



## October 2013 Board Report of Strategic Plan Activities

### Patron Relationship Building

- Hand-outs that will go into the new patron packets are complete with a November target to start distribution; envelopes and bags to organize hand-outs will be ordered.
- The planning for the Library program scheduled in the South Central area on October 23 at the Clay Township Government Center on *Gardening with Native Plants* has been completed.
- Postcards promoting CCPL services and programs are in the design phase for a targeted January mailing to the South Central area.
- A brochure describing how to get a library card is being created for November completion and use at programs and events.
- Coordination of South Central continuing quarterly programming is being handled by the Library-Wide Programming Team.

### Web as Virtual Branch

- MediaSauce has finished their design work for the web site.
- In-house development is in progress to merge library content with the new structure and design.

### Refresh the Library Brand

- Applications of rebranding designs have been completed, including final selections for most Library communications; the New Patron Welcome materials have been completed.
- October/November remains the Communications target for rebranding completion.

### Organizational Innovation

- The team will be wrapping up its work on skill inventories this month and the next step is incorporating the skills into the performance review process.
- Continuing education/self-directed learning activity among staff members since May has totaled 445.25 hours; 90 of the 97 employees (90%) with a 3 hour continuing education requirement have made progress toward that goal; 43 (44%) of these individuals have already met or exceeded the goal with 3 months remaining.
- The team is expecting 100% goal attainment in continuing education/self-directed learning by December 31<sup>st</sup> and plans to recognize/celebrate that achievement in January 2014.

### **Strategic Perspective/Community Engagement**

- The team is finalizing the Service Plan for Little Free Libraries, with good discussion at the team leaders' meeting as well as at the PCE team meeting in September. The team is tentatively planning to open two Little Free Library units in April 2014.
- Team leader, Brian Barrett, is investigating a "Local Author Fair" where local authors can come sell their books and perhaps give a short book talk; may include local publishing companies or bookstores to host tables and talks.
- Programs began accepting registrations for two additional WorkOne Workshops on November 5<sup>th</sup> and 13<sup>th</sup>. The first workshops in October were very successful with full attendance.

### **Service Distribution**

- The committee formed to research the mailing of holds, customized bookmobile and holds lockers each completed a draft Service Plan that was submitted to the team for input and discussion at the October meeting.
- Field trips have been arranged for October 29 and November 5 to visit 4 libraries in Central Indiana with bookmobiles. The team plans to ask an extensive list of questions that were developed last month about all aspects of bookmobile operations.
- An initial quote was received for the building changes/additions needed to install holds lockers on a trial basis.
- Discussion progressed regarding the implementation of the mailing of holds before the end of this year to coincide with Meridian corridor barriers to Library access.

### **Collaborative Programming**

- A programming survey to determine where program attendees come from in the community is scheduled for the summer and fall of 2014; attendees will be asked to provide their library card for scanning.
- The team reviewed and discussed the Service Plan form for additional refinements.
- The Library-Wide Programming Team met this month with their new team facilitator, Jamie Beckman. Jamie will remain in close communication with strategic planning team leaders, Lisa Dick and Renee' Kilpatrick for coaching (if needed) and to provide team feedback.

**Updated 10/15/2013**