

CALL TO ORDER

Roll Call: President Ron Guiles, Trustee Elmer Cameron, Trustee Mirek Gorny, Trustee Carolyn Clemens, Trustee John Schwab

ORAL COMMUNICATIONS

The public may address the Board of Trustees on any item which is not on the agenda at this time, provided the item is within the subject matter jurisdiction of the Library Board of Trustees.

APPROVAL OF MINUTES

1. Approval of Minutes from the Library Board of Trustees Meeting on November 14, 2019

CURRENT BUSINESS

2. Pulitzer Prize Collection
3. Update on the Palomar Library in Escondido
4. Vote on Special meeting dates for January, April, July, and October, 2020
5. eBook ordering
6. 3D Printing Policy

OTHER REPORTS

Library Director's Report

ADJOURN



UPCOMING MEETING SCHEDULE

Library Board of Trustees Meetings are scheduled the second Thursday of the month in the City Council Chambers, City Hall. Meetings begin at 2:00 PM.

<i>Day</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Thursday	January 9, 2020	2:00 p.m.	City Council Chambers
Thursday	February 13, 2020	2:00 p.m.	City Council Chambers
Thursday	March 13, 2020	2:00 p.m.	City Council Chambers

ADDRESS THE LIBRARY BOARD OF TRUSTEES

Please complete a *Speaker Form* and hand it to the City Clerk. Submit the *Speaker's Form* prior to Oral Communications or the discussion of an agenda item, including items on the Consent Calendar. Comments are generally limited to 3 minutes. Note: Depending on the number of requests, comments may be reduced to less than 3 minutes per speaker.

Oral Communication: The public may address the Board of Trustees on any item which is not on the agenda during Oral Communications, provided the item is within the subject matter jurisdiction of the Library Board of Trustees. Speakers are limited to only one opportunity to address the Board under Oral Communications. State law prohibits the Library Board from discussing or taking action on such items, but the matter may be referred to the Library Director or scheduled on a subsequent agenda. Note: Depending on the number of requests, comments may be reduced to less than 3 minutes per speaker and limited to a total of 15 minutes. Any remaining speakers will be heard during Oral Communications at the end of the meeting.

Agenda Item: The public may address the Library Board of Trustees on any agenda item, including items on the consent calendar.

Handouts: Handouts for the Library Board of Trustees should be given to the City Clerk.

To address the Board, when called, please STATE YOUR NAME FOR THE RECORD.



AGENDA, STAFF REPORTS, AND BACK-UP MATERIALS ARE AVAILABLE:

- Online at <https://www.escondido.org/LBT-agendas.aspx>
- Additional online posting at library.escondido.org/library-board-of-trustees.aspx
- In the City Clerk's Office at City Hall.
- In Escondido Public Library (239 South Kalmia Street) during regular business hours.

AVAILABILITY OF SUPPLEMENTAL MATERIALS AFTER AGENDA POSTING:

Any supplemental writings or documents provided to the Library Board of Trustees regarding any item on this agenda will be made available for public inspection in the City Clerk's Office located at 201 North Broadway during normal business hours.

Please Turn Off All Cell Phones While the Meeting Is in Session

ESCONDIDO PUBLIC LIBRARY HOURS

Monday – Friday:	9:30 a.m. – 7:00 p.m.
Saturday:	9:30 a.m. – 6:00 p.m.
Sunday:	1:00 p.m. – 5:00 p.m.



**Escondido Library
Board of Trustees
Meeting Minutes
November 14, 2019**

CALL TO ORDER: President Guiles called the meeting to order at 2:00 p.m.

Members Present: President Ron Guiles, Trustee Carolyn Clemens, Trustee John Schwab, Trustee Elmer Cameron

Members Absent: Trustee Gorny

LS&S Staff Present: Dara Bradds, Library Director; Katy Duperry, Assistant Library Director,

City Staff Present: Zack Beck, City Clerk; Joanna Axelrod, Communications and Community Services

ORAL COMMUNICATIONS

APPROVAL OF MINUTES

1. Approval of Minutes from the Library Board of Trustees Meeting on October 10, 2019

Moved by Trustee Schwab and seconded by Trustee Clemens to approve the October 10, 2019 minutes.
Approved 4-0 (Gorny - Absent)

CURRENT BUSINESS

2. Determine areas of focus for the next quarter of goal planning.

Trustee Schwab requested that the Library focus on e-books and audio books.

