



2009 Action Plan Year End Progress Report

DATE: February 5, 2010

Planning/Library Services

- Created Job Help Centers, which was a collaborative effort with four other Franklin County library systems and included the development of new programs and services and staff training
- Held county-wide Job Help Day @ Your Library
- Implemented use of After-hours Pickup Service
- Completed a thorough analysis of staffing in order to reallocate staff and reduce staffing levels
- Completed the building renovation projects
- Revised collection development scope statements and reviewed the Materials-Resources Selection Policy and determined there are no changes to it.
- Revised the schedule for weeding the collection
- Developed and conducted collection development training for staff
- Continued early childhood literacy efforts and participation in statewide Ready to Read initiative
- Completed one year evaluation of Worthington Park Library
- Developed and implemented a new program evaluation process
- Completed director meetings with all library departments
- Created the staff Idea Team which assisted in planning the board retreat dinner, the community breakfast and the staff participation in strategic planning
- Improved the summer reading program registration process and created 2009 summer reading program database
- Created new Injury/Incident Report form

Intersystems Issues

- Completed and received board approval for three Discovery Place contracts:
 - Integrated Library System—catalog and circulation services
 - Transportation
 - Unique Management material recovery services
- Analyzed Aquabrowser catalog interface in light of new cost information
- Attended three quarterly Discovery Place partners meetings

Personnel

- Instituted a hiring freeze in July/August to reduce personnel costs
- Held the projected cost of health insurance for 2010 even with the 2009 cost

- Made key hires of network support specialist, network administrator, graphic designer and outreach services/volunteer coordinator
- Completed performance reviews for every staff member
- Revised the performance management process
- Redesigned orientation program and provided retrospective orientation for all new staff
- Instituted budget request process for staff development
- Developed draft staff training plan and course catalog
- Developed and conducted in-house training programs for customer service, technology, safety/security and collection development
- Implemented online technology training programs for staff
- Conducted training for supervisors on how to interview
- Graduated three staff members from Leadership Worthington
- Developed Pandemic Plan and coordinated efforts to deal with the H1N1 flu with the City of Worthington and other community organizations
- Implemented a process for conducting criminal background checks for prospective staff and volunteers

Finance/Operations

- Spearheaded statewide effort to encourage public involvement after Governor Strickland proposed drastic reductions to library funding
 - Kara Reuter (digital library manager) created “Save Ohio Libraries” logo which became the national symbol for the advocacy campaign
 - Library staff person Mandy Knapp received national attention for creating saveohiolibraries.com
 - Maintained conversation with patrons and supporters throughout the budget debate through the targeted use of e-mail and social networking sites like Twitter and Facebook
 - Continue to update public on funding status
- Met and corresponded with state legislators to advocate for library funding
- Identified more than \$1 million in cuts in the 2009 and 2010 budgets to offset reduced funds from the state’s Public Library Fund
- Received both the Government Finance Officers Association’s “Certificate of Achievement for Excellence in Financial Reporting” award and the State Auditor’s “Making Your Tax Dollars Count” award for the 2007 Comprehensive Annual Financial Report
- Completed 2008 audit
- Provided guidance to LGS on CAFR and GAAP conversion and published the 2008 Comprehensive Annual Financial Report
- Completed inventory of assets, including new furniture and other equipment purchased during the building renovations
- Transferred knowledge during preparation of 2009 permanent appropriation, 2010 tax budget request, 2010 temporary appropriation and board agendas
- Started new supply ordering procedures to take advantage of State negotiated pricing for maintenance and office supplies

- Completed parking lot renovation projects at Old Worthington Library and Northwest Library
- Solicited quotes and signed ground maintenance contract for a 50% reduction in cost and implemented organic lawn care
- Completed inventory of all library lighting and began using energy efficient bulbs where applicable
- Exterior wall repair, power washing and painting completed at Northwest Library
- Brick replacement, tuck pointing, cleaning and sealing completed at Old Worthington Library
- Upgraded ADT security at Old Worthington Library
- Rekeyed all three buildings to use of grand master key
- Purchased new planters to protect bollards at Old Worthington Library

