



AGENDA
REGULAR MEETING
STILLWATER PUBLIC LIBRARY BOARD
STILLWATER PUBLIC LIBRARY
NORTH BUILDING CONFERENCE **ROOM 313**
1107 SOUTH DUCK, STILLWATER, OK, 74074
August 22, 2023, 12:00 NOON
library.stillwater.org

NOTE: The Stillwater Public Library Board will gather in the North Building Conference Room 313 beginning at 11:30 a.m. for lunch. No Stillwater Public Library Board business will be discussed or acted upon at this time. This is not a closed session and members of the public and press are welcome to attend. Lunch will not be provided to anybody in attendance.

1. CALL MEETING TO ORDER

2. CONSENT DOCKET

Items listed on the consent docket are routine administrative matters that may be approved by a single vote with or without discussion. The Library Board will take action at this meeting (including a vote or series of votes) on these items collectively as part of the Consent Docket.

- a) Minutes: June 27, 2023, Regular Meeting
- b) Stillwater Public Library June and July 2023 Financial Reports
- c) Stillwater Public Library June and July 2023 Activity Reports
- d) Stillwater Literacy Council 2024 space agreement

3. PUBLIC COMMENT ON AGENDA ITEMS

Taxpayers or residents of the city, or their authorized legal representatives, may address the Library Board at a regularly scheduled meeting on any item of business listed on the meeting agenda provided they have submitted a written request prior to the meeting.

4. GENERAL ORDERS

The Library Board will discuss and take action at this meeting (including a vote or series of votes) on each item listed under General Orders unless the agenda entry specifically states that no action will be taken.

- a) Consider acceptance of 2022-23 Annual Trust Report
- b) Nominate and vote on Library Board appointed Trust Board member
- c) Consider acceptance of revised job description for IT Manager
- d) Consider rescission of Art Acquisition and Customer Telephone Calls policies

5. REPORTS FROM OFFICERS & BOARDS

Announcements and remarks about matters of general interest may be made by the Board Members or Director at this time. Items of Library business that may require discussion or action (including a vote or series of votes) are listed below.

- a) Miscellaneous items from the Library Director
 - a. Report on status of Long Rang Plan
 - b. Report on Centennial activities
 - c. Report on revising monthly budget report template
 - d. Report on percentage of cardholders in cohort communities
 - e. Discuss proposed presentation of monthly statistics
- b) Miscellaneous items from the Library Board
 - i. Discussion about scheduling items for upcoming meetings

6. ADJOURN

The City of Stillwater encourages participation from all its citizens. If participation at any public meeting is not possible due to a disability, please notify the Library Director at least 48 hours prior to the meeting by calling 405.372.3633 ext 8124.

On _____, a true and correct copy of this agenda was posted on the kiosk outside City Hall, 723 S. Lewis Street.



Minutes
REGULAR MEETING
STILLWATER PUBLIC LIBRARY BOARD
STILLWATER PUBLIC LIBRARY
NORTH BUILDING CONFERENCE ROOM 313
1107 SOUTH DUCK, STILLWATER, OK, 74074
JUNE 27, 2023, 12:00 NOON
library.stillwater.org

Board members present: Mike Woods, Kathryn Ross, Donna Sinnes, Robin Cornwell, Matt Upson, Sharon Edwards

Staff present: Stacy DeLano, Naomi Brown, Ashlyn Garis

1. CALL MEETING TO ORDER The meeting was called to order at 12:01 p.m.

2. CONSENT DOCKET

Items listed on the consent docket are routine administrative matters that may be approved by a single vote with or without discussion. The Library Board will take action at this meeting (including a vote or series of votes) on these items collectively as part of the Consent Docket.

- a) Minutes: May 23, 2023, Regular Meeting
- b) Stillwater Public Library May 2023 Financial Reports
- c) Stillwater Public Library May 2023 Activity Reports

Cornwell asked for clarification about active borrowers on the activity report. DeLano explained that an active borrower is a person who is actively using their card or has outstanding materials. Inactive users are removed from the database at regular intervals to keep statistics accurate. The number of active users comes to about 45 percent of the population of Stillwater. Cornwell wondered how that percentage compares with libraries similar in size to Stillwater Public Library.

Woods asked how many library account holders live in Stillwater versus out of Stillwater. DeLano said she would research those questions.

Cornwell asked DeLano what factors contributed to the increased attendance in May programs compared to last year. DeLano explained that programming attendance has been slowly climbing in the last year as COVID measures have gradually been lifted.

- d) Approve acceptance of the \$6000 Digital Literacy Workshop Incentive from the Public Library Association and ATT to hold digital literacy programs in the community. **This grant will go toward stipends for instructors from Meridian Technology Center to teach digital literacy courses. These courses will primarily be outreach events using the Library's mobile computer lab. DeLano will provide details about the incentive as it is provided.**

Edwards/Cornwell moved to approve the items on the consent docket. The votes are as follows: Woods, yes; Ross, yes; Sinnes, yes; Cornwell, yes; Upson, yes; Edwards, yes. Motion approved.

3. PUBLIC COMMENT ON AGENDA ITEMS

Taxpayers or residents of the city, or their authorized legal representatives, may address the Library Board at a regularly scheduled meeting on any item of business listed on the meeting agenda provided they have submitted a written request prior to the meeting.

4. GENERAL ORDERS

The Library Board will discuss and take action at this meeting (including a vote or series of votes) on each item listed under General Orders unless the agenda entry specifically states that no action will be taken.

- a) Report from nominating committee and vote on Trust Board appointee
The nominating committee shared that there are no nominees to report. This item will be on the agenda for the next meeting. DeLano will provide a description of the duties of a Trust Board member to the Library Board.
- b) Consider acceptance of revised Librarian I – Cataloger job description
This job description has been updated to include skills such as coding experience, and specific computer skills. Removed from the description are programs that are no longer commonly used in cataloging. Cornwell asked what authority control is. DeLano explained that it is a process of utilizing standardized names, headings, terms, and cross-references in catalog records.

Sinnes/ Ross moved to approve the new description of the Cataloger position. The votes are as follows: Woods, yes; Ross, yes; Sinnes, yes; Cornwell, yes; Upson, yes; Edwards, yes. Motion approved.

- c) Consider request to apply for the United States Holocaust Memorial Museum and American Library Association “Americans and the Holocaust” traveling exhibition **The timing of this traveling display has yet to be determined but would come to Stillwater between 2025 and 2028. Local partners of this event are OSU and the Sheerar Museum. DeLano will also invite an art museum and a temple, both located in Tulsa, to participate. DeLano will attend a meeting about the exhibit in July, and will then provide more information to the board.**

Edwards/Sinnes moved to approve applying for the “Americans and the Holocaust” traveling exhibition. The votes are as follows: Woods, yes; Ross, yes; Sinnes, yes; Cornwell, yes; Upson, yes; Edwards, yes. Motion approved.

5. REPORTS FROM OFFICERS & BOARDS

Announcements and remarks about matters of general interest may be made by the Board Members or Director at this time. Items of Library business that may require discussion or action (including a vote or series of votes) are listed below.

- a) Miscellaneous items from the Library Director
Staff members are working hard on year-end tasks and are preparing for the coming fiscal year. Summer reading programs have been successful with attendance nearing capacity. Jordan Stine has had excellent participation at teen programs. Brenna Gilchrist has had great success with the Butterfly Walk programs. There has been a recent increase of people registering for classes or programs but not attending. The library is considering different tools to manage this issue.
- b) Miscellaneous items from the Library Board
i. Discussion about scheduling items for upcoming meetings
Upson asked if the library will start keeping a supply of naloxone for patrons. DeLano explained there is a supply of naloxone for emergency use in the library, but not to dispense upon request. Staff members will have training on naloxone in July with Stillwater Police Department.

6. ADJOURN

Sinnes/Cornwell moved to adjourn the meeting. The votes are as follows: Woods, yes; Ross, yes; Sinnes, yes; Cornwell, yes; Upson, yes; Edwards, yes. Motion approved. The meeting adjourned at 12:56 p.m.

