

Service Distribution

Mobile Library

After extensive research and discussion, the library decided to purchase a mobile library to extend the library's reach out into the community and enhance the library's visibility. Team members had investigated on-site lockers for after-hours pick-up of holds and the mailing of holds to households, but a mobile library was determined to be a better way of serving the community's needs. Enthusiastic feedback from representatives from the Carmel Parks, Schools, and area senior communities contributed to the decision. After determining the ways CCPL will use a mobile library, a vehicle with the necessary specifications was ordered in October with expected delivery in late spring of 2015. In the meantime, cross-departmental mini-teams will meet to fine-tune various aspects of the mobile library service.

Assistive Technologies

The team created a service plan for purchasing devices and software to meet the needs of patrons with disabilities. Examples include magnification software, screen reading technology, and a portable sound amplifier. These devices will be available for patrons to use

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2015 Service Distribution Goals

- Oversee the planning for and launch of the mobile library service
- Purchase assistive technology, develop training for staff, and promote the service to patrons

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ibrary beginning in early 2015.

Community Engagement

Little Free Libraries

The team installed three Little Free Libraries (LFLs) within the community – one at the John Hensel Government Center in south central Carmel, one at West Park, and one at Founders Park on Carmel's east side. Stocked with books picked from among those donated to the

Friends of the Library, the LFLs provide free materials that do not have to be checked out. Although the idea is that visitors will "Take a Book, Leave a Book," it is often challenging for the volunteer "stewards" who restock the LFLs to keep them filled, especially with children's books. In the future, the team plans to put more LFLs in the community, including at least one designed and built by Carmel High School students.

Business Outreach

To further engage the business community, team members represented the library at an Arts and Design District Business Association meeting and at the Rotary Vocational Fair.

2015 Community Engagement Goals

- Expand the Little Free Libraries program
- Develop a library speakers bureau
- Improve connections with community organizations and small businesses

ps about résumé writing and LinkedIn were offered at the library.

Library Speakers Bureau

Five staff members have been selected to serve on a new library speakers bureau. The group will develop a series of core presentations that can be offered to community organizations. Speakers will also be primed to represent the library at community events and to give tours of the library.

World Book Night

In April the library participated in World Book Night. Staff members distributed free books at

2015 Innovation Space Goals

- Continue to work on co-working space project
- Explore the possibility of creating a Digital Media Lab within the library or at the off-site co-working space as appropriate
- Coordinate other projects related to space re-utilization within the library (in conjunction with OI team's assessment of library staffing)

ints around Carmel.

Innovation Space

Co-Working Space

Team members researched the concept of co-working spaces, visiting both LaunchFishers and the DeveloperTown/SpeakEasy space in Indianapolis. They met to discuss the concept with Ignite Development, a small-business consulting firm based in Carmel, and with Carmel

Clay Schools administrators. These groups are exploring the possibility of creating a co-working space with a strong educational component at 515 East Main Street.

Organizational Innovation

Strengths Development

Using the Strengths Inventories that were written for each library job level, the team identified several key strengths to develop library-wide — Technology, Organizational Awareness, Communication, Public Speaking, Project Management, Team Building, and Political Awareness. The team discussed ways of improving these strengths, including the following:

- *Increased technology training based on a survey of staff learning needs and styles*
- *Quizzes to identify and correct organizational knowledge gaps*
- *Creation of a library speakers bureau*
- *Library funding and governance presentation at staff meeting*

Saturday Floaters

Staff from the Children's, Young Adult, Audiovisual, and Reference departments are taking

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2015 Organizational Innovation Goals

- Integrate the performance evaluation process into ADP
- Explore public library staffing models and review CCPL's staffing structure for possible improvements (in conjunction with IS team's space re-utilization projects)

"Saturday floaters," visiting each department in turn to provide staff breaks, to offer assistance to patrons who are browsing in the collection, and to be "on call" to report to busy areas. The goal is to provide better service to patrons, to free staff for more outreach and off-site programming duties, and to improve organizational awareness. After a successful start, the system will be continued through at least the first quarter of 2015.

Synchronizing Procedures

A new contract was developed for use with outside performers. The process for handling called-in holds was made more consistent, as were the steps for tackling missing, overdue, and lost-paid items.

Customer Service Surveys

The team prepared a customer service survey for patrons in January, with overall positive responses. A follow-up survey is being carried out in December.

21st Century Skills

Information Gathering

The team leaders began investigating the concept of 21st Century Learning Skills. In 2015, the team will take on additional members and develop a plan for building the Carmel community's 21st century skills.

Patron Relationship Building

Offsite Library Card Registration

Staff piloted the MobileCirc service, which allows staff to register patrons for library cards from outside the library, at Carmel High School's registration days in early August. With a mini-iPad, MobileCirc can be run off a Wi-Fi network or through a mobile data plan. Staff have since used the technology to register and re-register patrons at other off-site programs.

Postcard Campaign to South Central Carmel

The team developed three postcards for targeted mailings to roughly 1,000 households in the South Central area. Recipients were offered a small prize if they brought the postcard back to the library, but only a handful of them did, which made it difficult to gauge the success of the mailings. The percentage of residents in the South Central area who have library cards increased by 6.4% over the past year, but that increase was not greater than the increase across the township as a whole.

Emails to Inactive Patrons

Patrons who have not used their library cards in twelve months now receive an automated message from the library. The message highlights new services that the library offers to encourage patrons to re-engage with the library.

"Getting a Library Card" Brochure

2015 21st Century Skills Goal

- Define 21st Century Skills as they apply to Carmel and convene a team to plan ways of developing these skills within the community

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The Collaborative Programming team will continue to play an advisory role to the Library-wide Programming Team but has discontinued regular meetings.

updated brochure provides information about how residents can get a CCPL card and is used by staff at outside events.

Collaborative Programming

Program Census

To better understand where attendees at library programs are coming from, the team organized a program census in June and September. Using an electronic map and questionnaire, attendees were asked to indicate where they live and whether or not they have a library card. After analyzing the results, staff saw that a higher than anticipated number of attendees are coming from the west side of Carmel. While the census provided interesting data, it did not suggest that the library's programs are failing to serve any particular section of the community. Having now developed the census mechanism, staff can use it in the future to survey attendees of a particular program as desired. A library-wide program census may be done every few years.

The Patron Relationship Building team has set the groundwork with creative responses for improving patron experiences. The team will discontinue regular meetings.

New Initiatives for 2015

Asset Map

An inventory of community organizations, individuals, and other assets – as well as the interrelationships between them – that can help with engagement efforts, advocacy, and collaborations

Conversation Cafés

Small conversation groups that meet in the library and/or at other community locations to discuss a topic of shared interest