Technology

- Purchased and installed WinWay resume writing software on all adult public computers
- Upgraded self-check software
- Installed digital download stations for digital audiobooks
- Introduced and evaluated Instant Messaging reference service
- Purchased and implemented Evanced calendar and meeting room reservation software
- Installed Brightboard digital signage software for use with TV monitors
- Installed stereo systems in the teen areas at Old Worthington Library and Northwest Library.
- New Web clicks reporting tool for electronic resources implemented and data integrated into Director's Report – used data to reduce subscriptions to under-utilized electronic resources
- Developed large print and mobile versions of Web site
- Implemented sending patron color printing at all locations to copiers, realizing a savings in toner costs of \$0.14 per page
- Developed board section of the Intranet
- Replaced the server in the Finance Department
- Upgraded domain controllers and completed replacement of six switches at Old Worthington Library and Northwest Library and moved Exchange to new server
- Tested and implemented open source backup utility for servers at all locations and completed documentation
- Created content production schedule for the library Web site
- Researched and ordered generator to maintain electricity for OWL server room sump pumps, and phone system during power outages. Installation planned in early 2010.
- Created inclement weather line for staff to receive notice when the Library is closed (will debut following generator installation)
- Replaced plastic floor box covers with brass at Old Worthington Library and Northwest Library
- New statistical reports integrated into Director's Report
- Investigated multiuser configuration of public computers. Determined stable economical thin clients not yet viable, but will continue to investigate in 2010 as new products come to market.

- Replaced coin bill acceptors at patron copy machines at NWL and OWL to accept newer currency
- Replaced 23 computers
- Added electronic resources to the catalog
- Replaced projector in OWL meeting room

Strategic Planning

- Developed a collaborative process with the City of Worthington and Worthington Schools to gather information from the community which will be used to shape our individual organizational strategic plans and to identify projects for future collaboration
- Formed a community steering committee to guide this collaborative process
- Participated in focus groups and telephone survey with the City of Worthington and Worthington Schools
- Involved the staff in a trend tracking process to identify larger societal trends that could have an impact on how the Library provides services, materials and programs in the future
- Conducted a patron survey October 1-November 9 and received over 6,000 responses from registered borrowers and library users
- Conducted community forums on October 28 and November 5 to share information about the library and to get patron feedback about future priorities
- Solicited staff input for the 2010 Action Plan and the next strategic plan and met with the Leadership Group to analyze it
- Planned library's role in a community Visioning Conference, scheduled for Friday, January 22 and Saturday, January 23, 2010

Community Relations

- Named a "Five-Star Library" twice by *Library Journal*, one of 85 in the country
- Completed 2008 annual report
- Completed final report on 2005-2008 Strategic Plan
- Received partnership award from Leadership Worthington
- Developed and promoted "Find **yourself** here." brand campaign on all promotional materials, including bookmarks, posters, signage and staff T-shirts worn in the Memorial Day parade
- "Find **yourself** here" brand received national attention when featured on *Library Journal's* "The Bubble Room" blog with Alison Circle and after Kara Reuter's presentation at the Internet Librarian convention in California
- Documented and improved volunteer recognition process
- Created new headers for the Web site
- Began using consistent style in all library promotional materials, including the Web site (colors, font, logo placement, etc.)
- Developed first draft of organizational graphic standards (to be fully implemented next year)
- Created style sheets for library reports and memos
- Developed new program evaluation form and created a database to track evaluations

- Developed content for Brightboard digital signage currently in use on TV monitors in Old Worthington Library and Northwest Library
- Created presentation for the Worthington Area Chamber of Commerce Business Forecast Breakfast
- Worked with SNP/Worthington News to create weekly online podcasts to promote library services and programs
- Hosted a successful Community Breakfast with excellent attendance, including federal and state legislators
- Worked with the Worthington Historical Society to coordinate the 3rd annual Worthington Ghost Tours

Friends Foundation of Worthington Libraries

- Worked with the Friends Foundation of Worthington Libraries to completely revise their budget process and implemented an annual budget request process for Friends' funds
- Established a Special Revenue Fund to enable the Library to receive earmarked funds from the Friends
- Documented all processes and procedures for staff working with the Friends Foundation
- Developed a written agreement between the Friends Foundation and the Library which was approved by the Friends Foundation board on September 30 and by the library board on October 20