

**Rapides Parish Library
Long Range Plan 2019
Branch and Department Breakdown**

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Administration

Director

- With the help of the Administrative Staff and the Library Board Properties Committee, consider if it is possible to improve services at the Boyce Branch before the next tax cycle during 2019.
- Annually, work with the staff to create our annual reports, budgets and Long Range Plan, all of which should be submitted to the Board or its committees in a timely manner.
- Continue the project of rearranging our archives, creating an index as we go.
- Do more to promote staff obtaining their LSSC, Associate's degree, Bachelor's degree, Master's degree, or MLIS by while employed at RPL by annually informing the staff in June of the percentage increases obtained when these degrees are earned.
- Study the possibility of creating a Library Foundation to help provide funding for various library projects during 2019.

Administrative Assistant

- Continue to serve as the Records Retention Officer to keep Rapides Parish Library in compliance with the law with regard to our archives.
- Continue to keep the key log up-to-date.

Direct Services

- Continue to review payroll hours as against tasks to see if hours need to be added or cut from branches.
- Continue ensure diversity of staff for all branches, to meet the community needs.
- Continue with the two system wide programs / events annually, where all locations have the same program at the same time.
- Using the Friends donation, acknowledge all staff at least twice a year.
- Study the cost to purchase RPL Logo/Branch name tablecloths for all locations, by March, 2019.
- Study the cost to purchase 5 RPL/Logo tents to use for outside/ outreach events, by May, 2019.
- Support the evaluation / action of renewing the Martin Luther King collections to meet the needs of the community and patrons.

Human Resources

- Continue working with the Director to establish and maintain an equitable salary structure to be submitted to the Personnel Committee by January 31, 2019.
- Work with the Director and other appropriate staff to develop a Career Path Plan for management opportunities by December 31, 2019.
- Update the Employee Handbook (personnel policy) as needed, with approval of the Director, Personnel Committee, and Library Board.
- Revise the Library's application for employment so that it can be filled out online and submitted directly to Human Resources by February 28, 2019.

- Continue to offer staff quarterly incentives for knowledge of the Employee Handbook, sponsored by the RPL Friends of the Library.
- Maintain a Human Resources Manager's Desk Manual by adding to it on a monthly basis.
- Continue to oversee and administer Flex Spending account for employees
- With Director, explore the concept of implementing succession planning Initiatives by September 30, 2019, such as offering a training matrix outlining a professional development plan for managers.
- During 2019, work to implement Internship Opportunities, with partners or alone, for 11th and /or 12th graders.
- During 2019, implement new ideas to promote Employee Engagement, such as:
 - 1) Provide information, resources and services to staff which promote collaboration, connection, and commitment, and the goals of the Library.
 - 2) Develop an Employee Survey.
 - 3) Create an annual Employee Wellness Fair, by partnering with local doctors and clinics
- Continue to ensure that Library is aware of any compliance or employment law changes.

Payroll

- By July, 2019, with help from the IT Department, complete PaySuite software changeover so that the staff can make changes to their information, print paycheck stubs, create online W-4s, etc.
- Continue to keep current on scanning new employee's personnel files as an electronic copy and backup to paper files.
- Continue the project of scanning existing employee's personnel files as an electronic copy and backup to paper files, completing 10 by April 30, 2019.
- Continue the project of creating a Payroll and Insurance Specialist's Desk Manual, adding two procedures by April 30, 2019.

Public Relations

- Continue to encourage the media to support the work of the library.
- Continue to promote library programs and events as described by the marketing prioritization levels defined in the Communication and Marketing Plan.
- Continue to oversee the Cards4Kids program
 - Ensure all kindergarten, fourth grade and eighth grade students in the Rapides Parish Public school system receive applications for the 2019-20 school year.
 - Reach out to private schools in Rapides Parish for the 2019-20 school year.
- Continue to enhance staff knowledge of branding, word of mouth marketing and social media marketing and their role in marketing the library
- Continue to strengthen relationships within the community by attending events and making the library visible to all
- Develop a strategic calendar for marketing library services and e-branch services by February 1, 2019

- Explore and report on the potential benefits of search marketing and marketing automation by June 1, 2019
- Develop a relationship with *The Town Talk* and local digital magazines with the intention of securing a column by December 31, 2019
- Increase staff awareness of upcoming programs and events with weekly e-mail blasts highlighting level one and two programs by February 1, 2019.

