



TO: Plymouth District Library Board **DATE:** March 13, 2024
RE: 1st Quarter Objective Review **FROM:** Shauna Anderson,
Director

Staff across the library contributed diligently to move forward our objectives for the 2024 fiscal year. Listed below are current status updates for each of the projects.

OBJECTIVE 1: Address economic insecurity through the implementation of all recommendations derived from the PDL Homeless Support Task Force.

IN PROCESS— Recommendations such as providing access to a pack-n-play for parents utilizing computers and training staff on trauma-informed approaches to behavior management have already been completed. Our RFP for contracted social work services did not yield any viable options, but we anticipate that The Library Network will eventually hire an in-house social worker for the purpose of contracting out to local libraries for similar support.

Additional recommendations relating to library card policies and events are in ongoing discussion.

OBJECTIVE 2: Add an outdoor digital sign to the parking lot entrance.

NOT YET STARTED

OBJECTIVE 3: Implement a digital signage solution to seamlessly integrate all of the library's monitors to provide enhanced service information throughout the building.

IN PROCESS— After researching our options, PDL selected Yodeck as an all-in-one digital signage solution. We ordered one device to test out with the Teen Zone monitors before

we expand to the rest of our current monitors. We are also looking into installing additional monitors outside of our event spaces to update regularly with the day's events.

OBJECTIVE 4: Plan and present a new lineup of outdoor events in the amphitheater area, experimenting to better understand best practices for this new venue.

IN PROCESS— The Amphitheater Opening Ceremony is set for June 1, and additional events will take place throughout the summer.

OBJECTIVE 5: Utilize community support and volunteerism to complete outdoor upgrades throughout the rest of the library's outdoor areas.

IN PROCESS— I am recommending that we continue our work with Insite Design Studio on the construction administration of the next phase of our outdoor work. I would like to see a professional company install the plantings on the Main Street lawn and demo the South planting bed along the Baker House corridor. We would like to involve community volunteers in the planting of the South bed to provide a greater sense of community ownership in the project. After construction documentation is completed, we hope to work with Insite to bid out the project and subsequent upkeep of the library grounds in one contract.

OBJECTIVE 6: In an effort to bring community members together, library staff will experiment with in-person program formats, including festivals, fairs, retreats, and an official Human Library event onsite at PDL to offer, high-interest, deep-engagement experiences with popular subject matter.

IN PROCESS— The Human Library event is scheduled to take place this spring. We are also planning a senior living fair, similar to our popular Parade of Preschools event, to help seniors and their family members learn more about options for assisted living.

OBJECTIVE 7: The library will hold a series of Community Conversations with key stakeholder groups to gain a better understanding of community needs and aspirations.

IN PROCESS— These events are slated for the Summer. I plan to facilitate 3 public events, 1 staff event, and another conversation with the Board of Trustees alongside members of the Strategic Planning Committee.

OBJECTIVE 8: Librarian and Technical Services staff will collaborate on the implementation of new workflows to enhance and clarify procedures around ordering, cataloging, processing, and organizing collection materials.

IN PROCESS— Technical Services Supervisor, Kathleen Philo, has implemented more streamlined workflows for our backend cataloging and book processing, based on feedback from our librarians and clerks. Mary Kelly was promoted to Technical Services Coordinator to provide additional support in these areas, especially with regard to catalog integration, vendor relations, and collection management support.

OBJECTIVE 9: Library staff will work together on the implementation of stronger internal communication tools: including a new paging system, incident reporting tools, mobile communication, and internal web services.

IN PROCESS—We have decided to push the paging system revamp back to 2025. After speaking with vendors, we realized that all speakers will need to be replaced for us to upgrade the system itself. This will require extensive disruption to services throughout the building, so we are hoping to tie this in when full re-carpeting and painting of building are lined up to take place.

We are waiting on quotes from vendors to guide our process for mobile communication tools. I am also working with the Leadership Team to begin working on our incident reporting process. The process is currently paper-based, but we are looking to design an in-house digital system.

OBJECTIVE 10: Library staff will work together to recommend a path forward and begin implementation of an upgrade to the library's online catalog system.

IN PROCESS— The ILS Committee has demos scheduled on a number of options for a potential catalog migration. We hope to have a recommendation for the board to approve at the May meeting. Our new mobile application with Capira is tentatively launching in May.