Trustee Clemens requested that the Library Director provide a quantifiable status update for the projects, programs and events listed in the Director's report as "in progress".

President Guiles requested that the Library focus on providing career growth classes.

3. Parameters for data that can be pulled from Polaris for the Monthly Statistical Report for LBOT

Katy Duperry, Assistant Library Director, provided a report from Polaris to the Board of Trustees.

4. Addressing Community Concerns about the State of the Library

Laura Hunter - Member of the Escondido Library Watchdog Group. Requested that the Board of Trustees have LS&S pay for filament for the 3D Printer. Requested that a book copy of every one of the Pulitzer Prize literature winners be maintained in the Library. Requested feedback from the Library Board of Trustees about the possibility of hosting English as a Second Language (ESL) classes at the Library.

Karen Blackman - Certified ESL trainer. Requested that the Escondido Library host ESL classes.



Volunteered to offer this program for free at the Library.

The Board of Trustees requested that the Library Director provide a cost analysis and policy for maintaining book copies of the Pulitzer Prize fiction winners, with the caveat that the check-out rates for these books be reviewed after one year.

OTHER REPORTS

Library Director's Report

Dara Bradds provided a report to the Board of Trustees.

Next Meeting: The next meeting is on December 12, 2019 in the Escondido Council Chambers.

ADJOURN

Motion by Trustee Clemens, seconded by Trustee Schwab to adjourn the meeting at 3:27 p.m.
Approved 4-0 (Gorny - Absent)

John Schwab, Secretary

Zack Beck, City Clerk



Agenda Item No. 2

Date: December 12, 2019

TO: Library Board of Trustees

FROM: Dara Bradds, Library Director

SUBJECT: Pulitzer Prize Collection

Recommendation:

Provide direction

Background:

The Library Watchdog brought to the Board's attention that the library is missing some Pulitzer Prize winning novels in the Fiction category. Staff compiled the attached list of replacement costs for missing copies. The total cost to purchase these books in paperback is \$782.18. Staff requests the Board's direction as to how to proceed.

Pulitzer Prize List for Purchase

Year	Title	Author	Print Y/N	B&T	Brodart	Amazon	Total Low	Total High	
1918	His Family	Ernest Poole	N	\$16.95	\$9.96	\$8.99	\$8.99	\$16.95	
1924	The Able McLaughlins	Margaret Wilson	N	NA	\$20	\$12.42	\$12.42	\$20	
1925	So Big	Edna Ferber	N	\$12.95	\$12.95	\$12.19	\$12.19	\$12.95	*Reprinting now, not available
1927	Early Autumn	Louis Bromfield	N	NA	NA	\$45.91	\$45.91	\$45.91	Out of print; Amazon used
1929	Scarlet Sister Mary	Julia Peterkin	N	\$30.95	NA	\$30.95	\$30.95	\$30.95	*limited avail B&T
1930	Laughing Boy	Oliver La Farge	N	NA	\$14.95	\$11.83	\$11.83	\$14.95	
1931	Years of Grace	Margaret Ayer Barnes	N	NA	\$42	\$42	\$42	\$42	Out of print; Amazon used
1933	The Store	Thomas Sigismund Stribling	N	NA	\$39.95	\$35.95	\$35.95	\$39.95	
1934	Lamb in His Bosom	Caroline Miller	N	\$16.95	\$16.95	\$12.67	\$12.67	\$16.95	
1935	Now in November	Josephine Winslow Johnson	N	NA	\$16.95	\$13.38	\$13.38	\$16.95	
1936	Honey in the Horn	Harold L. Davis	N	\$19.95	\$19.95	\$19.95	\$19.95	\$19.95	
1942	In This Our Life	Ellen Glasgow	N	NA	\$39.95	\$39.95	\$39.95	\$39.95	
1943	Dragon's Teeth	Upton Sinclair	N	NA	NA	\$60.71	\$60.71	\$60.71	Out of print; Amazon used

