Agenda
REGULAR MEETING
STILLWATER PUBLIC LIBRARY BOARD
STILLWATER PUBLIC LIBRARY
NORTH BUILDING CONFERENCE ROOM 313
1107 SOUTH DUCK, STILLWATER, OK, 74074
MARCH 26, 2024, 12:00 NOON
stillwaterok.gov/library

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. **EXECUTIVE SESSION**
   Request for confidential communication regarding the employment, appointment, promotion, demotion, disciplining or resignation of Library Director Stacy DeLano pursuant to 25 O.S. § 307 (B)(1) of the Oklahoma Open Meeting Act.

   a) Vote to convene executive session
   b) Discuss employment, appointment, promotion, demotion, disciplining or resignation of Library Director Stacy DeLano
   c) Vote to convene regular meeting
   d) Possible action (including vote or series of votes) regarding employment, appointment, promotion, demotion, disciplining or resignation of Library Director Stacy DeLano

3. **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: February 27, 2024, Regular Meeting
b) Stillwater Public Library February 2024 Financial Reports
c) Stillwater Public Library February 2024 Activity Report

4. 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.

5. 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) Discuss biannual long range plan update
b) Discuss financial report template
c) Consider adoption of graphical monthly activity report template

6. 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
b) Miscellaneous items from the Library Board
    i. Discussion about scheduling items for upcoming meetings

7. 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
FEBRUARY 27, 2024, 12:00 NOON
stillwaterok.gov/library

Board members present:	**Mike Woods, Martha McMillian, Kathryn Ross, Donna Sinnes, Robin Cornwell, Matt Upson, Sharon Edwards**
Staff present:	**Stacy DeLano, Naomi Brown, Ashlyn Garis, Christy Driskel, John McClenny, Shelly Crynes, Heath Lindley, Sara Rebelo**

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

2. **EXECUTIVE SESSION**
   Request for confidential communication regarding the employment, appointment, promotion, demotion, disciplining or resignation of Library Director Stacy DeLano pursuant to 25 O.S. § 307 (B)(1) of the Oklahoma Open Meeting Act.

   a) Vote to convene executive session
   Sinnes/Edwards moved to convene an executive session. The votes are as follows: Woods, yes; McMillian, yes; Ross, yes; Sinnes, yes; Cornwell, yes; Upson, yes; Edwards, yes. Motion approved. Crynes and Gibson arrived at 12:02 p.m. Lindley arrived at 12:15 p.m.

   b) Discuss employment, appointment, promotion, demotion, disciplining or resignation of Library Director Stacy DeLano

c) Vote to convene regular meeting
Sinnes/Ross moved to convene a regular meeting. The votes are as follows: Woods, yes; McMillian, yes; Ross, yes; Sinnes, yes; Cornwell, yes; Upson, yes; Edwards, yes. Motion approved.

d) Possible action (including vote or series of votes) regarding employment, appointment, promotion, demotion, disciplining or resignation of Library Director Stacy DeLano
No action taken. Driskel and Rebelo left at 12:22 p.m.

3. 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: January 23, 2024, Regular Meeting
b) Stillwater Public Library January 2024 Financial Reports
c) Stillwater Public Library January 2024 Activity Report

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

4. 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.

5. 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) Discussion with Shelley Crynes, Grant Manager, and John McClenny, Procurement Manager, regarding fire suppression system replacement
The Department of Commerce awarded the City of Stillwater a Community Development Block grant (CDBG) with funding from Housing and Urban Development (HUD) to replace the library's fire suppression system. This 30-year-old system will be replaced with a new wet system. A wet system is less likely to leak and costs less than a dry system. The project has been approved, and the design phase will soon begin. Crynes, Gibson, McClenny, and Lindley left at 12:49 p.m.

b) Consider acceptance of Oklahoma Department of Libraries scholarship grant for the 2024 annual conference in the amount of $1756.89
Sinnes/Cornwell moved to accept the conference scholarship grant. The votes are as follows: Woods, yes; McMillian, yes; Ross, yes; Sinnes, yes; Cornwell, yes; Upson, yes; Edwards, yes. Motion approved.

6. **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
DeLano shared an update on proposed state legislation that could potentially affect libraries. One such bill could affect Stillwater Public Library's primary funding for in-person training. The Oklahoma Library Association has requested funding for an advertising campaign that will share all the good that libraries provide to the community. DeLano will share information with the board about how to contribute to the fund. Let's Talk about it, Oklahoma has been very successful. DeLano thanked Woods and Sinnes for leading book discussions during the first event. The shred event was very popular, serving 285 cars.

b) Miscellaneous items from the Library Board
   i. Discussion about scheduling items for upcoming meetings

7. **ADJOURN Edwards/Sinnes moved to adjourn. The votes are as follows: Woods, yes; McMillian, yes; Ross, yes; Sinnes, yes; Cornwell, yes; Upson, yes; Edwards, yes. Motion approved. Meeting adjourned at 1:15 p.m.**