Business Office

- Overall goals include:
 - Looks for ways to control all operating costs, targeting salaries and health insurance.
 - Present accurate financial information to our management and the Board of Control that would allow them to make current and future decisions regarding staffing, facilities and programs.
 - Conduct the Business Office so that a clean audit is obtained annually.
- Prioritize the capital expenditures needs for the next 5-10 years:
 - Buildings and Land – With Director and the Properties Committee, set specific goals on what we wish to accomplish at branch locations:
 - Johnson Branch – Before the lease expires on 4/1/2020, consider how we can improve the facility that is currently leased, or if we intend to purchase land and build a new facility.
 - Assess future capital projects relating to repair and/or updating the older branch facilities.
 - Continually review the specific needs of all owned buildings to determine where our major exposures are – roofs, air conditioning and heating, etc.
 - Vehicles – Annually, determine when replacements will be required for each vehicle that RPL currently owns and what the approximate cost will be. Money will be taken out of the reserve funds to purchase the vehicles.
- Take the lead to enter into a long term Cooperative Endeavor Agreement with the City of Alexandria on the use of the two parking lots that are located between St. James Street and Lee Street by July, 2019.
- Operating Cost Containment. During 2019:
 - Salaries-Analyze all job functions looking to reduce salary expense. This would include consolidation of duties, not automatically filling the holes left by retirements, turnover, and looking at required staffing at each location.
 - Continue to monitor the cost of the health insurance program that was put in place on 1/1/2017. Annually, review RPL’s cost sharing of the health insurance premiums and monitor how it affects our budget.
 - Explore other sources for recurring budget items such as office supplies, toner, building supplies and building maintenance. Look at ways that we can make sure that we are getting the best pricing on purchasing by having an employee responsible for this area.
 - With the Human Resource Manager, work to update the salary grade values and step increases.
- Continue funding the reserve accounts for large ticket items such as automation replacement, a/c and heating units, major roofing repairs, and vehicles.

- Search for opportunities to increase interest income on checking accounts and other invested money.

Boyce Branch

- I. Facilities and infrastructure
 - a. Maintenance:
 - i. Continue to touch up the paint on the book drop.
 - b. Improvements:
 - i. With landlord, consider the possibility of installing emergency lighting in all areas of the building to aid customers in exiting during a power outage by September, 2019.
 - ii. Consider the possibility of installing emergency lighting in all areas of the Annex building to aid customers in exiting during a power outage by September, 2019.
 - iii. Purchase a dry-erase board easel with wheels for storytime and classes by March, 2019.
 - iv. Purchase three art prints and a blackboard / dry-erase board for the Annex by May, 2019.
 - v. Consider a small sign for the Annex to let customers know it is part of the library, by June, 2019.
- II. Personnel
 - a. Maintenance:
 - i. Continue to attend at least two IT computer classes offered at Boyce.
 - ii. Continue to have monthly in-house staff meetings.
 - iii. Continue recruiting and training volunteers.
 - iv. Continue to require all staff to attend a Web Junction webinar each year.
 - v. Continue to encourage staff to review RPL databases annually.
- III. Services and Collections
 - a. Maintenance:
 - i. Continue to offer a wide variety of items available for entertainment and learning purposes.
 - ii. Continue to develop a collection of local history materials including books, documents, maps and photographs.
 - iii. Continue to weed 20% of collection annually, using the CREW method.
 - iv. Continue to promote usage of self-check machine to maintain a goal of 20%.
 - v. Continue to interact with Wesley Saunders and Tammy DiBartolo, asking for items to enhance our collection.
- IV. Policies, Plans and Procedures
 - a. Maintenance:
 - i. Staff will continue to review two policies and procedures per month.
- V. Outreach (public relations & programs)
 - a. Maintenance
 - i. Continue to promote IT-taught computer classes.

- ii. Continue to hold an annual book sale, in conjunction with the Friends of the Boyce Branch, to include local authors and other events. This event to take place in April, 2019.
- iii. Continue to promote the library by providing schedules and promotional flyers of storytime, Summer Reading Programs, classes, workshops and library resources to the customers in the library, as well as in the various businesses around town every month.
- iv. Continue programs: 2 adult / 2 teens monthly; Teen/Tween program quarterly; and storytimes weekly.
- v. Continue to offer programs based on monthly holidays or celebrations. For example: Christmas Coloring Contest, etc.
- vi. Continue to work with the Boyce Friends Group.
- vii. Continue to attend the Boyce Town Hall Meeting on a quarterly basis to promote the library and its programs.

VI. Finance

a. Maintenance:

- i. Continue to support the Boyce Friends functions to encourage new ideas and strengthen their purpose.

Hineston Branch

I. Facilities and infrastructure

a. Maintenance:

- i. Continue to have blinds and windows cleaned every May.
- ii. Continue to have building and patio furniture pressure washed every September.
- iii. Continue to have gutters cleaned out on an as-needed basis.
- iv. Continue to monitor lighting needs and roof leaks, reporting on them to the Facilities Manager and our immediate supervisor.
- v. Replace HVAC filters and clean filters every June and December.

b. Improvements:

- i. Purchase a carpet for the Children's area for story time by March, 2019
- ii. Move benches which are currently located behind library to a spot next to the branch, and purchasing a table by May, 2019.

