



February 2014 Board Report of Strategic Plan Activities

Patron Relationship Building

- Katherine Kersey has assumed the leadership role for this team. Denise Alaniz has joined as a team member.
- Patron Relationship Building is continuing work on the postcard for the South Central area, fine tuning the text as well as selecting just the right weight of high quality cardstock for printing.
- In the next couple of weeks the brochure about how to get a library card is scheduled to be revamped as schedules permit.
- Peter Konshak and Katherine Kersey are making progress towards mobile offsite library card registration.

Organizational Innovation

- Christy Walker has assumed the leadership role for this team due to time constraints for Cindy Wenz, who will remain as a team member. Katherine Huddle has joined as a team member and Board Member Bill Wiebenga will be on this team.
- Customer Service surveys were made available on paper and through the library's website over the course of two weeks. Responses were favorable overall, and the team will be discussing the findings.
- Meanwhile, staff members took a brief quiz at the January all-staff meeting to help gauge organizational awareness; and the team will look at the results to pinpoint knowledge gaps.
- Subgroups of the OI team are convening to discuss developing new guidelines for performance reviews and for synchronizing procedures library-wide.
- New initiative, project teams, team leaders and team members were assigned for the 2014 planning year.

Synchronization (new project team of Organizational Innovation working on *cross-functional Library improvements*)

- Christine Owens is leading this project team with Nancy Newport and Wendy Phillips as initial members. Judy Gareis and additional members will be asked to join discussions based on relevance throughout the coming year. This project team will synchronize internal processes cross-departmentally to correspond with efficiency/effectiveness changes and any new services of the Library.
- In January Christine Owens and Renee' Kilpatrick discussed the need for a collaborative work space for teens who are currently using the Children's Tech Room. The Adult Tech Room is a designated a quiet area, limited to 2 people working quietly there. Larger groups tend to become disruptive. As a short-term solution, the Training Room will be open during the hours most needed (from 3:30-6:30 M-W; 3:30-6 on Thurs and 3:30-5 on Fridays) for groups of 2-4. The Training Room will be staffed by Children's and Reference staff initially and YA once fully staffed again.
- Examples of procedures that are currently handled differently by various departments and will be looked at in the future include call in holds, missing and lost items, suggestions for purchase, interlibrary loan requests and program/speaker contracts. This team will also coordinate a new local author collection.

Innovation Initiative (new addition for 2014)

- Christy Walker and Peter Konshak are sharing the leadership of this new team. Other team members include Susan Wylin, Ruth Nisenshal, Judy Gareis, Wendy Phillips as well as board members Jim Hehner, Ranjit Puthran and Jack Stafford.
- Developed from Voice Initiative 10 in the original Strategic Plan document, this new team's focus will be on working with the community to provide space and services for entrepreneurs and innovators.
- Although still in the very early stages, the team is beginning to gather information about the types of co-working spaces that are offered in other communities, particularly those that are similar to Carmel and those in which public libraries are involved. Visits to nearby co-working spaces are being planned.

Service Distribution

- Christine Owens and Nancy Newport will continue as leaders for this team. Nancy Newport is the Project Leader for the Mobile Library. Denise Alaniz has also joined as a team member.
- Christine will visit senior centers and retirement facilities with two other team members to discuss how the mobile library (or Library Van) could provide service to them.
- The survey for the Holds Lockers will be administered from February 17 through March 3.

Mobile Library Project Team (project team of Service Distribution formed in 2013 to complete research and planning for a mobile library)

- The January meeting with the Library-wide Programming Committee produced many good ideas for use of the mobile library, including the checking out of materials before and after programs.
- The Mobile Library Project Team is working on formulation of questions for telephone interviews with “edge city” libraries regarding their use of mobile libraries as well as developing a list of advantages/disadvantages of a mobile library and other discussion areas.

Strategic Perspective/Community Engagement

- Beth Jenneman has joined Brian Barrett as co-leader for this team in 2014. Board members Jane Herndon and Jack Stafford have been asked to join this team and additional members may be added to gain fresh perspective and new ideas as plans for this year progress.
- The Memorandum of Understanding for Carmel Clay Parks & Recreation and Hensel Government Center has been completed, pending meetings to review and execute these documents with the appropriate parties.
- Four CCPL staff members were selected as book givers for World Book Night; the open house to pick up books to give away on April 15th will last from 5-8pm.

Collaborative Programming

- Renee’ Kilpatrick and Lisa Dick will continue as co-leaders for this team. Board member Jim Garretson has been asked to join this team for 2014.
- The Collaborative Programming team is working on their goals using three project leaders. No meeting was held in January. Progress from the project teams will be reported next month.

21st Century Skills (new addition for 2014)

- Renee’ Kilpatrick and Lisa Dick will co-lead this team with Judy Gareis and Wendy Phillips as additional team members. Renee’ will focus on children/youth while Lisa will focus on adults as they look at skill gaps for the Library’s patrons and service area.

Updated 2/13/2014