Prepared by: Naomi Brown, Recording Secretary

Approved by: _____
Chair, Stillwater Public Library Board

February 2023

67% of Fiscal Year 23-24 Elapsed

City of Stillwater, OK

Budget to Actuals with Encumbrances by Key and Object

Report Date: 02/29/2024

Object - Description	Budget	Month to date Actual	Year to date Actual	Encumbrance	Balance	Pct. Rem.
Key: 1015510 - Library administration						
Revenue						
43000 - Grant Revenue	7,000.00	1,000.00	7,000.00	0.00	0.00	0.00%
43100 - Federal Grant Revenue	110,757.00	0.00	109,000.00	0.00	1,757.00	1.58%
43200 - State Grant Revenue	19,008.00	0.00	19,008.00	0.00	0.00	0.00%
45000 - Fines & Forfeitures	20,000.00	1,185.80	12,289.75	0.00	7,710.25	38.55%
47012 - Misc Fees	10,000.00	1,273.30	8,117.41	0.00	1,882.59	18.82%
47501 - Room Rental	14,000.00	12,371.25	28,067.25	0.00	-14,067.25	-100.48%
48701 - Donations	20,225.00	1,189.29	21,969.11	0.00	-1,744.11	-8.62%
Revenue Total:	200,990.00	17,019.64	205,451.52	0.00	(4,461.52)	-2.21%
Expenditure						
51001 - Full Time	684,565.00	51,462.58	433,391.08	0.00	251,173.92	36.69%
51002 - Part Time	274,306.00	18,462.64	162,892.83	0.00	111,413.17	40.61%
51003 - Overtime	1,400.00	0.00	89.45	0.00	1,310.55	93.61%
51021 - Social Security	73,823.00	5,088.85	43,775.61	0.00	30,047.39	40.70%
51022 - Retirement	40,737.00	3,087.80	25,598.17	0.00	15,138.83	37.16%
52012 - Vehicle Repair Parts	500.00	0.00	29.98	0.00	470.02	94.00%
52031 - Office Supplies	1,700.00	47.90	1,131.07	0.00	568.93	33.46%
52034 - Postage	200.00	0.00	52.80	0.00	147.20	73.60%
52036 - Janitorial Supplies	6,100.00	589.89	3,145.86	0.00	2,954.14	48.42%
52040 - Books & Publications	88,300.00	7,370.18	54,801.57	27,750.47	5,747.96	6.50%
52041 - Clothing & Uniforms	600.00	0.00	600.00	0.00	0.00	0.00%
52043 - Vehicle Fuel & Oil	450.00	0.00	131.55	0.00	318.45	70.76%
52046 - Supplies	12,190.00	480.94	6,458.34	1,614.93	4,116.73	33.77%
53001 - Natural Gas	6,600.00	1,044.75	2,720.23	0.00	3,879.77	58.78%
53004 - Telecommunications	2,840.00	52.15	417.20	0.00	2,422.80	85.30%
53011 - Equipment Rental	6,000.00	0.00	3,103.35	1,096.65	1,800.00	30.00%
53020 - Repair-Structures	15,687.00	1,869.00	5,946.04	4,737.50	5,003.46	31.89%
53023 - Repair-HVAC	9,250.00	740.65	1,236.06	0.00	8,013.94	86.63%
53041 - Donations	38,911.00	862.16	6,459.76	2,399.64	30,051.60	77.23%
53045 - Grant Expenditure	144,891.00	6,114.89	116,592.16	3,821.22	24,477.62	16.89%
53049 - Cash Short	0.00	-43.05	-42.55	0.00	42.55	0.00%
53054 - Dues & Subscriptions	689.00	0.00	232.00	0.00	457.00	66.32%
53055 - Training	1,300.00	750.00	894.00	140.00	266.00	20.46%
53062 - Refunds	200.00	35.99	46.84	0.00	153.16	76.58%
53064 - Contract for Services	8,585.00	624.85	3,859.70	3,771.30	954.00	11.11%

February 2023

67% of Fiscal Year 23-24 Elapsed

City of Stillwater, OK

Budget to Actuals with Encumbrances by Key and Object

Report Date: 02/29/2024

Object - Description	Budget	Month to date Actual	Year to date Actual	Encumbrance	Balance	Pct. Rem.
53066 - Miscellaneous Services	250.00	17.50	70.00	180.00	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	0.00	46,805.02	300.00	5,361.98	10.21%
53083 - Employee Discounts	0.00	11,907.50	21,260.00	0.00	-21,260.00	0.00%
56000 - Direct Costs	702.00	59.00	472.00	0.00	230.00	32.76%
56001 - Indirect Costs	851.00	71.00	568.00	0.00	283.00	33.25%
Expenditure Total:	1,474,844.00	110,697.17	942,738.12	45,811.71	486,294.17	32.97%
Key Total:	(1,273,854.00)	(93,677.53)	(737,286.60)	(45,811.71)	(490,755.69)	38.52%

STILLWATER PUBLIC LIBRARY ACTIVITIES REPORT
FEBRUARY 2024

PUBLIC SERVICES

MATERIALS CIRCULATION

(6,115)	8,153	ADULT BOOKS
(8,435)	12,807	CHILDREN'S BOOKS
(15)	26	DEVICES
(492)	476	VIDEOS
(673)	983	AUDIOS
(100)	90	BOOK CLUB BOOKS
(41)	35	INTERLIBRARY LOAN
(545)	811	IN LIBRARY USE
(5,822)	5,832	EBOOKS
(4,529)	5,502	DOWNLOADABLE AUDIOS
(0)	0	EMAGAZINES
(0)	0	STREAMING VIDEOS
(46)	89	KITS
(26,813)	34,804	GRAND TOTAL

USER SERVICES

(199)	224	NEW ADULT CARDS
(31)	48	NEW CHILDREN'S CARDS
(21,430)	22,232	TOTAL ACTIVE BORROWERS
(9)	12	HOMEBOUND & FACILITIES DELIVERIES
(808)	854	COMPUTER
(3,129)	3,762	WIRELESS USERS
(44)	38	NOTARY SERVICES
(5)	5	CURBSIDE DELIVERIES

