

Strategic Plan Activities FY14-15

Goals:

1. Connect to the Online World
2. Know Your Community
3. Learn to Read and Write
4. Satisfy Curiosity
5. Stimulate Imagination
6. Visit a Comfortable Place

Not completed by 6/30/2014

- 2.6 Invite service, vocational, social welfare agencies to present programs detailing their services.
- 3.3 Maintain a current collection of self-paced instructional materials to improve literacy and other skills
- 4.3 Cultivate partnerships with local senior organizations for collaborative programs and services.
- 5.1 Reduce ratio of reserves to copies owned from 4:1 to 3:1 by purchasing additional copies of high demand titles.
- 5.2 Trained staff are available at point of need to assist in location and selection of leisure use materials.
- 5.4 Provide special collections that celebrate our community and region.
- 5.5 Place emphasis on creating displays of new books and media
- 5.8 Create a "Grab & Go" collection of popular materials with no holds or renewals permitted.
- 6.2 Hire consultant to develop detailed housekeeping & maintenance manual.
- 6.5 Develop landscape maintenance plan and purchase necessary equipment.

In process

- 1.2 Increase funding for equipment.
Received donation for Lego Robotics via BPL Foundation in June.
- 2.4 Design a social media plan to permit conversations with residents
Increased use of social media outlets by adding Facebook pages and YouTube channel.
- 2.7 Establish regular board game programs.
Children's unit has hosted board game and LEGO building sessions in the craft area. Plans underway for regular events.
- 3.1 Encourage early literacy by providing caregivers of small children with print materials, web-based information and other tools to develop basic reading skills.
Provided support to Junior Women's Club Books for Babies program, providing information on reading to parents of newborn infants. Informational links provided via social media.
- 3.4 Provide daily story times at varying hours, including evenings and weekends, utilizing volunteers.
VISTA volunteers provided ad-hoc Story Tower story times and scheduled evening story times in June. Saturday story times are a regular feature, but generally conducted by staff at this time.
- 3.5 Focus on early learning experiences to develop lifelong learners.
Staff training at Ready-To-Read Rendezvous, programs for babies.
- 4.1 Introduce patrons to different viewpoints, new hobbies and engaging pastimes through programming and marketing collections.
Displays in Popular Materials area rotated to feature subgenres and hobby topics.

- 4.5 Enhances collections in formats preferred by seniors, such as large print and audiobooks.
Ongoing additions to collection as budget permits.
- 4.7 Fill in or complete series in fiction and graphic novels.
Ongoing additions to collection as budget permits.
- 5.3 Develop program series, bringing in nationally recognized writers and speakers.
Off to a great start with Michael Berenstain programs on 2/7 & 2/8 and Neil Gaiman 2/21.
- 6.3 Develop a preventative maintenance schedule.
Partially completed .
- 6.7 Use volunteers to maintain garden areas.
Agreement planned with Master Gardeners to maintain Children's Garden.

Completed

- 1.1 Increase the number of internet accessible computers and devices to meet the statewide average of workstations per capita.
With move to new building, increased from 54 to 87 internet accessible computers.
- 1.3 Increase access speed for public networks.
Public network access speed increased in new building from 100MB/sec to 1G/sec.
- 1.4 Increase online activity between library and patrons by 20% through current websites, email, research databases, eLibrary, social networking sites.
Created TECH Lab and Bookmobile Facebook pages. Library Facebook page increased followers by 72% in FY2014. Offered option for event emails with registration, and have added 140+ new email contacts since June 1.
- 1.5 Utilize two new online services.
Began use of Shoutbomb app for text messaging notices in April. Set up YouTube channel for the Library in June.
- 1.6 Improve staff training on e-readers and other devices to permit better demonstration for users.
Reference staff provide regular training and troubleshooting on e-readers for patrons.
- 1.7 Increase by 20% the number of items in the electronic collection, including downloadable audio, research databases, e-books, e-journals, streaming audio and video.
Subscriptions maintained and additional purchases being made for existing services. The E-book/audiobook collection increased by 17% in FY14. Likewise, additional content has been added to other resources.
- 1.8 Develop a program engaging community members as instructors and mentors.
Wikipedia Day in January. Five instructors and two mentors have provided instruction in the TECH Lab and will be available in FY15.
- 1.9 Work with technology companies to provide prototypes and other experimental computer and media lab resources.
TECH classes have been conducted on Arduino robotics by RMC Computer Sciences faculty and on use of sound booths with Community 7 Television.
- 1.10 Add or update equipment and software for a media studio.
Sound booth added to Digital Learning Lab in January.
- 1.11 Develop partnerships to collaborate in offering new types of technology training.
VISTA volunteers on site to work on developing these types of partnerships. Partnered with HRDC, United Way and YMCA for tech classes for their teen programs during June.
- 2. 1 Utilize volunteer organizations to create and administer community-oriented issues programs.
TEDxBillings, Not In Out Town, Healthy by Design, State Insurance Commissioner and other organizations and programs have used the library for issue based programs.

- 2.2 Expand public training in use of informational tools, including help in navigating local, state and federal websites.
Organizations provided information and enrollment assistance on the Affordable Care Act January-April.
- 2.3 Produce digital audio and video
The TECH Lab infomercial was shown on Community 7, and posted on YouTube and Facebook.
- 2.5 Introduce art, music, drama, (with those organizations providing the talent) within the setting of the library to reach those who haven't experienced this.
Developed partnership with Sacrifice Cliff Theatre and Montana Slam for performance space within Library. Partnered with NOVA for excerpts of "Alice in Wonderland" and "Chicken Little" performances at story times in February and April. Served as concert venue for Billings Pops Orchestra in May. Hosted Celtic guitar program in May. Instituted post-story time activities that include art activities in June.
- 3.2 Offer programs that promote reading skills for babies, preschoolers, children, teens and adults.
Ongoing book discussion programs for adults include One Book Billings and The Big Read, as well as the LitCentric and Turning Page book groups. Book discussion group for teens is ongoing. Story times and Books and Babies programs engage babies and children with books.
- 4.2 Provide services to teens to allow for content creation and increased options for learning and interacting.
Teen open houses in TECH Lab in April 2014, Podcasting class April 2014. Teens helped create TECH Lab video in June.
- 4.4 Develop systematic review of online resources for potential licensing for users of all ages.
Librarians meet on an as-needed basis to discuss new and existing online resources.
- 4.6 Increase display shelving to merchandise selected collections.
Move to new library increased display shelving in new books area, nonfiction area and around the Story Tower.
- 5.6 Partner with K-16 and others to enhance grant opportunities.
Ongoing IMLS grant with School District 2 regarding TECH Lab; partnered with Western Heritage Center on Montana History Foundation grant providing \$5000 towards digitization of library historical resources.
- 5.7 Establish a teen advisory board for better understanding of collection and programming needs for teens. *Teen Advisory Group (TAG) meeting monthly; plans for succession of members and continuation into fall are underway.*
- 6.1 Purchase new maintenance and cleaning equipment.
New floor cleaning equipment for hard surface and carpeted surfaces purchased. New cleaning carts in place.
- 6.4 Seek additional training on building maintenance, green technology and mechanical systems
Training on lighting systems 1/2, training on HVAC systems on 2/11, refresher training on lighting system in June.
- 6.6 Provide staff training on proper maintenance.
Maintenance staff have received training on building surfaces and finishes and the maintenance for them.
- 6.8 Develop plan for patron requirements for cleaning up meeting spaces after use.
Requirements put in place as part of room use agreement.
- 6.9 Install security camera system.
Security cameras installed into new facility and are in use.
- 6.10 Establish a docent program and provide through orientation and ongoing support.

Docent initial training held 1/3. Docents provided tours throughout busy opening weeks and now upon request. Docent program is among the volunteer options.

6.11 Create welcoming entryways into the facility.

Landscaping in place on north side.

6.12 Purchase green cleaning and janitorial products.

Cleaning products purchased and in use as part of building cleaning plan.

6.13 Develop plan of ongoing collection of recycled materials throughout the Library.

Recycled materials are being collected on a regular schedule. The Library has met LEED requirements for recycling.

6.14 Require coffee shop to adhere to environmentally responsible practices.

Included in coffee shop lease. Recycling containers available at coffee shop space.