

Strategic Direction: Enhance Experiences
Establish a welcoming space where the community enjoys enriched experiences

SMART Goal	Supporting Activities	Responsible Staff	Start Date	Due Date	Status	Notes
Goal 1: Establish programming that aligns with organizational values and strategic directions	Create a programming plan template that includes space to document at least 2 measurable outcomes and goals	AS Programming Team, YS Staff, Supervisors	Q4 2017	Q3 2018	In Progress	AS Staff working on plan; YS Staff completed plan, adding evaluation component
	Annually review 30% of programs, measuring the outcomes listed in the program plan using patron surveys	AS Programming Team, YS Staff, Supervisors	Q4 2017	ongoing	In Progress	YS Staff and the AS Programming Team will conduct the first annual review during Q4 2018
Goal 2: Review and refresh Library collections	Assess current print holdings, review usage statistics, and refresh 20% of the collection annually	Supervisors	Q1 2018	ongoing	Completed-Ongoing	Weeded/refreshed Juv NF, Juv Fic, YA NF, Picture Books, M-Z Adult Fic, Large Print, DVDs, CDs, BkCD in 2017; equals 33.7% of total collection
	Review and update collection development policy	Supervisors	Q4 2017	Q4 2018	Completed	Draft updated by supervisors August 2017; reviewed by staff September 2017; finalized & posted January 2018
Goal 3: Review online resources	Assess current online resources and review usage statistics at the end of each fiscal year, cancelling services that show a decrease in use of 10% or more from the prior year	Library Manager, AS Librarian	Q3 2017	ongoing	Completed-Ongoing	Canceled Gale Courses, Novelist, Newsbank, and Pronunciator due to low usage; Gale Courses (\$5556) usage from FY15/16 to 16/17 50% decrease; Novelist (\$2142) 39% decrease; Newsbank (\$2235) 42% decrease; Pronunciator (\$830) 80% decrease
	Ensure staff are familiar with online resources by providing trainings and updates every two months, resulting in 100% of staff having minimum knowledge of available online resources by 2021	Clerks	Q1 2018	Q2 2021	In Progress	Supervisors will encourage staff to use Learning Hours to update themselves on the online resources; will have a presentation at the Staff Learning Summit 2018; will add to the staff meeting agendas
	Create and implement marketing plan for online resources with at least 3 strategies and evaluate the usage statistics annually	Library Manager	Q1 2018	Q2 2018	Completed	Starting January 2018: regular posts on social media, creating handouts, and introducing Tech Pop ups (ex. Tech Pop Up on Libby ebook app January 2018)

Goal 4: Evaluate physical space and make recommendations to create a more welcoming environment	Assess library space and layout with current and future use in mind by surveying staff and patrons every two years, with a minimum of 50 respondents made up of various stakeholders	Supervisors	Q2 2018	ongoing	In Progress	Using survey data from the Strategic Planning process in late 2016 as base, will hold a space use survey in late 2018 focused on the Adult Services Area
	Track current usage to determine need and then establish defined spaces for learning, technology, group study, and community use	Supervisors	Q2 2018	Q2 2020	Waiting	Will revisit once the Library Park Redesign is completed so staff can incorporate new indoor/outdoor spaces
	Identify at least 3 resources and/or individuals that can assist with space reorganization	Supervisors	Q1 2018	Q3 2018	Completed	Undisclosable, ABHE (Library Park redesign), and Linda Demmers/Libris DESIGN (a good resource of information)
Goal 5: Review options for expanding the indoor/outdoor space of the Library	Conduct community meeting to gather input and then work with the City to develop ideas for how best to utilize park space for the Library	Library Manager	Q2 2018	Q2 2019	In Progress	City staff met with ABHE for Library Park Redesign Fall 2017; Joint LB/CSC Meeting early 2018
	Assess community need and review best practices for a Café experience at the Library by visiting a minimum of four local library cafes by 2022	Café Project Team	Q2 2020	Q2 2022	Waiting	
	If a Café is feasible, work with the City to review legal and policy issues, and identify up to 3 potential locations as well as 3-5 potential partners	Café Project Team	Q2 2020	Q2 2022	Waiting	
Goal 6: Support lifelong learning, with an emphasis on 21st Century skills for youth and "Active Mind, Active Life" programming for seniors	Refresh current programming with a minimum of 20% of programming having an emphasis on 21st Century skills by 2021	AS Programming Team, YS Staff	Q1 2018	Q3 2021	Completed	Staff started STEAM programming with Makerspace equipment funded by the Foundation in 2017; Youth Librarians received the Innovation Station Grant from the State Library in December 2017 and partnered with Oak Crest Institute of Science to purchase telescopes, circuitry kits, and other items that were used during Spring Break for their SciLab programs; after the success of SciLab in April 2018, the program will be expanded for the summer reading program; from July 2017-April 2018, there have been 59 STEAM programs for youth, which comprises 23.6% of total youth programming for that period
	Partner with the school district and other educational organizations within the community to expand the offerings and promotion of youth programming with staff attending 2-4 school or PTA meetings per year	YS Staff	Q2 2018	ongoing	In Progress	Staff has partnered with Monrovia Reads and MUSD on the Monrovia Reads Van project; attended the annual Santa Fe Parent Literacy Night October 2017; attends monthly Healing Connections meetings at the high school; hosts monthly meetings for local school librarians in the Library's Heritage Room
	Review current programming for seniors and identify areas where new or refreshed ideas are needed, implement 3-5 programs and/or services with measurable outcomes by 2019	AS Supervisor, AS Librarian	Q1 2018	Q3 2019	In Progress	Adult Services Programming Team working on this
	Identify and meet with potential community organizations that cater to seniors in the community resulting in 3-5 visits by library staff by 2019	AS Supervisor, AS Librarian	Q2 2018	Q1 2019	Completed	Staff has partnered with the Community Center's Senior Group for two Senior Lunch & Learn visits in September 2017; provided presentations on library services and a roving collection to both the Senior Group and local facilities; regularly partners with Brookdale, Regency, and Heritage Park; presented on volunteer opportunities for Older Adults at the Providers Group meetings in July 2017 and again in November 2017
	Implement new or expanded senior programming and regularly review it's impact based on feedback from the community and measurement of outcomes using surveys with a minimum of 10% of program attendees responding	AS Supervisor, AS Librarian	Q4 2018	Q3 2019	In Progress	Staff began providing scaled down versions of library programs at local facilities for seniors, including a DIY Garden Workshop in April 2017; will incorporate surveys in 2018