2012—2016 Plan of Service

Financial and Technology Literacy Programs

Goal Statement: KPL will provide the community with financial and technology literacy skills programs to meet the expressed needs of the community with a focus on employment, financial, basic computer skills, and new and emerging technologies.

Intended Results:

- Provide workshops on Internet Job searching skills and completing Internet Employment applications.
- Provide Resume help and support workshops.
- Provide workshops on college financing and financial aid.
- Provide basic computer skills classes and workshops for all ages.
- Provide computer/technology classes on a broad range of computer and technology topics.

Evaluation Methods:

- Ongoing review of and response to anecdotal comments to ensure continuous improvement.
- Periodic review and analysis by the Library Director to achieve outcome-based evaluation of initiatives and improvements.
- Review number of workshops, number of participants, and workshop session evaluations to support continuous improvement.
- Periodic community survey to determine effectiveness of financial and technology programs.

Facility Access

Goal Statement: KPL will provide the community with safe access to library facilities.

Intended Results:

- Work with the Town of Kent to initiate a 10 mile per hour speed limit around the Town Center loop.
- Work with the Town of Kent to initiate one-way traffic pattern (counter clockwise) around the Town Center loop.

Evaluation Methods:

- Ongoing review of and response to anecdotal comments to ensure continuous improvement.

- Ongoing assessment and review of facility initiatives for effectiveness, safety, and cost.

- Periodic review and analysis by the Library Director to achieve outcome-based evaluation of initiatives and improvements.

Staff Development, Training, and Communications

Goal Statement: KPL will provide library staff and trustees with the opportunity to develop the skills and knowledge necessary to fulfill their roles and responsibilities and to proactively meet the current and future challenges of the community. Provide staff and trustees with coordinated communications.

Intended Results:

- Provide access to continuing education, resources, and networking opportunities in such areas as leadership, management, advocacy skill, strategic public relations, technology, and customer service
- Develop coordinated communications procedures to keep everyone up-to-date and aware of KPL issues, programs, etc.

Evaluation Methods:

- Number and topic of continuing education sessions as compared to MHLS best practices.
- Number of staff/trustees attending training sessions
- Evaluation by attendees at each session, reviewed by the Library Director.
- Conduct regular staff evaluations to ensure continuous professional growth

Stable, Secure and Adequate Funding

Goal Statement: KPL will maintain stable, secure, and adequate funding in the new "Tax Cap" environment.

Intended results:

- Work with MHLS consultants to determine the best funding option for KPL including Chapter 414, Special District, and/or a contract with the Town of Kent.
- Develop a funding action and public vote campaign plan.

Evaluation Methods:

- Ongoing review and analysis of funding options and funding action plan.
- Periodic Board review of economic conditions and funding strategies

Library Space: Community, Meeting Rooms, Collections

Goal Statement: KPL will provide the community with additional social space, meeting room

space, and quiet study space while maintaining space for traditional collections, and creating space for new, emerging, and popular collections.

Intended Results:

- Conduct a space utilization survey to analyze, make recommendations, and create an action plan for existing and future space needs.
- Conduct a feasibility study and develop an action plan for adding a second point of basement entrance and egress for increased meeting room and community space
- Reconfigure existing floor plans for new, emerging, and popular collections.

Evaluation Methods

- Ongoing review of and response to anecdotal comments to ensure continuous improvement.
- Periodic review by Library Director of space usage patterns.
- Periodic community survey to determine effectiveness of library space

Library Materials and Collection Development

Goal Statement: KPL will maintain and develop collections designed to meet the needs of the community, considering new technologies and formats in addition to traditional formats.

Intended Results:

- Keep collections up-to-date in critical areas.
- Make the best use of library funds.
- Reallocate library funds as necessary to accommodate new formats.
- Provide adequate access to popular items and new formats and technology.
- Analyze collections for gaps in critical areas.

Evaluation Methods:

- Ongoing review and response to anecdotal comments to ensure continuous improvement.
- Periodic review and analysis by the Library Director to achieve outcome based evaluation of initiatives and improvements.
- Periodic community survey to determine effectiveness of communication methods and initiatives.

Technology

Goal Statement: The KPL will provide the community with access to up-to-date computers, software, and other new and emerging technologies as they become available.

Intended Results:

- Make best use of library funds.
- Reallocate library funds as necessary to accommodate new formats.
- Keep technology assets up-to-date.
- Provide adequate access to technology especially new and emerging technologies.
- Develop a matrix to determine when to purchase new technology and/or when to discard out dated technology.

Evaluation Methods:

- Ongoing review of and response to anecdotal comments to ensure continuous improvement.
- Periodic review and analysis by the Library Director to achieve outcome based evaluation of initiatives and improvements.
- Periodic community survey to determine effectiveness of technologies and initiatives.

Public Information and Communications

Goal Statement: The KPL will provide greater public awareness of library services, library funding, and other library issues and will provide the community with education and resources necessary to obtain sustainable funding and community support.

Intended results:

- Develop a publicity handbook so all library personnel are sending a consistent message.
- Develop coordinated posting procedures for Facebook, Twitter, and other social networking technologies as appropriate.
- Annually present a printed (printed version to be mailed to every Kent resident), online, and e-newsletter report to the community.
- Develop a calendar of community speaking events.
- Consistently distribute a monthly e-newsletter.
- Consistently create and distribute a monthly print newsletter.
- Add directional signs pointing out various Library areas.

Evaluation Methods:

- Ongoing assessment of the effectiveness of communication methods and initiatives.
- Ongoing review of and response to anecdotal comments to ensure continuous improvement.
- Periodic community survey to determine effectiveness of communication methods and initiatives.

Approved by the Kent Library Board of Trustees on October 19, 2011