1944	Journey in the Dark	Martin Flavin	N	NA	NA	\$22.95	\$22.95	\$22.95	Out of print; Amazon used
1949	Guard of Honor	James Gould Cozzens	N	NA	\$43.95	\$31.33	\$31.33	\$43.95	
1951	The Town	Conrad Richter	N	\$54.95	\$21.99	\$11.59	\$11.59	\$54.95	*Reprinting now, not available
1955	A Fable	William Faulkner	N	\$16.95	\$16.95	\$12.82	\$12.82	\$16.95	
1956	Andersonville	MacKinlay Kantor	N	\$26	\$26	\$16.36	\$16.36	\$26	
1958	A Death in the Family	James Agee	N	NA	\$17	\$13.51	\$13.51	\$17	
1959	The Travels of Jaimie McPheeters	Robert Lewis Taylor	N	\$25	\$25	\$22.88	\$22.88	\$25	
1960	Advise and Consent	Allen Drury	N	NA	\$29.99	\$24.15	\$24.15	\$29.99	
1962	The Edge of Sadness	Edwin O'Connor	N	NA	NA	\$16.01	\$16.01	\$16.01	Out of print; Amazon used
1965	The Keepers of the House	Shirley Ann Grau	N	\$16.95	\$16.95	\$12.80	\$12.80	\$16.95	
1966	The Collected Stories of Katherine Anne Porter	Katherine Anne Porter	N	NA	\$17.95	\$13.46	\$13.46	\$17.95	
1967	The Fixer	Bernard Malamud	N	NA	\$35	\$11.07	\$11.07	\$35	
1969	House Made of Dawn	N. Scott Momaday	N	\$15.99	\$15.99	\$8.29	\$8.29	\$15.99	
1970	The Collected Stories of Jean Stafford	Jean Stafford	N	\$19	\$19	\$11.59	\$11.59	\$19	
1972	Angle of Repose	Wallace Stegner	N	\$17	\$17	\$11.12	\$11.12	\$17	
1976	Humboldt's Gift	Saul Bellow	N	\$17	\$17	\$13.42	\$13.42	\$17	
1978	Elbow Room	James Alan McPherson	N	NA	\$7.99	\$7.99	\$7.99	\$7.99	

1979	The Stories of John Cheever	John Cheever	N	\$18.95	\$18.95	\$14.28	\$14.28	\$18.95	
1982	Rabbit Is Rich	John Updike	N	\$18	\$35	\$13.47	\$35	\$35	*includes Rabbit at Rest
1984	<i>Ironweed</i>	William Kennedy	N	\$17	\$17	\$12.77	\$12.77	\$17	
1985	Foreign Affairs	Alison Lurie	N	\$17	\$17	\$16.03	\$16.03	\$17	
1987	A Summons to Memphis	Peter Taylor	N	\$16	\$16	\$12.27	\$12.27	\$16	
1990	The Mambo Kings Play Songs of Love	Oscar Hijuelos	N	\$16	\$19.99	\$14.83	\$14.83	\$19.99	
1991	Rabbit at Rest	John Updike	N	\$18	\$35	\$12.36			*includes Rabbit is Rich
1995	The Stone Diaries	Carol Shields	N	\$17	\$17	\$12.85	\$12.85	\$17	
1996	Independence Day	Richard Ford	N	\$16.95	\$16.95	\$11.49	\$11.49	\$16.95	
1997	Martin Dressler: The Tale of an American Dreamer	Steven Millhauser	N	\$16.95	\$18.95	\$11.24	\$11.24	\$18.95	
1983	The Color Purple	Alice Walker	N eBook	\$17	\$14.95	\$7.89	\$7.89	\$17	
1998	American Pastoral	Philip Roth	N eBook	\$16.95	\$16.95	\$11.04	\$11.04	\$16.95	
2010	Tinkers	Paul Harding	N eBook	16.99	16.99	\$14.25	\$14.25	16.99	
1920	N/A		N/A				\$782.18	\$1,005.63	
1941	N/A		N/A						
1946	N/A		N/A						
1954	N/A		N/A						
1957	N/A		N/A						
1964	N/A		N/A						
1971	N/A		N/A						
1974	N/A		N/A						
1977	N/A		N/A						
1919	The Magnificent Ambersons	Booth Tarkington	Y						

