

October 2014 Board Report of Strategic Plan Activities

Service Distribution Strategies

- At their September meeting, the Board of Trustees voted to purchase a mobile library vehicle. OBS, a Canton, Ohio, company that specializes in customized bookmobiles and mobile medical services centers, had presented the library with the lowest quote. After reviewing the available options with the company, the purchase contract was signed. Anticipated delivery is late spring or early summer.
- A presentation is being planned for October's all-staff meeting to share more specifics about the mobile library project with staff and answer their questions. In preparation, several team members traveled to the Greensburg Public Library to take pictures (see examples below) and

film



video of their bookmobile, which is the same model as the one CCPL has ordered.

Community Engagement

- Library staff attended the Hamilton County Realtor Fair and the Rotary Vocational Fair, speaking with attendees at these events about library resources.
- CCPL will collaborate with the Engineering and Technology Department at Carmel High School to build another Little Free Library. The plan is to place this LFL near the Soho Café and the Monon Trail.
- Five CCPL employees from various departments will form the Library Speakers Bureau. The first meeting for this group will take place November 5.

Collaborative Programming

- Team members will be meeting soon to discuss the data collected in the June and September program censuses. Here are some examples of the types of questions that the census data can help answer:
 - In what part of Carmel do attendees live? If CCPL wanted to draw in patrons from a particular area of the community, what kinds of programs are likely to appeal to them?
 - Were there programs where a significant number of attendees didn't have a library card? How can staff promote library card sign-up at those programs in the future?
 - Looking at the market segments of attendees at a certain program, what topics are likely to be of high interest for future programs?

Innovation Space

- Team members met again with Jennifer and John Robbins of the small business consulting firm Ignite Development. Ignite is continuing to explore the possibility of opening a co-working space with a strong educational component in Carmel and is seeking a strategic partner to help fund the venture. In the meantime, it might be possible for CCPL and Ignite to offer entrepreneurship programming at the library to start building a co-working community.
- The team has reached out to CCS superintendent Dr. Nick Wahl to begin a conversation about the future plans for the building at 515 East Main Street.

Organizational Innovation

- To boost technology skills, library staff will have the opportunity to participate in 23 Mobile Things, a program for learning about mobile technologies that was originally developed by libraries in Denmark and Australia. Like the Web Adventure program that many CCPL staff participated in in 2010, this program will allow staff to gain technology skills by experimenting with an assortment of technologies at their own pace. The program will be unveiled for staff either at Professional Development Day in December or at the all-staff meeting in late January.
- To celebrate staff learning achievements, employees who have reached the 4-hour continuing education minimum have been given buttons to wear during the "bonus jeans day" of their choice.
- While quizzes at staff meetings have helped pinpoint gaps in employees' organizational awareness, the team felt a need to deal with organizational awareness more proactively. Managers have been asked to share more thoroughly the news from their departments in managers' meetings so that this information can be captured and disseminated.

Patron Relationship Building

- The team is considering sending an extra courtesy notice to patrons on the day their materials are due (in addition to the message they receive two days prior to the due date).
- Also under consideration is offering a printable library card registration form on the library website. Giving potential patrons a form that they could fill out ahead of time and bring with them would save time when they come to the library to get their cards.

21st Century Skills

- No update at this time