

# **Racine Public Library, Racine, Wisconsin**

## **Road Map to 2020**

### **Goals for 2018, Third Quarter Report**

#### **Community Value**

The Racine Public Library (RPL) was established by the residents in 1897 to fulfill one of the cornerstones of democracy: an educated citizenry. The library provides opportunities for every person to pursue a lifelong education. The library is funded by tax dollars and supported by the Friends of the Library and the Library Foundation.

The mission of the Racine Public Library is to enhance our community's quality of life by providing information, ideas, and creative works.

Vision: The Racine Public Library is a trusted source of information. Residents have positive experiences in a dynamic, participatory, people-focused organization.

#### **Core Values**

RPL is a learning institution, innovative and future-focused, supporting the love of reading and learning, and promoting curiosity and inquisitiveness for all ages

RPL is committed to equity, inclusion, and diversity

RPL collects and preserves materials for free, equal access by all residents in a safe, neutral space where everyone is welcome and that reflects the community's expectation for services

RPL has a highly trained staff who continually evaluate the community's needs, collaborate with other organizations to serve the community outside the building's walls, and to the best of their abilities provide residents with a positive experience. RPL staff members have open, clear, timely communication; are honest and accountable; act with integrity and professionalism; follow the American Library Association Code of Ethics; protect patron privacy and promote intellectual freedom.

#### **Racine Public Library Community Conversations: Aspirations for Racine**

- Community members want to feel safe in their neighborhoods, in school and in Downtown Racine
- Racine area community members expect excellence in education for all residents, regardless of age, race or income level
- Families and individuals need economic stability to survive and thrive
- Area residents want to see Racine become an active and vibrant community
- Racine needs a solid infrastructure
- Underserved and at-risk populations in Racine must have their needs met
- People desire a connection to their neighborhoods and the community
- Racine area residents desire strong, effective and diverse leadership
- The people of Racine want to have pride in their community

- Children and teens need activities

The library's programs, resources and services address all these aspirations, as much as possible.

**United Way of Racine County Community Conversations: Report on Race, Equity, & Inclusion in Racine County**

**Aspirations:**

- Acknowledgement across the community that racial inequality exists, allowing the community to address systemic racism
- Acceptance and understanding of racial differences
- Collaboration and integration across racial lines in neighborhoods to work towards a common goal

**Solutions:**

- Public forums to discuss racial inequality and create solutions
- Create educational opportunities to help individuals learn the challenges associated with racism and inequities and educate individuals on cultural differences to better understand one another
- Create opportunities to bring diverse groups of people together to create long-lasting community change

**Visioning a Greater Racine**, a Racine-based group working on community planning, held a visioning session with library staff. The top five goals for Racine in 2030 are: jobs (lower unemployment), education (choices in education, close the achievement gap, positive image of Racine Unified School District), healthcare (better access), safety (crime free neighborhoods, affordable housing) and technology (technologically proficient population, technology training for job opportunities). The library's programs, resources and services address all these goals, as much as possible. The final goals for the community were released in October, 2017:

**EDUCATION & YOUTH:** Our community will have access to outstanding educational opportunities, both public and private. We will be a community where every child is loved and prepared to succeed.

**CULTURE & RECREATION:** Our community will be a cultural hub with a vibrant arts scene; expanded recreational facilities and opportunities; and a coastal destination for national and regional visitors.

- World class library

**HEALTHY PRODUCTIVE LIVES:** Our community will provide affordable and accessible human services.

**REVITALIZATION:** Our community will promote commercial and residential development by supporting revitalization of key neighborhoods.

**THRIVING ECONOMY:** Our community will have a thriving 21st Century economy with a diverse economic base that retains and attracts people to both live and work here.

**MODEL OF ENVIRONMENTAL SUSTAINABILITY:** Our community becomes a model for practices and policies that protect and enhance natural resources.

**SOCIAL JUSTICE:** Our community will have a dynamic culture of equity, justice, and respect featuring safe neighborhoods; opportunities for people to move out of poverty; well-maintained housing for a variety of income levels; & access to nutritious food.