STILLWATER PUBLIC LIBRARY PATRON PROFILE

(12,563)	13,010	ADULT
(4,234)	4,312	CHILD

(1,688)	1,795	OSU STUDENT
(211)	210	OUT OF COUNTY
(2,734)	2,905	OTHER

CITY RESIDENTS/NON-CITY RESIDENTS 19,763 / 2,469

ESTIMATED NUMBER OF VISITORS TO LIBRARY	(11,105) 15,587	(12463 + 3124)
NUMBER OF VISITORS TO LIBRARY WEBSITE	(16,102) 12,020	working with web developer on this stat

ESTIMATED ADULT REFERENCE

(3,028)	2,910	IN PERSON
(1,039)	875	BY TELEPHONE

ESTIMATED CHILDREN'S REFERENCE

(255)	227	IN PERSON
(55)	20	BY TELEPHONE

PROGRAMMING

(56)	23	MEETING ROOM USAGE
(402)	423	ADULT LIBRARY PROGRAM ATTENDANCE
(6)	24	YOUNG ADULT PROGRAM ATTENDANCE
(378)	500	STORY TIME ATTENDANCE
(246)	1,097	CHILDREN'S LIBRARY PROGRAM ATTENDANCE
(293)	384	CHILDREN'S GRAB & GO BAGS
(24)	0	TEEN'S GRAB & GO BAGS
(0)	0	PASSIVE ACTIVITIES

TECHNICAL SERVICES

MATERIALS ADDED & PROCESSED

(385)	587	BOOK MATERIALS
(5)	1	NON-BOOK MATERIALS

(246) 86 BOUND VOLUMES WITHDRAWN

(80,116) 80,327 TOTAL NUMBER OF BOUND VOLUMES IN THE LIBRARY

(81,908) 86,421 TOTAL NUMBER OF VOLUMES IN OKVL

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

STILLWATER PUBLIC LIBRARY ACTIVITIES REPORT
FEBRUARY 2024

ADULT SERVICES

3,785	Reference Questions		3	Outreach	185 Participants
2,693	in person		11	Number of Adult Programs	
659	by phone		423	Attendance at Adult Programs	
433	directional		2	Number of Young Adult Programs	
			24	Attendance at Young Adult Programs	
23	Meeting Room Usage		24	Number of Volunteers	
			131.50	Total Volunteer Hours	
			18	Displays	

CHILDREN'S SERVICES

247	Reference Questions	
213	in person	
4	by phone	
30	directional	
9	Number of pre-school programs	(daycare & Headstart)
491	Attendance at pre-school programs	
23	Number of storyhours	
500	Attendance at storyhours	
14	Number of programs/school visits for school age children	(here or away)
606	Attendance at programs for school age children	
0	Number of programs for Summer Reading Program	
0	Attendance at Summer Reading Program	
5	Displays	
1	Number of volunteers	
3.00	Total volunteer hours	

REGISTRATION

272	Total new borrowers
224	Adults
48	Juveniles

STILLWATER PUBLIC LIBRARY ACTIVITIES REPORT
FEBRUARY 2024

ADULT				CHILDREN'S			
Total Book & Non-Book Material Checkouts				Total Book & Non-Book Material Checkouts			
2021	**2022**	**2023**		**2021**	**2022**	**2023**	
3,706	3,404	4,864	Fiction	6,398	7,002	10,704	Fiction
1,376	1,521	1,900	Nonfiction	1,358	695	1,257	Nonfiction
1,099	1,171	1,368	New books	555	671	715	New books
15	19	21	Multi-language items	73	67	131	Multi-language items
6,196	6,115	8,153	Total Book Checkouts	8,384	8,435	12,807	Total Book Checkouts
29	15	26	Devices				
197	102	149	CD books	431	532	826	CD books
48	36	5	Music cds	7	3	3	Music cds
221	206	140	DVDs &Blu-rays	233	286	336	DVDs &Blu-rays
80	100	90	Book Club Bks	7	23	68	Kits
6	23	21	Kits				
581	482	431	Total Checkouts	678	844	1,233	Total Checkouts
300	256	369	In-library use	210	289	442	In-library use
35	41	35	ILL				
6,136	5,822	5,832	Ebooks				
4,000	4,529	5,502	Downloadable audios				
398	0	0	Emagazines				
9	0	0	Streaming videos				
10,878	10,648	11,738	Total Checkouts				
26,927	26,813	34,804	**GRAND TOTAL CIRCULATION**				

OUTREACH

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

Stillwater Public Library Long Range Plan 2022 – 2025
Feb. 2024 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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Adult Services Supervisor researched regional, national, and international conferences related to technology in libraries and recommends having a supervisory staff member attend the Internet Librarian Connect virtual conference annually
- Adult Services Supervisor reviewed recordings of a new, free virtual conference Ai4 Libraries to see if regularly attending would be beneficial for library staff
- Staff members from Adult Services, Circulation, Tech Services, and Children's Services attended the annual Oklahoma Library Association meeting and attended sessions on current library trends March 6-8, 2024

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Adult services staff attending online training on the following technology-related topics:
    - Lisa – Digital Skills for Older Adults Teaching Strategies
    - Brenna – Creating Accessible Instructional Videos & Super Searching
    - Jordan – MacOS Sonoma Essential Training
    - Lacy – Graphic Design for Libraries
    - Emily – Watching various presentations from ai4Libraries online conference
- Adult services staff created an initial schedule for instruction video creation for the upcoming year, including the following topics: getting started with Libby, registering for a program with CivicRec, requesting an interlibrary loan, and a website overview
- Circulation staff members trained on using Google Workspace to manage newly circulating Chromebooks
- Three Circulation staff members trained on video creation for making instructional videos

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Library director established an interdepartmental team to brainstorm the library's next community-wide reading series and future potential author visits. The first meeting took place on March 13, 2024
- Library sent two staff members to Oklahoma Library Association's annual conference that have never attended

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Adult services held 10 digital literacy workshops on basic tech skills at eight locations (including the library) for 62 individuals and gave away 8 Chromebooks to attendees as a part of the PLA Digital Learn grant the library received in 2023.
- Adult services staff provided 45 one-on-one technology tutoring sessions
- Chromebooks were advertised and began circulating

- Purchased additional playaways to rotate the learning modules available on the children's kiosk.

