



2010 Action Plan Progress Report

DATE: November 12, 2010

Stewardship (financial, facilities, environmental, advocacy)

- Using community feedback gained through surveys and community forums, developed a 2010-2012 Strategic Plan which was approved by the library board on March 23, 2010
- Met with two state senators and two state representatives on OLC Legislative Day to reinforce the need for library funding from the state
- In June, American Library Association(ALA) attendees participated in the ALA Advocacy Day on Capitol Hill and met with U.S. legislators. In September, met with incumbents and those running for state legislature to discuss the library's challenges and priorities
- Renegotiated the Northwest Library operating and management agreement with the Columbus Metropolitan Library
- Documented the accounting of Northwest Library operating and capital expenses, including the renovation and parking lot projects
- Documented start-up operating expenses for WPK (2008 to present)
- Worked with the staff of the Columbus Metropolitan Library to define areas and scope of homebound service delivery
- Implemented point of sale credit card transactions at accounts desks and Webpay e-commerce solution for fine payment
- Revamped and documented cash register and point-of-sale procedures to increase internal control. In October, staff trained on new procedures
- Developed a 2009 Annual Report and made available on library website
- Completed a 2009 Comprehensive Annual Financial Report and received a clean audit
- Worked with the Friends to develop the library's 2010 budget request of \$26,965, which was granted to the Library in two installments in January and May
- Reviewed and updated Board of Trustees Bylaws and all board policies
- Archived and preserved library meeting minutes on both CD and microfilm
- Completed a comprehensive facilities maintenance plan for the routine maintenance items recommended on a monthly, quarterly or annual basis

- Met with Director of Security at the Columbus Metropolitan Library to discuss security system project (surveillance cameras and access control). Wrote and sent RFP to two consultant companies
- Created Access database for recording Injury/Incident Report forms
- Completed the cleaning and reorganization of the mechanical and storage areas and received compliments on those efforts by representative of Columbus and Worthington Fire Departments and Ohio Casualty Insurance Company for both Old Worthington and Northwest Libraries
- Disposed of surplus furniture, fixtures and equipment at an auction held in February
- Initiated evaluation of procedures and efficiencies in the circulation department to meet increasing demand for materials
- Removed oversized work table from workroom at NWL and moved staff work stations closer to book return areas—reduced steps and bending
- Staff visited other Central Ohio libraries to see their circulation workflow and returns walls. Adjusted cart positions, shelving and sorting procedures and delivery box placement
- In October, met with architects to determine design of returns walls at NWL and OWL
- Circulation managers developed a priority-task spreadsheet for circulation to insure efficient workflow
- Configured environmental and network monitoring software on UPS devices for automated alerts
- Implemented open source tools: Clonezilla for workstation deployment and AWStats for website statistics
- Used volunteers to collect signatures needed to secure noise permits for the summer concerts at Northwest Library
- Updated the trustee orientation checklists and process
- Installed gas fireplaces for Old Worthington and Northwest Libraries and trained staff on how to use them
- Revised fact sheets and tours for all three libraries
- Implemented power saving automatic shut down of patron computers after hours
- Implemented default duplex printing on copiers in staff workrooms
- Virtualized non-critical systems servers

- Implemented Skype video conferencing for interviews
- Switched Interlibrary Loan shipping from UPS to less expensive USPS book rate
- Negotiated with book vendor to get free shipping on standing order/continuations plans
- Switched from Bowker's Books in Print®, a subscription product, to BWI's TitleTales®, a free utility for materials selection process

Services (collection, collaboration and promotion)

