2017 Work Plan: Quarter 1

Accomplishment Highlights—Major Initiatives

1. *Open Shoreview and complete campaign and amenities.*
    - Held the Shoreview Library Grand Opening with 4,100 visitors and 5,500 checkouts. Implemented increased service hours and new services for teens and adults. Reached $194,000 in capital campaign funds.
    - Attracted 46% more visitors to SV in February, 2017 (vs. February, 2016) and 32% more visitors in March (vs. 2016). Increased community room use by the public by 190% in February and March of this year vs. 2016.
    - Introduced new Binge Boxes and Memory Minders kits. Installed technology, art, and enhancements to walls and glass.

2. *Expand programming and collaborations that engage communities of color and highlight racial equity.*
    - Reached the highest quarterly attendance (2,268) for history programs—with a strong focus on race and cultural history.
    - Hosted *Race: The Power of an Illusion* film series with facilitated discussions over three weeks.
    - Engaged WBL schools to expand ConnectEd (library card distribution to all students) to more grades; engaged three new school districts to partner on ConnectEd.
    - Continued technology classes and lab assistance, including classes at a residential re-entry center for ex-offenders.

3. *Expand outreach and popup library activities.*
    - Developed new Popup Library framework and identified venues with high potential to reach new users. Planned Popup events to feature children's services, digital literacy, card registration, collections, and reference help.

4. *Strengthen service to teens with expanded staff & programs.*
    - Launched new SV teen space and began offering programs with new teen librarian.
    - Continued offering Library After Dark teen program at MP, teen tech camps, teen job fair.

5. *Other:* Continued programs supporting literacy and student achievement, including: storytimes, Kindergarten party, STEM/STEAM programs, and much more. Continued offering a strong selection of adult Life Skills programs.

1. Strengthen Connections to Community Efforts and Partners.

Engagement • Partner on County's engagement initiative • Create popup library resources, to include offsite library card registration options • Focus popups/outreach on people of color including new immigrants; re-entry center • Host Marnita's Table or similar • Leverage new directors to engage partners (Jill, Friends Dir.) • Develop goals/ approach to senior engagement	**Jeff Eide** **Quarter 1** • Developed Popup Library service plan • Compiled resource list for Popup Library • Brainstormed list of Popup Library venues • Began contacting venues about hosting
Collaboration Infrastructure • Create guidelines for collaboration and use of library space and resources • Update procedures with solicitation policy	**Jeff Eide** **Quarter 1** • Led conversation with Management Team about collaboration priorities
ConnectEd • Engage RV and MV superintendents to develop ConnectEd projects • Invite WB to serve grades 1-5 • Invite WB alternative schools (ML)	**Jill Boldenow** **Quarter 1** • Began ConnectEd planning with Roseville and Mounds View school staff • Introduced ConnectEd to Maplewood/North St. Paul superintendent • Started plans to expand in WB to grades 1-5

2. Foster Literacy and Student Achievement.

Ready for Kindergarten (MS) • Identify at-risk preschoolers • Revise preschool Summer Reading Program • Pursue ELL storytime • Establish baseline data on storytime audience diversity • Pilot strategies to reach immigrants and families of color	**Lynn Wyman** **Quarter 1** • Provided 380 children's programs with a total attendance of 15,837 • Provided 110 family storytimes for 6,239 participants, 69 Baby and Me storytimes for 2,000 participants and 4 other storytimes for 132 participants • Offered storytimes featuring community guests, including the White Bear Lake mayor, a City of Roseville driver with snowplow, and the Minnesota DNR • Visited 6 preschool sites and provided programs to 221 children • Continued Sensory Friendly Mornings at RV, opening the children's area early on Fridays for children with special sensory needs • Provided a Comfort Room at SV with light-dimming, lap blankets, noise cancelling headphones, and Sensory Friendly Kits for children on the Autism spectrum

