective Learning Culture) Initiative sponsored by the State Library. This led to a number of new activities, including:

- Establishing the "Learning Hour" for staff, which is a regularly scheduled time dedicated to learning something new that relates to their duties, the Library's strategic plan, or the City's mission
- Creating a professional development plan that includes departmental goals that are decided by each team
- Holding the first annual Staff Learning Summit in August 2017 that gave staff the opportunity to share what they learned during their "Learning Hour" time, which included: new promotional software, creative thinking, foreign languages, and office software

In addition to the BELC Initiative, Staff also worked with Human Resources to launch new evaluation software in June 2017 and an updated evaluation form for part-time employees in December. Volunteers were recognized at three events in 2017, including: the Volunteer Celebration in February, the TAB Recognition Party in June, and another Volunteer Celebration in September.

Overall, much was accomplished the first year of the plan and Staff look forward to moving forward with the goals of 2018 and beyond.

FISCAL IMPACT: There is no fiscal impact associated with this report.

RECOMMENDATION: Staff recommends the Library Board move to receive and file **AR-1 Library Strategic Plan Q1 2018 Progress Report**.

LIBRARY BOARD ACTION REQUIRED: If the Library Board concurs the appropriate action would be a motion to: ***Receive and file AR-1 Library Strategic Plan Q1 2018 Progress Report.***

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