II. Personnel

a. Maintenance:

- i. Continue open communication between Hineston staff, our administration, and all departments.
- ii. Continue to serve each customer with courtesy and respect.
- iii. Promote our website and databases weekly to stay abreast of changes, while suggesting changes as needed.

b. Improvements:

- i. Complete at least three library-related webinars or workshops by December, 2019.
- ii. Staff should attend at least two each of the computer classes offered at Hineston by the IT trainer by November 2019.

c. In the future:

- i. Discuss and study with our supervisor Hineston's current hours to insure they still meet the needs of the community.
- III. Services and Collections
 - a. Maintenance:
 - i. Decorate branch according to season.
 - ii. Continue to display all new arriving items.
 - iii. Continue to weed 20% of items using the CREW method.
 - iv. Maintain the use of the self-checkout machine at 70%.
 - b. Improvements:
 - i. Purchase a paper shredder for confidential documents by April, 2019.
 - ii. Purchase a laminator for in house decoration projects by April, 2019.
- IV. Technology
 - a. Improvements:
 - i. Purchase, flat screen and DVD player by February, 2019.
 - ii. Purchase a charging station for customers to charge their technology by March, 2019.
- V. Outreach (public relations & programs)
 - a. Maintenance:
 - i. Continue to support our system-wide program efforts by being actively involved.
 - ii. Continue to offer monthly computer classes.
 - iii. Continue to present ambassador presentations at Oak Hill and Hicks High School.
 - iv. Continue to offer two children, one teen, and one adult activity Monthly
 - v. Continue adult programming events In the Senior Citizen centers.
 - vi. Continue to offer storytime weekly.
 - b. In the future:
 - i. With appropriate approval, create a teen/adult program involving social media & networking with RPL (Facebook, Instagram, YouTube, and Snapchat).

Johnson Branch

- I. Facilities and Infrastructure
 - a. Maintenance
 - i. Continue to thoroughly clean bookshelves twice a year.
 - ii. Continue to have the top of the lights cleaned twice a year.
 - iii. Continue to have the window blinds cleaned twice a year.
 - b. In the Future:
 - i. Increase circulation numbers enough to justify additional hours and/or exploring options for purchasing land and building a new structure.
 - ii. Consider the possibility of providing furniture outside for Wi-Fi users.
- II. Personnel
 - a. Maintenance
 - i. Continue to ensure that staff members become more familiar with our resources at www.rpl.org to better help them in suggesting our services to the patron.

- ii. Continue to find and cultivate volunteers.
 - iii. Continue to utilize the Johnson Friends group and volunteers to assist with programming and crafts.
 - b. Improvement
 - i. Make sure that all staff takes 2 computer courses from library resources by December 2019.
- III. Services and Collections
 - a. Maintenance
 - i. Continue to weed 20% of collection using CREW method.
 - ii. Continue to maintain the use of the self-checkout machine at 20%.
 - iii. Continue arranging the collection to create eye-catching displays.
 - iv. Continue to inform our customers of the many options our system offers that fits their needs.
 - v. Continue to work with Assistant Director of Support Services and the Outreach Services Coordinator in updating DVD and graphic novel collections.
- IV. Outreach (public relations and programs)
 - a. Maintenance
 - i. Continue with a weekly storytime.
 - ii. Continue to promote two adult and teens programs monthly.
 - iii. Continue with our monthly adult book club, “Y’all Come”
 - iv. Continue outreach to local daycare and schools.
 - b. Improvement
 - i. Explore new ways to get teens involved in library programs by December, 2019.
 - ii. Seek out partners to create community-wide programming by December, 2019.
 - iii. Encourage Library Ambassador school contacts to offer incentives for after-school program participation by December, 2019.

King Branch

- I. Facilities and infrastructure
 - a. Maintenance:
 - i. Continue to have plumbing checked once a year.
 - ii. Continue to notify Facilities to have interior walls painted with stain resistant paint, as needed.
 - iii. Continue to have areas under all computers cleaned yearly.
 - b. Improvements
 - i. Replace paper towel holders with hand dryers in all public restrooms by December 2019.
 - ii. Add a dry-erase board to both study rooms by May, 2019.
- II. Personnel
 - a. Maintenance:
 - i. Continue to be sure that a King staff member is present at all appropriate library meetings and trainings.

- ii. Continue self-improvement trainings and workshops for all staff members to better assist customers and grow the branch.
 - b. Improvements:
 - I. Staff will complete two–four hours of training in their assigned collections (Adults, Teens, Children) to better facilitate the programming for their target age group by June, 2019.
 - c. In the Future:
 - i. Increase educational programming.
- III. Services and Collections
 - a. Maintenance:
 - i. Continue to create a pleasant and relaxed atmosphere that will be conducive to the comfortable use of the library.
 - ii. Continue to weed 20% of collection using CREW method.
 - iii. Maintain Self-Checkout numbers at 25% percent of total checkouts.
 - b. Improvements:
 - i. Staff will research, and train on Readers’ Advisory skills to increase their knowledge of authors and genres in order to be able to aid customers by making book recommendations by May, 2019.
 - c. In the future:
 - i. Re-arrange bookshelves to give collection distinction.
 - ii. Study the cost of replacing 50% of the collection.
 - iii. Study the cost of adding additional 20% to the collection.
- IV. Technology
 - a. In the future:
 - i. Add more iPads or Android Tablets to the children area with educational games on different age levels.
- V. Policies, Plans and Procedures
 - a. Maintenance:
 - i. Continually review policy and procedures and notify administrative staff if changes are needed.
- VI. Outreach (public relations & programs)
 - a. Maintenance
 - i. Continue to use our Library Ambassador to work with local assigned schools (Acadian Elementary and Peabody Montessori) monthly to develop programming that can benefit students and to offer library services within the school as well as at the library, during school year
 - ii. Continue to promote flyers and handouts daily via visible areas and customer contact.
 - iii. In addition to the scheduled storytimes, continue to have impromptu storytimes whenever possible when there are children present in the library.
 - iv. Continue to work with outside agencies, community groups, churches, etc. to offer a variety of programming for our customers.
 - v. Continue to encourage community groups to use the library to hold meetings.
 - vi. Continue to introduce branch themes throughout the library collection, including bulletin boards.

