



Agenda
REGULAR MEETING
STILLWATER PUBLIC LIBRARY BOARD
STILLWATER PUBLIC LIBRARY
NORTH BUILDING CONFERENCE ROOM 313
1107 SOUTH DUCK, STILLWATER, OK, 74074
SEPTEMBER 24, 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. 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: August 27, 2024, Regular Meeting
- b) Stillwater Public Library August 2024 Financial Reports
- c) Stillwater Public Library August 2024 Activity Report

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 August 2024 update of 2022-25 Long Range Plan activities
- b) Update on 2025-28 Long Range planning
- c) Update on 5-year trend statistics
- d) Update on library staff salaries

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
- 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
AUGUST 27, 2024, 12:00 NOON
stillwaterok.gov/library

Board members present: Martha McMillian, Donna Sinnes, Kathryn Ross, 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: June 25, 2024, Regular Meeting
- b) Stillwater Public Library June-July 2024 Financial Reports
- c) Stillwater Public Library June-July 2024 Activity Report

DeLano has adjusted the financial report, adding new labels to improve understanding. McMillian asked why totals for revenue have minuses on the financial report. DeLano explained that it means more funds were collected than was projected. When a minus appears on grant revenue and donation revenue, it means that a budget amendment needs to be created and presented at a city

council meeting for approval. Cornwell asked about the 53020 and 53023 accounts on the financial report. The repair structures account 53020 has many encumbrances that open at the beginning of the fiscal year. The HVAC account 53023 has a large encumbrance with an HVAC company for anticipated repairs. This will save time when a problem occurs because the funds have already been earmarked for that purpose. Cornwell also asked about 53064. This account is used to pay monthly costs for known contracts that are encumbered at the first of the fiscal year. Cornwell noted that on the June activity report, the city versus non-city figures should be reversed.

Sinnes/Edward moved to approve the consent docket with a correction to the June activity report. The votes are as follows: McMillian, yes; Sinnes, yes; Ross, 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) Consider acceptance of 2023-24 Annual Trust Report

This report details Trust activities over the past year and is submitted for approval to the Trust Board, Library Board, City Council, and Friends of the Library.

McMillian/Cornwell moved to approve the 2023-24 Annual Trust Report. The votes are as follows: McMillian, yes; Sinnes, yes; Ross, yes; Cornwell, yes; Upson, yes; Edwards, yes. Motion approved.

- b) Consider approval of the Children in the Library Policy to supersede the Underage Policy and Disruptive Behavior Policy

The Underage and Disruptive Behavior policies have been revised and consolidated into a single policy, "Children in the Library." One significant change in this policy is the increase in the age at which a child is allowed to be unaccompanied in the library from nine to ten. This policy also allows Children's Services to specify programs that require a caregiver to be present with a child. Cornwell recommended including age specifications in the third bullet point of the policy.

Sinnes/Ross moved to approve the policy pending adding age ranges to the bulleted points that outline information about children attending programs. The

votes are as follows: McMillian, yes; Sinnes, yes; Ross, yes; Cornwell, yes; Upson, yes; Edwards, yes. Motion approved.

- c) Consider approval of a 3% cost-of-living increase to the Library Director's compensation effective June 27, 2024, which is consistent with a recent across-the-board cost-of-living adjustment for general city employees.

DeLano explained that in the case of across-the-board cost-of-living increases, the board must approve the change. This does not happen every year and is not something that can be enacted as a standing request because it would apply to a budget not yet in existence.

Edwards/Sinnes moved to approve a 3% cost-of-living increase to the Library Director's compensation effective June 27, 2024, consistent with a recent across-the-board cost-of-living adjustment for general city employees. The votes are as follows: McMillian, yes; Sinnes, yes; Ross, yes; Cornwell, yes; Upson, yes; Edwards, yes. Motion approved.

- d) Update and discussion on Staff Appreciation subcommittee report
Sinnes reported that the subcommittee would like the Library Board and potentially other volunteers to participate in a staff appreciation activity twice a year. Board members would provide library staff with a light buffet of quality healthy snack options, honoring dietary restrictions. Board members would drop off a buffet snack and help with clean up afterward. The first event will take place during the fire suppression system project. The subcommittee would like to invite the Trust Board to participate in providing buffet food.

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
DeLano discussed the summer reading reports for children, teens, and adults, which will be useful for planning next year's programs. DeLano also received word that the state aid report for the library was accepted. Our Daily Bread received a grant for a family resource center. The library would like to establish points of partnership with them to ensure that community needs are met without duplication.
 - i. Update on Fire Suppression System Replacement
DeLano has confirmed that the final design has been received and the bid should be ready to publish in September. The contract must be awarded by early November. The project will be completed in two phases. During phase one, no meetings will be held in the library, and tech services will operate out

of the south building. In phase two, a core collection and patron computers will be relocated to the north building. Library staff offices will move to various floors of the north building. The children's department will be located on the second floor, and most core collection books will be on the first floor. Checkout and service desks will be situated on the first floor in the lobby. The City of Stillwater IT networking staff has met with library staff to provide guidance for working out of the north building. Depending on the timing and duration of the project, the summer reading program may be affected. If a bid is awarded and accepted, more details and a timeline will be provided.

