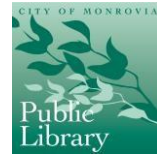




**CITY OF MONROVIA  
LIBRARY BOARD  
AGENDA REPORT**



**DEPARTMENT:** Public Services, Library Division

**MEETING DATE:** February 23, 2017

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

**AGENDA LOCATION:** AR-1

**TITLE:** Library Strategic Plan Update

**OBJECTIVE:** To provide the Library Board with an update of the Strategic Plan's progress and SMART Goals development

**UPDATE:** Staff met on January 27 to discuss the SMART Goals for the Library's Strategic Plan. A spreadsheet was created and drafts of goals were considered that aligned with the Strategic Directions. Each Strategic Direction and its proposed goals were assigned to a team of lead staff. These teams have met several times throughout February to continue working on the document.

The SMART Goals drafted so far within the Strategic Directions are as follows:

Enhance Access

1. Evaluate and recommend Library hours of operation to meet the needs of the community.
2. Evaluate and recommend Library needs in southern Monrovia.
3. Evaluate and recommend ways to enhance the mobility of the Library.

Enhance Partnerships

1. Create an environment of actual and perceived inclusion where all are welcome.
2. Target and connect with specific underserved populations.
3. Develop and sustain trust within the community.
4. Develop partnership with social services and mental health providers.

Enhance Image

1. Establish a Public Relations Team focused on demonstrating the Library's relevance within the community.
2. Market the Library's story.
3. Partner with the City's Facility Staff to identify annual maintenance needs.
4. Find ways to better engage with various community stakeholder groups.

Enhance Technology

1. Increase the reliability and speed of free Wi-Fi services at the Library.
2. Evaluate and recommend a new print management and reservation system.
3. Evaluate and recommend a digital archive software system for historic files, photos, and archival items.
4. Increase access to technology devices for use both inside and outside the Library.
5. Research and recommend personal charging stations for public use at the Library.

**AR-1**

### Enhance Experiences

1. Assess current programming to determine its relevance within the community.
2. Find effective ways to connect the community to services or programs.
3. Evaluate physical space and make recommendations for improved efficiencies.
4. Research the feasibility of including a Café experience at the Library.

### Enhance Staff Development

1. Clearly outline for all staff and volunteers the organizational values as well as the Library Strategic Directions and SMART Goals.
2. Be fanatical in engaging staff and volunteers in the Strategic Plan development and execution.
3. Provide timely and meaningful feedback to all staff and volunteers related to their ongoing performance and contributions to the team.
4. Develop ways to celebrate the success and contributions of staff and volunteers.
5. Develop programs to increase staff exposure to "best practices" within the library field.
6. Develop a comprehensive professional development program for staff based on desires, competencies, and skills.

Staff will meet with consultant Ray Patchett to review the draft spreadsheet of the SMART Goals on March 8. A more complete draft of the SMART Goals will be presented to the Library Board members for their feedback and direction at the March 23 meeting.

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

**RECOMMENATION:** Staff recommends the Library Board move to receive and file **AR-1 Library Strategic Plan Update**.

**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 Update.***

# AR-1