- vii. Continue to hold two adult / 2 teens / 1 children’s craft program monthly, and one storytime weekly.
 - b. Improvements
 - i. Pursue a partnership with the Martin Luther King Center every month to cater to seniors starting January, 2019.
 - ii. Partner with Sankofa Cultural Collective to house contestant art by March, 2019.
 - iii. Continue to develop ideas to increase reading by adults and children in an effort to boost circulation by 5% monthly compared to month of previous year, starting December, 2019.
 - iv. Reach out to local artists to develop a consistent rotation of art displays by November, 2019.
 - c. In the future:
 - i. Reach out to organizations to facilitate self-improvement short courses (job seeker’s skills, HiSet information, reading classes, etc.) at King Branch.
- VII. Other
- a. Maintenance
 - i. Continue to encourage King Friends of the Library enrollment, and the creation of a Board.

Libuse Branch

- I. Facilities and infrastructure
 - a. Maintenance:
 - i. Continue to have AC vents in ceiling cleaned yearly.
 - ii. Continue to have flower beds weeded in March and September.
 - b. Improvements:
 - i. Purchase 25 additional 6” easels and 50 4” easels for displaying books by March, 2019.
 - ii. Purchase a DVD repair/cleaning machine due to the volume of scratched DVDs by March, 2019.
 - iii. Purchase a bicycle rack for patron to park bicycle who ride to library by January, 2019.
 - iv. Purchase a small bench to put outside of front door for patrons who are waiting by March, 2019.
 - v. Purchase sanitizing hand wipes for public computers by May, 2019.
 - vi. Purchase baby-changing table in men’s restroom by May, 2019.
 - c. In the Future:
 - i. Study the feasibility of creating a “Free Book”/ Friends of the Library Book sale station for book donations.
- II. Personnel
 - a. Maintenance:
 - i. Continue to send each staff member to one educational class (webinar; or Web Junction class, with approval of management) by the end of May, 2019.
 - b. In the future:

- i. Consider the possibility to increasing staff by adding a 40 hour employee based on studying data numbers.
- III. Services and Collections
 - a. Maintenance:
 - i. Continue to promote the use of the self-checkout at 25% or more of total circulation.
 - ii. Continue to weed 20% of collection using CREW method.
 - b. Improvements:
 - i. Purchase additional children’s costumes for programing by February, 2019.
 - ii. Purchase an oversized children’s book rack by March, 2019.
 - c. In the future:
 - i. Add space for teen gaming area.
- IV. Outreach (public relations & programs)
 - a. Maintenance:
 - i. Continue to provide a craft with each weekly storytimes.
 - ii. Continue to have monthly book groups meet at Libuse Branch.
 - iii. Continue SRP Kickoff parties for adult, teens, and kids.
 - iv. Continue to have 4 adult programs per month.
 - v. Continue to host 2 teen programs per month.
 - vi. Continue the Library Ambassadorship with J.I. Barron, Buckeye Elementary and Haden R. Lawrence Schools at least monthly.
 - vii. Continue to collaborate with the Robertson Branch and Martin Library, as well as the Outreach Services Coordinator, to hold the Back-2-School Bash in August.
 - b. Improvements:
 - i. Add additional storytime on Wednesday mornings by January, 2019.
 - c. In the future:
 - i. Implement a quarterly family storytime hour on Friday evenings.

McDonald Branch

- I. Facilities and infrastructure
 - a. Maintenance:
 - i. Continue to provide a safe, clean and inviting environment for our community, in our library and on our grounds.
 - ii. Continually keep privacy fence on property in great condition by inspecting it often.
 - iii. Continue to have the building pressure washed every year.
 - b. Improvements:
 - i. Study the cost to redo the landscaping in front of branch by March 20, 2019.
 - ii. Study the possibility by December, 2019, with Director Services Coordinator, Lenna’ Mouton and Maintenance Manager, Les Guidry to remove paperback shelves from teen area and add paperback shelving at end of cd; non-fiction and fiction shelves near paperback area.