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)

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Children's Librarian held a "How to research" class for Highland Park 5th G/T class including using the library's database, library catalog, and Google searches. This outline may be adapted and used for future classes.
- Adult services created an updated "how to" brochure for using Libby
- Circulation staff created videos for "How to access your library account online" and "How to place a hold online"
- Circulation staff updated both the Homebound Programs brochure and the "New Card" brochure to better represent the services provided
- Tablet placed at circulation desk to offer hands-on instruction for using Libby and other online library services

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.

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Adult services staff held PLA Digital Literacy classes at seven off-site locations (also mentioned in #B1) using the library's new mobile computer lab.
- Adult services and Circulation staff offered on-site training at The Life Center to help patrons learn to use Libby on tablets in September and have contacted assisted living facilities to offer the same

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Received health literacy grant focusing on childhood obesity prevention.
  Classes held in January and February include:
  - Littles on the Move- weekly physical movement time for under 2s
  - Music and Movement- monthly physical movement session led by outside instructors for 5 & younger

    - Staff was provided Music & Movement training to implement in storytimes and specifically redesign monthly outreach storytime for Headstart classrooms.
  - Kids Leap, Parents Learn- Parents heard a presentation about nutrition from Dr. Ashlea Braun while the children jumped at Ultimate Air
  - DIY Snacks- OSU Nutrition grad students along with library staff offered samplings and education about easy to make healthy snacks
  - Hydration- activities and information provided by OSU Nutrition student, TSET and Extension bike

  Upcoming classes:
  - Salsa making with Extension at library & Our Daily Bread
  - Outdoor adventure at Lake McMurtry
  - Family Yoga
- Received financial literacy grant for kids. Timeframe for grant is Sept 2024-Dec 2025.
- Adult services held the following during non-winter/summer reading program periods
  - 9/28/23 Side Hustles
  - 9/30/23 Business Basics
  - 2/1/24 Side Hustles
  - 2/3/24 Business Basics
- Adult services has scheduled the following for Spring 2024:
  - 4/30/24 Financial Literacy with Oklahoma Community Credit Union
  - 5/21/24 Ask-a-Lawyer
- Circulation staff has created displays featuring books on financial planning, job skills, and healthy habits

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 quite 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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Dr. Khaled Mansey's graduate students visited the library to measure and begin investigations into possible enclosures

- Scheduled visit to Bartlesville Public library to test its new quiet pods

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.

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Adult and children's services staff proposed options for a designated literacy resource area
- The library received an OK Department of Libraries Adult Online High School grant in 2023. All five spots were filled in the fall of 2024, and we celebrated our first graduate in November 2023.
- Adult and children's supervisor created a list of ESL and low literacy community contacts to invite them to an annual meeting to discuss resources and programs.
- Adult services held a digital literacy workshop in Spanish in conjunction with the Stillwater High School's ELL coordinator on 1/23/24. Another attempt will be made to schedule another similar workshop in the fall of 2024.

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Worked with the Stillwater Public Schools to hold a Parent Engagement Night at the library.
- Adult services researched other library policies for library sponsored events, including the use of meeting room space. Adult and children's supervisors created a rough draft of criteria for our future policy/procedures.

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Staff completed procedure for loaning out bike locks to help keep bikes out of lobbies and away from walkways. They will be available to borrow March 2024.
- Circulation staff has created and begun using a timetable for updating electronic devices to keep them in top condition for circulation
- Purchased a cordless mini vac/duster for cleaning staff and patron computer processing units
- Received a good grade on City of Stillwater overall inspection of library facilities; Remedied deficiencies; Worked with safety coordinator to perform walk-throughs on future inspections to more closely learn about issues to pre-emptively check
- Worked with City grant coordinator and finance to plan for fire sprinkler system replacement
- Instituted quarterly photographing of all cracks in building to track foundation wellbeing
- Created interdepartmental team to repurpose IT Manger office and storage in Technical Services
- Refurbished courtyard French drain
- Received quotes on re-caulking outside of building and repairing soffits. Projects will be completed with end of year unused funds and/or be placed on Capital Improvement Plan

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Cataloger has added missing series information to dozens of records. This project will be ongoing.
- Holdings in Worldcat were updated to reflect accurate ownership of titles. This will make the library eligible for OCLC's web visibility program where users conducting a web search in google will be linked directly to book records in the SPL catalog.
- Language categories have been added to Multi-language records in order to make searching for a specific language in the catalog easier.
- Adult services librarian drafted nonfiction signage with more information about what types of books are included in specific Dewey areas, as well as some simple image graphics. After feedback is received the library will test new signs.
- Technical Services staff completed adding over 4000 records into the Special Collections archival database
- Moved the sheets for Take It, Make It kit checkout to more prominent location in the library and organized them by kit type so they are easier for patrons to find

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- 100% of public staff trained on and demonstrated proficiency in Tier 2 activities:
    - Releasing jobs from patron printer
    - Sending a print job from a mobile device
    - Finding where a meeting is occurring
    - Scanning at the copier
    - Putting a book on hold
    - Looking up patron account information
    - Getting a guest pass

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Library director established an interdepartmental committee that began meeting in March 2024 to create a research-based protocol for making visitors feel welcome in library

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 shelver 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 shelvers
- Added Tier 1 100% tasks to staff orientation procedure
- Business Office Manager categorized and organized library equipment manuals and instructions for staff use

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Updated onboarding documents for Circulation staff
- Second staff member now assisting with volunteer processing and orientation to expedite the application processing and placements.
- Completed full SPL Culture document and used on first incoming staff

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Circulation activity tracked and staffing was adjusted to better meet needs during times of peak visits

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 went live in August.