Prepared by: Naomi Brown, Recording Secretary

**Approved by: _____
Chair, Stillwater Public Library Board**

City of Stillwater, OK
Budget to Actuals with Encumbrances by Key and Object

Report Date: 06/30/2023

Object - Description

Key: 1015510 - Library administration

Revenue

	Budget	Month to date Actual	Year to date Actual	Encumbrance	Balance	Pct. Rem.
43000 - Grant Revenue	0.00	0.00	0.00	0.00	0.00	0.00%
43100 - Federal Grant Revenue	254,758.00	0.00	254,652.94	0.00	105.06	0.04%
43200 - State Grant Revenue	25,745.00	0.00	25,744.50	0.00	0.50	0.00%
45000 - Fines & Forfeitures	15,000.00	2,841.80	25,181.84	0.00	-10,181.84	-67.87%
47012 - Misc Fees	9,000.00	1,084.00	9,964.48	0.00	-964.48	-10.71%
47501 - Room Rental	6,300.00	5,017.50	15,861.87	0.00	-9,561.87	-151.77%
48700 - Miscellaneous Revenue	0.00	0.00	0.00	0.00	0.00	0.00%
48701 - Donations	17,182.00	55.97	20,163.50	0.00	-2,981.50	-17.35%
48702 - Reimbursements	0.00	0.00	0.00	0.00	0.00	0.00%
Revenue Total:	327,985.00	8,999.27	351,569.13	0.00	(23,584.13)	-7.19%

Expenditure

51001 - Full Time	629,701.00	50,250.42	615,200.12	0.00	14,500.88	2.30%
51002 - Part Time	254,800.00	19,444.00	220,633.30	0.00	34,166.70	13.40%
51003 - Overtime	1,400.00	4.85	491.47	0.00	908.53	64.89%
51004 - Allowance	0.00	0.00	0.00	0.00	0.00	0.00%
51005 - On-Call	0.00	0.00	0.00	0.00	0.00	0.00%
51021 - Social Security	67,771.00	5,124.57	61,698.22	0.00	6,072.78	8.96%
51022 - Retirement	37,866.00	3,015.33	36,946.29	0.00	919.71	2.42%
51031 - Pension Benefits	0.00	0.00	0.00	0.00	0.00	0.00%
52012 - Vehicle Repair Parts	500.00	0.00	139.57	0.00	360.43	72.08%
52031 - Office Supplies	1,700.00	89.98	1,658.62	0.00	41.38	2.43%
52034 - Postage	220.00	0.00	172.30	0.00	47.70	21.68%
52036 - Janitorial Supplies	5,200.00	0.00	4,755.38	0.00	444.62	8.55%
52040 - Books & Publications	93,300.00	12,798.38	88,369.91	4,825.64	104.45	0.11%
52041 - Clothing & Uniforms	600.00	0.00	400.00	0.00	200.00	33.33%
52042 - Food	10.00	0.00	10.00	0.00	0.00	0.00%
52043 - Vehicle Fuel & Oil	450.00	0.00	140.58	0.00	309.42	68.76%
52046 - Supplies	16,549.00	5,519.75	12,725.14	3,163.59	660.27	3.98%
53001 - Natural Gas	5,600.00	148.27	5,369.27	0.00	230.73	4.12%
53004 - Telecommunications	5,940.00	52.15	1,346.20	0.00	4,593.80	77.33%
53011 - Equipment Rental	4,800.00	385.85	3,716.45	0.00	1,083.55	22.57%
53020 - Repair-Structures	21,837.00	630.00	13,715.14	1,037.50	7,084.36	32.44%
53023 - Repair-HVAC	31,448.00	0.00	23,961.91	0.00	7,486.09	23.80%
53041 - Donations	30,674.00	1,962.43	14,970.74	1,818.30	13,884.96	45.26%

User: ALICIA.EVANS - Alicia Evans

Report: GL5000 - GL5000: General Budget to Actual with Enc

Page

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Current Date:

Current Time:

07/05/2023

12:13:04

June 2023

100% of Fiscal Year 22-23 Elapsed

City of Stillwater, OK

Budget to Actuals with Encumbrances by Key and Object

Report Date: 06/30/2023

Object - Description	Budget	Month to date Actual	Year to date Actual	Encumbrance	Balance	Pct. Rem.
53045 - Grant Expenditure	308,338.00	10,366.54	280,632.46	2,589.99	25,115.55	8.14%
53049 - Cash Short	0.00	-20.15	-44.86	0.00	44.86	0.00%
53054 - Dues & Subscriptions	689.00	114.00	388.00	0.00	301.00	43.68%
53055 - Training	1,300.00	0.00	746.10	0.00	553.90	42.60%
53062 - Refunds	200.00	0.00	49.71	0.00	150.29	75.14%
53064 - Contract for Services	8,585.00	539.80	6,963.40	1,201.60	420.00	4.89%
53066 - Miscellaneous Services	250.00	0.00	87.50	0.00	162.50	65.00%
53068 - Travel Expense	740.00	0.00	335.30	0.00	404.70	54.68%
53071 - Software Maintenance	40,118.00	0.00	36,209.34	2,625.00	1,283.66	3.19%
54012 - Building & Structures	0.00	0.00	0.00	0.00	0.00	0.00%
56000 - Direct Costs	702.00	53.00	702.00	0.00	0.00	0.00%
56001 - Indirect Costs	851.00	70.00	851.00	0.00	0.00	0.00%
Expenditure Total:	1,572,139.00	110,549.17	1,433,340.56	17,261.62	121,536.82	7.73%
Key Total:	(1,244,154.00)	(101,549.90)	(1,081,771.43)	(17,261.62)	(145,120.95)	11.66%

City of Stillwater, OK

Budget to Actuals with Encumbrances by Key and Object

Object - Description		Budget		Month to date		Year to date		Report Date:		07/31/2023	
Key: 1015510 - Library administration				Actual		Actual		Encumbrance		Balance	
Revenue										Rem.	
45000 - Fines & Forfeitures		20,000.00		2,206.99		2,206.99		0.00		17,793.01	88.96%
47012 - Misc Fees		10,000.00		1,075.92		1,075.92		0.00		8,924.08	89.24%
47501 - Room Rental		14,000.00		688.75		688.75		0.00		13,311.25	95.08%
48701 - Donations		0.00		73.96		73.96		0.00		-73.96	0.00%
Revenue Total:		44,000.00		4,045.62		4,045.62		0.00		39,954.38	90.80%
Expenditure											
51001 - Full Time		677,565.00		20,754.21		20,754.21		0.00		656,810.79	96.93%
51002 - Part Time		274,306.00		7,174.94		7,174.94		0.00		267,131.06	97.38%
51003 - Overtime		1,400.00		1.15		1.15		0.00		1,398.85	99.91%
51021 - Social Security		72,924.00		2,036.75		2,036.75		0.00		70,887.25	97.20%
51022 - Retirement		40,737.00		1,246.11		1,246.11		0.00		39,490.89	96.94%
52012 - Vehicle Repair Parts		500.00		0.00		0.00		0.00		500.00	100.00%
52031 - Office Supplies		1,700.00		0.00		0.00		552.98		1,147.02	67.47%
52034 - Postage		200.00		0.00		0.00		0.00		200.00	100.00%
52036 - Janitorial Supplies		6,100.00		0.00		0.00		661.52		5,438.48	89.15%
52040 - Books & Publications		88,300.00		0.00		0.00		80,500.00		7,800.00	8.83%
52041 - Clothing & Uniforms		600.00		0.00		0.00		0.00		600.00	100.00%
52043 - Vehicle Fuel & Oil		450.00		0.00		0.00		0.00		450.00	100.00%
52046 - Supplies		12,190.00		0.00		0.00		3,518.72		8,671.28	71.13%
53001 - Natural Gas		3,000.00		0.00		0.00		0.00		3,000.00	100.00%
53004 - Telecommunications		7,640.00		52.15		52.15		0.00		7,587.85	99.31%
53011 - Equipment Rental		4,800.00		253.20		253.20		3,934.09		612.71	12.76%
53020 - Repair-Structures		15,687.00		0.00		0.00		5,235.00		10,452.00	66.62%
53023 - Repair-HVAC		9,250.00		0.00		0.00		0.00		9,250.00	100.00%
53041 - Donations		18,686.00		2,100.00		2,100.00		1,493.30		15,092.70	80.77%
53045 - Grant Expenditure		58,126.00		7,488.00		7,488.00		50,000.00		638.00	1.09%
53049 - Cash Short		0.00		-0.64		-0.64		0.00		0.64	0.00%
53054 - Dues & Subscriptions		689.00		0.00		0.00		0.00		689.00	100.00%
53055 - Training		1,300.00		0.00		0.00		0.00		1,300.00	100.00%
53062 - Refunds		200.00		0.00		0.00		0.00		200.00	100.00%
53064 - Contract for Services		8,585.00		0.00		0.00		7,631.00		954.00	11.11%
53066 - Miscellaneous Services		250.00		0.00		0.00		250.00		0.00	0.00%
53068 - Travel Expense		750.00		0.00		0.00		0.00		750.00	100.00%
53071 - Software Maintenance		52,467.00		39,033.62		39,033.62		8,311.40		5,121.98	9.76%