- iii. Install automatic door openers for the handicapped at the Library entrance by March 20, 2019.
 - iv. Create a plan for a Memorial Bricks fundraiser for our garden by December, 2019.
 - v. Create a plan to acquire piece of property behind library by December, 2019.
 - c. In the future:
 - i. Establish a Reading and Butterfly garden and walking path as funds become available.
- II. Personnel
 - a. Maintenance:
 - i. Require all staff to attend at least two workshops by December, 2019.
 - ii. Require all staff to attend two computer classes (Excel and one other given by the IT Department by December, 2019.
 - iii. Continue monthly staff meetings.
- III. Services and Collections
 - a. Maintenance:
 - i. Continue to provide an inviting and pleasant atmosphere, while enforcing all RPL rules and policies.
 - ii. Continue to weed 20% of collection annually, using the CREW method.
 - iii. Continue to complete inventory process as scheduled.
 - iv. Maintain 20% of self-check out.
 - v. Continue working with Wes and Tammy to enhance our children, adult and Spanish book and DVD collection with good volume and high standard movies and materials.
 - b. In the Future:
 - i. Study the possibility of switching the Launch Pads to circulating material, so they are best utilized by the public.
- IV. Technology
 - a. In the future
 - i. Secure funding for a gaming system to go into teen area.
- V. Policies, Plans and Procedures
 - a. Maintenance
 - i. Supervise the continuation of updating the operations manual for McDonald Branch as needed.
 - ii. Continue to review one policy and two procedures at staff meeting.
- VI. Outreach (public relations & programs)
 - a. Maintenance
 - i. Continue to promote TAB, TAG (Tweens Advisory Group), and Friends of the Library in our state, parish and community.
 - ii. Continue with storytime program each week.
 - iii. Continue with Spanish storytime once a month.
 - iv. Promote the TAG and TAB programming each month.
 - v. Promote programming for Adults each month.
 - vi. Continue to have a volunteer of the Library to handle scheduling local artist work to be shown in meeting room.

- vii. Continue promoting and participating in Library Babies program each week.
 - viii. Continue the relationship with the Rapides Parish Sheriff's Office so that they transport our TAB to out-of-town Library activities.
 - ix. Continue working with outside sources to bring in substantial and beneficial programs for the community.
 - x. Continue to partner with Town of Glenmora and other government departments to promote National Night Out once a year.
 - xi. Re-establish the Paws and Pinecones Book Club for adults by May 2019.
- VII. Finance
- a. Maintenance
 - i. Continue to write grants and acquire donations to fund McDonald Branch wish list.
- VIII. Other
- a. Maintenance
 - i. Continue to help the McDonald Friends with book and bake sales twice a year and participate in other ventures that the McDonald Friends of the Library wishes to achieve.
 - ii. Work with McDonald Friends and staff to promote a good relationship among the McDonald Friends, the library and community.
 - b. I recommend
 - i. Outside lighting for all branches in parking lots.
 - ii. Purchase an e-Reader for each branch to demonstrate downloading of books for our customers.
 - iii. Acquire e-Readers, so they may be checked out by customers.

Main Library

- I. Facilities and infrastructure
 - a. Maintenance:
 - i. Continue to conduct monthly audits of the interior and exterior appearance of the Main Library and resolve any outstanding issues by consulting with appropriate administrators.
 - b. Improvements
 - i. Study the cost of extending the Reference Desk to combine the working area of the Circulation Desk and the Reference Department by February, 2019.
 - ii. Study the cost of creating three fabricated study rooms in the area of the Circulation Desk by February, 2019.
 - iii. Study the cost of closing off the Manager's office with a glass window by February, 2019.
 - iv. Study the cost of creating an Assistant Manager's work area in the Manager's office by February, 2019.
 - v. Study the cost and time requirements to strip and stain all original wood parts of public area by August, 2019.
 - vi. Consult with Facilities Manager on how Main Staff can be more proactive on keeping the exterior clean by February, 2019.

- vii. Consult Facilities Manager to study the costs for a security upgrade by May, 2019. This would include:
 - 1. Consolidating the two security systems into one.
 - 2. Consulting with Main Security staff on the placement and angles of current cameras to ensure maximum coverage.
 - 3. Replacing current security cameras that cut out in intense light.
 - viii. Create or have built a community bulletin board with in-house guidelines on postings by May, 2019.
- II. Personnel
 - a. Maintenance:
 - i. Continue to have monthly Main Staff meetings.
 - ii. Continue to monitor schedule in relation to work load and staffing needs to maximize staff time off.
 - b. Improvements
 - i. Require staff to take two in-house or webinar classes by December, 2019.
- III. Services and Collections
 - a. Maintenance:
 - i. Continue to weed the collection using the CREW method with guidance from the Assistant Director.
 - ii. Continue to suggest additions to the collection to the Assistant Director or Outreach Services Coordinator by utilizing daily tally sheets to meet customer needs.
 - iii. Continue with work with ILS to inventory 20% of the collection annually.
 - b. Improvements:
 - i. With Director and Direct Services Coordinator, consider the possibility of creating a Programming and Makerspace area by moving the Children's picture book collection by February, 2019.
- IV. Technology
 - a. Continue to search out emerging and existing technology to add to the MakerSpace.
- V. Policies, Plans and Procedures
 - a. Start presenting, explaining and ensuring understanding of one policy and one procedure at each monthly Main Staff meeting in January, 2019.
- VI. Outreach (public relations & programs)
 - a. Maintenance:
 - i. Begin to evaluate all previous programs on effectiveness in relation to RPL and the patrons annually in the month of December.
 - ii. Monthly, host three Adult, 1 Teen/Tween, and 2 children's programs. Host storytime weekly.
 - b. Improvements:
 - i. Host a Technology Tour Week for all RPL Staff highlighting the MakerSpace by March, 2019.
 - ii. Host a welcome reception for faculty of CLTCC by September, 2019.
 - iii. Consult with CLTCC faculty and prepare programs beneficial to staff and students by July, 2019.
 - iv. Recruit two technology experts for programming by March, 2019.