ACTIONS TAKEN (Aug 2023-Feb 2024)

- The library fully transitioned to CivicRec, the City's new meeting room reservation and event/activity registration platform in September 2024. All staff can view the meeting room calendar, and the library has transitioned to using the system for registration for some large events and services such as tax help appointments and the Haunted Library.

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Expanded notary access by having more staff members certified as notaries and selecting staff who work through the weekend.
- Staff explored options for circulating games and puzzles and plan to launch the new service in spring 2024.
- Adult Services Supervisor was given an overview of archiving software, which was also installed on the shared reference workstation.
- Adult services staff migrated the book club kit checkouts to Libib to allow patrons better access to kit information and streamline checkouts.
- Conducted detailed tally of periodical usage to assess patron needs.
- Worked with OSU Extension to add Seed Library for free distribution of locally approved plants

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Received $1,000 sponsorship from Oklahoma Community Credit Union to fund the library's Haunted Library fundraiser
- Conducted a test run of using the library's reading tracking platform Beanstack to raise money via a read-a-thon during the winter reading program in December 2023
- Director and business office manager took donor management program webinar
- Completed annual fundraising plan with the basic activities to be completed each year; plan goes to Library Trust May 2024
- Began investigating viability of adding AmeriCorps volunteer for fundraising (and marketing) administration; contacted two libraries using AmeriCorps; contacted AmeriCorps for initial meeting

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Adult Services librarian completed training with Digital Literacy grant. The final report was submitted in February 2024.
- Teen Services librarian continues to act as the project manager for the Adult Online High School grant.
- Circulation Specialist took training on grant writing to better prepare for assistance with application for Citizenship Corner grant

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Rep. Trish Ranson attended and read during the library's Retro Book Fair fundraiser at Stonecloud
- Library director and several supervisors attended the City's welcome event for the new City Manager
- Numerous City officials were invited to, and attended the library's annual "Meet Your Legislators" event in January 2024
- Began using city manager's weekly update report to City Council and directors to provide information both on library events and on reasoning behind certain actions

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Collated and restructured digital procedures file for easier staff access
- Business Manager performed policy audit on all physical policy binders

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Business Office Manager revised grant and project PO procedures
- Business Office Manager took class for and passed procurement certification

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 Manger trained on creating board agendas
- Technical Services Supervisor attended City Council with Director for training as substitute

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Cataloger trained on book ordering process with Technical Services Supervisor
- Cataloger trained on the reference desk with Adult Services Supervisor
- Circulation supervisor and specialist trained Children's staff on basic circulation desk functions

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Children's and Adult Services Supervisors combined departmental forms to create one standard programming planning form. The initial draft is complete. Once finalized it will be added to the library's internal staff webpage
- Children's and Adult Services Supervisors created an initial draft of criteria for library sponsored programs, including use of meeting space (also listed under II.A.1)
- Circulation Supervisor, Adult Supervisor, and Director enrolled in yearlong evaluation and data collection webinar series and completed first class

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Children's staff has more regular off desk planning and prep time due scheduling adjustments. This allows for better preparation of storytimes and programs and time to view online trainings.
- New Technology Manager's work station and equipment moved into Technical Services office in order to integrate position and knowledge with other staff.
- Adult services librarian completed ODL Academy certification and another adult services librarian is one course away from completing the series. Business Office Manager completed ODL recertification
- Business Office Manger took Excel course to facilitate financial record keeping

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Supervisors provided edits to Director for initial draft of assessment
- Supervisors assessed which actions could easily be completed and based on feedback from the Library Board's assessment the following actions were implemented:
    - The Children's staff held a voting period for children to pick out new stuffed animals to decorate the children's area.
    - New staff members have temporary nametags with their names on them.

- New signs were made and posted regarding food & drink policy and Wi-Fi password.
- Welcoming committee created

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

ACTIONS TAKEN (Aug 2023-Feb 2024)
- No action taken

2. **Set-up remote locations for returning library materials**

ACTIONS TAKEN (Aug 2022-Jan 2023)
- No action taken

ACTIONS TAKEN (Feb 2023-August 2023)
- Individuals receiving Mobile Meals can receive and return materials through their meal providers. Though this was an existing program, through marketing and relationship building, the circulation specialist for homebound deliveries has expanded its reach.
- The Homebound and Organizational Deliveries program has expanded to allow individuals at several assisted living facilities in town to return their materials at their facilities

ACTIONS TAKEN (Aug 2023-Feb 2024)
- 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.

