

PROMOTE THE JOY OF READING

OBJECTIVE A: Provide a collection responsive to community needs.

ACTIVITY 1. Patrons get what they want 80% of the time.

TASK A. Be responsive to needs using customer interaction in-house, in the community, and on the Web.

TASK B. Continue to provide quick and efficient information through the Interlibrary Loan Service.

ACTIVITY 2. Continue to provide tools and resource materials for collection selectors.

ACTIVITY 3. Train staff on effective interaction with customers to determine their informational needs.

OBJECTIVE B: Continue to increase circulation 2 to 4% annually.

ACTIVITY 1. Promote the collection to ensure use.

TASK A. Merchandise the collection through:

- *Displays
- *Library's Website
- *Reader's Advisory Tools (i.e., Novelist)
- *Effective on-line catalog
- *Book Page
- *Billboards, radio & television
public service announcements

OBJECTIVE C: Provide book related programs and discussion groups for all ages.

ACTIVITY 1. Continue *One Book, One Bartlesville* Program.

ACTIVITY 2. Investigate the continuation of the *Oklahoma Reads Oklahoma* Program.

ACTIVITY 3. Provide necessary funding to increase teen programming by fiscal year 2007-2008.

ACTIVITY 4. Collaborate with other organizations to provide off-site and on-site programs.

- * Provide bookmarks

- * Create Flyers

- * Provide Book Club Bags that includes discussion questions,
Paperback books

**PROMOTE DEMOCRACY THROUGH THE
FREE EXCHANGE OF IDEAS**

OBJECTIVE A: Continue to provide neutral meeting spaces for the community.

OBJECTIVE B: Provide comprehensive information representing all sides of community issues. “Be Informed On Issues-Come To The Library”.

ACTIVITY 1. Provide discussion forums and resources on a variety of community issues.

OBJECTIVE C: Continue to provide display space(s) for clubs, organizations, and individuals.

**PROVIDE ACCURATE AND TIMELY INFORMATION RESPONSIVE TO
COMMUNITY NEEDS**

OBJECTIVE A: Provide a collection responsive to community needs.
(See steps under the “Promote the Joy of Reading”.)

OBJECTIVE B: Provide remote access to information.

- ACTIVITY 1. Continuously evaluate needs of the community.
- ACTIVITY 2. Increase budget for databases in general fund to ensure continuous financial support.
- ACTIVITY 3. Constantly evaluate and revise website, web guides, etc. to ensure highest customer usability.
- ACTIVITY 4. Continue to look for ways to enhance Library’s electronic newsletter as technology and funding become available.
- ACTIVITY 5. Distribute multiple copies of the Library’s newsletter to various groups and organizations upon request.
- ACTIVITY 6. Continue to provide and update when needed, the Library’s general informational brochure for distribution to area businesses and organizations.
- ACTIVITY 7. Refine e-mail and telephone reference services.
- ACTIVITY 8. Establish and publicize pick up service by the fall 2008:
*Outline procedure and train staff on such service.

OBJECTIVE C: Provide information that is specific to the Bartlesville Community.

- ACTIVITY 1. Create local grant/scholarship/foundation directory by end of fiscal year 2007 – 2008.

ACTIVITY 2.

Provide a listing of requirements for potential candidates interested in running for public offices. These are to include city, county, school, and state offices, boards, councils, commissions, etc. by fiscal year 2008-2009.

PRACTICE OPERATIONAL EXCELLENCE

OBJECTIVE A: Meet customer service demands in each department during all service hours.

ACTIVITY 1. Ensure that departments are staffed during all service hours.

TASK A. Continue to define public service staff as a minimum of 1 professional and 1 ½ full-time equivalent assigned to each department.

TASK B. Upgrade Youth Services Library Assistants to 1 ½ FTE equivalent in Fiscal Year 2008-2009.

TASK C. Upgrade Library Assistant-Reference position from 32 hours to 40 hours per week in Fiscal Year 2007 – 2008.

ACTIVITY 2. Provide trained, friendly, confident staff.

TASK A. Provide annual training opportunities for key personnel as well as full-time staff. (Key Personnel as defined by the Oklahoma Department of Libraries is any staff working 20 hours per week or more.)

TASK B. Supply training for customers on connecting and using databases.

OBJECTIVE B: Provide efficient work areas.

ACTIVITY 1. Meet ergonomic standards in all staff work areas by end of year 2009.

TASK A. Replace all public service desks-circulation, youth services, and reference.

ACTIVITY 2. Provide staff with the equipment and tools needed to do the job.

- ACTIVITY 3. Provide sufficient workspace to meet individual staff and departmental needs.
- *Circulation
 - *Staff Workroom-Create Employee Work Center, fully equipped for staff to work on projects
 - *Computer carrels for Local and Family History Department for public, staff, and volunteers

OBJECTIVE C: Collaborate with other community groups.

- ACTIVITY 1. Provide training for using library provided resources.
- * In-house computer classes

- ACTIVITY 2. Investigate cooperative efforts with Rogers State University and Tri County Technology Center to meet student resource and facility needs.
- *Email teachers/professors to make them aware of the resources available at the Library.

- ACTIVITY 3. Encourage staff to become members of area community organizations as the Library's representatives.

- ACTIVITY 4. Develop publicity plan for presentation to community organizations.
- *Create power point presentation with handouts

OBJECTIVE E: Continue to acquire supplemental funding sources.

- *State/Federal
- *Bartlesville Library Trust Authority
- *Friends of the Library
- *Private Sources/Grants