- v. Create 'how-to'/spring cleaning workshops for basic home repair utilizing local businesses by April, 2019.

Martin Library

- I. Facilities and infrastructure
 - a. Maintenance:
 - i. Clean windows and blinds semi-annually by March and October.
 - ii. Clean and repair any interior needs as necessary.
 - iii. Clean the air-conditioning vents and replace filters in children's area twice a year.
 - iv. Continue to monitor the lawn maintenance done by the City of Pineville.
 - v. Continue pressure washing the building by the City of Pineville annually.
 - b. Improvements:
 - i. Replace the hot water heater in the staff kitchen area by March, 2019.
 - ii. Replace paper towel dispenser with an air dryer in the public bathroom and patch the wall by March, 2019.
 - iii. Install restroom signage on the door to the public restroom by March, 2019.
 - iv. Consider the possibility of removing the lever door closer, which makes the public restroom door too heavy to open, thus making it more accessible by March, 2019.
 - v. Study the costs and consult with the City of Pineville regarding these improvements by June, 2019.
 - 1. Install tints to back windows of the Reference area and the window above the back patio door.
 - 2. Study the cost of an Automatic Flood Barrier for the back patio entrance.
 - 3. Rebuild the walkway at the back of the library, which floods easily.
 - vi. Install Exit signs to the back patio door and front entrance door by June, 2019.
 - vii. Study the cost to change out the wallpaper in the seating area by August, 2019.
 - viii. Study the cost to purchase table and chairs for staff lounge by June, 2019.
 - ix. Study the cost to purchase to sets of lockers for the staff by June, 2019.
- II. Personnel
 - a. Maintenance:
 - i. Continue to assign staff to take two refresher courses (one being Excel) to improve skills annually.
 - ii. Continue to ensure that staff participate in workshops outside the library once a year.
 - iii. Continue to hold staff meetings monthly.
 - iv. Continue to organize staff schedules to better use our time monthly.
- III. Services and Collections
 - a. Maintenance:

- i. Continue to weed 20% of collection annually, using the CREW method.
 - ii. Continually seek improvement in the arrangement of collections within the branch to maximize use of available space with approval from the Director and Direct Service Coordinator.
 - iii. Continue to work with the Assistant Director for Support Services and the Outreach Services Coordinator to increase the new adult fiction, movies, and children's collections.
 - b. Improvements:
 - i. Install updated signage for all shelf collections, by June 2019.
- IV. Technology
 - a. Maintenance:
 - i. Continue to promote the use of the self-checkout at 20% or more of total circulation.
 - b. Improvements:
 - i. Study the costs and feasibility of an addition of two public computers by April, 2019.
- V. Policies, Plans and Procedures:
 - a. Maintenance:
 - i. Continue to review current policies and procedures with staff at the rate of one policy and two procedures per month.
- VI. Outreach (public relations & programs)
 - a. Maintenance:
 - i. Continue to be committed to high quality customer service.
 - ii. Maintain an excellent relationship with the City of Pineville.
 - iii. Continue to provide library instruction to allow proper use of the library and to instill the rewards of using the library.
 - iv. Continue to support our system-wide program efforts by being actively involved.
 - v. Continue to offer RPL monthly computer classes.
 - vi. Continue to present ambassador presentations at Rapides Training Academy, Lakeview Save the Children Head Start, and continue to encourage Pineville Elementary to participate.
 - vii. Continue weekly storytime and library tours with local schools to promote the use of all the library has to offer the public.
 - viii. Continue monthly adult book club.
 - ix. Continue to service Book Ends.
 - x. Continue to encourage participation in SRP for all ages.
 - xi. Continue to maintain monthly programs (2-Adults, 2- Children's and 1-Teen).

Robertson Branch

- I. Facilities and infrastructure:
 - b. Improvements:
 - i. Study the cost of adding telephone at computer by the drive-through by February, 2019.
 - ii. Tint the drive-through windows by February, 2019.

- iii. Purchase Enter and Exit signs for drive-through by February, 2019.
 - iv. Purchase a small bookshelf for children's room to showcase new arrivals by January, 2019.
 - v. Purchase podium for meeting room by January, 2019.
 - c. In the future:
 - i. Study the idea of rearranging children's room to make more space for hands-on enrichment and spaces to read.
- II. Personnel
 - a. Maintenance:
 - i. Continue monthly staff meetings to encourage team building and communications.
 - b. Improvements:
 - i. Have assistant manager and circulation staff take refresher courses on Windows 10 by April, 2019.
 - ii. Have each staff member attend at least one day-long staff workshop by November, 2019.
 - c. In the future:
 - i. Increase staff by 16 hours for Summer Reading.
- III. Services and Collections
 - a. Maintenance:
 - i. Maintain ongoing inventory.
 - ii. Continue to weed 20% of collection annually, using the CREW method.
 - iii. Continue to work with the Assistant Director for Support Services and the Outreach Services Coordinator to acquire materials for the unique needs of the Robertson Customer.
 - iv. Continue to work with Assistant Director for Support Services and the Outreach Services Coordinator to increase both adult and children Christian fiction.
 - b. Improvements:
 - i. Label children's Christian fiction material by May, 2019.
- IV. Policies, Plans and Procedures:
 - i. Continue to review one policy and two procedures at each monthly staff meeting.
- V. Outreach (public relations & programs):
 - a. Maintenance:
 - i. Maintain weekly storytimes.
 - ii. Maintain monthly adult book club.
 - iii. Maintain Monthly Millennium book club.
 - iv. Maintain monthly children's craft.
 - v. Maintain monthly adult craft.
 - vi. Maintain monthly genealogy class
 - vii. Maintain monthly teen craft.
 - viii. Continue to work with Outreach Services Coordinator to host *Paws for Reading*, our pet therapy for reading with children.
 - ix. Continue to recruit more volunteers.
 - x. Continue to have our Library Ambassador work with Tioga Elementary and Mary Goff Elementary to assist them with their educational goals.

Westside Regional

- I. Facilities and infrastructure
 - a. Improvements:
 - i. Work with the Facilities Department to have all windows cleaned by April 1, 2019. Purchase two new patron chairs for the teen department by May 2019.
 - ii. Purchase six new patron chairs throughout the branch by May, 2019.
 - iii. Purchase two circulation chairs for staff by February, 2019.
 - iv. Replace two patron computer chairs by March, 2019.
 - v. Replace signage in teen area, due to peeling off wall by May, 2019.
 - vi. Study the cost of adding a doorbell to the backdoor by March, 2019.
 - vii. Work with the Facilities Department to get the tables touched up by December, 2019.
 - viii. Purchase three white boards for study rooms by March 2019.
- II. Personnel
 - a. Improvements:
 - i. Require all staff to do three classes on Lynda.com and Web Junction and choose the classes from list chosen by management. The classes are divided into three categories: customer service, library education, and computer technology. This is to be done before December, 2019. This will be tracked and observed by management.
- III. Services and Collections
 - a. Maintenance:
 - i. Continue to weed collection using the CREW method.
 - ii. Continue to promote usage of self-check machine to maintain a goal of 35%.
 - b. Improvements:
 - i. Work with the Outreach Services Coordinator or the Assistant Director for Support Services to:
 1. Purchase more Louisiana books for the new Louisiana children's section by April, 2019.
 2. Work with the Add more computer games to the collection by May, 2019.
 3. Update audio and video collection by replacing scratched and damaged items, by August, 2019.
 4. Purchase children's activity toy, for children's area by May, 2019.
- IV. Technology
 - a. Improvements:
 - i. Work with the Systems Administrator to have Internet Wifi/ Server checked for a stronger connection with less drops and better service for patrons by February, 2019.
 - ii. With the Systems Administrator, consider the cost to replace digital sign with a larger one in circulation area by August, 2019.
- V. Policies, Plans and Procedures
 - a. Maintenance:

- i. At our monthly staff meeting, review one policy and one procedure.
- VI. Outreach (public relations & programs)
 - a. Maintenance:
 - i. Continue monthly programs for adult (8), teens (1) and children (3).
 - ii. Continue to encourage adult and teen patrons.
 - iii. Continue visiting Library Ambassador Schools to promote programming and databases.
 - b. Improvement:
 - i. Create a patron survey on program interests in order to ascertain our patrons' needs, to be approved by the Director and Direct Services Coordinator, by April, 2019.
 - ii. Study the cost and feasibility of purchasing an Xbox gaming systems for futures teen programs to increase attendance by May, 2019.

Support Services

1. Over the course of the next five years, continue to digitize microfilmed newspapers in our collection (2016-2020).
2. Keep current with trends in digital delivery of materials for libraries.
3. Consult the CLTCC current catalog of courses and evaluate Main and RPL collection for up-to-date information.
4. The Technical Services Manager will purchase folding wheelchairs for all locations for emergency use by June, 2019.

ILS Department

- With the IT Webmaster, create a process for moving Inventory Lists to a procedure that is done at the branches and reported to ILS, instead of vice versa after the next server upgrade, by June, 2019.
- Continue to contract annually with UMS for a complete revision of our patron database to find changed addresses, and then update them automatically in the Sierra patron database by July, 2019.
- Systematically go through the Create List queries to make sure we are doing them in the most efficient way possible by December, 2019.
 - Create an Excel database of all queries, listed in priority order.
 - Considering how many they are and how long each will take, establish goals to finish this project by the end of the year.
- Create short training videos at the rate of one per quarter on different Sierra procedures, such as changing hold priority, etc.

Information Technology Department

It is the mission of the Information Technology Department to:

- plan for the future needs of our systems.
- install, maintain and replace all automation software and equipment as needed.
- maintain and upgrade the online circulation system.