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Continued regularly offering storytimes at OSU Museum of Art 2nd Saturday
- In October, held weekly Saturday afternoon storytimes at the Pumpkin Patch in conjunction with the library's Haunted Library.
- Staff conducted 21 outreach visits with a reach of 1,076 people and resulting in 25 library cards issued
- Brenna has been hosting our month Bookworms program exclusively offsite at the LIFE Center – Adult Day Services
- See earlier notes about hosting offsite Digital Literacy workshops

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 asses 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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- All supervisors attended a virtual lunch and learn via the Oklahoma Library Association "More Than a Month Celebrating Diversity all Year"
- Updated display policy to be more fair and inclusive
- Trained circulation display creators on best practices for displaying diversity
- Adult services and circulation staff met with staff from OSU offering support to Afghan families to assess how we can update our services and materials to meet the needs of that unique community

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 five 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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Made connections with numerous low-income senior housing communities via the Digital Literacy grant, including Senior Residences, Mockingbird Estates, Legacy Park
- Outreach at a community dinner at the Methodist Church, the Payne County Fair, Our Daily Bread, and the Stillwater High School's Thanksgiving Dinner
- Staff presented to the OSU Center for Sovereign Nations student group about library services
- Circulation staff responsible for homebound and organizational deliveries has contacted and created new deposit collections at four additional facilities in town, doubling the size of the program

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 adaptions 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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Adult services coordinated with volunteers to compile various community resource lists into one database. They are in the process of confirming all of the services and contacts with the ultimate goal of having a comprehensive resource list and adding the resources to our website
- Quit stapling newspapers which makes using the low vision viewer more difficult
- All staff completed webinar series on interacting with persons without homes

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- The advent of auto-renewal is allowing material to be checked out longer without accruing fees, and patrons are receiving more and better communication regarding when their items are due.

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- 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

ACTIONS TAKEN (Aug 2023-Feb 2024)

- Teen librarian has been conducting outreach to the secondary schools to help spread student and teacher awareness about Brainfuse

OCTOBER 2023

Percent of Year remaining: **66.67%**

Revenue 000 - Revenue going to City		**Projected Annual Collections**	**Total Collected this month**	**Total Collected this year**	**NA**	**Remainder Projected to be Collected**
45000 - Fines & Forfeitures		20,000.00	1,322.75	6,905.20	0.00	13,094.80
47012 - Misc Fees		10,000.00	962.32	4,249.95	0.00	5,750.05
47501 - Room Rental		14,000.00	5,152.50	8,127.50	0.00	5,872.50
	Total	44,000	7,437.57	19,282.65	0.00	24,717.35

Revenue 000 - Revenue from grants		**Total funds carried forward + BA amount taken to CC**	**Total received this month**	**Total received this year**	**NA**	**Remainder to be received (negative total means Stacy needs to take a BA to CC**
43000 - Grant Revenue		7,000.00	0.00	0.00	0.00	7,000.00
43100 - Federal Grant Revenue		110,757.00	59,000.00	115,000.00	0.00	-4,243.00
	Total	117,757	59,000.00	115,000.00		

Revenue 000 - Revenue from donations		**Total funds carried forward + BA amount taken to CC**	**Total received this month**	**Total received this year**	**NA**	**Remainder to be received (negative total means Stacy needs to take a BA to CC**
48701 - Donations		20,225.00	17,219.96	17,994.53	0.00	2230.47
	Total	20,225	17,219.96	17,994.53		

Expenditure 100 - Personal Services	**Expenditure budget**	**Expended this month**	**Expended this year**	**Encumbrance**	**Total remaining (minus encumbrances)**	**Pct. Remaining**
51001 - Full Time	677,565.00	50,200.03	196,063.40	0.00	481,501.60	71.06%
51002 - Part Time	274,306.00	19,743.41	74,072.51	0.00	200,233.49	73.00%
51003 - Overtime	1,400.00	0.29	10.62	0.00	1,389.38	99.24%
51021 - Social Security	72,924.00	5,098.90	19,831.33	0.00	53,092.67	72.81%

51022 - Retirement	40,737.00	3,012.06	11,765.01	0.00	28,971.99	71.12%
Total 100 - Personal Services	1,066,932	78,054.69	301,742.87		765,189.13	

200 - Materials & Supplies

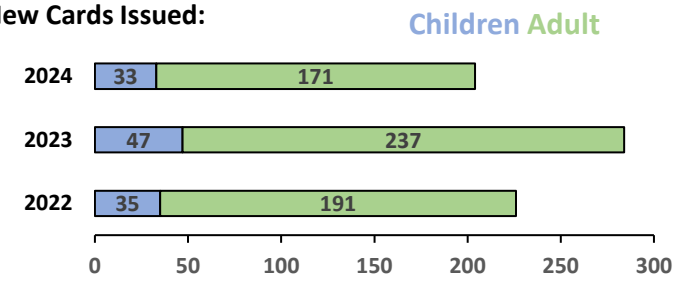
	Expenditure budget	Expended this month	Expended this year	Encumbrance	Total remaining (minus encumbrances)	Pct. Remaining
52012 - Vehicle Repair Parts	500.00	0.00	29.98	0.00	470.02	94.00%
52031 - Office Supplies	1,700.00	35.32	717.38	87.03	895.59	52.68%
52034 - Postage	200.00	0.00	0.00	0.00	200.00	100.00%
52036 - Janitorial Supplies	6,100.00	1,077.91	1,741.31	617.31	3,741.38	61.33%
52040 - Books & Publications	88,300.00	6,587.74	17,707.78	63,541.02	7,051.20	7.99%
52041 - Clothing & Uniforms	600.00	0.00	300.00	0.00	300.00	50.00%
52043 - Vehicle Fuel & Oil	450.00	0.00	106.84	0.00	343.16	76.26%
52046 - Supplies	12,190.00	3,406.15	4,427.80	658.41	7,103.79	58.28%
Total 200 - Materials & Supplies	110,040	11,107.12	25,031.09	64,903.77	20,105.14	