**DIVERSE & COLLABORATIVE LEADERSHIP:** Our community promotes resilient, diverse, collaborative leadership across Municipalities, Business, Education, Non-Profit, and Faith-Based organizations.

**TRANSPORTATION:** Our community features a variety of local and regional transportation options that connect people to opportunities.

**PRIDE & POSITIVE SELF-IMAGE:** Our Community exhibits a positive self-image and confidence in the future.

**VIBRANT ATMOSPHERE FOR YOUNG ADULTS:** Our community will be an exciting location for young adults offering a climate that attract them to live, work, and play here.

### **Higher Expectations for Racine County**

Vision: a Racine County workforce that is fully capable and employed

Mission: Higher Expectations engages community partners, aligns efforts, and maximizes resources to promote excellence and equity in education and employment outcomes in Racine County

The **Pew Research Center** surveyed Americans ages 16 and older in 2016 on what libraries should be doing: “libraries should help people improve their digital skills and learn how to determine what information is trustworthy; provide a safe place to spend time; create educational opportunities for people of all ages, spark creativity among young people, and provide comfortable reading and working spaces,” among other things. In 2018, their survey showed that personal learners 18 and older want most to learn something to make their life more interesting; then learn something that would allow them to help others; do something with the extra time on their hands; turn a hobby into extra income; and learn something to help with their children’s or other children’s school work. The library’s programs, resources and services address all these issues.

### **ICMA: The Role of Libraries in Advancing Community Goals, 2016**

The International City/County Management Association (ICMA) conducted a survey of their members and found five communities priorities, ranked either high or very high, where local government leaders see libraries playing an important role:

- Access to high-speed Internet service
- Digital literacy
- Early childhood education
- Primary and secondary school attainment
- Civic engagement

“Increasingly, libraries serve as hubs of information and community resources – a place for people to learn, create, access services, and engage with one another,” said ICMA Executive Director Marc Ott.

### **UNESCO Sustainable Development Goals (SDG’s) for 2030**

Sustainable Development Goal 5: *Achieve gender equality and empower all women and girls*

Target 5.b: Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women

Sustainable Development Goal 9: *Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation*

Target 9.c: Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020

Sustainable Development Goal 11: *Make cities and human settlements inclusive, safe, resilient and sustainable*

Target 11.4: Strengthen efforts to protect and safeguard the world's cultural and natural heritage

Indicator 11.4.1: Total expenditure (public and private) per capita spent on the preservation, protection and conservation of all cultural and natural heritage, by type of heritage (cultural, natural, mixed and World Heritage Centre designation), level of government (national, regional and local/municipal), type of expenditure (operating expenditure/investment) and type of private funding (donations in kind, private non-profit sector and sponsorship)

Sustainable Development Goal 16: *Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels:*

Target 16.10: Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.

Indicator 16.10.2: Number of countries that adopt and implement constitutional, statutory and/or policy guarantees for public access to information

Sustainable Development Goal 17: *Strengthen the means of implementation and revitalize the global partnership for sustainable development*

Target 17.8, Technology: Fully operationalize the technology bank and science, technology and innovation capacity-building mechanism for least developed countries by 2017 and enhance the use of enabling technology, in particular information and communications technology

### **International Federation of Library Associations and Institutions**

Global Vision: A strong and united library field powering literate, informed and participative societies

Highlights:

- Dedicated to providing equal and free access to information and knowledge
- Deeply committed to core roles in supporting literacy, learning and reading
- Focused on our communities
- Embracing digital innovation
- Strong advocates for libraries at national and regional leader level
- Aware that funding is our biggest challenge
- Eager to work more collaboratively and develop strong partnerships
- Desiring to be less bureaucratic and resistant to change
- Proud to be guardians of the memory of the world
- Attracting young professionals deeply committed and eager to lead

## Opportunities:

- Champions of intellectual freedom
- Update traditional roles in the digital age
- Understand community needs better and design services for impact
- Keep up with ongoing technological changes
- Need more and better advocates at all levels
- Ensure stakeholders understand our value and impact
- Develop a spirit of collaboration
- Challenge current structures and behaviours
- Maximize access to the world's documentary heritage
- Give young professionals effective opportunities to learn, develop and lead

## **American Library Association State of American Libraries, 2018**

### Issues and trends:

- Intellectual freedom
- Youth and teen services
  - 2017 was a year of successes and challenges for US teens. While the Alliance for Excellent Education reported that the high school graduation rate hit an all-time high of 84.1%, there are still persistent gaps in standardized test scores and college attendance between Caucasian students and their African-American and Hispanic peers. Additionally, a 2017 survey by Youth Truth found that only one in two teens feels prepared for college upon leaving high school. Teens were also not immune to the political climate, with incidents of hate becoming more frequent in schools in 2017, as reported by the Southern Poverty Law Center
  - Diversity and inclusion
    - Recent research by the Pew Research Center suggests that “Americans are more racially and ethnically diverse than in the past, and the US is projected to be even more diverse in the coming decades. By 2055, the US will not have a single racial or ethnic majority.” Diversity and inclusion values have increasingly been incorporated into youth library services over recent years. Libraries are considering how and where efforts can be improved to create welcoming spaces for their diverse communities.
  - Media mentorship
    - According to a recent report from the Erikson Institute's Technology in Early Childhood Center, libraries are one of the many places where children encounter digital media throughout their day. Libraries provide a space for families to connect with the digital tools and media that ensure their access to information. Children's librarians are at the forefront of being trusted resources for the youngest members of their library communities.
  - Supporting children and families in times of need
    - The function of libraries as community centers is readily recognized. A Brookings Institution article even referred to librarians as “ad hoc social workers and navigators” who “help local people figure out the complexities of life.”

- Library programs
  - Library workers see the impact of library programs every day—from young people developing comprehension skills through summer reading programs, to older adults finding companionship and learning new skills through arts classes.
- Sustainability
  - Effects of climate change on libraries (modification of the conditions of storage and preservation, building insulation, impact on library finances and management).
  - Applications of environment-friendly practices in libraries (recovery of rainwater, use of renewable energy sources, printing control, paper recycling).
  - Proposed environmental recommendations for the profession (recycling of outdated documents, use of biodegradable materials).
  - Increasing and promoting sustainability-related library resources and services (development of collections on environmental themes, exhibitions, outreach).
- Future trends:
  - Aging
    - An aging workforce and population will change the US and other developed nations, impacting the workplace, government budgets, policy, and family life. An increasing life expectancy will require adequate retirement income and access to health care for aging adults. Adults may continue to work past traditional retirement ages. For libraries, this could mean a change in the profile of their users, especially in academic, medical, and special libraries, and in the profile of librarians and library professionals. Increased time in retirement could result in demand for leisure activities to fill older adults' time, deeper pools of volunteer talent, or need for new community and gathering spaces. Large populations of older adults may shape the direction of collections (leisure reading, large print), programs (Medicaid support, technology instruction), and services (book delivery, deposit collections).
  - Income inequality
    - In the United States, income inequality has been growing markedly for the past 30 years. Income inequality limits the upward mobility of people, especially the ability of those at the bottom of the distribution to rise. Library services in support of skills development will likely become more important, especially for administrators and funders, but libraries will need to make sure the skills they seek to develop align with the types of skills needed in the economy, especially STEM skills. The library space—or any opportunities the library provides that bring different people together—could be especially important in combating income inequality. High-income and low-income people increasingly live in separate spaces, with city governments, schools, and communities more fragmented and less inclusive than before. Spaces and programs that bring people together may help improve the dialog across inequality and provide important economic opportunities for the community.
  - Connected learning
    - Social and digital media available via the internet connect students and young people to each other and to a host of formal and informal educators, providing

limitless opportunities to seek and acquire new knowledge and skills. Libraries that offer access to these will be better able to integrate themselves into connected learning environments.

- **From Awareness to Funding: Voter Perceptions and Support of Public Libraries in 2018**

In a 2018 survey of voters, several themes emerged, among them:

- A majority of US voters believe public libraries are essential to communities and a source of civic pride.
- Voters still highly value such traditional library services as free access to books and quiet areas, but they also increasingly value the library as a community hub.
- A disconnect still exists between the services libraries offer and public awareness and support for those services.
- A majority of voters still do not realize that the primary source of library funding is local.

Other key findings:

- Some 55% of voters view the library as an essential public institution, and 58% feel that public libraries advance education.
- As many as 44% of voters (up from 35% in 2008) view the library is a place for people in the community to gather and socialize. They increasingly see this as an important role for libraries.
- A total of 70% of voters visited a public library in the last year, in addition to 52% who visited online.
- “Foundational” library services—including quiet spaces, access to books and technology, and Wi-Fi access—continue to be very important for two-thirds of voters.

## **Public Library Association 2018-2022 Strategic Plan**

Our Vision

### **Statement of Ambition**

A dynamic public library is the heart of every community.

### **Description**

We envision the future, where public libraries serve at the intersection of vibrant communities and a strong democracy. The future will be realized as the ever-expanding value of libraries is acknowledged, accepted, and ingrained in every heart and mind. A deeper intertwining of library and community means that libraries are eagerly and appropriately funded, so that their democratizing force can continue to open possibility, both individually and collectively.

In the future, the library not only reflects the diversity of its community, but also becomes the leader of practicing inclusion at all levels, starting with the people who work there. It partners with community organizations to expand the reach of its benefits and those with whom it collaborates. It's a hub of cultural and civic engagement, helping to facilitate understanding of how society is, and should be, shaped.

In the future, the library recognizes its own influence on communities, and is adept at advocating for the resources to do more. Libraries continue to fulfill their role as the place where everyone is welcome to take advantage of vital services and learning. More of the public, in turn, seeks out the library, because the library is continually tailoring its offerings to meet their needs. While the inside of the library remains quietly bustling, it knows how to raise its voice for good.

In the future, there is no more generative and generous environment for individual learning, enrichment, and economic opportunity than the public library. The community sees the library as a space to find the joy of personal growth through learning via expert assistance, relevant resources and research tools, content sharing and creation, and the opportunity for cultural enrichment. It is an integral component of a successful educational system, making abundant contributions to America's status as a literate nation.

### **Changing Community, Changing Expectations**

Patrons are accessing RPL differently. Expectations are that they will have full access to materials, resources and services in person and online. Technology needs are increasing faster than patrons can gain skills. Devices change quickly. The learning curve has speeded up. Expectations are that staff is keeping up with emerging technologies so that patrons can improve their technology skills.

Fewer patrons are browsing the shelves, they're placing holds online. The physical collection use is declining, digital downloads of eBooks and audio books is increasing. Wait list for items is still long; expectations are that patrons will be able to quickly obtain materials they want.

The library building is being used differently; social gathering is increasing, noise level is increasing, Wi-Fi use is increasing, study room use is increasing; Internet desktop use declining. Expectations are that patrons will have the space they need for the reasons they come to the library.

Patrons expect the library to be a safe, open and inclusive space. Each patron expects to be treated with dignity and respect. They expect to find resources, programs and services that reflect their cultural experience.

Racine Public Library's Road Map is along three paths:

**Community Value** – Why We Exist: RPL is a Learning Institution

**Engaging the Community** – What We Do: RPL is a unique, innovative, interactive destination inspiring community pride

**Organizational Management** – Where, When, How and by Whom Programs, Resources and Services are provided: RPL is a strong, flexible organization

<b>Community Value</b>	<b>Engaging the Community</b>	<b>Organizational Management</b>
Why RPL Exists	What RPL Does	Where, When, How and by Whom it's Done
RPL is a Learning Institution	RPL is a unique, innovative, interactive destination inspiring community pride	RPL is a strong, flexible organization
Collaboration Customer Service Free and Accessible to All Innovation Local History Outreach Physical & Virtual Destination Programs, Resources and Services are Patron-Driven Neutral, Inclusive Space	Accessibility Bookmobile Collections Community Partnerships Early Literacy Facility Programming Staff Expertise	Budgeting Communication, PR Data analysis Facility Personnel Policies Training