- maintain and upgrade the Library’s webpages.
- train staff and customers on the use of our automated services.
- Plan for the future needs of our systems.
 - Meet with the administrative staff regularly to apprise them of the latest developments and to get their input as to what our direction should be. Use the administration and Director’s monthly meetings for this purpose.
 - Annually, work with the Director and the Business Manager to develop a budget for automation needs.
 - Continue the annual set-aside of funds from the operating budget for the eventual replacement of the circulation system, until the amount reaches \$500,000, or Innovative’s annual maintenance fee x10, whichever is greater.
 - Set-aside for Sierra servers at the rate of \$15,000 per year for three years (2017-2019), replacing the Sierra Database Server in 2019 and the Encore Server in 2020.
 - Continually educate our automation staff through reading, meetings with our peers and workshops in order to be knowledgeable about the direction in which automation is going.
- Install, maintain and replace all automation software and equipment as needed.
 - Annually, in June, revise the emergency plan.
 - Upgrade to Windows 10 on HN, BC and RB public computers by February, 2019.
 - Upgrade to Office 2016 on HN, BC, and RB public computers by February, 2019.
 - Replace older staff computers by September, 2019.
 - Replace the Sierra Database Server by April, 2019.
 - Install a self-checkout at MR by June, 2019.
 - Provide two laptops for MC to check out to customers by June 2019.
- Maintain and upgrade the online circulation system.
 - With Director, plan for upgrades within three months of when they are released.
- Maintain and upgrade the Library’s webpages.
 - Continue to keep Library’s webpages updated.
 - For the public webpage, move to Word Press and train Public Relations Officer to update website by June, 2019.
- Train staff in the use of our automated services.
 - Continue to offer classes as needed by staff.
 - Continually communicate with and educate our staff as to changes that will occur in our automated network.
- Train our customers on the use of our automated services.
 - Continue to offer classes for our customers at the rate of:
 - One class per month at all branches.
 - Two classes per week at Main.
 - Take December off.

Outreach and Youth Services Department

- I. Facilities and infrastructure
 - a. Maintenance:
 - i. Continue to use storage area behind Huie-Dellmon House to store items that are used seasonally.

- ii. Continue to check the POP annex for leaks and stability.
 - b. In the future:
 - i. Secure the funding to purchase or build an Outreach building.
- II. Personnel
 - a. Maintenance:
 - i. Continue to have quarterly meetings with Outreach and Youth Services staff together.
 - b. Improvements:
 - i. Work with the Systems Administrator to consider the possibility of transferring the POP data from Access to another program by June, 2019.
 - ii. Study the cost to have a YA author program for librarians and library staff from across the state by December, 2019.
- III. Services and Collections
 - a. Maintenance:
 - i. Maintain ongoing inventory of Children and Teen collections at Westside Regional Library.
 - ii. Continue to monitor the use of children's eBooks at RPL.
 - iii. Continue to monitor the use of bi-lingual materials throughout the system.
 - b. Improvements:
 - i. Purchase more bilingual materials for all library locations by spending \$2,500 in 2019.
 - ii. Update the children's and teen's audio collection in 2019.
 - iii. Update the children's and teens non-fiction collection in 2019.
- IV. Policies, Plans and Procedures
 - a. Continue to review library policies and procedures, as needed.
- V. Outreach (public relations & programs)
 - a. Maintenance:
 - i. Continue to add stops to the POP run, as schedule allows.
 - ii. Continue to add new Bookmobile stops as the schedule allows.
 - iii. Continue to reach out to facilities that serve at-risk teens to offer programs including the partnership with the City of Alexandria.
 - iv. Continue to reach out to increase our services to special needs children.
 - v. Work with community partners to promote adult education and how the library can help customers get their HiSet.
 - b. Improvements:
 - i. During 2019, focus on programs that would target veterans and their families to encourage them to use library services.

Training

- I. Maintenance
 - a. Director will schedule New Employee Training, consulting with the Human Resources Manager (HRM) and others to determine when it is needed.
 - b. Maintain Friendly Reminders for Employee Handbook, ILS procedures and Procedures Manual.

- c. Continue to have Staff Development Day annually on Veteran's Day.
 - i. Director will name the Staff Development Day chair/s by May 31st each year.
- II. Improvements
 - a. By 12/31/2019, the Director and the Human Resource Manager will develop an overall plan for training RPL staff, with dates and training intervals.
 - b. By 1/31/2019, the Director will work with Data Manager to begin Friendly Reminders from the Sierra Circulation Procedures (how often, etc.).
 - c. The Direct Services Coordinator will host two professional development workshops for Managers and Assistant Managers, the first by June 30th and the second by November 30th.
 - d. The Human Resources Manager will provide two (2) annual managerial training on Leadership and Personal Development, the first by April 30th and the second by November 30th. The Outreach Services Coordinator will host a storytime workshop, led by a professional, for staff members who do storytime programs by April, 2019.
 - e. By January 31, 2019, The Director and Human Resources Manager will establish regular Fire Drills system-wide.

Approved by the Rapides Parish Library Board

December 11, 2018