300 - Other Services & Fees

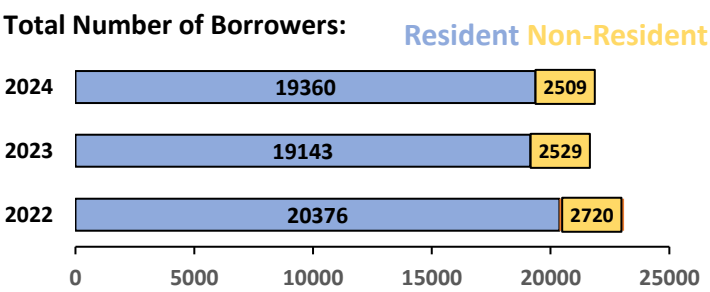
	Expenditure budget	Expended this month	Expended this year	Encumbrance	Total remaining (minus encumbrances)	Pct. Remaining
53001 - Natural Gas	3,000.00	158.64	466.40	0.00	2,533.60	84.45%
53004 - Telecommunications	7,640.00	52.15	208.60	0.00	7,431.40	97.27%
53011 - Equipment Rental	4,800.00	740.81	1,589.36	2,610.64	600.00	12.50%
53020 - Repair-Structures	15,687.00	3,252.04	3,652.04	5,085.00	6,949.96	44.30%
53023 - Repair-HVAC	9,250.00	495.41	495.41	400.00	8,354.59	90.32%
53041 - Donations	36,607.00	778.74	4,691.30	49.75	31,865.95	87.05%
53045 - Grant Expenditure	123,126.00	15,122.58	57,488.00	53,399.03	12,238.97	9.94%
53049 - Cash Short	0.00	1.00	-0.60	0.00	0.60	NA
53054 - Dues & Subscriptions	689.00	0.00	133.00	0.00	556.00	80.70%
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	563.15	1,930.40	5,700.60	954.00	11.11%
53066 - Miscellaneous Services	250.00	35.00	52.50	197.50	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	0.00	45,485.02	1,860.00	5,121.98	9.76%
Total 300 - Other Services & Fees	264,351.00	21,199.52	116,191.43	69,302.52	78,857.05	

JANUARY 2024 - ACCOUNT HOLDER INFORMATION

New Cards Issued:

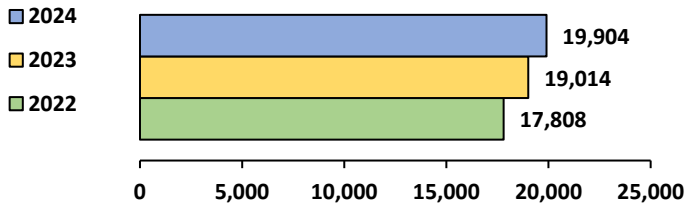


Total Number of Borrowers:

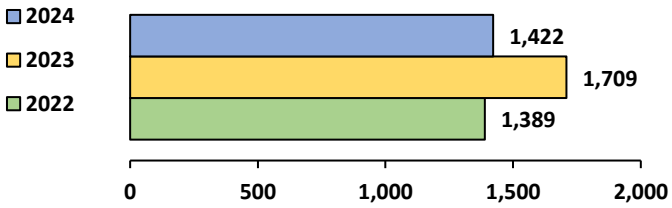


JANUARY 2024 - MONTHLY CIRCULATION:

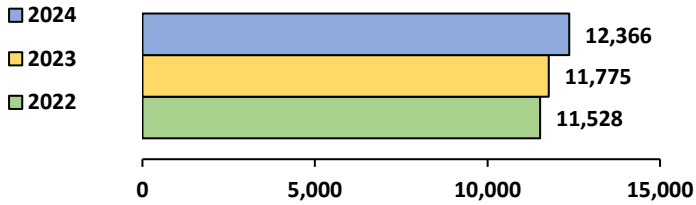
Books:



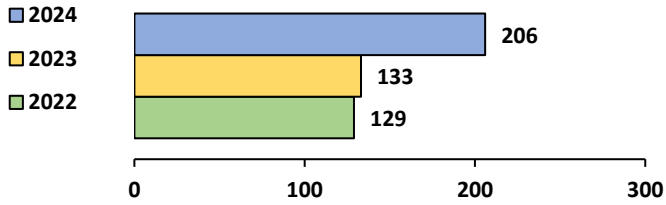
Audio Visual:



Digital:

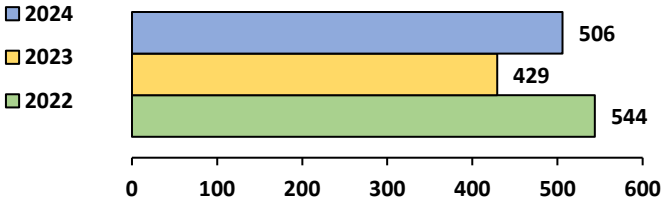


Other Items:

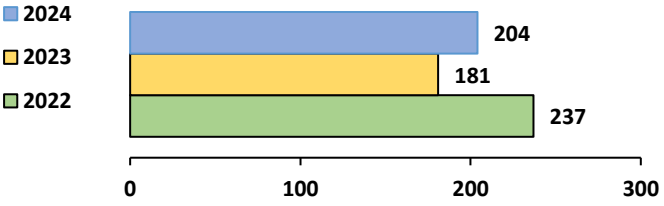


JANUARY 2024 - ITEMS:

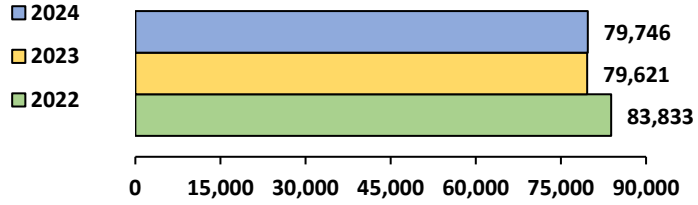
Added This Month:



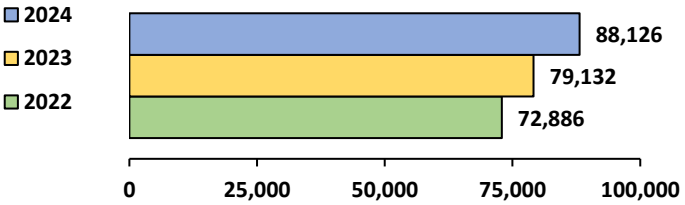
Removed This Month:



Total Physical Items:

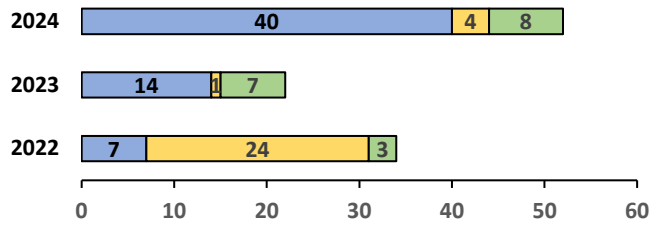


Total Digital Items:

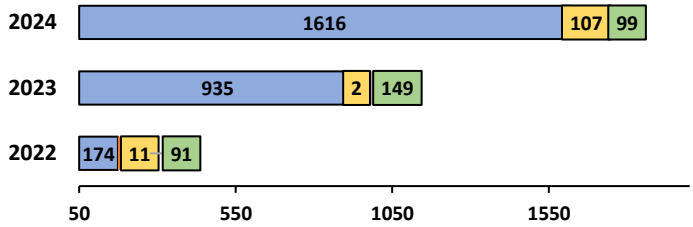


JANUARY 2024 - PROGRAMING:

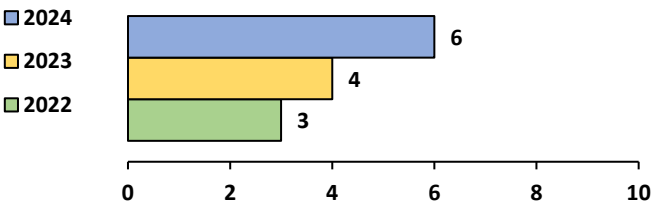
Number of Programs:



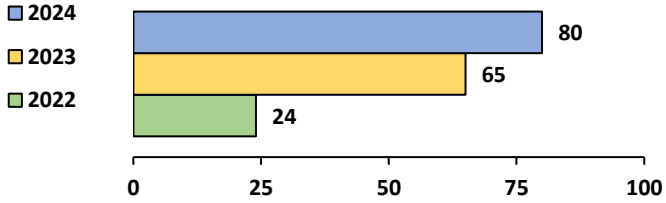
Number of Attendees:



Outreach Number of Events Attended:

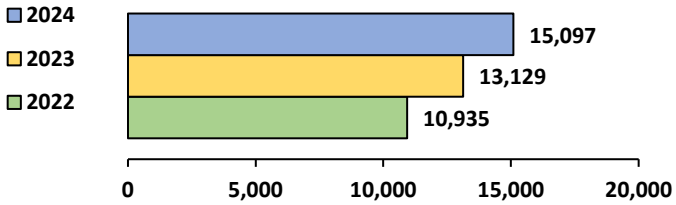


Outreach Number of People Reached:

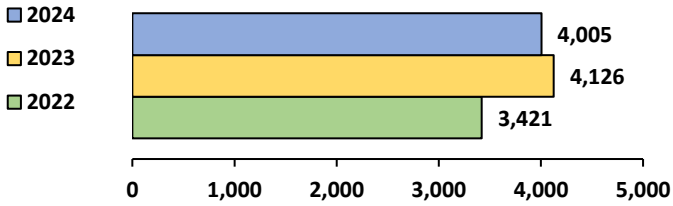


JANUARY 2024 - LIBRARY USE:

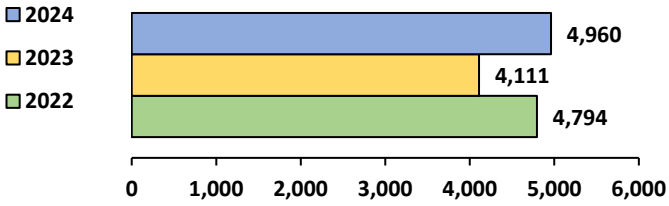
Number of Visitors:



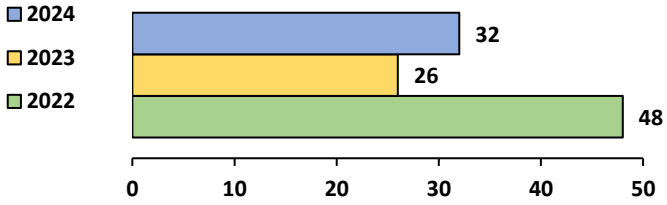
Computer & Wireless Users:



Reference Questions Asked:



Meeting Rooms Use:



ANALYSIS: