

'24-'26

Strategic Plan.

Q3 2024



2024-2026 Strategic Goal:

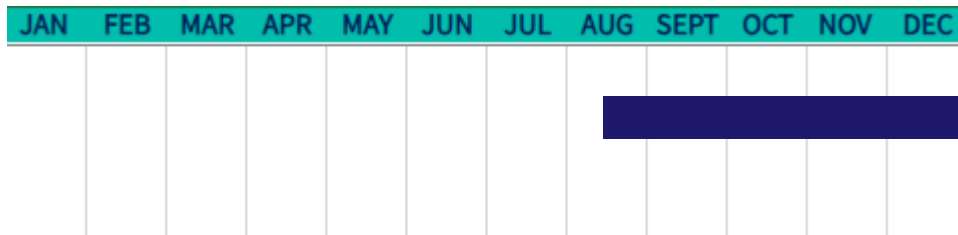
Celebrate distinctive communities by proactively prioritizing meaningful partnerships and patron relationships, finding commonalities with our neighbors and intentionally connecting resources.



2024 Initiative #1

Community Partnership Evaluation

Evaluate community partnerships by accessing data to establish reciprocity and shared goals, develop a partnership intake process and prioritize relationships and partnerships at the branch and system levels to reveal where there may be gaps or overlaps. Create “Who is My Community” sheet and map for each branch so key partnerships are highlighted and communicated.



2024 Q2 Update

On Track **Paused/Delayed** Canceled Completed

Due to the Manager of Community Engagement leaving the position in May and the assessment of the position’s primary focuses and hiring timeline, this initiative has been deferred until 2025. The initiative will be an ideal project for the new manager, with support of the Programming & Outreach Manager and BOPS (Branch Outreach and Programming Specialists), to lead in order to establish best practices for systemwide and branch outreach priorities, fostering greater community impact.

Strengthening Community

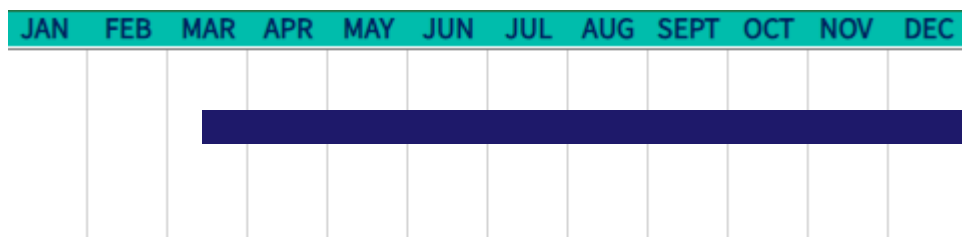
2024-2026 Strategic Goal:

Celebrate distinctive communities by proactively prioritizing meaningful partnerships and patron relationships, finding commonalities with our neighbors, and intentionally connecting resources.



2024 Initiative #2

Assess each in-branch experience to optimize engagement opportunities and to encourage gathering as well as one-on-one engagement between patrons, and between staff and patrons. Find ways to make the branch a destination.



2024 Q2 Update

On Track

Paused/Delayed

Canceled

Completed

In August, the team launched two in-branch experience pilots: The Community Quilt and Board Games. Both were designed to foster a sense of community connection and engagement within the library.

Branches saw varying levels of interest in these two pilots, and the team has gathered valuable feedback from both staff and patrons to shape future in-branch experiences.

As the team approaches the final stages of the project, staff from all branches have been asked to submit ideas for future experiences. Ideas so far include branch scavenger hunts, observing monarch butterflies from eggs to adulthood, and community art boards.

To unify future experiences visually, Randy Goble met with the team to brainstorm effective ways to highlight these in-branch features. One exciting concept is a pin drop design that could be hung from the ceiling in each branch, helping visitors easily identify experience areas across all locations.

The team is excited by the progress made so far and looks forward to seeing how these experiences enhance community connection.



Strengthening Community

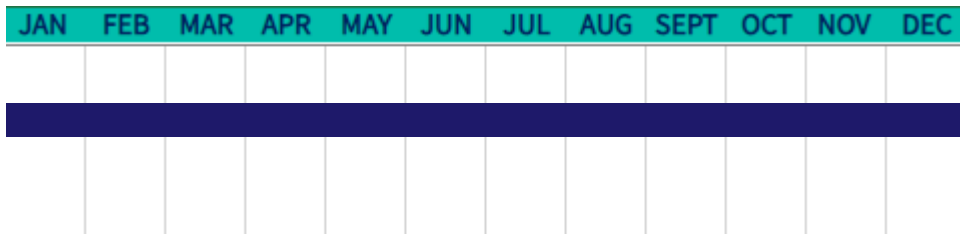
2024-2026 Strategic Goal:

Proactively explore evolutions in the ever-changing technological landscape to optimize resources, enhance service and embrace education on adoption.



2024 Initiative #1

Get acquainted with the esport and gaming community to better understand where the library is best positioned to take steps toward providing access as well as creating opportunity regarding gaming educational curriculum, programming and spaces to accommodate. Develop a testing lab at the KDL Service Center and determine where the first esports branch lab will be.



2024 Q2 Update

On Track

Paused/Delayed

Canceled

Completed

KDL continues to make exciting strides in introducing gaming and esports programs to our patrons. The team is thrilled by the success of the gaming lab at the Kelloggsville branch. With the esports season set to kickoff this winter, Kelloggsville High School staff are eager for a dedicated space where students can practice, train as a team, and access high-quality equipment to meet the demands of competitive training.

As the second phase of the project nears completion, the team is actively considering all aspects for expansion — both by adding new gaming labs to branches and increasing program offerings. Next steps include gathering input on which branches should be next, while identifying target audiences and exploring gaming partnerships between KDL and the community.

Technology

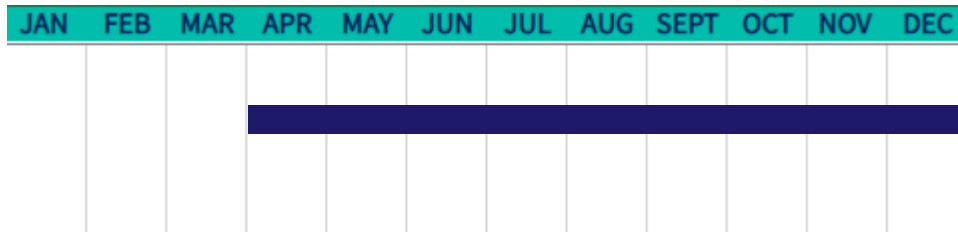
2024-2026 Strategic Goal:

Proactively explore evolutions in the ever-changing technological landscape to optimize resources, enhance service and embrace education on adoption.



2024 Initiative #2

Invest in technologies to further streamline operational processes to reallocate staff time to better serve and connect with patrons. Conduct a time study and create a detailed time reallocation plan to ensure systemwide priorities remain aligned.



2024 Q2 Update

On Track

Paused/Delayed

Canceled

Completed

The Automated Materials Handling (AMH) project came to a close in September. Collection Services reported a 50% reduction in daily materials processing time, thanks to the new sorter. With a single scan, branches can now check in an entire bin of delivery, dramatically streamlining workflow.

Before closing the project, we conducted a staff-wide survey that highlighted an issue when holds change user during transit. Liz Guarino and Kurt Stevens relayed this concern to Lyngsoe, and a software solution is expected for KDL within 2-6 months.

Overall, the AMH system has streamlined operations, reduced materials processing time and positions KDL to handle current and future delivery needs more efficiently. Many thanks to project leader Liz Guarino and her team: Kurt Stevens, Karen Small, Jill Essenburg, Rachel Cruzan, Janine Elliot, Rochelle Ball, Gwennan Lawcock, Jaime Brooks and Dave Palma.

The second project related to this initiative is preparing for a second round of data collection scheduled from September 30 and ending October 11. Once the data is gathered, a summary report analyzing efficiencies will be presented to the Leadership Team and board for review.

Technology

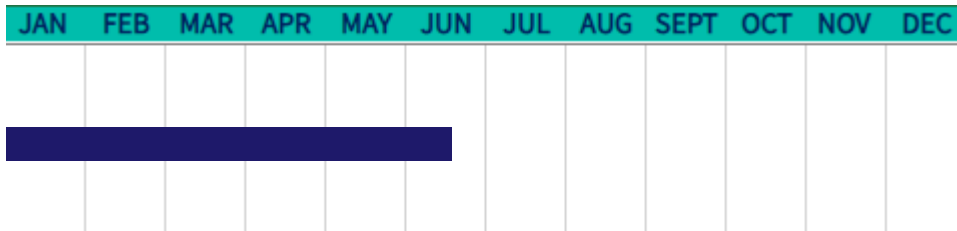
2024-2026 Strategic Goal:

Strategically focus efforts on defining and providing exciting, valuable core programming that gives people access to experience and invites further exploration of KDL's services and spaces.



2024 Initiative #1

Hold a galvanizing community read program (On the Same Page) to engage current patrons and, more importantly, attract new people in our service area to KDL with all the library has to offer. In addition, focus on events that are guaranteed to bring our community together and find commonalities.



2024 Q2 Update

On Track

Paused/Delayed

Canceled

Completed



Following the overwhelming success of On the Same Page 2024, Programming Manager Hennie Vaandrager quickly set to work, building on this success to solidify the program as a signature KDL program. By analyzing feedback and lessons learned from the inaugural event, the team plans to enhance elements like ticketing and venue selection, ensuring a consistently positive experience that fosters a love of reading and community, year after year.

Planning for On the Same Page 2025 is well underway, with two speakers confirmed and contracts finalized. The venue selection is also complete, and announcements will be made to the public in late November, following a similar schedule as 2024. The project team is thrilled to see this program grow into a cherished KDL tradition.

Core Programming

2024-2026 Strategic Goal:

Strategically focus efforts on defining and providing exciting, valuable core programming that gives people access to experience and invites further exploration of KDL's services and spaces.



2024 Initiative #2

Revamp the Mission: Read! program or create a replacement school-aged program to address third grade reading deficits. Focus on creating a timely, achievable and sustainable program to go in effect fall 2024. Leverage and strengthen school partnerships and market to students who are especially vulnerable.

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC

2024 Q2 Update

On Track

Paused/Delayed

Canceled

Completed

In the past three months, a lot of work has gone into preparing for the launch of the Legendary Readers program. Promotional bookmarks were distributed to youth patrons collecting their Summer Wonder prize books, encouraging them to pick up a program log sheet starting September 3, along with a sticker.

To ensure staff readiness, training was developed for an August 7 rollout, featuring a training video, an internal information page, and T-shirts for staff to wear during the launch. On September 3, the program officially launched, with staff across branches celebrating by wearing their "Minifoot" T-shirts.

Promotional supplies, including stickers for Summer Wonder participants returning their bookmarks, were distributed to branches. In addition, a rotating packet featuring cryptids is in development to engage young patrons further. Librarians have actively promoted the program through classroom visits and media appearances, fostering connections with schools and the community.

The response from patrons has been positive, with young readers particularly excited about the program's fun theme and interactive format. Overall, these efforts have laid a strong foundation for Legendary Readers and its future success.

Core Programming