1921	The Age of Innocence	Edith Wharton	Y						
1922	Alice Adams	Booth Tarkington	Y						
1923	One of Ours	Willa Cather	Y						
1926	Arrowsmith	Sinclair Lewis	Y						
1928	The Bridge of San Luis Rey	Thornton Wilder	Y						
1932	The Good Earth	Pearl S. Buck	Y						
1937	Gone with the Wind	Margaret Mitchell	Y						
1938	The Late George Apley	John Phillips Marquand	Y						
1939	The Yearling	Marjorie Kinnan Rawlings	Y						
1940	The Grapes of Wrath	John Steinbeck	Y						
1945	A Bell for Adano	John Hersey	Y						
1947	All the King's Men	Robert Penn Warren	Y						
1948	Tales of the South Pacific	James A. Michener	Y						
1950	The Way West	A. B. Guthrie, Jr.	Y						
1952	The Caine Mutiny	Herman Wouk	Y						
1953	The Old Man and the Sea	Ernest Hemingway	Y						
1961	To Kill a Mockingbird	Harper Lee	Y						
1963	The Reivers	William Faulkner	Y						
1968	The Confessions of Nat Turner	William Styron	Y						
1973	The Optimist's Daughter	Eudora Welty	Y						
1975	The Killer Angels	Michael Shaara	Y						
	Roots	Alex Haley	Y						

1980	The Executioner's Song	Norman Mailer	Y						
1981	A Confederacy of Dunces	John Kennedy Toole	Y						
1986	Lonesome Dove	Larry McMurtry	Y						
1988	Beloved	Toni Morrison	Y						
1989	Breathing Lessons	Anne Tyler	Y						
1992	A Thousand Acres	Jane Smiley	Y						
1993	A Good Scent from a Strange Mountain	Robert Olen Butler	Y						
1994	The Shipping News	E. Annie Proulx	Y						
1999	The Hours	Michael Cunningham	Y						
2000	Interpreter of Maladies	Jhumpa Lahiri	Y						
2001	The Amazing Adventures of Kavalier & Clay	Michael Chabon	Y						
2002	Empire Falls	Richard Russo	Y						
2003	Middlesex	Jeffrey Eugenides	Y						
2004	The Known World	Edward P. Jones	Y						
2005	Gilead	Marilynne Robinson	Y						
2006	March	Geraldine Brooks	Y						
2007	The Road	Cormac McCarthy	Y						
2008	The Brief Wondrous Life of Oscar Wao	Junot Díaz	Y						
2009	Olive Kitteridge	Elizabeth Strout	Y						

2011	A Visit From the Goon Squad	Jennifer Egan	Y						
2013	The Orphan Master's Son	Adam Johnson	Y						
2014	The Goldfinch	Donna Tartt	Y						
2015	All the Light We Cannot See	Anthony Doerr	Y						
2016	The Sympathizer	Viet Thanh Nguyen	Y						
2017	The Underground Railroad	Colson Whitehead	Y						
2018	Less	Andrew Sean Greer	Y						
2019	The Overstory	Richard Powers	Y						
2012	N/A								

WEEDING GUIDELINES FOR PULITZER PRIZE BOOKS

In general, the library will use the same guidelines that it would in any section: if it is tattered but continues to circulate it will be replaced. If it is not circulating it will be weeded after five years rather than the standard three years for other collections.



Agenda Item No. 3

Date: December 12, 2019

TO: Library Board of Trustees

FROM: Elmer Cameron, Trustee

SUBJECT: Update on the Palomar Library in Escondido

Recommendation:

Receive information

Background:

Trustee Cameron will provide an update on his meeting with representatives from Palomar College, President of the Escondido Library Foundation Jack Anderson, and Communications and Community Services Director Joanna Axelrod.



Agenda Item No. 4

Date: December 12, 2019

TO: Library Board of Trustees

FROM: Joanna Axelrod, Director of Communications & Community Services

SUBJECT: Vote on Special meeting dates for January, April, July, and October 2020

Recommendation:

Vote on special meeting dates for 2020

Background:

There is a scheduling conflict for Council Chambers on the second Thursdays in January, April, July, and October of 2020. As of December 4, 2019 available Thursdays are as follows:

- January 2, 23, 30
- April 2, 16, 23, 30
- July 2, 23, 30
- October 1, 15, 22, 29



Agenda Item No. 5

Date: December 12, 2019

TO: Library Board of Trustees

FROM: Chris Calderon, Library Associate 3

SUBJECT: eBook ordering

Recommendation:

Receive information

Background:

As part of the discussion around setting Strategic Plan priority areas, Trustee Schwab requested more information about the eBook collection and the progress toward the goal of expanding those resources. Chris Calderon will give an overview of the eBook ordering process and answer questions.



