



To: Kaukauna Public Library Board of Trustees
From: Library Director Ashley Thiem-Menning
Date: 1/18/23
Re: 2022 Goals Review

Goal 1: Train staff and public on the new discovery layer.

Our “discovery layer” is the software that displays our holdings; what you see displayed on InfoSoup. We have been successfully using Bibliocommons for a long time now. For the most part, it seems to be well received by patrons and is definitely an upgrade from our previous software. Improvements include the search bar functionality, not having journal articles displayed in the middle of a materials search, and consolidation of materials by type and title. The software is not perfect though. It does take more mouse clicks to get to the information we want. We still receive a few questions from patrons on how to navigate it, but for the most part, people have easily caught on to the changes.

Goal 2: Begin implementing strategic plan.

The strategic plan has served as a roadmap for so many things. It was especially helpful during budget season, because our plan includes figures for specific lines. I keep a copy of the strategic plan right next to my computer at my desk and I reference it a lot. Goal one in the plan was to build collections and based on some older figures, we can now say that we hit Tier 1 compliance with the increase to the materials line this year. But that doesn't mean our work on that line is finished, because I believe that we need to get that line back to what it was in the 2010's, which was near \$110,000. We continue to have a poor loan/borrow ratio within OWLS. Part of our agreement to be a part of the system is to maintain a healthy borrowing rate. At a minimum, we should be lending out materials as much as patrons are borrowing them from other libraries, but we continue to be borrowing more than we lend. This is unfair to other libraries and should not be happening given our status as the second largest library in our system. We should be lending more and borrowing less given our municipality size. Correcting this does mean continuing to increase the materials budget line annually.

Goal two, was expanded access, which we put into motion early this year with an operational hours increase.

Goal three, is to increase engagement, a part of which included staffing. While we may have deviated a bit from our plan with the shift from Assistant Director to no Assistant Director position, we now have a Youth Services Librarian, which was part of the plan. We hope to bring the Assistant Director position back in the future. Staffing continues to be a serious issue here, which is highlighted by how far over budget we went in our on-call staffing line. We also pledged to increase the diversity of our staff and we are currently in the process of hiring our first Hispanic Outreach Coordinator.

Goal four, is advocacy. We have a five-year marketing plan in place and are currently setting our goals for targeting educators for 2023. We also increased the budget in the marketing line by \$500.

Goal five, was to create connections. This included creating a programming survey, which will be completed this spring. We also planned to add \$1000 to our programming budget, which we did for 2023.

Goal 3: Update the policy handbook.

I could not determine what changes the previous Library Director had made to our policy handbook versus the City handbook. I am aware that any such changes were likely because of Statute 43. I worked with HR to include documentation in the City handbook that library staff are subject to Statute 43, which the Library Board did adopt in 2022. Now City HR has one less handbook to consult.

Goal 4: Clean up patron databases and physical files.

The physical files we keep have been gone through in their entirety. Library Assistant Rachel came up with a great filing system for applications that were missing information, which we now keep at the front desk to update if those patrons come in. Then their card can go back into the large physical file when completed. This goal was not completed in its entirety. I was not expecting the large amount of records with issues and these issues have to be manually dealt with, sometimes requiring me to email multiple libraries and wait for an email response in regards to purging their old bills. Those records will be dealt with in 2023.

Goal 5: Implement Capital Improvement Project: Library Safety and Security Upgrade.

This goal was completed on time in 2022. We now have shatterproof glass in the entryway, staff radios, nine additional cameras, and an electric strike. This project came in under budget by \$20,080.09.

Goal 6: Begin needs assessment of the current collections.

This work was started by our Assistant Director. James has since been running reports with OWLS to continue the project and we currently have weeding lists for our volunteers to work on so we can begin the process of assessing and managing collections. The current workload on staff is such that this project will take several years to complete in terms of collection management, so I do not believe it will be finished in 2023, but we will have at least tackled a full weed of the collection by the end of the year.

Goal 7: Continue to work with the landlord on lease issues.

The City and I spent a lot of time working towards this goal in 2022. Before the end of 2022, we did have a signed agreement in regards to the Interactive Learning Garden space. In early 2023, major headway was made and a third lease amendment was signed. More work is needed as we move from a standard

proportionate share model into a tenant directed suite repair and proportionate share maintenance model. I am hoping for resolution of this by the end of 2023. I plan to work with the landlord and his site supervisor on a list of items and actions within the building and suite, which dictates who is responsible for repair and maintenance work.

Overall, the state of the library is quite positive as we end 2022. Most of our statistics continue to increase. We ended the year with 164,070 total circulations, putting us just above pre-pandemic 2019 numbers. I am quite pleased with that recovery time. Not surprisingly, there was a decline in virtual access, as there are no restrictions in our facility any longer, and we did see a slight decline in meeting room usage. With virtual meetings now becoming a normal part of our lives, this is not a surprise to us; however, we continue to see an increase in study room requests and usage. Jenny Schink, our Marketing Coordinator, has put together a nice visual representation of our year in review, which I have included in this packet.

Two areas of focus will remain for the library beyond what we have planned as 2023 goals and our strategic goals. We continue to need to focus our efforts on staffing and we do need to solve the current space issues.