	• Sent children's librarians to the MLA Unconference which focused on Baby Storytime and birth-to-three brain development
Student Success (Youth Librarians) • Expand library partnerships with schools using tablets and library resources • Expand offsite card registration • Expand STEAM programming • Expand passive programming • Review Summer Reading Program goals	**Lynn Wyman** **Quarter 1** • Held the 9th annual Kindergarten Library Card party featuring author/illustrator Grace Lin, with 1,147 attendees; processed 1,554 library card applications; distributed 329 cards • Provided 23 Paws to Read sessions for 74 young readers • Offered 35 elementary-age STEM/STEAM programs with 732 participants; activities included stop motion animation, 3D design with Tinkercad, and comic design with Scratch • Provided Chess instruction for mathematical skills development to 100 students at RV, SV, and WB • Engaged over 80 participants in "Brains at the Library," a program co-sponsored by the University of Minnesota's Neurology department • Offered special Harry Potter Book Days at SV and WB, with participation by 50 families • Provided Homework Help at RV for 75 students, using volunteer instructors from the education field • Provided 32 passive programs with 2,434 participants; topics included "Libraries are for Everyone," an exploration of cultures and languages and a Black History Month program that highlighted prominent African Americans in U.S. History • Hosted 38 visits and tours by school and youth groups with a total participation of 923 • Visited 10 elementary schools and engaged with 575 students • Hosted an art show at RV featuring student artists from Roseville schools • Partnered with the U of MN's Extension to bring Urban 4H STEAM classes to teens at MP and SV • Partnered with the MN History Center to host History Day Hullaballoo for 52 students at RV • Hosted teen and science fiction author Nnedi Okorafor at RV as part of the MELSA Club Book series • Provided 45 Makerspace labs for 469 students, featuring etching, sewing machines, Tinkercad 3D modeling, GIF-generation, edible science, and stop-motion animation
Healthy Youth (ML) • Implement new SV teen program/space • Formalize teen services structure • Increase outreach to youth to reduce race-based disparities • Implement full-week camps at SV • Work with teen volunteers at SV • Expand Library After Dark funding and program	**Lynn Wyman** **Quarter 1** • Showcased SV's new teen space at the Grand Opening; 5 local robotics teams provided demonstrations for over 200 visitors • Expanded the teen services work team with the addition of Paige Fuller as the SV teen librarian • Collaborated with the White Bear YMCA, Maplewood Community Center, RC Public Works, RC Parks and Recreation, and the Science Museum of Minnesota to offer a Teen Job Fair at MP

	• Co-taught a Young Lenses spring break video camp with CTV-North Suburbs for 12 students at RV • Facilitated two 3-day Teen Tech Camps at MP and SV, teaching 8 classes to 11-16 students per day • Hosted MP's Library After Dark with youth advocate Timothy Turner • Participated in a community panel on equity leadership in the N. St. Paul/Maplewood area

3. Create Vibrant Learning Spaces that Engage the Broad Diversity of Our Community.

Shoreview • Complete construction (BM) • Add new features as funded (CJ, Chuck) • Convene art committee and select work • Plan expanded programming (CJ)	**Lynn Wyman** **Quarter 1** • Held the SV Grand Opening celebration on January 28, with approximately 4,100 visitors and 5,500 checkouts • Increased SV visits by 46% in February (over February 2016) and by 32% in March (over March 2016) • Saw a 190% increase in SV community room use by the public for the same two-month period • Continued to add enhancements to the library, including decorative window film, a "honeycomb" wall by the teen area, and early literacy interactives • Convened the Art Committee with Friends, community representatives and library staff; selected historic photos for small study rooms; purchased pottery pieces and a large photo for the entry area • Received news coverage and significant public interest in the new Memory Minders kits, intended for caregivers to use with people experiencing memory loss • Completed installation of updated and expanded public computing • Completed installation of self-check • Completed installation of updated public services (staff) computing • Replaced Dell computers in TS and reference • Installed the sound masking control software • Installed infrastructure for HVAC controls • Final configuration of interior security cameras • Coordinated re-cabling of atrium and staff workroom space for improved layout • Setup 3D printing system • Provided staff training on AV systems • Installed updated printers for public services and public use • Configured TV and cabling for use in teen wall • Updated and configured digital signage • Installed/configured PA system tied to VoIP • Reconfigured phone and workstation layout in TS and reference

	• Coordinated installation and completed configuration of AMH • Coordinated staff training on AMH • Setup grand opening technology • Added access points for wireless reception

User Experience
• Add hours SV (LW)
• Revise conduct policy (LW)
• Develop virtual services (Chuck)
  ○ Purchase discovery layer
  ○ Implement SAAS
  ○ Improve website
  ○ Staff move to County email
• Improve physical services (Chuck)
  ○ Add charging stations as funded
  ○ Update self-check software and hardware and chip/pin
  ○ Review print management
  ○ Expand MV computing and reconfigure
  ○ Expand laptop checkout SV
  ○ Expand video conferencing
  ○ Develop intake process for branches requesting computers
• Improve user access (Chuck)
  ○ Promote usership and improve access, ease, options
• Improve collections (LW)
  ○ Add e-content
  ○ Diversify content
  ○ Add youth content
  ○ Implement new nonfiction plan
  ○ Add Self-E
• Improve collections management (LW)
  ○ Revise Collections Management Policy
  ○ Implement new weeding and donations procedures
  ○ Transition to Blue Cloud Analytics
	Lynn Wyman/Chuck Wettergren
	Quarter 1
	• Increased SV hours to 63 per week with the addition of morning hours on Tuesdays and Wednesdays, and evening hours on Thursdays
	• Added 1,188 ebook copies to the collection
	• Added 122 e-audio copies to the collection
	• Increased library materials by or about people of color from 20% of purchases in Quarter 1, 2016 to 21% in Quarter 1, 2017
	• Allocated $50,000 of year-end reserves to collection enhancements
	• Implemented branch-level selection of adult nonfiction
	• Implemented the Friends' new weeding and donation procedures
	• Completed the SaaS contract
	• Updated self-check monitors, software and card swipes for Shoreview site/opening
	• Ordered replacement computers for MV
	• Ordered replacement printers for WB, NS, MV
	• Ordered thermal printers for TS
	• Configured laptop checkout lab at Shoreview
	• Replaced Maplewood public printers
	• Replaced Roseville public printers
	• Updated Web Reporter server
	• Installed new server for HVAC control
	• Updated server for CCURE access at SV
	• Completed 237 recorded work orders
	• Completed install of client security camera software on designated computers
	• Updated Library switch configurations to support County inter-connection and physically connected the County to the Library at RV

Refurbish • Remove gender from family bathrooms • Re-think security cameras (Chuck) • Upgrade chairs at RV and MP (LW) • Develop small repairs and assembly process (ML) • Redo MP and NB carpet • Replace NB roof • Repaint RV atrium • Repair RV concrete walks and curbs • Upgrade software to MV BAS • Upgrade computer and programming for RV BAS • Conduct MP facility design review (Jill) • Develop capital plan (Jill) • Improve NSP custodial practices (Jill)	**Julie Neville** **Quarter 1** • Allocated $50,000 of year-end reserves to fund furniture refurbishment • Met with NSP city staff to establish custodial needs • Continud to monitor and adjust equipment for the SV building • Replaced lighting in the staff area at MP with LED • Completed solicitation for chiller replacement at MV
Adult Programming • Develop evaluation tools • Continue history programming • Strengthen Book Club alignment • Develop last-minute program process • Strengthen adult makerspace program (Jill)	**Kristi Saksvig** **Quarter 1** • Presented 27 history programs attended by 2268 people • Partnered with OLLI, White Bear Historical Society, History Theatre, Ramsey County Historical Society, Do Good Roseville

4. Promote Economic Prosperity and Racial Justice.

Economic Prosperity Services
• Expand info literacy program (JL)
  ○ Expand open labs
  ○ Expand downloadable tables
  ○ Train staff in labs (LW)
  ○ Expand outreach
  ○ Implement makerspace SV (CJ)
  ○ Offer tech help appointments at RV
  ○ Expand community computing
	Jill Boldenow
	Quarter 1
	• Scheduled 13 librarians to staff tech labs
	• Provided 32 computer and tech classes to 238 students
	• Offered 2 new classes instructed by Twin Cities Media Alliance “Identity Theft” and “The (Free) Online Classroom”
	• Provided 82 open computer and tech labs to 401 students
	• Presented program to American Association of University Women (AAUW) on mobile devices and online safety
	• Presented program to 25 girl scouts and helped them earn a technology badge

○ Collaborate with RV ABE to produce bilingual computer class ○ Strengthen corrections services • Develop programs with County (open data, Workforce, other EGCI partners) • Continue life skills programming under new coordinators • Continue social services support (PH)	• Staffed tables promoting downloadable library resources at New Brighton and Shoreview with 65 interactions • Provided bimonthly digital literacy instruction at Volunteers of America ex-offender re-entry facility • Offered 107 Life Skills programs, attended by 504 people. • Partnered with Ramsey County Public Health to offer Fix-it Clinics at WB and SV • Partnered with AARP to offer tax help at MP • Continued to offer MNsure Navigator assistance at MP and RV • Continued offering weekly Conversation Circles for English Language Learners at RV • Continued Criminal Expungement Clinics and introduced an Identity Fraud Protection program • Offered weekly community resource advocate/social worker help at MP and RV • Offered two Financial Coaching & Credit sessions; Investors' Nights, and Shoestring Budgeting • Offered Housing 101 for tenants at RV and MP • Continued offering presentations in the *Dementia: Caring & Coping Speaker Series*
Racial Equity • Increase hires and retention of racially diverse staff, volunteers and Board • Increase the cultural competency of the staff, volunteers and Library Board • Ensure the facilities, collections, policies, programs, communications and services reflect the community • Develop internal communications to inform staff of external RE forums • Maintain RE book club (CJ) • Expand racial equity programming • Apply for grant with St. Kate's for MLIS program for staff of color • Participate in County project to identify recruitment and retention barriers • Ease the process of internet access • Integrate RE plans into budget planning	**Jill Boldenow** **Quarter 1** • Conducted an extensive recruitment and interview process for board member positions • Produced and shared racial equity work plan • Updated racial equity training opportunities and guidelines to receive training credit • Planned spring RE book club • Expanded racial equity programming within RE committee: hosted 3-part film, *Race: The Power of an Illusion* with discussions • Integrated racially diverse speakers and themes in programs by adult, teen and children's teams • Used RE lens to review Library policies • Launched All are Welcome Here and other passive programs/displays that celebrate diverse races, cultures, languages

5. Ensure Stewardship of Public Resources.

Friends of the Library • Assist to increase fundraising • Complete SV capital campaign • Promote Friends events • Expand grant writing and clarify process	**Jill Boldenow** **Quarter 1** • Gave SV pre-tours to campaign donors • Highlighted campaign in pre-opening interviews • Promoted Friends gala to staff and colleagues
Library Volunteers (HH) • Conduct quarterly meetings for coordinators • Develop skilled volunteer job descriptions • Expand homebound services • Expand volunteer opportunities for handy-persons in libraries • Develop program with volunteers doing storytime for adults at PAI sites	**Lynn Wyman** **Quarter 1** • Conducted a survey of library volunteers and their experience at the library • Recruited a new Homebound volunteer • Participated in the Hands On Twin Cities Volunteer Expo at the Mall of American on February 18; spoke with 90 mall visitors about volunteer opportunities • Provided 3,764 hours of volunteer assistance
Staff Training • Improve tech skills • Expand use of staff in tech labs • Require racial equity training • Expand training of sub pool • Provide training on emergency situations • Implement new employee training on IT/email/security standards (Chuck) • Provide new Assistive Technology training	**Lynn Wyman** **Quarter 1** • Established racial equity training requirements for 2017 • Sent 3 staff to the American Library Association Midwinter Conference and 7 staff to the Library Technology Conference • Provided ADA and FMLA training to library managers and supervisors • Provided 486 hours of training for 73 staff at 69 workshops and other training activities
Analytics • Use Edge, Impact, and other survey data to guide planning, reporting • Use County community indicators data • Revise and implement new data collection on race of program attendees/presenters • Assess annual data on racial diversity of staff, volunteers, board (LW)	**Jill Boldenow** **Quarter 1** • Used survey data and County data sets to inform Popup Library concept and target locations • Used County community indicators data and additional datasets to inform 2018-19 budget request priorities (operating hours, locations)