**Community Value Goals**

**Outcome:** RPL is a learning institution

**Collaboration**

**Outcome:** **Patrons benefit from RPL's participation in state and national projects**

Action Plan: Racine Public Library participates in the state's Public Library System Redesign project

Who: Director and library staff

Timeline: The multi-year process began in 2016, anticipates delivering recommendations to the Department of Public Instruction in fall, 2018

Progress: April 3, 2018 through April 23, 2018, public comment period is open on workgroup recommendations.

June 21, 2018, model framework presented to library board for discussion and feedback.

**Engaging the Community Goals**

**Outcome:** RPL is a unique, innovative, interactive destination inspiring community pride

**Accessibility**

**Outcome:** Patrons in school have access to library resources

Action Plan: Racine Public Library staff will visit schools (Racine Unified School District [RUSD], public, private and parochial) to inform staff and students about library programs, resources and services by December 31, 2018

Who: RUSD liaison, Anne Callaghan, Youth Services Battle of the Books, Nick Demske, Rebecca Leannah, Keiko Skow and other library staff

Timeline: January 1, 2018, continue scheduling regular visits to all schools.

Progress: In the first quarter of 2018, staff visited seven RUSD schools and three private/parochial schools.  
In the second quarter of 2018, staff visited fourteen RUSD schools and two private/parochial schools.  
In the third quarter of 2018, staff visited one school (summertime)  
GOAL ONGOING.

Action Plan: Provide library materials to students and teachers

Who: Bob Margis, library staff

Timeline: November 16, 2017, plan presented to library board; meeting held between Bob Margis and Jodi Gatzke  
July 3, 2018, because RUSD is not doing any type of card registration with the parent's signature there will be limits on the number of holds that can be placed. RUSD will add our library to their delivery route. Items placed on hold by the students will be checked out to their RUSD/Library account by library staff and routed to the student. Returns will be brought back to the library by the RUSD delivery.  
GOAL ONGOING.

**Outcome: Patrons with differing abilities can easily use resources, programs and services**

Action Plan: Racine Public Library will continue to be ADA-accessible

Who: Jessica MacPhail, Michael Monday, staff

Timeline: November 2, 2016, RPL is informed that public bathrooms may not meet ADA guidelines. Public bathrooms will be accessible by December 31, 2018

Progress: December 21, 2017, library board approved hiring Product: Architecture+Design to begin remodeling planning. Public bathroom accessibility will be included if funds are available.

Action Plan: Patrons using hearing aids will be able to use their T-coil setting to better hear at small book discussion groups and at service desks

Who: Jessica MacPhail, patrons

Timeline: By December 31, 2018, equipment will be installed, staff will be trained and patrons will be satisfied with the product.

Progress: December 1, 2017, visited Brookfield Public Library with three patrons to see their Hearing Loop system

January 23, 2018, meeting scheduled with Laurie Flores, of HEAR Wisconsin, to discuss purchase of a Hearing Loop system; meeting postponed until April 17, 2018 at 1pm. Some equipment has been ordered, still waiting for estimates on other equipment. July 13, 2018, equipment was received and demonstration provided. Hearing Loop equipment installed at circulation desk, tested, works well. July 23, 2018, equipment was tested for book discussion group; results not good. Investigating alternatives. August 2, 2018, new microphone suggested. August 30, microphone ordered. September 17, 2018, microphone received. October 1, 2018, new microphone tested for book discussion; results still not optimal. Investigating other alternatives. GOAL ONGOING.

**Outcome: Patrons are welcomed into an inclusive environment**

Action Plan: Increase level of staff who can speak Spanish by December 31, 2018

Who: Managers, staff

Timeline: By December 31, 2018, at least two staff members will increase their knowledge of Spanish.