Agenda Item No. 6

Date: December 12, 2019

TO: Library Board of Trustees

FROM: Dara Bradds, Library Director

SUBJECT: 3D Printing Policy

Recommendation:

Receive information and recommend next steps

Background:

The Library has created a policy to allow the community to submit requests for 3D printed items. The next step following approval of the policy and enabling the community to print their own designs, will be implementation of a training program to teach community members the basics of Tinkercad software.



3D Printing Policy

Purpose: Escondido Public Library strives to offer community access to new and emerging technologies such as the 3D printer.

Policy: Escondido Public Library's 3D printer is available to the public to make three dimensional objects in plastic using a design that is uploaded from a digital computer file.

1. The 3D printer may be used for lawful purposes only; requests for creating objects which fall into the following categories will be rejected:
 - Prohibited by local, state or federal law.
 - In violation of another's intellectual property rights; for example, materials that are subject to copyright, patent or trademark protection.
 - Unsafe, harmful, dangerous or that may pose an immediate threat to the well-being of others; for example: guns, knives or other weapons.
 - Obscene or otherwise inappropriate items for the library environment.
 - Print jobs violating the Library Code of Conduct will not be printed.
2. Only library cardholders are able to make requests for the 3D printer.
3. 3D print jobs must be limited in time to less than four hours and objects are printed in single filament color with the printer. Items printed from the 3D printer, that are not picked up within seven days of notification will become the property of the Escondido Public Library. Items must be picked up by the individual who requested the 3D printed object.

Procedure:

1. It is the responsibility of the requesting patron to design their own creation and prepare it for printing in .stl file format.
2. The design must be applicable for printing with PLA filament.
3. Files submitted and pre-approved for printing will be readied for printing in Slic3r or other authorized software.
4. When the review of the file has been completed, printing will be scheduled within a reasonable period of time. Same day printing is not assured. Escondido Public Library reserves the right to schedule only one print per week per person.
5. Print times are estimates and cannot be guaranteed. Print jobs over four hours will be cancelled.
6. Patrons may not request a new print in place of the original due to dissatisfaction with color, scale, quality, design, required support material, or other options pre-selected by the patron; exceptions include mechanical failure, objects failing to fully print, errors in the print process, or other factors not in a patron's control.
7. Cleaning the raft and supports will be done by the requester. Small bumps or holes and rough edges on the object may occur.



Disclaimer: This Policy and Procedure may change at any time. While library staff makes every effort to oversee the use of the equipment in the printing of an object, the use of the printed object upon completion is not under the direction or control of the library staff. Escondido Public Library is not responsible for any object created with use of the 3D printer, including any harm or injury incurred as a result of any usage of the 3D printer or the object which is printed.

Monthly Library Board of Trustees Statistics		October 2019	September 2019	August 2019
CIRCULATION:	Physical Materials (Books, media, museum passes, laptops)	38,331	34,355	54,874
	Children's Material (only juvenile, not teen- includes books, media, digital)	14,427	12,854	
	Non-English Material (includes books, media, digital)	1,357	1,132	
	eMaterial (includes eBooks and eAudiobooks)	3,208	3,364	3,463
	Holds Satisfied	2,408	2,514	1,665
INTER-LIBRARY LOANS:	ILLs Checked Out	10	6	16
POPULATION & BORROWERS:	Total Registered Borrowers	65,510	65,001	64,511
REFERENCE QUESTIONS:	Total Reference Transactions	8,932	8,350	9,503
LIBRARY SERVICES:	Public Service Hours	221.0	234.5	267.5
	Library Visits	28,441	26,853	31,154
ELECTRONIC SERVICES:	Users of Public Internet Computers	4,063	Unavailable	4,699
	Wireless Sessions	9,051	9,459	9,234
	Number of Website Visits (website+catalog)	24,099	25,501	27,177
VOLUNTEERS:	Total Volunteers	225	221	245
	Total Volunteer Hours	2,674	2,584	2,740
PROGRAMS:	Kids Programs	37	30	11
	Kids Program Attendance	1,584	1,225	195
	Teen Programs	7	5	7
	Teen Program Attendance	30	26	195
	Adult Programs (including Literacy and Pioneer Room)	8	6	2
	Adult Program Attendance	190	199	24
	Offsite Programs (Outreach)	5	5	2
	Offsite Program Attendance	533	6	298
	Total Programs	52	41	26
Total Program Attendance		1,804	1,450	520

