

Boise Public Library

Goals and Objectives for Fiscal Year 2019 and 2020

As of: 10-02-18

Focus Area 1: Delighting Readers and Sharing Stories

Initiative: Build and maintain collections that reflect the creativity, imagination, and ambition of our community.

Action:

1	Launch the Half-Gig concept.
2	Expand and broaden the Library's collection of digital content for use by customers, implementing "Creative Bug".
3	Evaluate the collection assessment process and streamline where possible.

Focus Area 2: Engaging Learners and Enhancing Knowledge

Objective: Develop programs to enhance the personal, business, and social well-being of people of all ages.

Action:

4	Expand the variety of programs for increased family engagement.
5	Expand and rebrand Homebound Services and develop new promotional materials to educate the service population about the service, additional partners, venues, etc.
6	Partner with Consortium members on baby program to get more library cards to more Treasure Valley residents, promoting the Read Me Treasure Valley' program.
7	Create VR, 3D, Maker's Space at Hillcrest.
8	Expand the idea of "Library as Platform" by continuing to refine the application and relevance of the "Suggest a Program" form.
9	Expand the scope of programs to include cultural identification and inclusion.
10	Evaluate the possible expansion of the Personal Shopper program to Cole & Ustick.

Focus Area 3: Inspiring Innovators and Fostering Creativity

Objective: Identify new and innovative ways to deliver library content and provide services.

Action:

11	Collaborate with Arts and History to develop program opportunities for the public and establish portable community art displays.
12	Host six or more performances of live music at Library locations.
13	Revamp of children’s area at Collister to engage kids in creative play and learning.
14	Implement curbside pickup at Bown Crossing, evaluate use.

Focus Area 4: Building Community

Objective: Increase community awareness of and engagement with library programs, services, resources, and collections.

Action:

15	Deploy the Fiscal Year 2019 and FY 2020 Community Relations Plan.
16	Complete the evaluation of partner organizations and develop criteria for future partnerships.
17	Partner with Step Ahead Idaho to develop joint programs, library card distribution, sharing of resources and materials.
18	Partner with local neighborhood associations to provide at least one program at local parks, focusing on early literacy, etc.

Objective: Develop spaces, networks, and programs around which communities based on neighborhoods, interests, and needs can form and thrive.

Action:

19	Develop talking points about service to the homeless population for the general public in collaboration with CE and CATCH.
20	Evaluate HIA (Health Impact Assessment) programs at Bown Crossing and create plan for Main Library.

Focus Area 5: Increasing Access, Operational Excellence, and Fiscal Sustainability

Objective: Continue to implement the Master Library Facility Plan.

Action:

21	Begin schematic design of new main library with value engineering.
22	Begin the second phase of the philanthropic effort for the new Main Library.
23	Work to create additional case statements for the project plan for phase 2 and 3 of the Main Library Vision project.
24	Create an operations plans for new main library; service profile, FF&E plan, etc. Evaluate space adjacencies and create the interior design plan.
25	Ground Breaking of new main library.
26	Conduct cost benefit analysis of expansion of hours at branches to 7x/week.
27	Evaluation of impact of annexation in south west Boise.
28	Complete analysis of lost revenue if fines and fees were eliminated. Ensure a process/method to retrieve library materials when overdue. Evaluate auto-renewals. Implement new City Accounts Receivable regulations.

Objective: Organize staffing, collections, and services to maximize opportunities for access and to reflect needs identified by the community.

Action:

29	Install and implement a holds pickup kiosk for city employees at City Hall. Evaluate use and develop statistics.
30	Use analytics from the Integrated Library System (ILS), Cengage, web based products, and other sources to determine customer usage and preferences for collections and services. Participate in the city-wide data project to review data from across the city to assist with making data-driven decisions related to operations and customer service. Develop dashboards for Library Administration.
31	Adopt mobile circulation practices at Main Library and Hillcrest.
32	Reduce the number of public service desktop PCs by 10% to incorporate mobile work station technologies. Evaluate inventory and replacement cycle for possible extension out another year.
33	Continue to evaluate Program Based Budget for the library system to blend with the City's budget approach.
34	Evaluation/consolidation/simplification of all library stickers. Develop a sticker standardization policy.
35	Explore access and accessibility for materials and resources through displays, signage, and catalog enhancements, creating a welcoming community for all immigrants/refugees. Participate in Title VI evaluation of all library programs/facilities and services, as well as, Title II of ADA compliance.
36	Develop a training/succession plan with multiple experiences for Senior Managers.
37	Creation of bibliographic record enhancement process/policy, with authority control.

38	Conduct an analysis and assessment of part time positions across library system to address the desire to create more full-time positions.
39	Collaborate with the Library Foundation to deploy the \$19 for 19 annual giving program and develop a public awareness program.

Objective: Develop community partnerships and opportunities for individual private giving to enhance funding for library services.

Action:

40	Begin the transformation of Youth Services at Main Library to engage new readers with a vision to put a library card into every child's hand.
41	Seek a self-service credit card donation option at all self-checkout stations.

Objective: Strengthen staff competencies related to innovation, creativity, and continuous improvement.

Action:

42	Evaluate possible addition of Kuna library system to the Consortium.
43	Evaluate safety concerns of public facing staff and provide training.
44	Organize a staff development team to facilitate staff learning and understanding of current trends and issues. Develop a cross divisional training plan. Develop staff "onboarding" process.
45	Identify staff members who would benefit from participation in a Leadership Development program.
46	Target staff conference attendance centered on maker's spaces, customer created content, and customer experiences.

Objective: Ensure that staff focuses on consistent service outcomes to ensure WOW experience in all locations.

Action:

47	Participate in the cohort design process to revise the employee performance assessment system (Connect Boise).
48	Plan and deliver the Fiscal Year 2020 staff in-service day, focusing on Library Futures.
49	Work with City-wide customer experience team to establish a city-wide "High Tech/High Touch" customer service philosophy and a federated approach to customer service.
50	Provide change management training for Library managers and supervisors.