- Worked with the City of Worthington and Worthington Schools to develop and coordinate the Worthington Area 360° community visioning project
- Worked with other Franklin County library systems to coordinate and present the second countywide Job Help Day on March 18 and Job Help Week September 13-17
- Planned and held a successful community breakfast event in celebration of National Library Week
- Coordinated the library's participation in the Martin Luther King Day Celebration, Business Forecast Breakfast, Green on the Green Festival and the Memorial Day Parade
- Worked with the Worthington Garden Club to develop a series of programs aimed at increasing biodiversity in suburbia and partnered with Sustainable Worthington and the Worthington Schools in the coordination and promotion of Worthington Walks on Wednesdays
- Sold more than 240 tickets to the annual Worthington Ghost Tours, a collaboration between the Library and the Worthington Historical Society
- Continued development and implementation of our "Find yourself here." campaign, rolled out a new series of bookmarks and introduced an online shirt store for staff and patrons
- Designed and installed new signage at all three libraries. Developed and distributed a style guide for all library communications
- Documented Government Documents depository procedures
- Evaluated the Homework Help Center at Worthington Park. Implemented recommendations, such as, changed hours, use of volunteers, training of volunteers, purchase of additional textbooks and manipulatives
- Planned successful community events to celebrate Meribah Mansfield's retirement and to welcome Chuck Gibson as our new library director
- Implemented patron self-registration of the tutor rooms at NWL and OWL through Evanced Room Reserve software

- Started sending new items with reserves directly from Technical Services to pick up locations rather than owning library, to get materials to patrons faster
- Increased size of eBook collection to respond to growth in circulation and patron demand

Innovation and Learning (public technology, learning, programming, literacy)

- Developed a summer reading program for teens, Peace. Love. Read. and worked with partner libraries in the development and promotion of the children's summer reading club
- Eliminated the adult summer reading program and the outdoor summer movie series in response to program survey data gathered during the strategic planning process
- Provided preschool/daycare visits on an annual basis to each of the providers in our service areas (instead of multiple visits to a few providers)
- Evaluated MS Office software usage on patron computers and increased (24 added at OWL; 23 added at NWL; 10 added at WPK)
- Replaced 63 computers and all remaining CRT monitors with flat screens
- Secured Lyn Ford as this year's Read to Your Baby Festival speaker
- Demonstrated eBook readers to the library board at their June board meeting and held the first Technology Petting Zoo for the community in September (second Technology Petting Zoo scheduled for December)
- Worked to establish relationships with Head Start program coordinators in our area to cooperate on early childhood literacy initiatives (we will be attending two classes at Chapman Head Start on December 16)
- Implemented "Books To Go" at all three locations. "Books To Go" are five books on a theme that are selected by staff, bundled together for easy check out and geared toward preschoolers. Each bundle focuses on the six early literacy skills
- Staff attended day-long eBook summit webinar presented by *Library Journal*
- Convened task force to update Storybook computers in Children's areas with new hardware and additional early literacy software

Staff Development (staff technology, experimentation, leadership training)

- Engaged the community and the staff in the search for a new library director
- Staff reorganization and knowledge transfer completed January through March
- Finalized comprehensive staff training plan

- Conducted leadership training and evaluated library efficiencies with 38 staff through the Leading From Any Position: Improving Library Effectiveness workshop
- Commenced “Learning 2.0” training for library staff to learn about emerging technologies that are reshaping the context of information on the Internet
- Conducted a skills inventory of the library staff
- Created an electronic input form for the staff development database to increase efficiency of data collection
- Evaluated use of employee assistance program and contract renewed (May 1, 2010 through April 30, 2015)
- Selected a vendor, OpenHire, for an online applicant tracking system to be implemented in 2011
- Built development server for Intranet redesign
- Created prototype of new Intranet
- Created Best Practices procedures for circulation (31 topics) and public service staff to help with workflow and to help staff apply existing policies
- In October and November, revamped, documented and trained librarians and supervisors on the Librarian-in-Charge manual
- Trained staff on Code Adam procedures at all three locations and Administration
- Released Evanced Events Importer Drupal module to the open source web development community
- Held technology petting zoos for staff to provide hands-on training in eBook readers, mp3 players, and tablet computers
- Developed a WPL Training and Coaching Wiki to share relevant resources with supervisors