Director's Report

Staffing

We hired Abril Ruiz as a new part-time Library Assistant 2 in Children Services. She has library experience from CSUSM where she was a part-time library assistant. We are very happy to have her.

A trend that has been happening in public libraries over the past ten years has been to encourage more cross training. As part of this LS&S has decided to eliminate the Library Assistant 1 position. We have two Library Assistant 1s at Escondido, Minh Tran and Araceli Capilla. Starting in January they will become Library Assistant 2s. They will receive a raise and are excited to take on responsibilities in the Customer Services Department beyond shelving and sorting.

As part of staff professional Development, Dan Wood, Azar Katouzian, Cookie Allen, and I attended a Harwood Institute training that focuses on creating community dialogue, so we can better assess what the community wants and meet those needs.

November Programming

Our Children's Department hosted its annual Día de los Muertos event. This is a family program that drew 156 participants this year. Additionally, we hosted fifteen programs for children from kindergarten to sixth grade with 163 in attendance. We held eleven programs for preschool age children with 606 attending. We had one outreach with 427 in attendance.

Adult Services hosted a writer's group with twelve people in attendance, three book clubs with a total of 29 attendees, the 2nd Saturday concert with 85 attendees, International Game week with 125 attendees, a Marbling program with 50 attendees, a fan favorite film with 25 attendees, and a meet the author event with 23 attendees. They also attended outreach programs with the Philanthropic Educational Organization with 30 attendees, Cypress Court with 10 attendees, and Escondido Women's Club with 45 attendees.

In the Library

Youth Services answered 1382 reference questions, 60 telephone calls, and assisted with 261 computer or technology questions.

Adults Services answered 2690 reference questions, 502 phone calls, took 15 Interlibrary Loan requests, and checked out 11 Interlibrary Loan items.

The Pioneer Room received a large format scanner which will be used to digitize photographs and documents in order to help preserve Escondido's history. Staff and volunteers continue to digitize photos from the *Times Advocate* Photo Collection and middle school yearbooks, process collections, and work on the clipping files.

GOALS	OWNER	MILESTONE S	NOVEMBER
CONNECT- bring people and groups together			
Provide programs for people with shared interests	Katouzian, Wood	In Progress	Dia de los Muertos, Games Week, Concert, Fan Favorite Film
Provide programs for people out in the community- not just in the library	Katouzian, Wood	In Progress	Outreach-YS: 427, AS: 85
Provide programs where views and opinions can be shared	Katouzian, Wood	In Progress	Writer's Group, Book Clubs
CONNECT- through marketing			
Raise public awareness through enhanced marketing plan	Bradds, Duperry	In Progress	
CONNECT- through outreach			
Support education through partnership with local schools	Katouzian, Wood	In Progress	De Lago Academy
Support the arts through partnership with California Center for the Arts	Katouzian, Wood	In Progress	
Support community events through continued partnership with Escondido Arts and City of Escondido	Katouzian, Wood	In Progress	
CONNECT- through in library programming			
Support enrichment with expanded programs	Katouzian, Wood	In Progress	Fan Favorite Film
CONNECT- through economic development			
Support enrichment with expanded programs	Katouzian, Wood	In Progress	Animanga Karuba
Invite business community to provide and attend programs	Katouzian, Wood	In Progress	Wellness Program Planning
Offer workforce readiness and development programs	Katouzian, Wood	In Progress	
INSPIRE			
INSPIRE- quiet study through inviting space			
Reconfigure first floor to support quiet tutoring and group and individual study	Bradds, Katouzian	In Progress	Waiting on the city
INSPIRE- productivity through efficient space for meetings and business			
Enhance business center with technology, books and electronic resources.	Katouzian	In Progress	This is part of monthly book ordering considerations
Provide quiet space for remote workers, small business and entrepreneurs	Bradds, Katouzian	In Progress	

