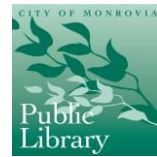




**CITY OF MONROVIA
LIBRARY BOARD
AGENDA REPORT**



DEPARTMENT: Community Services
Library Division

MEETING DATE: January 23, 2020

PREPARED BY: Carey Vance, Library Manager

AGENDA LOCATION: AR-1

TITLE: Library Strategic Plan Q1 2020 Progress Report

OBJECTIVE: To provide the Library Board with a progress report on the Strategic Plan as of Q1 2020

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 duplicate wording. The removed Goal Activity has been noted on the attached SMART Goals Worksheet. As of January 2020, there have been 53 goal activities completed, 84% of the total. Staff made great progress in the first two years of the plan and continues to review it to ensure the plan remains effective and compatible with the changing needs of the community.

Here is a brief snapshot of what has been accomplished as of January 2020 (for a complete list, please see the SMART Goals Worksheet attachment):

Enhance Experiences

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

- The library has received free dementia and Alzheimer's activity kits, funded by a state grant, that will support staff as they provide outreach to local senior facilities and memory care groups as well as kits that will be available for checkout by patrons by Q2 2020, a valuable new resource for families and caregivers
- Using both grant funds and support from the Friends, staff will be updating the career and legal books in the Adult Services Area in Winter 2020 as a way to continually refresh important resources for the community as well as providing up to date information for job seekers
- The 3D printer and TinkerCad workshops continue to be popular, with staff printing 182 designs by patrons in 2019, an increase over the 162 designs submitted in 2018, and an example of the impact 21st Century Skills programming is having on community members of all ages

AR-1

Enhance Access

With the continued growth of the library's mobile services and enhanced access to library resources, Staff is working on ways to ensure new or expanded services are effectively promoted and improved upon moving forward, including:

- The Monrovia Reads Van expanded service during the 19/20 school year to include regular visits to the local middle schools, high schools, and the Canyon Early Learning Center with the first six months of school seeing a total of 2,656 students and families visiting the van and checking out 905 books
- The library partnered with Huntington Oaks Center to have the Monrovia Reads Van visit in December 2019, bringing library services, storytime, and activities to South Monrovia. This visit allowed staff to reach 140 children and their families, part of the library's ongoing efforts to build partnerships with local businesses, expand access to services, and highlight library resources to the community

Enhance Partnerships

Staff continues to expand existing partnerships as well as reviewing best practices of local organizations, including:

- Staff partnered with the local American Legion Women's Auxiliary to support hospitalized military personnel with a donation box in the Library Lobby during the months of December 2019 and January 2020, gathering personal items and craft supplies to support veteran wellness and recovery
- A new service of offering access to a VSO benefits officer on-site at the Veterans Resource Center started in August 2019 and as of the end of December 2019, 121 veterans and their families have received support and services

Enhance Technology

All goals for this Strategic Direction have been completed as of April 2019. Completion of this strategic direction illustrates the importance the Library places on providing all community members with access to the most up-to-date technology and devices. This is not only meant to meet their evolving needs as technology changes but also ensure universal access for all, reducing the digital divide within Monrovia for community members of all ages and backgrounds. Items completed in 2019 include:

- The Library Foundation approved the purchase of two new 3D printers in December 2019, which will allow enhanced access to the STEM skills needed to design items at monthly library workshops as well as the ability for staff to take the library's smaller 3D printer off-site for outreach visits
- The telescopes, introduced in July 2017, continue to be the most used items in the library, with a turnover rate of 56 (three telescopes circulating 168 times) and consistently one of the most reserved items, with a total of 21 reserves as of January 2020
- Aided by the user-friendly interface of the Overdrive app, *Libby*, ebook interest and usage continues to grow, with 7,160 checkouts since the start of the 19/20 fiscal year

Enhance Image

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

- The Marketing Team finalized a marketing plan draft that was reviewed by staff in December 2019 and will be presented at the January 2020 Library Board meeting
- The library's Instagram account has grown in popularity over the past year, with 1,274 followers as of January 2020
- Veterans Resource Center staff and volunteers were awarded a certificate of recognition for service to veterans from State Senator Portantino in November 2019 as well as the Monrovia Chamber of Commerce's annual Military Service & Stewardship Award in January 2020 for their positive impact on the lives of local veterans and their families

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 continues on to this day. Learning Hours are still an integral part of all staff members' schedules, annual evaluation goals continue to align with strategic plan elements, and the third annual Staff Learning Summit took place on August 8, 2019. A new staff development program, Collab Lab, will be launched in early 2020 as a way for staff to learn from one another while working on specific projects that grow their skills. Staff's feedback on Collab Lab and what they seek to gain from it has been thoughtful and enthusiastic. It is no wonder this strategic direction was the first section completed by staff. They recognize the importance of 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 Marketing Team, and the annual Staff Learning Summit. Upcoming projects include the Library Park Redesign and the launch of the marketing plan. Staff looks forward to building upon their successes moving forward 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 2020 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 2020 Progress Report.***

AR-1