SERVICE RESPONSES/GOALS/OBJECTIVES/ACTIVITIES 8.8.18

SERVICE RESPONSE #1:

Create young readers: children from birth to age 5 will have programs and services designed to ensure that they will enter school ready to learn, to read, write, and listen

GOAL: Explore opportunities for outreach and partnerships
Objective: be more involved with the schools
- Activity: Going to more schools' orientations, etc.
- Activity: Get more class visits
- Activity: Get more teachers connected to the library through the Educator Card

GOAL: reach more underprivileged, at risk youth
*Objective***:** identify youth and create better points of access and contact
- Activity: Barratt investigating reduced lunch program for next summer
- Activity: connect with Headstart

GOAL: ensure staff is well-trained and up-to-date in current best practices in literacy
Objective: provide and fund appropriate training
- Activity: Children's staff are trained monthly to respond to young reader needs.
- Activity: Send people to local training first

GOAL: ensure young readers and their caregivers have easy access to materials
Objective: Provide robust collections arranged in an appealing, user-friendly way
- Activity: Reconfigure collections to ensure easy access
- Activity: Ensure collections are fresh, up to date, robust

GOAL: Ensure that all under 5s in Oregon City (service area?) own their own books
Objective: Make books available to under 5s through sustainable plan with partners
- Activity**:** Mo propose Dolly Parton program to partners

SERVICE RESPONSE #2

Know your community: residents will have a central source for information about the wide variety of programs, services, and activities provided by community agencies and organizations.

GOAL: residents will have a central source for information about the wide variety of programs, services, and activities provided by community agencies and organizations.
Objective: Create central space at the library for community information
- Activity: Create civic shelf on 2nd floor

GOAL: learn more about specific make-up and needs of our community including technology needs
Objective: use assessment and survey tools to learn more about community
- Activity: do needs assessment and community survey including diversity assessment
Objective: ensure our technology programs reflects the needs of our community
- Activity: offer technology classes that reflect the needs of the community

GOAL: Be a bigger part of the Oregon City community to increase community awareness of programs and services
Objective: Connect with more community groups
- Activity: Denise/Gina to Chamber of Commerce Next Leaders Networking Program
- Activity: Mo Rotary

GOAL: ensure staff is well-trained and up-to-date in current best practices in order to meet community library needs
Objective: ongoing training for staff, Library Board, Foundation Board, and Friends' Board
- Activity: Diversity training (Jen)
- Activity: All Staff training days on various subjects related to our community
- Activity: orient Library Board
- Activity: provide regular updates to all Boards

GOAL: meet people where they are
Objective: Explore convenient, safe places in underserved areas of the service area
- Activity: drop boxes in convenient, safe locations
- Activity: outreach to locations other than library, i.e. community events

SERVICE RESPONSE #3

Stimulate imagination: reading, viewing, and listening for pleasure. Find what they want, where and when they want, and the help they need to make choices.

GOAL: Increase community awareness of programs and resources
Objective: investigate how people get their information about community events, including library events and programs
Objective: investigate what programs people want
- Activity: hand out evaluations at every program; also online
Objective: increase our 'likes' or 'followers' on social networks
- Activity: add something to new card packet to tell people about where to find library info and encourage them to sign up for social networks and newsletter
- Activity: create new card packets including new welcome brochures
- Activity: create new welcome brochures

GOAL: keep the collection current and respond by offering multiple and varied formats
Objective: Offer multiple and varied formats
- Activity: offer streaming- Kanopy
- Activity: investigate alternate to Playaway views
Objective: Offer hardware for viewing in/out of library
- Activity: laptops for check out in library
- Activity: library of things
- Activity: mobile hot spots
- Activity: DVD players

GOAL: Ensure people find what they are looking for
Objective: Staff development for helping people: readers advisory, novelist, cataloging

SERVICE RESPONSE #4

Visit a comfortable place: both physical and virtual spaces-they will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.

GOAL: Explore ways to expand our services to more parts of our service area.
Objective: Expand our physical spaces
- Activity: Add drop boxes
- Activity: Add volunteer corps to oversee drop boxes
- Activity: Explore having drop sites at the schools
- Activity: Explore having a counter inside of a store
- Activity: Explore having an off-site 'locker' for holds pick up/drop off
Objective: Explore expanding hours
- Activity: do survey to find out what people want
- Activity: figure out how to pay for more hours (staff, building)

GOAL: Improve library services to community members with alternate needs
Objective: Provide staff with more training
- Activity: diversity (Jen)
Objective: Improve on adaptive technology
- Activity: Investigate more adaptive technology

ADDITIONAL GOAL AREA

Stabilize: ensure that library operations are supported with all appropriate structures and consistent internal organization.

GOAL: Ensure that all organizational documentation is created.
Objective: Review positions and position descriptions, pay scale
Objective: Policies and practices

GOAL: ensure staff is well-trained and up-to-date in current best practices in order to meet community library needs
Objective: create staff development plan
Objective: set aside funding to support staff development
Objective: create system of fair distribution of funds amongst staff and worthy use of taxpayer funds

GOAL: increase staffing in areas of most need: support youth and adult outreach, volunteer coordinator?
Objective: what areas are those?
Objective: how do we pay for it?