Ross left at 12:52 p.m.

ii. Update on long range planning and facilitation by MTC

DeLano met with Meridian Technology Center staff to seek assistance with the next long-range plan for the library. Fees for the project will be approximately \$3000. DeLano invited the library board to participate in the project as well. DeLano will share more details in a future meeting.

b) Miscellaneous items from the Library Board

Sinnes asked for updates on matters regarding the unhoused in the Stillwater community. DeLano explained that a significant Supreme Court case was decided this summer. DeLano anticipates receiving more detailed information and guidance in the upcoming months.

i. Discussion about scheduling items for upcoming meetings

6. ADJOURN

Corwell/Sinnes moved to adjourn. The votes are as follows: McMillian, yes; Sinnes, yes; Ross, yes; Cornwell, yes; Upson, yes; Edwards, yes. Motion approved. The meeting adjourned at 1:03 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

Object - Description		Budget	Month to date	Year to date	Encumbrance	Balance	Pct.
Key: 101510 - Library administration			Actual	Actual			Rem.
Revenue							
43100 - Federal Grant Revenue	825.00	0.00	824.68	0.00	0.32	0.03%	
45000 - Fines & Forfeitures	20,000.00	1,286.98	2,804.79	0.00	17,195.21	85.97%	
47012 - Misc Fees	9,000.00	1,448.00	3,062.83	0.00	5,937.17	65.96%	
47501 - Room Rental	11,000.00	-1,600.00	4,017.75	0.00	6,982.25	63.47%	
48700 - Miscellaneous Revenue	0.00	0.00	0.00	0.00	0.00	0.00%	
48701 - Donations	0.00	93.87	262.78	0.00	-262.78	0.00%	
48702 - Reimbursements	0.00	0.00	0.00	0.00	0.00	0.00%	
Revenue Total:	40,825.00	1,228.85	10,972.83	0.00	29,852.17	73.12%	
Expenditure							
51001 - Full Time	699,471.00	51,991.65	97,191.75	0.00	602,279.25	86.10%	
51002 - Part Time	294,720.00	20,118.35	38,456.78	0.00	256,263.22	86.95%	
51003 - Overtime	500.00	74.22	119.56	0.00	380.44	76.08%	
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	76,093.00	5,302.81	10,063.43	0.00	66,029.57	86.77%	
51022 - Retirement	41,998.00	3,123.91	5,838.63	0.00	36,159.37	86.09%	
52012 - Vehicle Repair Parts	500.00	0.00	4.44	0.00	495.56	99.11%	
52031 - Office Supplies	1,700.00	158.14	158.14	0.00	1,541.86	90.69%	
52034 - Postage	200.00	0.00	0.00	0.00	200.00	100.00%	
52036 - Janitorial Supplies	5,100.00	0.00	0.00	635.37	4,464.63	87.54%	
52040 - Books & Publications	88,300.00	7,929.34	8,273.44	76,546.56	3,480.00	3.94%	
52041 - Clothing & Uniforms	600.00	300.00	300.00	0.00	300.00	50.00%	
52043 - Vehicle Fuel & Oil	450.00	0.00	17.21	0.00	432.79	96.17%	
52046 - Supplies	10,000.00	765.65	765.65	580.95	8,653.40	86.53%	
53001 - Natural Gas	6,000.00	149.97	149.97	0.00	5,850.03	97.50%	
53004 - Telecommunications	7,640.00	52.15	104.30	0.00	7,535.70	98.63%	
53011 - Equipment Rental	6,000.00	446.22	858.23	5,002.19	139.58	2.32%	
53020 - Repair-Structures	14,743.00	741.50	4,074.42	4,503.00	6,165.58	41.82%	
53023 - Repair-HVAC	23,250.00	1,235.80	3,912.00	16,545.40	5,468.80	23.52%	
53041 - Donations	24,444.00	787.00	3,912.00	743.39	19,788.61	80.95%	
53045 - Grant Expenditure	41,213.00	5,673.32	7,345.41	20,563.62	13,303.97	32.28%	
53049 - Cash Short	0.00	-0.12	-0.12	0.00	0.12	0.00%	
53054 - Dues & Subscriptions	737.00	196.00	196.00	0.00	541.00	73.40%	
53055 - Training	1,300.00	0.00	0.00	0.00	1,300.00	100.00%	

City of Stillwater, OK

Budget to Actuals with Encumbrances by Key and Object

Report Date: 08/31/2024

Object - Description	Budget	Month to date		Year to date		Encumbrance	Balance	Pct. Rem.
		Actual		Actual				
53062 - Refunds	200.00	0.00		0.00		0.00	200.00	100.00%
53064 - Contract for Services	9,985.00	214.25		214.25		9,756.75	14.00	0.14%
53066 - Miscellaneous Services	250.00	0.00		0.00		150.00	100.00	40.00%
53068 - Travel Expense	750.00	0.00		0.00		40.00	710.00	94.66%
53071 - Software Maintenance	51,295.00	23,723.01		44,650.43		1,851.32	4,793.25	9.34%
53083 - Employee Discounts	0.00	-1,852.50		1,897.50		0.00	-1,897.50	0.00%
56000 - Direct Costs	413.00	34.00		68.00		0.00	345.00	83.53%
56001 - Indirect Costs	422.00	35.00		70.00		0.00	352.00	83.41%
Expenditure Total:	1,408,274.00	121,199.67		225,965.22		136,918.55	1,045,390.23	74.23%
Key Total:	(1,367,449.00)	(119,970.82)		(214,992.39)		(136,918.55)	(1,015,538.06)	74.26%

August 31, 2024

Experimental Finance Template

% Year remaining: 83.33%

This color indicates that fixed costs are encumbered so % remaining will be low

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 & Forfeits	20,000.00	1,286.98	2,804.79	0.00	17,195.21
47012 - Misc Fees	9,000.00	1,448.00	3,062.83	0.00	5,937.17
47501 - Room Rental	11,000.00	-1,600.00	4,017.75	0.00	6,982.25
Total	40,000	1,134.98	9,885.37	0.00	30,114.63

Revenue

000 -

Revenue from 2023-24
grants

	Total funds carried forward + BA amount taken to CC	Total received this month	Total received this year	NA	Remainder to receive from grantor (if neg. total, then do budget amend)
43000 - Grant Revenue	0.00	0.00	0.00	0.00	0.00
43100 - Federal Grants	825.00	0.00	824.68	0.00	0.32
43200 - State Grants	0.00	0.00	0.00	0.00	0.00
Total	825	0.00	824.68		0.32

Revenue

000 -

Revenue from 2023-24
donations

	Total funds carried forward + BA amount taken to CC	Total received this month	Total received this year	NA	Remainder to be received (if neg. total, then do budget amend; postive = rounding error)
48701 - Donations	0.00	93.87	262.78	0.00	-262.78
Total	0.00	93.87	262.78	0.00	-262.78

Expenditure

100 -

Personal Services

	Expenditure budget	Expended this month	Expended this year	Encumbrance	Total remaining (minus encumbrances)	Pct. Remaining
51001 - Full Time	699,471.00	51,991.65	97,191.75	0.00	602,279.25	86.10%
51002 - Part Time	294,720.00	20,118.35	38,456.78	0.00	256,263.22	86.95%
51003 - Overtime	500.00	74.22	119.56	0.00	380.44	76.09%
51021 - Social Security	76,093.00	5,302.81	10,063.43	0.00	66,029.57	86.77%
51022 - Retirement	41,998.00	3,123.91	5,838.63	0.00	36,159.37	86.10%
Total	1,112,782.00	80,610.94	151,670.15	0.00	961,111.85	

200 -

Materials & Supplies

	Expenditure budget	Expended this month	Expended this year	Encumbrance	Total remaining (not including encumbrances)	Pct. Remaining
52012 - Vehicle Rep.Parts	500.00	0.00	4.44	0.00	495.56	99.11%
52031 - Office Supplies	1,700.00	158.14	158.14	154.88	1,386.98	81.59%
52034 - Postage	200.00	0.00	0.00	0.00	200.00	100.00%
52036 - Janitorial Supplies	5,100.00	0.00	0.00	635.37	4,464.63	87.54%
52040 - Books & Pubs	88,300.00	7,929.34	8,273.44	76,546.56	3,480.00	3.94%
52041 - Clothing/Uniforms	600.00	300.00	300.00	0.00	300.00	50.00%
52042 - Food	0.00	0.00	0.00	0.00	0.00	0.00%
52043 - Vehicle Fuel & Oil	450.00	0.00	17.21	0.00	432.79	96.18%
52046 - Supplies	10,000.00	765.65	765.65	551.03	8,683.32	86.83%
Total	106,850.00	9,153.13	9,518.88	77,887.84	19,443.28	

300 -

Other Services & Fees

	Expenditure budget	Expended this month	Expended this year	Encumbrance	Total remaining (not including encumbrances)	Pct. Remaining
53001 - Natural Gas	6,000.00	149.97	149.97	0.00	5,850.03	97.50%
53004 - Telecom	7,640.00	52.15	104.30	0.00	7,535.70	98.63%
53011 - Equipment Rental	6,000.00	446.22	858.23	5,002.19	139.58	2.33%
53020 - Repair-Structures	14,743.00	741.50	4,074.42	4,503.00	6,165.58	41.82%
53023 - Repair-HVAC	23,250.00	1,235.80	1,235.80	16,545.40	5,468.80	23.52%
53041 - Donations	24,444.00	787.00	3,912.00	663.39	19,868.61	81.28%
53045 - Grant Expenditure	41,213.00	5,673.32	7,345.41	16,804.19	17,063.40	41.40%
53049 - Cash Short	0.00	-0.12	-0.12	0.00	0.12	0.00%
53054 - Dues	737.00	196.00	196.00	0.00	541.00	73.41%
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 - Cont. for Services	9,985.00	214.25	214.25	9,756.75	14.00	0.14%
53066 - Misc. Services	250.00	0.00	0.00	150.00	100.00	40.00%
53068 - Travel Expense	750.00	0.00	0.00	40.00	710.00	94.67%
53071 - Software Maint	51,295.00	23,723.01	44,650.43	1,851.32	4,793.25	9.34%
Total	187,807.00	33,219.10	62,740.69	55,316.24	69,750.07	

STILLWATER PUBLIC LIBRARY ACTIVITIES REPORT

AUGUST 2024

PUBLIC SERVICES

<u>MATERIALS CIRCULATION</u>			<u>USER SERVICES</u>		
(9,226)	9,703	ADULT BOOKS	(352)	312	NEW ADULT CARDS
(13,175)	14,352	CHILDREN'S BOOKS	(81)	72	NEW CHILDREN'S CARDS
(14)	14	DEVICES	(22,018)	22,641	TOTAL ACTIVE BORROWERS
(500)	609	VIDEOS	(9)	14	HOMEBOUND & FACILITIES DELIVERIES
(987)	898	AUDIOS	(1,161)	1,100	COMPUTER
(80)	120	BOOK CLUB BOOKS	(3,155)	5,048	WIRELESS USERS
(34)	46	INTERLIBRARY LOAN	(37)	44	NOTARY SERVICES
(864)	921	IN LIBRARY USE	(1)	6	CURBSIDE DELIVERIES
(6,613)	6,553	EBOOKS			
(5,619)	5,932	DOWNLOADABLE AUDIOS			
(-)	-	EMAGAZINES			
(-)	-	STREAMING VIDEOS			
(72)	171	KITS			
(37,184)	39,319	GRAND TOTAL			

STILLWATER PUBLIC LIBRARY PATRON PROFILE

(12,887)	13,200	ADULT	(1,770)	1,858	OSU STUDENT
(4,367)	4,371	CHILD	(209)	213	OUT OF COUNTY
			(2,785)	2,999	OTHER
CITY RESIDENTS/NON-CITY RESIDENTS			20,184 /	2,457	
ESTIMATED NUMBER OF VISITORS TO LIBRARY			(13,431)	13,255	(13115+140)
NUMBER OF VISITORS TO LIBRARY WEBSITE			(13,313)	19,662	

ESTIMATED ADULT REFERENCE

(3,512)	2,890	IN PERSON
(11,181)	824	BY TELEPHONE

ESTIMATED CHILDREN'S REFERENCE

(229)	223	IN PERSON
(38)	11	BY TELEPHONE

PROGRAMMING

(28)	13	MEETING ROOM USAGE
(100)	67	ADULT LIBRARY PROGRAM ATTENDANCE
(72)	5	YOUNG ADULT PROGRAM ATTENDANCE
(500)	521	STORY TIME ATTENDANCE
(260)	89	CHILDREN'S LIBRARY PROGRAM ATTENDANCE
(285)	371	CHILDREN'S GRAB & GO BAGS
(0)	0	TEEN'S GRAB & GO BAGS
(0)	0	PASSIVE ACTIVITIES

TECHNICAL SERVICES

		<u>MATERIALS ADDED & PROCESSED</u>		
(323)	357	BOOK MATERIALS	(130)	751
(6)	0	NON-BOOK MATERIALS		
(79,870)	79,925	TOTAL NUMBER OF BOUND VOLUMES IN THE LIBRARY		
(86,508)	86,513	TOTAL NUMBER OF VOLUMES IN OKVL		

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

STILLWATER PUBLIC LIBRARY ACTIVITIES REPORT

AUGUST 2024

ADULT SERVICES

<u>3,714</u>	<u>Reference Questions</u>	<u>9</u>	Outreach	<u>1689</u>	Participants
	<u>2,695</u>		in person	<u>7</u>	Number of Adult Programs
	<u>631</u>		by phone	<u>67</u>	Attendance at Adult Programs
	<u>388</u>		directional	<u>1</u>	Number of Young Adult Programs
		<u>5</u>	Attendance at Young Adult Programs		
<u>13</u>	Meeting Room Usage	<u>18</u>	Number of Volunteers		
		<u>123.00</u>	Total Volunteer Hours		
		<u>15</u>	Displays		

CHILDREN'S SERVICES

<u>234</u>	<u>Reference Questions</u>				
	<u>212</u>		in person		
	<u>0</u>		by phone		
	<u>22</u>		directional		
<u>4</u>	Number of pre-school programs		(daycare & Headstart)		
<u>89</u>	Attendance at pre-school programs				
<u>34</u>	Number of storyhours				
<u>521</u>	Attendance at storyhours				
<u>0</u>	Number of programs/school visits for school age children		(here or away)		
<u>0</u>	Attendance at programs for school age children				
<u>0</u>	Number of programs for Summer Reading Program				
<u>0</u>	Attendance at Summer Reading Program				
<u>8</u>	Displays				
<u>0</u>	Number of volunteers				
<u>0.00</u>	Total volunteer hours				

REGISTRATION

<u>384</u>	<u>Total new borrowers</u>		
	<u>312</u>	Adults	
	<u>72</u>	Juveniles	

STILLWATER PUBLIC LIBRARY ACTIVITIES REPORT

AUGUST 2024

ADULT

Total Book & Non-Book Material Checkouts

2022	2023	2024	
3,999	5,704	5,991	Fiction
2,025	2,075	2,129	Nonfiction
1,378	1,431	1,551	New books
20	16	32	Multi-language items
7,422	9,226	9,703	Total Book Checkouts
42	14	14	Devices
193	240	143	CD books
53	43	19	Music cds
315	200	243	DVDs & Blu-rays
90	80	120	Book Club Bks
37	19	107	Kits
730	596	646	Total Checkouts
254	380	341	In-library use
45	34	46	ILL
6,932	6,613	6,553	Ebooks
4,751	5,619	5,932	Downloadable audios
440	-		Emagazines
2	-		Streaming videos
12,424	12,646	12,872	Total Checkouts

32,783 37,184 39,319 **GRAND TOTAL CIRCULATION**

CHILDREN'S

Total Book & Non-Book Material Checkouts

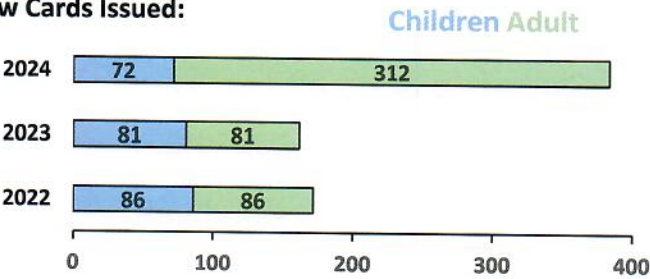
2022	2023	2024	
9,119	11,067	12,140	Fiction
821	1,144	1,267	Nonfiction
682	824	814	New books
140	140	131	Multi-language items
10,762	13,175	14,352	Total Book Checkouts
748	693	724	CD books
17	11	12	Music cds
380	300	366	DVDs & Blu-rays
12	53	64	Kits
1,157	1,057	1,166	Total Checkouts

HOMEBOUND/FACILITIES DELIVERIES

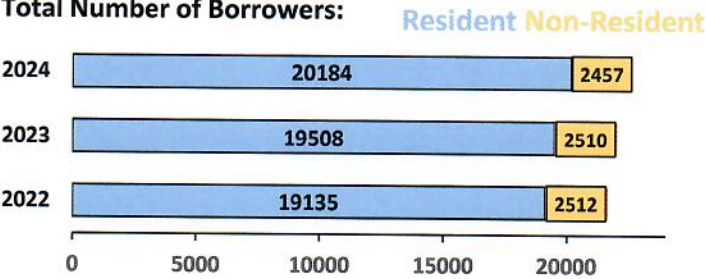
5	Homebound patron deliveries	9	Facilities deliveries
17	Homebound books	13	Deposit collections
		270	Total number of books

AUGUST 2024 - ACCOUNT HOLDER INFORMATION

New Cards Issued:

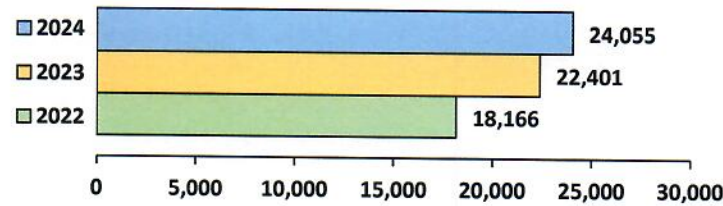


Total Number of Borrowers:

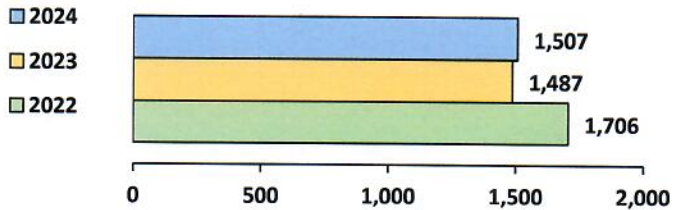


AUGUST 2024 - MONTHLY CIRCULATION:

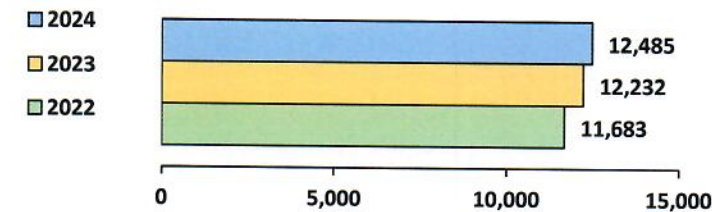
Books:



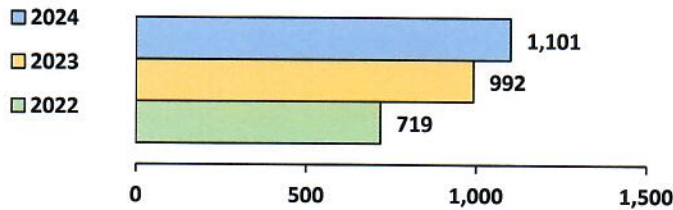
Audio Visual:



Digital:

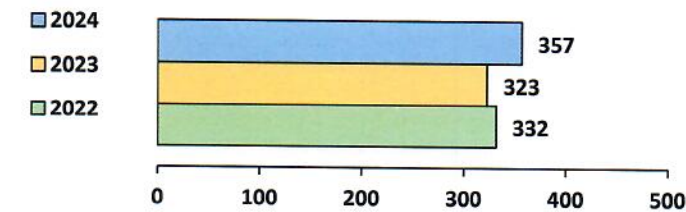


Other Items:

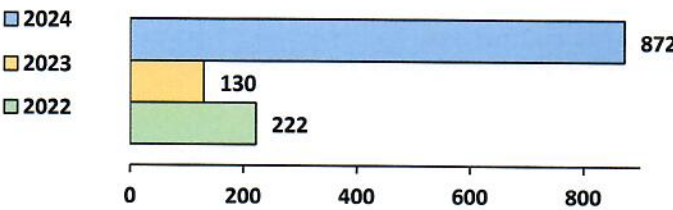


AUGUST 2024 - ITEMS:

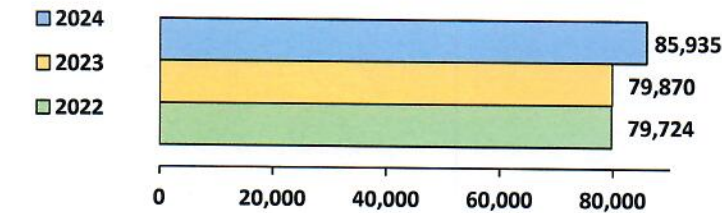
Added This Month:



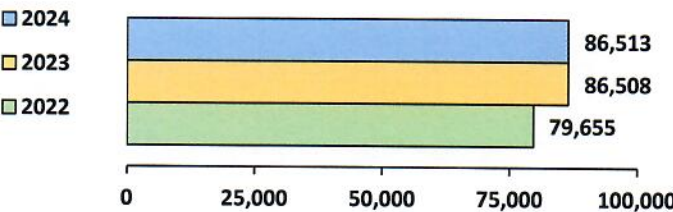
Removed This Month:



Total Physical Items:

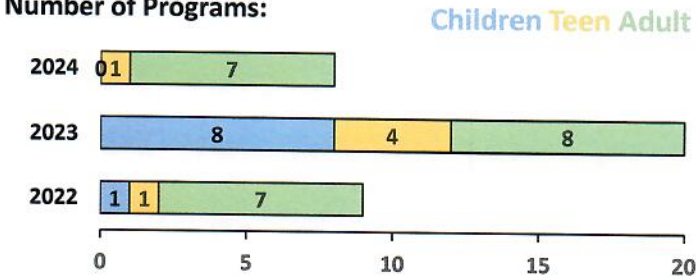


Total Digital Items:

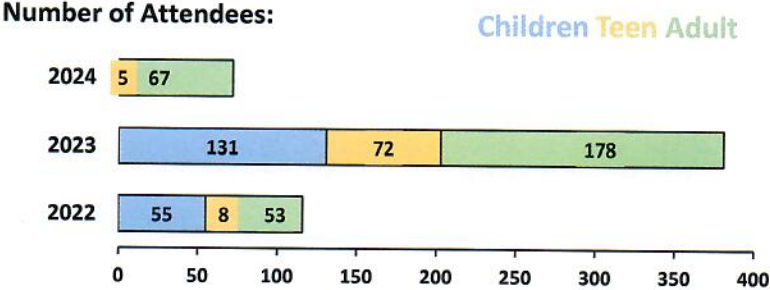


AUGUST 2024 - PROGRAMING:

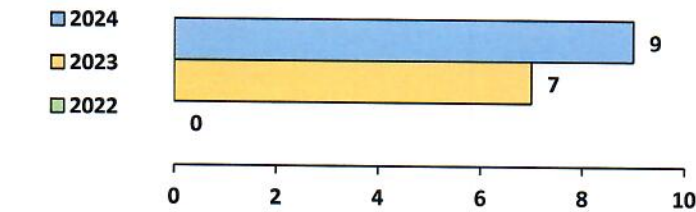
Number of Programs:



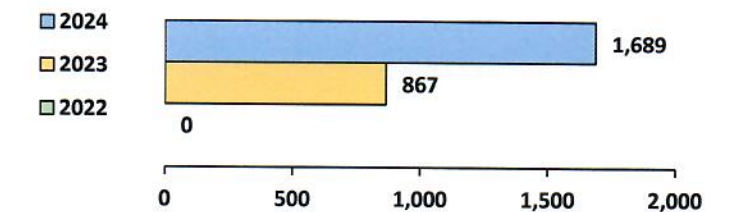
Number of Attendees:



Outreach Number of Events Attended:

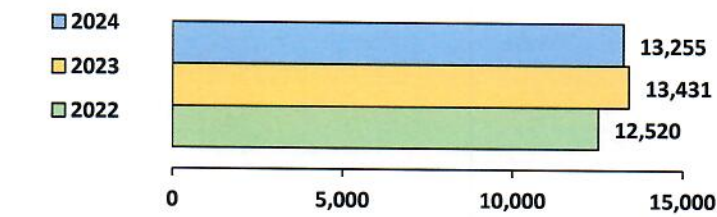


Outreach Number of People Reached:

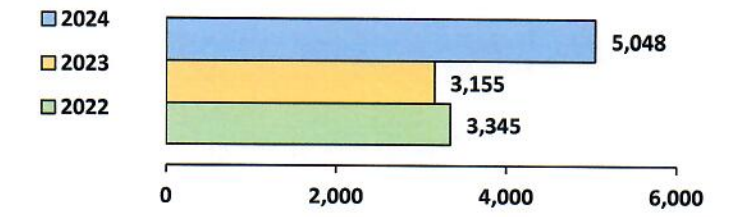


AUGUST 2024 - LIBRARY USE:

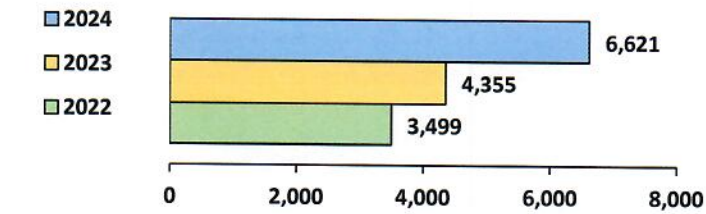
Number of Visitors:



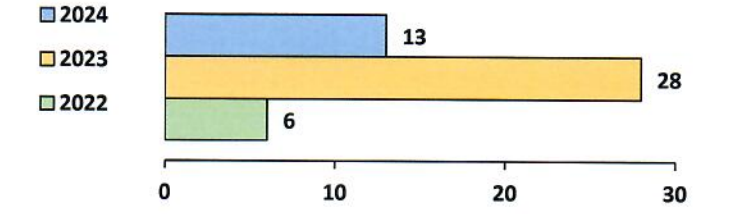
Computer & Wireless Users:



Reference Questions Asked:



Meeting Rooms Use:



ANALYSIS:

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

ACTIONS TAKEN (March 2024--August 2024)

- When working on a new children's policy, part time staff researched other policies, presented them to the team and discussed what elements they liked and reviewed the new draft policy before it was submitted to the director.
- Adult Services Supervisor updated technology conference listings and resent to supervisors to discuss the feasibility of sending staff members this year at an upcoming supervisory meeting.
- Technical Services Supervisor and Cataloger have subscribed to OCLC newsletter covering advances in Linked Data.
- Full-time Circulation staff have been assigned circulation and Interlibrary Loan topics to follow for updates and innovations.
- Adult Services Supervisor and IT Manager discussed feasibility and needs for attending the Internet Librarian virtual conference in the fall of 2024, and the former is registered to attend October 21-24. A few examples of many topics covered include searching updates, AI basics, and video content for engagement.

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

ACTIONS TAKEN (March 2024--August 2024)

- Technical Services staff procured a trial version of online Past Perfect Museum Software and will be instituting this upgraded version in Fall 2024
- Technical Services staff attended workshop on writing a grant application for digitization equipment

- Adult services accepted a Macbook donation so team members can be familiar with the Apple operation system and better provide tutoring and tech assistance to MAC users
- Technical Services Supervisor began procuring vendor book records to test less expensive method for adding records to catalog

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

ACTIONS TAKEN (March 2024--August 2024)

- Cataloger and Director attended Meridian Technology class "The Ideal Team Player." Assessment for all other staff will be completed in late fall
- Scheduled all team class on Working Genius to assess staff strengths and most impactful areas of contribution

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.

ACTIONS TAKEN (March 2024--August 2024)

- Switched public printing services to Princh for an easier and more streamlined printing service.
- Increased ease of accessibility to printing services by posting QR codes that lead patrons directly to printing instructions and links page.

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

ACTIONS TAKEN (March 2024--August 2024)

- Online marketing was started to inform patrons how they can get notifications about materials and due dates as library begins move away from Library Elf

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

ACTIONS TAKEN (March 2024--August 2024)

- Held two offsite classes, Computer Basics and Internet Basics, at Legacy Park.

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

ACTIONS TAKEN (March 2024--August 2024)

- Programming staff and director adjusted tri-annual programming schedule submission deadlines to the following: Aug. 1 for fall/winter programs (Oct.-Jan); Dec. 1 for spring programs (Feb.-May); April 1 for summer programs that aren't related to the summer reading program (June-Sept.); and March 1 for summer reading programs. Calendar reminders for these deadlines were sent to all programming staff for the 2024-2025 year.
- Children's completed activities for the Health Literacy Grant and the final report will be submitted by Sept 15. Classes held in March through Aug 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
 - Kids Leap, Parents Learn- Parents heard a presentation about nutrition from Dr. Ashlea Braun while the children jumped at Ultimate Air
 - Salsa making with Extension at library & Our Daily Bread
 - Outdoor adventure at Lake McMurtry
 - Family Yoga
 - Kids Can Cook for children K-2nd grade with a caregiver.
- Children's received the first part of items for the Thinking Money for Kids grant.
- Two staff members spoke with Our Daily Bread staff about ODB's future plans for holding classes (financial & health) and agreed to continue to communicate about future plans to make sure the organizations compliment and not overlap opportunities.
- Adult services held the following in Spring 2024
 - 4/30/24 Finance Basics (canceled due to low enrollment)
 - 5/21/24 Ask-a-Lawyer
- Adult services scheduled the following for Fall 2024
 - 9/5/24 Computer Basics

- 9/12/24 Internet Basics
- 9/25/24 Finance Basics for Teens (partnership with Lincoln Academy)
- 10/3/24 Starting a Side Hustle
- 10/7/24 Starting a Business
- 10/11/24 Career and Higher Ed FAQs for teens – with a focus of options beyond college, includes job training, CareerTech, etc.
- Walking Book Club, now called Readers on the Move, has resumed for the fall
- Another set of business classes in the works for Feb. 2025

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

ACTIONS TAKEN (Aug 2023-Feb 2024)

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

ACTIONS TAKEN (March 2024--August 2024)

- Visited Bartlesville Public Library on May 3 and viewed their new quiet pod and construction of study rooms.

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.

ACTIONS TAKEN (March 2024--August 2024)

- Adult and children's supervisors sent an email to invite ESL/ELL contacts to plan a meeting for the fall of 2024 to discuss resources, recommend improvements to the library's collection and services for ELL patrons, and to identify areas of need in our community.

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.

ACTIONS TAKEN (March 2024--August 2024)

- Director and adult & children's supervisors, met to discuss guidelines for free meeting room use on August 13, 2024. Further conversation is needed to determine an official procedure, which will be finalized by summer 2025.
- Provided Supporting Afghan Neighbors group meeting room space for tutoring Afghan refugee children in July.

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 surplus procedures; surplus 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 Manager 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

ACTIONS TAKEN (March 2024--August 2024)

- Children's staff performed a quality check on all Playaway tablets and sent back ones with sound issues and they have been returned and ready to use. All tablets were still under warranty.
- Adult services staff are working with the IT manager to image our laptops used for computer instruction so that they can easily be maintained and updated regularly, similar to how our patron computers are managed.
- The IT manager identified an inexpensive fix for our older, slow set of 12 laptops so that they will be usable again and allow us to loan them to community organizations to assist their clients.
- A new set of guidelines was created for keeping outreach equipment and materials organized and fully stocked.
- Reorganized circulation workroom to increase space available for mending library materials.

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

ACTIONS TAKEN (March 2024--August 2024)

- Cataloger is adding Accelerated Reading level tags to children's records.
- Confusing series labels in the Science Fiction area have been removed and replaced with more consistent and straight forward series numbering.
- New temporary signage was placed on the endcaps of the Adult Non-fiction shelves that includes color coding, simple to understand icons, and a few examples of the types of books that can be found in each Dewey area.

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

ACTIONS TAKEN (March 2024--August 2024)

- Staff had updated training on the new mobile printing option Princh, which replaced Printer on.
- Supervisors started working on a desk dos and don'ts list to ensure patrons receive the best possible service. This also includes some plans for additional training for some staff regarding reference interviews and technology assistance.

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

ACTIONS TAKEN (March 2024--August 2024)

- A visitor welcome survey was available in the library for the public to provide feedback.
- Welcoming Committee began research on findings, including identifying when patrons wish to be undisturbed, how to provide child-friendly library behavior messages, and how to demonstrate friendly approachability while continuing to do work.
- Began work with HR to transition staff dress code to a more casual approach, as preferred by patrons.

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 shelper 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 shelveers
- 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

ACTIONS TAKEN (March 2024--August 2024)

- Adult services staff trained a second part-time person to assist with volunteer processing, coordination, and orientation, increasing our ability to schedule volunteers more efficiently.
- Circulation supervisor assigned a staff person to act as point of contact for volunteers to improve consistency of training and communications

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

ACTIONS TAKEN (March 2024--August 2024)

- Adult and children's services desks implemented small buzzers that they carry while working at the Help Desks so circulation staff can contact them quickly and easily if they are needed while away from their desks.

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.

ACTIONS TAKEN (March 2024--August 2024)

- Adult services supervisor and meeting rooms staff attended a check-in regarding CivicRec and suggested a quick registration option that would allow patrons to sign up for events without having to create an account. The recommendation was well received and it we're hopeful that it will be an added feature in the near future.
- An additional staff member has been given access and basic training to the website so they can help make edits if the adult services supervisor is unavailable.

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

ACTIONS TAKEN (March 2024--August 2024)

- Started loaning out bike locks for patrons to use while visiting the library in the spring of 2024.
- Adult services implemented a standalone Google Voice account for patrons to use when they need to make longer phone calls.
- Launched game and puzzle exchange and continue to get many donations to the exchange.

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

ACTIONS TAKEN (March 2024--August 2024)

- Programming staff created a clean version of their donation database/spreadsheet to send to supervisory staff to review.
- Director and business office manager took recurring donation management webinar
- "Read-a-thon" committee was created to start planning future fundraising efforts.

- Director and adult services supervisor began draft for year end report/annual fundraising letter with plans for it to go out in the fall of 2024.
- Director completed Give Butter orientation webinars for fundraising platform

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

ACTIONS TAKEN (March 2024--August 2024)

- Technical Services staff attended workshop on writing an Oklahoma Heritage Preservation Grant
- Teen services librarian continues to act as the project manager for the Adult Online High School grant.
- Adult services librarians have completed the Digital Literacy grant officially but continue to expend the remaining funds on more community courses until funds are fully expended by the end of the 2024-2025 fiscal year.
- Adult services completed the OHS Let's Talk About It grant and have begun the process of applying for another series grant for the winter/spring 2025.
- Director and Technical Services Supervisor approached ODL concerning increasing OKVL grant funding

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

ACTIONS TAKEN (March 2024--August 2024)

- Library department supervisors hosted visits with assistant city manager to explain functions, activities, and impacts of each department within the library

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

ACTIONS TAKEN (March 2024--August 2024)

- Staff is being more intentional about documenting meeting notes beyond the weekly supervisor meetings. Best practices and organizational strategies are still being determined.
- Important, frequently used documents have been updated to include file paths and the last date updated so correct versions can easily be located and verified.

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

ACTIONS TAKEN (March 2024--August 2024)

- Business Office Manager revised library purchasing manual
- Business Office Manager attended purchasing ethics class

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

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

ACTIONS TAKEN (March 2024--August 2024)

- Technical Services Supervisor and Cataloger can now regularly fill in when needed at a service desk

- Adult services staff members did additional training in the circulation department, so they are better equipped to assist when we are short staffed.
- Circulation specialists being cross-trained so they can perform all specialist functions, even those not specifically assigned to them

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

ACTIONS TAKEN (March 2024--August 2024)

- Form for staff to submit program proposals has been tested and finalized. The form will help ensure that all programs follow more specific criteria and align with programming policy.
- Debriefed Summer Reading 2024 and made notes about what to change or adjust for next summer.
- Used the surveys from the Health Literacy grant to know what the community would like to see for future children's programming.

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 workstation 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

ACTIONS TAKEN (March 2024--August 2024)

- Two PT children's staff has started the ODL Academy certification classes and have completed 3 classes so far.
- Business Office Manager took 6 continuing education classes
- Business manager received training on the budget amendment request and reporting process
- Newest circulation specialist completed her Public Library Academy certification
- Director began assessment of staffing needs with discussions with Children's and Circulation supervisor with a plan to add a circulation PT position OR increase a children's specialist position to FT with the 2025-26 personnel budget using cost savings from eliminating OCLC service

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

ACTIONS TAKEN (March 2024--August 2024)

- Welcoming committee drafted and distributed a patron survey. Results are currently being assessed for additional training needs.

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

ACTIONS TAKEN (March 2024--August 2024)

- Update: Since adding the online library card application with the launch of our new website last year, over 500 applications have been submitted.

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

ACTIONS TAKEN (March 2024--August 2024)

- No actions 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 monthly Bookworms program exclusively offsite at the LIFE Center – Adult Day Services
- See earlier notes about hosting offsite Digital Literacy workshops

ACTIONS TAKEN (March 2024--August 2024)

- Several activities for the Health Literacy grant were held offsite, including cooking class at Our Daily Bread, parent education at Ultimate Air, and outdoor education at Lake McMurtry. Several participants mentioned it was their first time at those locations.
- Children's staff were invited to provide a reading space at the annual Dancing Turtle event. This will become an annual outreach activity.
- Children's staff visits 6 sites each month to provide storytimes (Headstart, FUMC, St. Francis, Presbyterian, Jr High SPED & OSU Museum of Art).
- Staff conducted 27 outreach visits (included two multi-day events) reaching approximately 3,819 people and resulting in 142 library cards issued.
- Adult services continue to offer digital literacy outreach classes, with one held in the spring of 2024, and several scheduled for the fall. Monthly bookworm's programs continue to take place at the Adult Day Center. There's a new book club that meets offsite, plus frequent programs like the Story Slam at Everyman in July, and the butterfly walk in the early summer that takes place at the Botanic Gardens.

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

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

ACTIONS TAKEN (March 2024--August 2024)

- Allocated funds from the Mabel King Trust to be used to enhance the Multilanguage section.
- Supervisors are updating guidelines and training materials for creating displays to be completed this fall. They are also developing a plan to implement a display committee to better streamline planning, avoid duplication, and ensure standards are being followed.
- Receiving book recommendations is one of the topics that adult and children's services hopes to address by coordinating an annual meeting with local ELL service providers mentioned previously.

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

ACTIONS TAKEN (March 2024--August 2024)

- In partnership with the United Way, the Dolly Parton Imagination Library removed the capacity restrictions. Efforts were increased to raise awareness and enrollment in the program. In the month of July, a record high enrollment of 1800+ children were reached and enrollment continues to grow.
- Outreach at various Our Daily Bread events, Mockingbird Estates, Iowa Tribe Back to School/Health Fair, and the Payne County Fair.
- Homebound delivery staff-initiated materials deliveries to local hospice provider
- Homebound staff working with a volunteer at Payne County Jail and a deputy to investigate ways to continue facilitating deliveries to incarcerated individuals
- Director joined Resilient Payne County as Board member

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 adaptations 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

ACTIONS TAKEN (March 2024--August 2024)

- An interdepartmental committee is being formed to address the programming needs of people with sensory sensitivities.
- Librarians are discussing the option of having a sensory safe space for LexiCon in October, which can be very crowded and overwhelming.

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.

ACTIONS TAKEN (March 2024--August 2024)

- Director and adult services supervisor researched studies and literature on impacts of going fine free, specifically related to holds and return rates. Most information found is anecdotal.

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

ACTIONS TAKEN (March 2024--August 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

ACTIONS TAKEN (March 2024--August 2024)

- No action taken

	2023-24	2022-23	2021-22	2020-21	2019-20	2018-19
City funds provided	1,496,554	1,434,800	1,361,033	1,348,837	1,452,536	1,353,482
State Aid	19,008	17,433	0	0	19,751	19,851
State Grants	0	8,313	9,425	11,460	0	0
LSTA grants	90,699	201,300	164,005	326,735	125,100	70,535
Other Federal grants	0	48,089	36,369	25,000	23,000	0
Other Collected	31,486	17,182	12,736	5,216	36,964	67,974
Carryover from previous year	79,542	129,906	237,568	33,805	7,541	55,334
Carrying over to next year	78,768	79,542	129,906	237,568	33,805	7,541
Funds returned to COS	41,527	47,219	35,150	38,309	105,141	858
MOE	1,455,027	1,387,581	1,325,883	1,310,528	1,664,892	1,567,176
Staff expenditures	1,253,987	1,211,392	1,138,012	1,109,694	1,146,758	1,130,853
Collection expenditures	189,922	348,478	319,137	241,039	187,802	221,871
Other expenditures	153,085	170,833	198,932	124,444	191,386	206,053