

## Key Issue: Programming

1. Goal: Provide a well planned series that is imaginative, fun, high quality and consistent for kids, teens, adults and seniors.

Steps	Person Responsible	Measure	Target Date	Tracking/Review Results
1. Form a program planning committee	Debbie Kirchoff – Committee Chair	Admin and regional representation.	8/21/07	Done: Debbie Kirchoff Alicia Morgan Nora Windmeyer Bethine Daehler Julie Dolph
2. Draft list of programs answering who, what, when, how much	Debbie/Committee	Program Recommendation Report	1/1/08	
3. Develop yearly program calendar	Debbie/Committee	Calendar	1/1/08- FY 08 plan 3/1/08 –FY09 plan	

## Key Issue: Collection

1. Goal: Increase genealogy and historical collections.

Steps	Person Responsible	Measure	Target Date	Tracking/Review Results
1. Catalog what we currently have	Kathy Cox	Cataloged documents from each branch	7/31/10	
2. Access, inventory, evaluate & recommend purchase of new genealogy database(s)	Jean Millen	Recommendation on genealogy database(s) purchases for region	12/31/07	
3. Buy and install new genealogy dedicated computers in each branch	Bill Thoms & Branch Managers	New dedicated computers in each branch (how many?)	3/1/08	
4. Digitize all public domain materials	Anita Ewing	Digitized materials in each branch	7/31/10	
5. Provide genealogy training for staff	Anita Ewing	Training scheduled/delivered?	10/31/07	
6. Contact local historians & historical societies to update info in Johnson & Lafayette Co.	Branch Managers	Updated local historical information	1/1/08	
7. Provide a microfilm reader/printer in Corder, Knob Noster & possibly Waverly	Karen Churn	Estimates on reader printer costs and delivery time.	8/24/07	
8. Publicize upgrades on genealogy search capabilities	Alicia Morgan	Marketing materials, news releases, etc.	9/30/07	

2. Goal: Provide a printed list of new books by category.

Steps	Person Responsible	Measure	Target Date	Tracking/Review Results
1. Develop list of <u>new</u> books by category	Leslie Petrie	Printed lists	Starting 9/1/07 then monthly	

3. Goal: Investigate e-book access.

Steps	Person Responsible	Measure	Target Date	Tracking/Review Results
1. Conduct a feasibility study on e-books, including features, costs, requirements, etc.	Karen Churn	Summary report & recommendations	8/24/07	

4. Goal: Provide Collection maps for patrons as needed.

Steps	Person Responsible	Measure	Target Date	Tracking/Review Results
1. Create a map outlining the collection layout for each branch	Leslie Petrie Branch Managers	Maps	10/15/07	

5. Goal: Provide more large print Christian fiction, Western, and Best Seller book categories.

Steps	Person Responsible	Measure	Target Date	Tracking/Review Results
1. Increase the large print collection	Ginger Brooks Kathy Cox Anita Ewing	Bigger large print collection in these specific areas	ongoing	

## Key Issue: Technology

### 1. Goal: Expand Technology & Equipment.

Steps	Person Responsible	Measure	Tracking/Review Results																											
1. <b>More public computers</b>	Bill Thoms	<table border="1"> <thead> <tr> <th></th> <th>Current</th> <th>Needed</th> </tr> </thead> <tbody> <tr> <td>Concordia –</td> <td>2</td> <td>8</td> </tr> <tr> <td>Odessa –</td> <td>6</td> <td>10</td> </tr> <tr> <td>Wnsburg –</td> <td>10</td> <td>20</td> </tr> <tr> <td>Corder –</td> <td>2</td> <td>3</td> </tr> <tr> <td>NKnoster –</td> <td>4</td> <td>8</td> </tr> <tr> <td>Holden –</td> <td>4</td> <td>8</td> </tr> <tr> <td>Lexton –</td> <td>4</td> <td>10</td> </tr> <tr> <td>Waverly -</td> <td>2</td> <td>4</td> </tr> </tbody> </table>		Current	Needed	Concordia –	2	8	Odessa –	6	10	Wnsburg –	10	20	Corder –	2	3	NKnoster –	4	8	Holden –	4	8	Lexton –	4	10	Waverly -	2	4	Will provide 12 new computers per year by 6/30
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2. Provide wireless access	Bill Thoms	Feasibility study w/costs, etc.	12/31/07																											
3. Implement a computer schedule and print mgt. for public use.	Bill Thoms	Feasibility study	6/30/08																											

### 2. Goal: Create a computer repair tracking system.

Step	Person Responsible	Measure	Tracking/Review Results
1. Research the acquisition & implementation of a order tracking system	Bill Thoms	Tracking system	12/31/07

### 3. Goal: More computer training for staff.

Step	Person Responsible	Measure	Tracking/Review Results
1. Survey Branches	Alisha Morgan Anita Ewing	Needs assessment	9/30/07
2. Prioritize requests	Alisha/ Anita	List of priorities	9/30/07
3. Identify Trainers	Alisha / Anita	List of trainers	10/31/07
4. Conduct Training	Alisha/Anita	Training completed	10/31/08

4. Goal: All computers run the same software.

Step	Person Responsible	Measure	Tracking/Review Results
1. Attrition will cull out old programs	Bill Thom	Consistent software	6/30/09

5. Goal: Add computers dedicated for children's use.

Step	Person Responsible	Measure	Tracking/Review Results
1. Identify computers to cull out for children's use.	Bill Thom	Distribution plan	12/31/07

6. Goal: Double the number of staff computers in each branch.

Step	Person Responsible	Measure	Tracking/Review Results
1. Add new computers to each branch.	Bill Thom	9 new computers for staff use	3 computers by 6/30/08 3 computers by 6/30/09 3 computers by 6/30/10

7. Goal: Conduct a technology needs assessment.

Step	Person Responsible	Measure	Tracking/Review Results
1. Identify needs in each facility	Bill Thom	Technology needs report	3/31/08
2. Identify the user groups	Bill Thom	Technology needs report	3/31/08
3. Identify costs	Bill Thom	Technology needs report	3/31/08

## Key Issue: General

1. Goal: Improve communication with the public.

Steps	Person Responsible	Measure	Tracking/Review Results
1. Improve communication about available resources	Alicia Morgan Branch Mgrs. Dept. Heads	-“how did you hear about it” questionnaire -Increased number of events -Increased attendance -Increased usage of databases	On-going
2. Form a PR Team	Alicia Morgan, Chair Leslie Petrie Branch Mgrs. Dept. Heads		On-going
3. Provide articles on Library services & programs	Alicia PR Team		On-going
4. Improve & publicize the website	Alicia PR Team		8/31/07
5. More advertising	Alicia PR Team	Advertising plan Increased participation	On-going
6. Promote inter-library loan service	PR Team	10% increase in inter-library loans	7/1/09
7. Promote belonging to a system	Alicia/Leslie	Consistent signage, brochures, logo, etc.	On-going
8. Improve website links	Alicia/Anita	More links	8/31/07 On-going
9. Merchandize the collection - Train Branch Mgrs - Provide tips on merchandizing	Alicia PR Team	New look of collections  Collection rotation within the branches	On-going

2. Goal: Improve Outreach

Steps	Person Responsible	Measure	Tracking/Review Results
1. Develop a presentation on Library Services	Nora, Alicia, PR Team, Bill	Multi-media promotional products	9/15/07 On-going
2. Conduct outreach at special events	PR Team Branch Managers	More links	8/31/07 On-going
- Develop promotional products - Conduct outreach with teachers, elementary, HS, homeschoolers	Leslie/PR Team		On-going

3. Goal: Improve/develop board training

Steps	Person Responsible	Measure	Tracking/Review Results
1. Survey board to identify content	Karen, Anita, Alicia, Bill	Training needs assessment	12/31/07
2. Contact State Library for content information	Karen Hicklin	Training content	12/31/07
3. Update board manual	Karen Hicklin	Training manual	12/31/08
4. Develop training content, materials	Karen Hicklin	New board training material	6/30/08
5. Conduct training	Karen Hicklin	Board Training	Beginning at board meeting on 7/08 then on-going

4. Goal: Increase staff

Steps	Person Responsible	Measure	Tracking/Review Results
1. Develop guidelines for staffing branches	Karen Hicklin, Branch Managers	Branch staff plan	12/31/07
2. Develop administrative staffing plan	Karen Hicklin, Administrative Dept. Heads	Administrative staff plan	12/31/07

5. Goal: Hold meetings at Branches

Steps	Person Responsible	Measure	Tracking/Review Results
1. Rotate scheduled board meetings among branch locations	Karen Hicklin, Board	meetings	On-going
2. Review strategic plan locally	Karen Hicklin, Branch Managers	Local strategic plan mtgs.	10/31/07

6. Goal: Achieve consistency in policies and procedures among branches

Steps	Person Responsible	Measure	Tracking/Review Results
1. Review & update the Library Services Policies and Procedures Manual	Karen Hicklin, Branch Mgrs, Anita, Alicia, Bill		12/31/07?
2. Identify policies and procedures to add or update	Karen Hicklin, Branch Mgrs, Anita, Alicia, Bill	Updates	12/31/07?
3. Propose new policies for Board approval	Karen Hicklin	Training manual	6/30/08
4. Publish a new set of Policies and Procedures	Karen Hicklin	New Policies & Procedures Manual	7/31/08