



To: Kaukauna Public Library Board of Trustees  
From: Library Director Ashley Thiem-Menning  
Date: 1/18/23  
Re: 2023 Goals and Performance Management

As I write this memo 14 days into the New Year, we are already making advances in our 2023 goals.

**Goal 1: Increase operating hours**

I will not have data on the 8:00a-9:00a hour door count until the month has passed, but people are aware that we are opening earlier now and are coming into the building. Traffic this hour has been low, but that has made the transition for staff easier. The only staff feedback I have received beyond them not being used to it yet is that when we run our regular morning crew of two part-time staff, the work in the workroom gets backed up, which sets the entire day back in terms of check in. They noted that when we have our on-calls scheduled, that third staff member is helpful because they can keep materials in the back room moving. While we cannot do much about this at this time because our on-call budget has already been set for the year, it is certainly something that I will continue to monitor. With so many programs happening in the morning, it is getting increasingly more difficult to staff with only two part time people, often because one of those part time staff members is running the storytime, which means the second service desk has to be staffed by one of the full time staff. We have been patching in our on-calls during the busy storytime days to give staff a break every other week, but moving forward into another budget cycle, we really need to plan for three part-time staff members on those busy mornings, especially because the second part-time person is often the storytime back up if the programmer is ill.

**Goal 2: Create a programming survey for the community**

We plan to have a survey in place by spring, with the goal of using the information in the fall semester and beyond. Summer is very different from our regular school year programming and we have many programs already planned based on the theme, so implementing the information in the fall seems the best course of action.

**Goal 3: Begin implementing the marketing plan.**

We have started to work together to think about potential goals for this plan, for example looking at teacher pack statistics and setting a goal to increase them by a certain number by a certain date. Including the new Youth Services Librarian in this plan will also be important. We hope to have a plan come together within the next month.

**Goal 4: Merge the KPL Foundation with the Friends of the Library.**

I do have feedback from the City Attorney on the MOA I wrote for the Board to sign with the Friends. Now I am waiting to hear back from the Community Foundation because I realized that I never heard back from them in regards to the Board turning

over those funds to the Friends and if that was even a possibility. It is currently written into the MOA that the Board would agree to do that. In turn, I made sure that the MOA protects those assets so they can only be used by the library and that the funds are used at our discretion. I had hoped to have this MOA to you for this board meeting, but should have the Community Foundation information I need by the February meeting. That is the next piece in my step toward official merger.

Goal 5: Implement a new hire onboarding manual/training program.

This will mostly be coming from James as he spends the most time training staff. We could have potentially three new hires to train this spring, so I think this gives us another opportunity to work through the process and then we can begin creating an official manual.

I had my review with Mayor Penterman on 12/28. As department leaders, we were asked to have independent goals as well as departmental goals. Mine for 2023 include:

Goal 1: Complete records purge.

Last year the staff went through all the library card applications we have on file in the old card catalog, roughly 15,000 card applications. Staff looked for issues and set aside problem accounts for me to review. The applications to review included about 500 accounts. These accounts have to be cleaned up manually by hand due to the issues with them. As such, I have been trying to deal with about five accounts a day. Since we share resources, old accounts (some as old as 2007) have billed items from other libraries that cannot be removed without the approval of that library.

Goal 2: Accomplish ten hours of CE towards certification requirements.

Every five years I need to have 100 hour of CE. The Department of Public Instruction also dictates how the hours can be spent. For example, ten of the 100 hours need to be technology training. My hours for 2022 have already been validated by OWLS and sent to the state. My certification needs to be renewed in 2024, and I am on track to have my 100 hours completed in time.

Goal 3: Ensure the success and completion of all departmental goals.

I included this as a goal because as the Director, it is my responsibility to ensure the completion of the five department goals.

Goal 4: Work through the new organizational structure to set procedures for departmental ordering, purchasing, and programming.

With the temporary termination of the Assistant Director position due to resignation, the organizational structure of the library has vastly changed. The Assistant Director had been managing all library programming, which meant that she could manage and control the spending. Now we have our Adult Services Librarian and our Youth Services Librarian sharing a programming budget line. As such, budgeting is a bit

more complicated now, as the two will have to communicate with one another on expenditures. We also have to factor in that adult programs often cost more due to the supplies; however, there are currently three times more youth programs than adult.

This change will also give us an opportunity to modify how we order and purchase materials. Prior to this, Angela was ordering a mix of materials, and I continued to order for the youth department as well. Now that we have individuals for each department, we are working on more in depth collection management to ensure that we are ordering for collections that are circulating the heaviest and collections that are undersized.

This month we will also determine a core staff goal as well as have staff create their independent goals for the year.