July 2023

8% of Fiscal Year 23-24 Elapsed

City of Stillwater, OK

Budget to Actuals with Encumbrances by Key and Object

Report Date: 07/31/2023

Object - Description	Budget	Month to date		Year to date		Encumbrance	Balance	Pet. Rem.
		Actual		Actual				
56000 - Direct Costs	702.00	59.00		59.00		0.00	643.00	91.59%
56001 - Indirect Costs	851.00	71.00		71.00		0.00	780.00	91.65%
Expenditure Total:	1,359,955.00	80,269.49		80,269.49		162,088.01	1,117,597.50	82.17%
Key Total:	(1,315,955.00)	(76,223.87)		(76,223.87)		(162,088.01)	(1,077,643.12)	81.89%

STILLWATER PUBLIC LIBRARY ACTIVITIES REPORT

JUNE 2023

PUBLIC SERVICES

<u>MATERIALS CIRCULATION</u>			<u>USER SERVICES</u>		
(7,591)	7,952	ADULT BOOKS	(247)	267	NEW ADULT CARDS
(11,594)	11,522	CHILDREN'S BOOKS	(102)	110	NEW CHILDREN'S CARDS
(33)	16	DEVICES	(22,426)	21,813	TOTAL ACTIVE BORROWERS
(671)	474	VIDEOS	(10)	11	HOMEBOUND & OUTREACH DELIVERIES
(995)	969	AUDIOS	(879)	913	COMPUTER
(90)	80	BOOK CLUB BOOKS	(3,076)	2,764	WIRELESS USERS
(34)	37	INTERLIBRARY LOAN	(24)	16	NOTARY SERVICES
(657)	903	IN LIBRARY USE	(13)	4	CURBSIDE DELIVERIES
(6,255)	6,484	EBOOKS			
(4,493)	5,637	DOWNLOADABLE AUDIOS			
(502)	0	EMAGAZINES			
(1)	0	STREAMING VIDEOS			
(42)	92	KITS			
(32,958)	34,166	GRAND TOTAL			

STILLWATER PUBLIC LIBRARY PATRON PROFILE

(13,296)	12,807	ADULT	(1,717)	1,751	OSU STUDENT
(4,376)	4,342	CHILD	(190)	212	OUT OF COUNTY
			(2,847)	2,701	OTHER
CITY RESIDENTS/NON-CITY RESIDENTS			19,307 /	2,506	
ESTIMATED NUMBER OF VISITORS TO LIBRARY			(13,908)	16,133	(14216 + 1917)
NUMBER OF VISITORS TO LIBRARY WEBSITE			(20,573)	19,426	

ESTIMATED ADULT REFERENCE

(2,688)	3,512	IN PERSON
(1,013)	1,181	BY TELEPHONE

ESTIMATED CHILDREN'S REFERENCE

(346)	229	IN PERSON
(64)	38	BY TELEPHONE

PROGRAMMING

(29)	48	MEETING ROOM USAGE
(119)	242	ADULT LIBRARY PROGRAM ATTENDANCE
(5)	148	YOUNG ADULT PROGRAM ATTENDANCE
(149)	473	STORY TIME ATTENDANCE
(924)	1,818	CHILDREN'S LIBRARY PROGRAM ATTENDANCE
(421)	560	CHILDREN'S GRAB & GO BAGS
(29)	NA	TEEN'S GRAB & GO BAGS
(0)	NA	ADULT PASSIVE (BOOKWORMS)

TECHNICAL SERVICES

		<u>MATERIALS ADDED & PROCESSED</u>	
(40)	132	BOOK MATERIALS	(111) 172 BOUND VOLUMES WITHDRAWN
(16)	5	NON-BOOK MATERIALS	
(79,274)	79,366	TOTAL NUMBER OF BOUND VOLUMES IN THE LIBRARY	
(78,864)	88,126	TOTAL NUMBER OF VOLUMES IN OKVL	

() FIGURES IN BRACKETS ARE FOR THE SAME MONTH LAST YEAR

STILLWATER PUBLIC LIBRARY ACTIVITIES REPORT

JUNE 2023

ADULT SERVICES

<u>4,693</u>	<u>Reference Questions</u>	<u>3</u>	Outreach	<u>320</u>	Participants
	<u>3,237</u>		in person	<u>11</u>	Number of Adult Programs
	<u>906</u>		by phone	<u>242</u>	Attendance at Adult Programs
	<u>550</u>		directional	<u>5</u>	Number of Young Adult Programs
		<u>148</u>	Attendance at Young Adult Programs		
<u>48</u>	Meeting Room Usage	<u>13</u>	Number of Volunteers		
		<u>111.25</u>	Total Volunteer Hours		
		<u>20</u>	Displays		

CHILDREN'S SERVICES

<u>267</u>	<u>Reference Questions</u>		
	<u>212</u>		in person
	<u>22</u>		by phone
	<u>33</u>		directional
<u>1</u>	Number of pre-school programs		(daycare & Headstart)
<u>21</u>	Attendance at pre-school programs		
<u>22</u>	Number of storyhours		
<u>473</u>	Attendance at storyhours		
<u>3</u>	Number of programs/school visits for school age children		(here or away)
<u>49</u>	Attendance at programs for school age children		
<u>13</u>	Number of programs for Summer Reading Program		
<u>1,748</u>	Attendance at Summer Reading Program		
<u>8</u>	Displays		
<u>14</u>	Number of volunteers		
<u>55.00</u>	Total volunteer hours		

REGISTRATION

<u>377</u>	<u>Total new borrowers</u>
	<u>267</u> Adults
	<u>110</u> Juveniles

STILLWATER PUBLIC LIBRARY ACTIVITIES REPORT

JUNE 2023

ADULT

Total Book & Non-Book Material Checkouts

2021	2022	2023	
4,207	4,632	5,051	Fiction
2,089	1,630	1,591	Nonfiction
1,435	1,314	1,295	New books
32	15	15	Multi-language items
7,763	7,591	7,952	Total Book Checkouts
11	33	16	Devices
294	195	164	CD books
15	52	76	Music cds
304	245	159	DVDs & Blu-rays
130	90	80	Book Club Bks
14	15	20	Kits
768	630	515	Total Checkouts
318	244	520	In-library use
54	34	37	ILL
6,773	6,255	6,484	Ebooks
4,255	4,493	5,637	Downloadable audios
324	502	0	Emagazines
3	1	0	Streaming videos
11,727	11,529	12,678	Total Checkouts

32,492	32,958	34,166	GRAND TOTAL CIRCULATION
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CHILDREN'S

Total Book & Non-Book Material Checkouts

2021	2022	2023	
8,137	9,463	9,783	Fiction
1,860	1,451	937	Nonfiction
640	599	707	New books
147	81	95	Multi-language items
10,784	11,594	11,522	Total Book Checkouts
455	737	721	CD books
2	11	8	Music cds
324	426	315	DVDs & Blu-rays
6	27	72	Kits
787	1,201	1,116	Total Checkouts
663	413	383	In-library use

OUTREACH

5	Homebound patron deliveries	6	Facility deliveries
17	Homebound items/materials	9	Deposit collections
		180	Total number of books