Install additional power outlets	Duperry	Complete	
INSPIRE- through excellent collection			
Increase investment in eBooks and eAudiobooks	Katouzian, Woods	In Progress	
Provide career growth materials	Katouzian	In Progress	
Expand virtual library via improved website	Duperry	In Progress	New Skin coming soon
Invite business community to provide and attend programs	Katouzian	In Progress	Wellness Fair (January) Read Local Shop Local, Wellness Fair in January
Provide accredited online high school diploma program	Bradds, Wood	In Progress	Literacy has agreed to fund this program, and there will be a meeting to discuss logistics in December.
Analyze collection performance and weed as appropriate	Katouzian, Wood	In Progress	We are continuing a library wide weeding program that will be on a regular schedule in the future.
INSPIRE- through support to school communities			
Offer programs that provide opportunities for students	Wood	In Progress	Del Lagos Academy Interns, Teen Advisory Board
Provide books, publications and materials that support home school curricula	Wood	In Progress	
INSPIRE- new skills through basic emerging technology			
Support staff competency through training and tools to better assist patrons	Bradds, Guiles	In Progress	Four employees attended the Harwood Institute training to learn how to better meet the needs of the community through effective communication and information gathering practices
Support technology learning by offering open lab time	Duperry, Katouzian	On Target	
Support access by providing ability to print from mobile devices	Bradds, Duperry	On Target	
GROW- services for patrons of all educational and socioeconomic			

levels			
GROW- Services to nonusers			
Continue to provide access to government services	Katouzian, Wood	In Progress	Refer patrons to government services from LLC and Library Information desks regularly.
Provide programs to help immigrants acclimate	Wood	In Progress	Refer patrons to government services from LLC and Library Information desks regularly.
Continue English language tutoring	Wood	In Progress	LLC
Continue to focus on materials in Spanish and other languages	Katouzian	In Progress	Non-English materials are ordered quarterly
GROW- services to low-income patrons			
Remove fees to check out DVDs and books on CD	Guiles, Schwab, Bradds, Duperry	Complete	
Provide early literacy programs at WIC Offices	Wood	In Progress	
GROW- services beyond EPL's neighborhood			
Provide library services outside downtown	Katouzian, Wood	In Progress	Outreach: AS- 85 YS- 427
Action Step/ Kaizen Events (Any action whose output is intended to be an improvement to the existing process)			
Provide quality storytimes, training and materials to children, parents and caregivers	Wood	In Progress	606 children reached through storytimes
Provide quality literacy and STEAM programs	Wood	In Progress	Sci_fun Science Club
Teach how to find, evaluate and use information	Katouzian, Wood	In Progress	Daily occurrence at both information desks with 4072 questions answered
Provide healthy learning and social opportunities for middle grade students	Wood	In Progress	Knights Realm Chess Club, Teen Advisory Board
Provide engaging life skills programs for teens	Wood	In Progress	Animanga Karibu, FilmTastic Fun Time
Improvement Priority Title: Key Areas of Operational Quality Improvement			

Core Objective: Sustain and improve quality library service to patrons through excellent patron service, outreach, collections, programs, marketing, technology and facilities. Action Step / Kaizen Events (Any action whose output is intended to be an improvement) Management Owners: Dara Bradds, Katy Duperry, Dan Wood, Azar Katouzian, Ron Guiles, Mirek Gorny, Elmer Cameron, John Schwab, Carolyn Clemens Trustees	
"Complete" = Action Step is Complete "In Progress" = progress being made toward completion "On-Target" = Action Step on-target "Past Due" = Action Step is behind original plan. New date should be in "Planned Dates" field with original planned date reflected in Timeline fields (shading of cells). Provide descriptive remarks if appropriate. Ex. "delayed due to supplier problem", "quality defect causing delays", etc. Core Objective: Sustain and improve quality library service to patrons through excellent patron service, outreach, collections, programs, marketing, technology and facilities.	