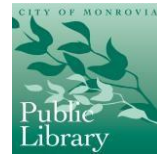




**CITY OF MONROVIA  
LIBRARY BOARD  
AGENDA REPORT**



**DEPARTMENT:** Public Services

**MEETING DATE:** January 24, 2019

**PREPARED BY:** Carey Vance, Library Manager

**AGENDA LOCATION:** AR-1

**TITLE:** Library Strategic Plan Q1 2019 Progress Report

**OBJECTIVE:** To provide the Library Board with a progress report on the Strategic Plan as of Q1 2019

**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. 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 63 supporting Goal Activities. The plan originally had 64 supporting Goal Activities but staff noticed that two Goal Activities under Enhance Partnerships-Goal 2 had duplicative wording. The removed Goal Activity has been noted on the attached SMART Goals Worksheet. As of January 2019, there have been 42 goal activities completed. Staff made great progress in 2018 and looks forward to the new year as a time to review library hours, celebrate the 10 year anniversary of the new building with library-wide events, and work on the Library Park Redesign to expand indoor/outdoor space for the community.

Here is a brief snapshot of what has been accomplished as of January 2019 (for a complete list, please see the SMART Goals Worksheet attachment):

**Enhance Experiences**

Staff continues to make progress in programming, space planning, and supporting 21<sup>st</sup> century skills for youth as well as "Active Mind, Active Life" programming for adults, including:

- Staff has partnered with the activities coordinator at Heritage Park and Regency Court for monthly visits with original programming that enhances the residents' sociability, hand/eye coordination, dexterity, and mental well-being
- STEAM programming continues in FY18/19 with SciLab workshops at Oak Crest in September, a Mars Landing astronomy program in October, 3D Printing Academy in December, & weekly SciLab drop-in science projects in January
- The hourly head count data, collected for the library operating hours review, also provides basic usage data within the building that will be used when making decisions regarding defined spaces after the Library Park Redesign Project is completed
- Received \$7500 CA Initiatives Grant from State Library to refresh the adult wellness and lifestyle collections as well as the juvenile parenting collection with all new books on the shelves by November 2018

**AR-1**

## **Enhance Access**

With the continued growth of the library's mobile services, thanks to the launch of the Monrovia Reads Van, Staff is working on ways to ensure library resources and services are effectively promoted and improved upon moving forward, including:

- In preparation for the review of library hours, Staff recorded hourly head counts from November 2018 to January 2019, to get a better understanding of usage patterns within the building
- The Monrovia Reads Van, in the first half of the 18/19 school year (as of December 2018), served 2,234 people, created 78 library cards, and circulated 1,097 books

## **Enhance Partnerships**

Staff continues to expand existing partnerships or grow new connections with local organizations, including:

- Staff are scheduling meetings and tours of local libraries that have successful partnerships with social service organizations to ensure the library is following best practices within the field
- The Monrovia Legacy Project Historical Online Collection continues to grow in popularity with 6,099 searches made in 2018
- Working with Community Development Staff on the relocation of historical plans from their department to the library, ensuring preservation and access for future generations

## **Enhance Technology**

Most goals for this Strategic Direction have now been completed with the remaining activity related to evaluating new services launched in 2017 after a two year implementation. Items completed include:

- The successful launch of the CENIC Broadband Network in August 2018 has resulted in an almost complete stop to voiced concerns from patrons regarding internet speeds
- The telescopes, introduced in July 2017, continue to be very popular with multiple reserve requests and their popularity has resulted in two community members approaching Library Staff in January 2019 with the offer of donating 1-2 additional telescopes to help meet demand

## **Enhance Image**

Staff continues to work on marketing and promotion of library services and programs as well as engaging with community stakeholders:

- The Public Relations Team meets on a monthly basis and has started work on a marketing plan for the Library
- Staff is celebrating the 10 year anniversary of the new building with quarterly library-wide events, the first, the Harry Potter Yule Ball, was held in December 2018 with 562 attendees who cited the Library's social media promotion as the main way they learned about the event

## **Enhance Staff Development**

All goal activities for the Staff Development Strategic Direction have been completed. Continuous growth and lifelong learning are integral elements of Library and City culture and though the goal activities have been completed, progress will continue. The fact that this strategic direction was the first section completed by Staff illustrates the importance they place on continual improvement and providing premier levels of service to the community.

Overall, much has been accomplished since the plan was introduced in 2017. Several major projects and new services were launched, including: the Monrovia Reads Van, the CENIC Broadband Network, the Public Relations Team, and the annual Staff Learning Summit. Upcoming projects include the Library Park Redesign, the anniversary of the new library building, and an operating hours review. Staff looks forward to building upon their successes in the coming year as they continue to provide their very best for Monrovia.

**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 2019 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 2019 Progress Report***.

# AR-1