STILLWATER PUBLIC LIBRARY ACTIVITIES REPORT

JULY 2023

PUBLIC SERVICES

<u>MATERIALS CIRCULATION</u>			<u>USER SERVICES</u>		
(7,542)	7,721	ADULT BOOKS	(261)	255	NEW ADULT CARDS
(11,472)	12,183	CHILDREN'S BOOKS	(91)	82	NEW CHILDREN'S CARDS
(21)	17	DEVICES	(21,672)	21,869	TOTAL ACTIVE BORROWERS
(671)	500	VIDEOS	(13)	8	HOMEBOUND & OUTREACH DELIVERIES
(1,038)	822	AUDIOS	(1,001)	1,115	COMPUTER
(70)	110	BOOK CLUB BOOKS	(3,125)	2,890	WIRELESS USERS
(34)	38	INTERLIBRARY LOAN	(12)	21	NOTARY SERVICES
(601)	1,033	IN LIBRARY USE	(15)	3	CURBSIDE DELIVERIES
(7,067)	6,636	EBOOKS			
(4,708)	5,730	DOWNLOADABLE AUDIOS			
(512)		EMAGAZINES			
(5)		STREAMING VIDEOS			
(42)	79	KITS			
(33,783)	34,869	GRAND TOTAL			

STILLWATER PUBLIC LIBRARY PATRON PROFILE

(12,791)	12,845	ADULT	(1,666)	1,758	OSU STUDENT
(4,215)	4,349	CHILD	(192)	209	OUT OF COUNTY
			(2,808)	2,708	OTHER
CITY RESIDENTS/NON-CITY RESIDENTS			19,360 /	2,509	
ESTIMATED NUMBER OF VISITORS TO LIBRARY			(13,129)	15,097	(13805 + 1292)
NUMBER OF VISITORS TO LIBRARY WEBSITE			(19,723)	11,766	this number off due to website migration

ESTIMATED ADULT REFERENCE

(2,688)	3,512	IN PERSON
(1,013)	1,181	BY TELEPHONE

ESTIMATED CHILDREN'S REFERENCE

(346)	229	IN PERSON
(64)	38	BY TELEPHONE

PROGRAMMING

(26)	32	MEETING ROOM USAGE
(149)	99	ADULT LIBRARY PROGRAM ATTENDANCE
(2)	107	YOUNG ADULT PROGRAM ATTENDANCE
(144)	482	STORY TIME ATTENDANCE
(791)	1,134	CHILDREN'S LIBRARY PROGRAM ATTENDANCE
(450)	449	CHILDREN'S GRAB & GO BAGS
(18)	0	TEEN'S GRAB & GO BAGS
(0)	0	ADULT PASSIVE (BOOKWORMS)

TECHNICAL SERVICES

		<u>MATERIALS ADDED & PROCESSED</u>	
(425)	461	BOOK MATERIALS	(181) 204 BOUND VOLUMES WITHDRAWN
(4)	45	NON-BOOK MATERIALS	
(79,621)	79,746	TOTAL NUMBER OF BOUND VOLUMES IN THE LIBRARY	
(79,132)	88,126	TOTAL NUMBER OF VOLUMES IN OKVL	

() FIGURES IN BRACKETS ARE FOR THE SAME MONTH LAST YEAR

STILLWATER PUBLIC LIBRARY ACTIVITIES REPORT

JULY 2023

ADULT SERVICES

<u>4,693</u>	<u>Reference Questions</u>	<u>1</u>	Outreach	<u>21</u>	Participants
	<u>3,237</u>		in person	<u>8</u>	Number of Adult Programs
	<u>906</u>		by phone	<u>99</u>	Attendance at Adult Programs
	<u>550</u>		directional	<u>4</u>	Number of Young Adult Programs
		<u>107</u>	Attendance at Young Adult Programs		
<u>32</u>	Meeting Room Usage	<u>26</u>	Number of Volunteers		
		<u>190.25</u>	Total Volunteer Hours		
		<u>25</u>	Displays		

CHILDREN'S SERVICES

<u>267</u>	<u>Reference Questions</u>				
	<u>212</u>		in person		
	<u>22</u>		by phone		
	<u>33</u>		directional		
<u>1</u>	Number of pre-school programs		(daycare & Headstart)		
<u>22</u>	Attendance at pre-school programs				
<u>24</u>	Number of storyhours				
<u>482</u>	Attendance at storyhours				
<u>5</u>	Number of programs/school visits for school age children		(here or away)		
<u>88</u>	Attendance at programs for school age children				
<u>10</u>	Number of programs for Summer Reading Program				
<u>1,024</u>	Attendance at Summer Reading Program				
<u>8</u>	Displays				
<u>11</u>	Number of volunteers				
<u>25.50</u>	Total volunteer hours				

REGISTRATION

<u>337</u>	<u>Total new borrowers</u>		
	<u>255</u>	Adults	
	<u>82</u>	Juveniles	

STILLWATER PUBLIC LIBRARY ACTIVITIES REPORT

JULY 2023

ADULT

Total Book & Non-Book Material Checkouts

2021	2022	2023	
4,106	4,541	4,877	Fiction
2,136	1,792	1,605	Nonfiction
1,288	1,190	1,217	New books
31	19	22	Multi-language items
7,561	7,542	7,721	Total Book Checkouts
13	21	17	Devices
295	252	158	CD books
37	43	52	Music cds
289	284	252	DVDs & Blu-rays
90	70	110	Book Club Bks
21	20	22	Kits
745	690	611	Total Checkouts
323	278	398	In-library use
44	34	38	ILL
6,829	7,067	6,636	Ebooks
4,699	4,708	5,730	Downloadable audios
452	512	0	Emagazines
4	5	0	Streaming videos
12,351	12,604	12,802	Total Checkouts

32,280	33,783	34,969	GRAND TOTAL CIRCULATION
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CHILDREN'S

Total Book & Non-Book Material Checkouts

2021	2022	2023	
7,813	9,639	10,240	Fiction
1,734	1,095	1,025	Nonfiction
570	616	800	New books
130	122	118	Multi-language items
10,247	11,472	12,183	Total Book Checkouts
449	729	705	CD books
0	14	7	Music cds
319	387	248	DVDs & Blu-rays
5	22	57	Kits
773	1,152	1,017	Total Checkouts
603	323	635	In-library use

OUTREACH

2	Homebound patron deliveries	6	Facility deliveries
10	Homebound items/materials	11	Deposit collections
		220	Total number of books

**AGREEMENT
BETWEEN STILLWATER PUBLIC LIBRARY AND
STILLWATER LITERACY COUNCIL**

This Agreement is entered into this 14 day of August, 2023, by and between Stillwater Public Library/City of Stillwater, Oklahoma, a municipal corporation ("Stillwater"), and STILLWATER LITERACY COUNCIL, INC., an Oklahoma not-for-profit corporation ("Council").

For and in consideration of the following, Stillwater and Council hereby agree to the following terms and conditions:

1. SERVICES

Stillwater shall provide Room 102 at the Stillwater Public Library, 1107 S Duck, at no charge during the term of January 1, 2024, to December 31, 2024 to Council who provides free literacy services to adult residents of Stillwater. Stillwater will provide key check out service to Council provided that only the Council Director may be in possession of or use the external door key. And provided further, that only those Council members or tutors who are registered on the internal key checkout may be in possession of or use the internal key.

2. RESPONSIBILITIES OF COUNCIL

The Stillwater Literacy Council will be responsible for the following:

1. providing any additional furnishings and equipment;
2. maintaining the room in a safe, neat and orderly condition;
3. providing its own telephone, internet service and equipment;
4. providing the labor to maintain its collections;
5. abiding by library policies regarding building safety, security, and key check-out;
6. maintaining its own system for handling messages, appointments, and telephone calls;
7. reimbursing the City of Stillwater for the cost of any damages to the building or Library furniture/equipment;
8. ensuring that Council office space is locked up for the evening at least 15 minutes prior to the closing of the library building(s).

3. TERMINATION

This Agreement may be terminated by Stillwater for convenience at any time upon thirty (30) days prior written notice to the Council. This Agreement may be terminated for cause by the non-breaching party in the event the other party materially breaches this Agreement and provided the non-breaching party provides the breaching party thirty (30) days prior written notice and the opportunity to cure such breach(es) specified in the notice. Upon termination by Stillwater, Council will have sixty (60) days to vacate the premises.

4. NO INDEMNIFICATION BY CITY OF STILLWATER

Council understands and acknowledges that Stillwater is a municipal corporation that is funded by its taxpayers to operate for the benefit of its citizens. Accordingly, and pursuant to Oklahoma law, Stillwater shall not indemnify nor hold Council harmless for loss, damage, expense or liability arising from or related to this Agreement, including any attorney's fees and costs. Stillwater reserves the right to pursue all legal and equitable remedies to which it may be entitled.

5. APPLICABLE LAW

This Agreement and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Oklahoma without regard to its choice of law principals. The parties agree that all causes of action shall be brought in the Federal or State Courts within the State of Oklahoma. The parties stipulate that venue is proper in a court of competent jurisdiction in Payne County, Oklahoma and each party waives any objection to such venue. Stillwater does not and will not agree to binding arbitration of any disputes.

6. ENTIRE AGREEMENT

These Terms and Conditions constitute the entire agreement between Council and Stillwater. There are no agreements, understandings, restrictions, warranties or representations between the parties other than those set forth herein or herein provided.

Accepted and approved this ____ day of _____, 2023.

STILLWATER PUBLIC LIBRARY BOARD

CHAIR

Accepted and approved this ____ day of _____, 2023.

STILLWATER LITERACY COUNCIL, INC.

Robert Hargrove

Print Name: _Robert Hargrove_____

Title: _____SLC Board President_____



**STILLWATER PUBLIC LIBRARY TRUST
ANNUAL REPORT
2022/23 FISCAL YEAR**

Financial Statement

During the 2022/23 fiscal year, there were **52** donations to the Stillwater Public Library Trust totaling **\$28,751.60**. As of June 30, 2023 the Trust Fund has a balance of **\$620,492.36**. The Mabel King Fund has a balance of **\$54,845.36**. Funds are managed by the Stillwater Public Library Trust Board with assistance from the City of Stillwater Finance Department.

During the 2022/23 fiscal year, **\$1497.91** was expended:

Centennial Activity Costs	\$1006.58
Donor Recognition Installation	\$491.33

Activities Report

During the 2022/23 fiscal year, the Stillwater Public Library Trust Board met **6** times. Trust Board members were involved in the following activities during the year:

- 1) Managed investment of Trust funds in Certificates of Deposit and Vanguard Mutual and Money Market Funds;
- 2) Approved the Stillwater Public Library Trust Annual report for FY2021/22; and
- 3) Approved and expended Trust Projects for FY2022/23 using the trailing 3 year average as of 6/30/22.

The regular meetings of the Stillwater Public Library Trust Board are held bimonthly, beginning in January on the second Wednesday of the month at 4:00 p.m. at the Stillwater Public Library. Members of the 2022-23 Trust Board included: Chair Barbara Miller, Vice-Chair Matt Hull, and members Sandeep Nabar, Cynthia Francisco, and new Friends of the Library appointee, Holly Hartman.

Respectfully Submitted,

Executive Secretary
Stacy DeLano

CITY OF STILLWATER
JOB DESCRIPTION

TITLE: Technology Manager	DEPARTMENT: Library
RANGE: L34	DIVISION:
EFFECTIVE DATE: 10/2014	REVISION DATE: 9/2022 8/2023
Exempt	

PURPOSE OF POSITION:

Work with library director, library staff, and City of Stillwater Information Technology staff to develop and implement technology in support of library services. Serve as lead technician for the library, in cooperation with the City of Stillwater Information Technology Department, to perform a variety of complex professional and highly technical work including installing, troubleshooting, and maintaining computer hardware, software, networks, and peripherals for both staff and public systems. This position reports directly to the Library Director.

ESSENTIAL JOB FUNCTIONS:

- Plan, configure, and manage all aspects of the library's patron computer and Wi-Fi networks. Install and maintain system hardware, software, networks and peripherals.
- Plan, configure, and manage all aspects of the library's patron desktop and laptop stations, mobile lab, and circulating technologies.
- Maintain a strong working relationship and collaborate with the City's Information Technology Department to troubleshoot issues related to staff computers.
- Maintain a current understanding of library technology trends and laws.
- Proactively engage department managers on a routine basis regarding technology-related improvements and needs.
- Serve as a member of the library's leadership team and long range planning committee; serve as project manager on technology-related projects.
- Analyze and maintain local area network hardware and software and make modifications to systems and individual programs; modify test and debug existing computer programs.
- Provide exceptional customer service to staff and patrons when troubleshooting technology-related on hardware and software problems on computer equipment and when providing training.
- Receive, investigate, and respond to difficult and sensitive problems and complaints in a professional manner; identify and report findings and take necessary corrective action.
- Make recommendations to director regarding technology budget and expenditures; track expenditures; establish and maintain positive vendor relationships.
- Seek and assist on technology related grants and funding opportunities.
- Evaluate technology services and operations based on staff and customer input and create procedures to improve operations.
- Supervise acquisition and maintain inventory of library technology.
- ~~Reconfigure hardware as needed.~~
- ~~Evaluate and select software and hardware for the Library's information system.~~
- ~~Update existing systems with new releases.~~
- ~~Submit equipment problems to appropriate vendors for repair.~~
- ~~Assist in completion of E-rate forms.~~
- ~~Provide technical support and administer the Library's computer operations, including network planning and operation.~~

- ~~Assist patrons with the use of computers and software as needed.~~
- Assist with other library technology including automation system, web pages, and other equipment and services. ~~audio-visual and video conferencing.~~
- Perform other duties as assigned.

EDUCATION, TRAINING & EXPERIENCE REQUIRED:

- ~~High School Diploma or equivalent.~~ Bachelor's degree in Information or Computer Sciences-related field
- Three years of computer support experience with particular emphasis on current Microsoft Windows and Linux operating systems and desktop application software and a fundamental understanding of IP communications and functionality of standard networking equipment.

SPECIAL CERTIFICATIONS, REGISTRATIONS, AND LICENSES REQUIRED:

- Valid driver's license. Must obtain Oklahoma driver's license within thirty days of hire.

SKILLS, KNOWLEDGE & ABILITIES REQUIRED:

Knowledge of:

- Information technology concepts, techniques, and principles.
- The use of standard and specialized computer equipment and software applications.
- Various software packages including Microsoft Windows, Microsoft Office, Linux, SQL, and other relevant programs.
- ~~Records storage and handling techniques.~~

Ability to:

- Communicate effectively.
- Work collaboratively.

PHYSICAL/MENTAL REQUIREMENTS:

- Employee must occasionally lift and/or move up to fifty pounds.
- Ability to operate a variety of standard office equipment, including computers, ~~calculators,~~ telephones, photocopiers, fax machines, and automobiles

ENVIRONMENTAL CONDITIONS AND SAFETY CONCERNS:

- No exposure to hazardous materials.
- General office safety precautions need to be followed.

JOB LOCATION:

- Work will be performed at the Stillwater Public Library.

Approved by Library Board: May 24, 2016; Revision: Sept. 27, 2022; Revision: Aug. 22, 2023.

Employee Signature: _____ Date: _____



ART ACQUISITION POLICY

Purpose of Art Committee

The Art Committee will review and recommend selected art for Library Board consideration.

Art Committee Membership and Appointment

The Art Committee shall consist of two Library Board members and one Library staff member appointed by the Library Board Chair. The Library Board Chair may also appoint other people to the Art Committee who will serve as non voting members in an advisory capacity.

Process

All items which are offered to the Library shall be reviewed first by the Art Committee. After reviewing the work of art, the Art Committee may recommend acceptance/purchase/disposition of the item to the Library Board. The Art Committee may also invite artists to submit works of art for review. In considering recommendations to the Library Board, the Art Committee may also consult with experts at the Committee's discretion.

Preferences

In evaluating which works of art to recommend for Library Board consideration, the Art Committee will give preference to art which meets the following criteria:

1. Works of art by Oklahoma area artists
2. Works of art which require little or no maintenance
3. Works of art which are easy and safe to display and store

Disposition Policy

The Stillwater Public Library will not accept or purchase works of art with restrictions or conditions. All works of art which are acquired by the Library become the sole property of the Library. The Library Board reserves the right to dispose of any purchased or donated art work without notifying the donor or artist.

Appeal Process

All decisions of the Art Committee may be appealed to the Library Board.

Amendment of the Art Acquisition Policy

The art acquisition policy may be amended by a majority vote of Library Board members present at a meeting.

Disagreements concerning any aspect of this policy may be appealed to the Stillwater Public Library Board.

Approved 6/25/96

Revised 9/4/96; 11/23/99; 9/11/01

Reaffirmed 9/27/05; 10/27/09; 8/27/13; 12/19/17



CUSTOMER TELEPHONE CALLS

The Stillwater Public Library will not search for or page customers for non-emergency situations. In an emergency situation, staff will utilize the overhead paging system. Staff will not search for or page on a subsequent basis for any telephone caller who misrepresents an emergency situation.

Disagreements concerning any aspect of this policy may be appealed to the Stillwater Public Library Board.

Approved 4/24/98

Reaffirmed 6/18/02; 10/25/05; 11/24/09; 8/27/13

Stillwater Public Library Long Range Plan 2022 – 2025 August 2023 Update

Mission: The Stillwater Public Library is a core community service which provides equal access to the best source of information, current technology, quality collections, outstanding programs, and exceptional service.

Vision: Empowering and connecting Stillwater through information, technology, and learning

Cultivate a Culture of Curiosity

A. Cultivate an enriching environment for staff to expand their skills, knowledge and confidence

1. Dedicate time to tracking current trends in library services and technology

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Librarians assigned parts 6-7 topics of ALA trends website for completion by Aug. 2023 (complete the ALA brief, scholarly articles, library implementation links)

ACTIONS TAKEN (Feb 2023-August 2023)

- Requested and received OSU Library access to staff can access current scholarly library science articles

2. Procure and train staff on the newest technologies

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Circulation, Adult, and Children's staff received training on using tablets to weed and pull holds Sirsi's Mobile Staff training
- All front desk Circulation staff trained on Libby/Overdrive apps and tablets
- RFID tagging installed in library and all staff trained in its use
- April 11-22 supervisors and adult services staffed demoed and assessed library-oriented chatGPT service Librari
- Adult services staff scheduled to take the following technology related classes:
 - Brenna – teaching tech
 - Jordan –using MAC
 - Lisa – image editing
 - Emily – Hybrid learning; Chat GPT

ACTIONS TAKEN (Feb 2023-August 2023)

- Acquired eMeet speaker and mic system to enhance attendee experiences at hybrid meetings and programs
- Adult and children's supervisors received extensive training on using Beanstack, a newly procured reading challenge platform; backup staff watched recorded trainings
- Adult Services and Director used a month-long trial of a library-industry ChatGPT service
- Director took a four part ChatGPT webinar
- Children's staff took Ready to Read Storytime Training via FOLIO grant
- Tech services supervisor attended Customers of SirsiDynix Conference that included trainings on ILS software

- Subscribed to Adobe Creative Cloud to give staff access to learn and use design, layout, and video editing software

3. Encourage staff to ask questions that spur innovation

ACTIONS TAKEN (Aug 2022-Jan 2023)

- All adult services and Tech Services meeting every week
- All children's staff meeting once a month on first or second Thursday
- Each circulation staff now have monthly 1-on-1 meeting with supervisor
- Circulation full-time staff meet weekly with supervisor to provide input
- All staff provided monthly prompt to ask for items to be added to weekly supervisors/manager meeting
- All PT staff provided City of Stillwater email accounts to facilitate open and private communication
- Supervisors scheduled for Crucial Conversations class; assessing for possible purchase for all staff
- Schedule created for Supervisors to discuss budget requests quarterly to correspond with budget opportunities: Nov (State Aid); Feb; May (End of year spending); Aug (Budget creation) and standing priced wish list created and maintained to take advantage of funding opportunities

ACTIONS TAKEN (Feb 2023-August 2023)

- Children's staff implemented use of new worksheet to develop fall programming to focus on staff strengths/ interest and identify community needs
- Non-supervisory Circulation, Children's Services, and Adult Services staff selected formed Health Literacy grant team and created 3 proposals topics and plans

B. Cultivate opportunities for citizens to access new technologies essential for working, learning, and creating

1. Provide up-to-date and accessible computers, software and training

ACTIONS TAKEN (Aug 2022-Jan 2023)

- All patron computers updated with Windows 10
- All patron computers upgraded with Microsoft Office 2021
- Reinstated one on one tutoring; online sign up form created to facilitate registration
- Technical services staff have quarterly calls with Sirsi customer relations manager, scheduling ILS updates, and providing updated status to library staff
- Wifi 6 project fully funded; 90% of equipment received; IT manager reviewing equipment; final equipment expected March 2023 with installation April 2023
- Attended demonstrations for two summer reading patron services; procured a 7 month trial to Beanstack through ODL

ACTIONS TAKEN (Feb 2023-August 2023)

- Completed interior Wifi 6 installation; made 2 secure and 1 "unsecure" connection available for use; Exterior access points schedule for installation Aug.-Sept.
- Three children's learning tablets added to the children's area
- Received a PLA Digital Learn grant to provide free tech classes and incentives in partnership with Meridian Technology Center

- Purchased and set up Google Management Console so devices can be tracked and managed. Chromebooks will be added to circulation September 1
- Adult reference staff provided 35 one-on-one technology tutoring sessions
- Purchased 13 new Take it/ Make it kits and refurbished 2 with newer components (2 are geared toward smaller children, which is a new demographic for the kits and 4 are Citizen Science kits)
- Completed Oklahoma Broadband institutional assessment
- Adult services completed patron needs assessment draft

2. Create instruction resources in a variety of formats for library services and databases

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Created list of all paper instructions needed for patrons for assignment to staff
- Created list of all vendor provided instructions to facilitate timely ordering
- Adult Services created video to test video editing software for creation of instructional videos

ACTIONS TAKEN (Feb 2023-August 2023)

- Purchased Adobe Creative Suite license so staff have access to professional quality video and sound editing software that will allow staff to create more video resources for patrons
- Procured wireless microphone recording system to allow us to create videos with audible sound.
- Created list of topics for instructional videos on circulation-related online activities for patrons. Script draft for renewals completed but will need complete revision due to Auto-renewal. Recording to begin after Labor Day
- Class held on JobsNow (3/23/2023) and Libby (4/27/2023)

3. Provide off-site computer training using mobile equipment

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Funding procured through community foundation; Laptops, peripherals, and software priced for purchasing; procurement scheduled for July 2023
- Outreach staff assessed internet options for more reliable outreach services; Mobile Citizen hotspot/data plan added to State Aid high priority list
- Circulation supervisor will submitted a recommendation on feasibility of lending mobile computer lab to community partners

ACTIONS TAKEN (Feb 2023-August 2023)

- Supervisors created procedure for loaning devices and equipment to organizations
- Purchased new mobile computer lab components outfitted with 15 laptops with foundation donation
- Awarded PLA Digital Learn grant (also mentioned under #1) to be used with the new mobile computer lab to provide free computer training at offsite locations targeted at low-income families, individuals, and seniors.

C. Cultivate relationships and resources to provide learning opportunities that support the growth and well-being of citizens

1. Hold regular programming in the areas of job training, financial literacy, and healthy living

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Programming staff implemented tri-annual schedule (Nov 1 for spring; March 2 for non-SRP summer programming; July 1 for fall)
- Created group to assess new ideas for ODL Health Literacy grant to continue offering health literacy for all ages
- Adult services held the following during non-winter/summer reading program periods:
 - 9/8/2022 Parental Controls
 - 9/20/2022 Resume Writing
 - 9/22/2022 Searching and Applying for Jobs Online
 - 10/15/2022 Starting Your Business
 - 10/27/2022 Parent Resource Night

ACTIONS TAKEN (Feb 2023-August 2023)

- Adult services held the following during non-winter/summer reading program periods, and have scheduled another round of business classes in the fall on 9/27 and 9/30.
 - 2/11/2023 Starting Your Business
 - 3/23/2023 JobsNow
 - 4/13/2023 Finance - Oklahoma Community Credit Union
 - 5/6/2023 Starting Your Business
 - 5/9/2023 Side-Hustle
 - 5/22/2023 Ask-a-Lawyer
- Applied for health literacy grant focusing on childhood obesity prevention in July 2023
- Applying for financial literacy grant for kids in Aug 2023

2. Provide users with access to quiet space

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Meeting rooms and adult services created procedure to continue providing unused meeting rooms to patrons if no meetings scheduled
- Adult services solicited Kicker about sponsoring the “Quiet by Kicker” initiative for noise cancelling headphones – Kicker no longer makes noise cancelling headphones. Adult services staff will investigate other methods for procuring them.
- Director discussed glass wall project with city grant coordinator

ACTIONS TAKEN (Feb 2023-August 2023)

- Dr. Khaled Mansey, Prof. of Architecture at OSU has agreed to work with library supervisors to assess options and to investigate the possibility of a student group developing proposals for enclosed quiet area.
- Viewed and “tested” quiet cubicles at OSU library
- Located potential construction funding grant and communicated with NEH on appropriateness of glassing project for grant

3. Expand literacy resources

ACTIONS TAKEN (Aug 2022-Jan 2023)

- No action

ACTIONS TAKEN (Feb 2023-August 2023)

- Increased the number of storytimes offered during the summer, including multiple sessions and one outdoor session.
- Added an additional preschool outreach storytime to the fall 2023 schedule bringing the total to 4 organizations.
- Library Director and Head of Adult Services attended the Stillwater Literacy Council's board meeting. Connections were made with Family Resource Center and OSU ESL staff that were eager to collaborate. Discussed having library staff attend literacy board meetings twice/year. Arranged to take SLC brochures to volunteer fair. Arranged to share self-help classes' publicity for distribution to SLC students.
- Adult services drafted a resource list for adults with low literacy skills. Asked new contacts from the Literacy Council Board to help ensure that it is comprehensive.

Create an Excellent User Experience

A. Create an inviting, easy to use space to optimize learning

1. Seek partnership opportunities that include free community meeting space

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Director established with City that there is no continuing contractual restraints on providing more free meeting space

ACTIONS TAKEN (Feb 2023-August 2023)

- Documented list of organizations for which the library will provide ongoing meeting space
- Offered space for a cultural diversity class for SLC tutors to strengthen SLC-Library relationship and a department retreat for OSU Theatre Department

2. Ensure that the library and equipment is well-kept and orderly

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Circulation staff have begun a regular program of monitoring the collection using the RFID wand to find misplaced items
- Monthly safety checklist and hazard assessment completed
- Evaluate storage spaces and created plan for using it more efficiently; Children's storage clean-up complete
- Learned new surplusing procedures; surplused first round of 21 items
- IT manager establishing cache of back-up drives for servers and patron computers

ACTIONS TAKEN (Feb 2023-August 2023)

- Cord management devices were installed for public computer stations

- Created and implemented a schedule of routine inspecting and updating mobile electronic devices used in Circulation
- Created daily, weekly, monthly, quarterly, and yearly maintenance and inspection checklist for facilities and equipment

3. Make browsing the library for material simple and engaging

ACTIONS TAKEN (Aug 2022-Jan 2023)

- All sections of library weeded
- Two new librarians trained on weeding procedures
- Graphic Novel itemtype created for easier online browsing; GN call number created for easier identification and all labels changed; all labels changed to author, rather than series for easier viewing
- All parent's shelf materials reintegrated into adult non-fiction for one-spot browsing

ACTIONS TAKEN (Feb 2023-August 2023)

- Bibliographic records updated to newest Library of Congress standards
- Added "How to Use the Dewey Decimal System" page to the website
- Adult Services drafted plan to updating nonfiction signage
- Labels on books in series have been updated and standardized throughout the library and a procedure implemented to get new series books labeled as they arrive.
- Created author "Read-Alike" sign template and began placing signs in adult fiction section near popular authors to point patrons to similar, less well-known authors
- Staff have begun using a "lonely books" list consisting of books that have not been checked out in over 2 years to create displays that highlight titles which have been overlooked by patrons

B. Create excellent customer service with staff who are proficient in the City of Stillwater Standards of Excellence

1. Train staff so that 100% of staff members can assist patrons with 100% of basic tasks

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Conducted week long tally of patron inquiries received at each desk to help determine common patron requests
- Identified a list of tasks in which 100% of staff members must be proficient and a list of tasks in which 100% of public desk staff must be proficient
- Created instructions on performing each task

ACTIONS TAKEN (Feb 2023-August 2023)

- 100% of staff trained on (where necessary) and demonstrated proficiency in Tier 1 activities:
 - Making a photocopy
 - Transferring a phone call
 - Attaching files to emails
 - Looking in a file directory
 - Using self-checkout

- Navigating to catalog
- Assisting others with secure Wi-Fi logon

2. Provide regular customer service training for staff

ACTIONS TAKEN (Aug 2022-Jan 2023)

- All staff took two customer service classes on dealing with difficult patrons issues through Niche Academy

ACTIONS TAKEN (Feb 2023-August 2023)

- All staff took class in managing emotional response during conflicts

3. Ensure that new staff and volunteers receive standard orientations

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Created a standard Chain of Command document
- Created a “Who to Contact” list for staff
- Created draft of basic orientation for staff that included safety, culture, privacy, confidentiality, censorship, and diversity

ACTIONS TAKEN (Feb 2023-August 2023)

- Adult Reference has assigned one staff member to conduct all of the new volunteer orientations and started implementing some of the new documents updated by our college student volunteer during COVID.
- Adult services supervisor created a listing of online trainings to take during the first two weeks of hire and updated the departmental training checklist
- Circulation supervisor has developed training for volunteers interested in shelving. Every volunteer shelve must be trained on that document by a full-time circulation staff member prior to shelving in the library
- Created standard list of training tasks to follow with newly hired shelve
- Added Tier 1 100% tasks to staff orientation procedure
- Business Office Manager categorized and organized library equipment manuals and instructions for staff use

C. Create an efficient experience by revising workflow and providing customer friendly equipment and services

1. Monitor work at service desks and revise as needed for patrons to use the library efficiently

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Performed week-long survey to establish which patron inquiries are being redirected to another desk
- Added guest passes and library card application at each of the three service desks

ACTIONS TAKEN (Feb 2023-August 2023)

- No actions taken

2. Migrate to new website platform using public feedback on content and usability

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Created document with webpages each department has responsibility to update
- Met online with City webpage coordinator to plan June webpage migration; established menu architecture; front page menu headings; and high traffic links to be featured on main page
- Business Office and Director attended 2 classes on website agenda component
- Adult services attended class on website meeting/event component

ACTIONS TAKEN (Feb 2023-August 2023)

- Adult services supervisor transitioned entire site to the new platform
- Staff reviewed and made recommendations for adjustments
- Site went live site went live on July 25
- Adult and Technical Services supervisors updated the Enterprise (catalog) interface for a more streamlined experience that better matches the new website.
- Adult services and library meeting rooms worked on transitioning to a new room reservation and event/activity registration platform. It should go live by the end of August.

3. Replace and expand library equipment and services based on regular user feedback**ACTIONS TAKEN (Aug 2022-Jan 2023)**

- Attended demonstration on updated mobile printing service
- Priced options for patron color printing; IT manager and adult services coordinated plan for moving and networking color copier instead
- Technical services staff trained on archiving software

ACTIONS TAKEN (Feb 2023-August 2023)

- Procured a new color patron printer for the new fiscal year that also allows double sided printing
- Automatic renewals of materials went live July 31
- Take it/ Make kits refurbished and expanded

Ensure a Sustainable Future

- A. Ensure stability by strengthening current revenue sources and seeking alternative funding methods**
- 1. Integrate fundraising and solicitation of corporate sponsorships into normal job duties**

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Director took corporate sponsorship and donor relations webinars
- Created database of past donors; Letters sent to 1990-2021 donors
- New donor recognition designed and constructed; test panels at vendor

ACTIONS TAKEN (Feb 2023-August 2023)

- Tested fundraising techniques at library history, library lock-in, and story slam events
- Planned retro book fair and haunted library fundraising events for fall

- Made donation goals more prominent on the Centennial website
- Planned “\$100 for 100” campaign in the fall

2. Equip staff with training on grant writing and administration

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Established which staff members are expected to pursue grants; all identified staff completed grant writing class
- Create grant procedure which complies with City procedures

ACTIONS TAKEN (Feb 2023-August 2023)

- Teen Services librarian made project manager for Adult Online High School grant and has taken over primary operations and weekly tasks
- Adult Services librarian job shadowing supervisor on Digital Literacy grant for grant management training

3. Demonstrate the community value and cost savings of the library to decision makers

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Attended City Council meetings monthly
- Programming staff identified spring/summer program to which city management/council will be invited

ACTIONS TAKEN (Feb 2023-August 2023)

- Mayor emceed Library StorySlam Centennial fundraiser at Iron Monk
- Invited City officials to the Centennial kickoff program
- Invited city council members to Children’s SRP Award Ceremony, Councilor Hardin acted as an announcer at the event
- Supervisors met to discuss creating a more meaningful statistics and activities document for stakeholders and a draft document has been created
- Monthly lunches held with deputy city manager, director, and board chair

B. Ensure consistency by documenting processes to become a foundation for innovation and growth

1. Document institutional knowledge

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Schedule of monthly procedure documentation created
- 39 procedures finalized; 62 procedures drafted
- Blueprints sorted and prioritized; taken to City engineer for digitization

ACTIONS TAKEN (Feb 2023-August 2023)

- 35 procedures revised
- 3 year cycle of policy review and revision created

2. Standardize library purchasing and maintenance procedures

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Three maintenance procedures drafted
- Library deposit procedure drafted
- Budget Amendment procedure created
- Budget Revision procedure created
- Business Office Manager edited purchasing procedure and communicated changes to receiving
- Carts/purchase lists attached to all requisitions

ACTIONS TAKEN (Feb 2023-August 2023)

- Adult services instituted standardized practice for requesting purchases and tracking expenditures
- Business Office Manager drafted library specific purchasing procedure
- Supervisors attended training session on Finance Enterprise

3. Cross-train staff for seamless continuation of duties during periods of transition

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Created essential tasks spreadsheet listing mandatory tasks for each department; back-up staff that can complete staff; links to online resources
- Circulation aides and clerks trained on basic eBook instruction
- Tech Services supervisor manning reference desk one hr/wk
- Tech Services supervisor shadowed Director at City Council budget amendment
- All reference staff completed 2 hours of circulation desk training

ACTIONS TAKEN (Feb 2023-August 2023)

- Additional staff trained on processing Interlibrary Loan requests and returns
- Technical Services Supervisor and Business Office Manager trained on creating board agendas
- Technical Services Supervisor attended City Council with Director for training as substitute

C. Ensure excellence through ongoing evaluation and intentional change

1. Continually evaluate programs and services to align with the library's mission

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Programming staff instituted debrief session for SRP/WRP
- Adult Services completed program planning instructions for standardized program execution

ACTIONS TAKEN (Feb 2023-August 2023)

- Children's staff added to fall programming schedule the community need each program fulfills.
- Children's and Adult Services met twice a month to coordinate programming resulting in the identification of a need to create a programming committee

2. Regularly assess staffing levels and training

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Technical Services Specialist position updated to include 15 hours of archives services
- Created online form for staff to report continuing education; 113 classes reported
- Four staff enrolled in Public Library Academy

ACTIONS TAKEN (Feb 2023-August 2023)

- Lisa completed her certification; Lacy has started hers
- Paula, Nabuqi, and Brandon have all completed certification; Roseanna has started the coursework

3. Create a regular schedule for staff to review the library through fresh eyes

ACTIONS TAKEN (Aug 2022-Jan 2023)

- No action taken

ACTIONS TAKEN (Feb 2023-August 2023)

- Director researched evaluation documents from multiple libraries
- Library Board members tested instrument and submitted review and results compiled

Serve the Whole Community

A. Serve citizens in all areas of Stillwater by extending services to more locations

1. Provide ability to get a library card online

ACTIONS TAKEN (Aug 2022-Jan 2023)

- No action taken

ACTIONS TAKEN (Feb 2023-August 2023)

- Procedure for acquiring virtual card through email currently in place
- Live form for adults to apply for a library card became available when new website went live

2. Set-up remote locations for returning library materials

ACTIONS TAKEN (Aug 2022-Jan 2023)

- No action taken

ACTIONS TAKEN (Feb 2023-August 2023)

- No action taken

3. Create opportunities for off-site “pop-up” libraries and programming

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Outreach schedule through December 2023 created with 5-6 offsite visits/month

- All children's/adult services staff completed (one signed up) defensive driving to use outreach van – Lacy and AL are scheduled to take this fall

ACTIONS TAKEN (Feb 2023-August 2023)

- Regular library presence resuming at OSU Museum of Art 2nd Saturday
- Regular outreach storytime resumed in Spring 2023
- Staff conducted 26 outreach visits with a reach to 2700 people and resulting in 142 library cards issued
- Homebound staff have contacted and distributed information to senior living facilities in Stillwater
- All Mobile Meals recipients got a brochure about homebound library book delivery along with instructions for how to apply
- Partnered with Noon Lions to hold four storytimes at the October Pumpkin Patch
- Met with new OSU Museum of Art staff to discuss future partnerships and brainstormed ideas of providing reading at the museum. Confirmed monthly storytimes at 2nd Saturday events.

B. Serve Stillwater's diverse population by actively engaging the community to better fulfill its information needs

1. Assess and update the diversity of library materials

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Suggest a Book link moved to front page of website and posted to social media 1-2 times per month
- Two librarians trained on materials selection
- Began diversity audit on young adult collection
- Worked with ELL staff at Stillwater Public Schools and OSU to develop a list of materials to add to the collection for adults, young adults, and children in languages that are spoken in the community
- Updated the Chinese collection adding items of interest in the fiction collection; joined local Chinese language social media group
- Worked with a Korean community member to assess books in Korean and identify cataloging errors

ACTIONS TAKEN (Feb 2023-August 2023)

- Trained one new librarian in materials selection
- Found two new vendors for bilingual children's book
- Worked with Vietnamese community member to identify books of interest then updated and expanded the library's collection of bilingual English/Vietnamese materials
- Developed spreadsheet tracking the number of items in each of the languages available in the Multilanguage section
- Had initial meeting with Stillwater Public Schools' District Coordinator for Multilanguage Learners and Diversity, Equity, and Inclusion to gather input on language needs throughout the district
- Created contact sheet listing community partners from different language groups

2. Engage underserved populations

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Held sign-up events at HeadStart and Family Resource Center and coordinated with 7 other organizations serving underserved populations for early sign-up for Imagination Library, resulting registration of 290 children likely to have limited access to reading material
- Held monthly Outreach story time at Headstart
- Adult services and Circulation supervisors served on Stillwater Community United Committee
- Awarded grant for placement of hive community members in online High School; coordinated with Afghan refugee groups to place students

ACTIONS TAKEN (Feb 2023-August 2023)

- Provided a library storytime to SJH SPED class and planning to continue in fall 2023
- Distributed information at Juneteenth events in Stillwater.
- Staff attended functions and signed people up for library cards at the Family Resources Council on OSU campus and at multicultural events at Stillwater Public Schools
- Outreach to Payne County Pride festival
- Staff attended a back to school event held by the Iowa Tribe
- Targeted health literacy grant proposal entirely to lower socioeconomic and ESL families

3. Create and procure tools to help provide better assistance to underserved populations

ACTIONS TAKEN (Aug 2022-Jan 2023)

- Repaired book magnifier and put back into service
- Consulted with patron with low vision on accessibility adoptions on computers
- Researched and added mobile magnifier and adaptive keyboards to State Aid purchasing list

ACTIONS TAKEN (Feb 2023-August 2023)

- Updated ADA computer mouse pointer to larger point and yellow
- Researched additional accessibility tools to purchase
- Purchased new wheelchair

C. Serve the needs of youth by improving accessibility to library services

1. Pursue avenues for fine free use

ACTIONS TAKEN (Aug 2022-Jan 2023)

- No action taken

ACTIONS TAKEN (Feb 2023-August 2023)

- Auto-renewals enabled in July
- Received OKC Metro's fine free data

2. Work with Stillwater Public Schools to create an easy way for students to borrow library materials

ACTIONS TAKEN (Aug 2022-Jan 2023)

- No action taken

ACTIONS TAKEN (Feb 2023-August 2023)

- No action taken

3. Investigate options for providing tutoring services to children and teens

ACTIONS TAKEN (Aug 2022-Jan 2023)

- No action taken

ACTIONS TAKEN (Feb 2023-August 2023)

- Added new ODL provided database, Brainfuse, to website
- Marketed Brainfuse to the teachers; regularly publicized on social media
- Adult Service held spring class on Brainfuse for teens & parents