Progress: Jessie Miller-Carpiaux is attending Spanish classes twice a week; Keiko Skow and Adelyn Rodriguez are also studying Spanish. August 16, 2018, library board approved that all position descriptions include the wording "Ability to communicate effectively in Spanish, both orally and in writing, desirable" GOAL ONGOING.

Action Plan: Provide staff training in racial equity and inclusion by December 31, 2018

Who: Jessica MacPhail, staff and community partners

Timeline: By December 31, 2018, a comprehensive plan of instruction will be developed and provided to each employee

Progress: April 28, 2017, All-staff meeting held with Kenosha Library System  
 December 8, 2017, all-staff meeting was held to discuss USA Today article: Racine is the 4<sup>th</sup> worst city for Black Americans to live in. Discussion will be ongoing.  
 December 19, 2017, YWCA series "Unlearning Racism" offered to any interested staff; six staff are attending. Classes scheduled for February 14, February 28, March 14, March 28, April 11, and May 2, 2018  
 April 17, 2018, first meeting of potential staff team was held  
 January 10, 2018, Department of Public Instruction announced Inclusive Services Institute, to be held March 12-14, 2018 and August 12-14, 2018 in Madison, Wisconsin. Library director was accepted as one of the 16 participants.

March 12-14, 2018, first session was held.  
 March 21, 2018, library director attended workshop “Transformation not trend: dismantling institutional racism in public libraries”  
 May 2, 2018, draft staff training curriculum was created.  
 June 4, 2018, draft curriculum shared with colleagues who attended “Unlearning Racism” series  
 June 7, 2018 draft curriculum shared with management  
 June 21, 2018 draft curriculum presented to library board  
 June 26, 2018, draft curriculum shared with Coming Together Racine educators  
 July 19, 2018, the library board approved a request to open the library at 1pm instead of 11am on Friday, September 14, 2018, to be part of Kenosha Library all-staff training  
 August 17, 2018, Jennifer Bias and Margaret Johnson presentation on Implicit Bias at all-staff meeting  
 September 14, 2018, Ryan Down presentation to joint all-staff meeting with Kenosha Public Library on serving people who are homeless  
 GOAL ONGOING

Action Plan: Create public forums to discuss racial inequality and create solutions

Who: Partnerships with community groups

Timeline: By December 1, 2018, schedule programs for 2019

Progress: January 10, 2018, Landmarks Preservation Commission’s Heritage Preservation Plan holds a Cultural Heritage Forum focusing on African-American heritage in Racine  
 March 10, 2018, Summit Meeting held for community groups to plan a Town Hall meeting in May  
 March 26, April 9, May 15, May 31, June 20, and July 5, 2018, planning sessions held for Town Hall Meeting now called Race to End Racism to be held in September  
 September 29, 2018, Race to End Racism held at Dr. John Bryant Center, sponsored by Coming Together Racine, Racine Public Library, and others, with attendance of 200.

Action Plan: Create educational opportunities to help individuals learn the challenges associated with racism and inequities, and educate individuals on cultural differences to better understand one another

Who: Partnerships with community groups

Timeline: By December 1, 2018, schedule programs for 2019

Progress: February 14, 2018 through May 2, 2018, YWCA presents “Unlearning Racism” at Sienna Center

January 30, 2018, Roseann Mason requests to present another series of programs on White Privilege in April and May, 2018; series postponed to March and April, 2019.

Action Plan: Create opportunities to bring diverse groups of people together to create long-lasting community change

Who: Partnerships with Visioning a Greater Racine and other community organizations

Timeline: By December 1, 2018, schedule programs for 2019

Progress: October, 2017, Visioning a Greater Racine established goals; WAVE teams begin meeting in January, 2018, including Social Justice Wave Team  
August 2, 2018, Visioning a Greater Racine shut down the Social Justice Wave Team until September or October

## Bookmobile

**Outcome: Patrons able to use Bookmobile consistently; Bookmobile is in service regularly**

Action Plan: Repair Bookmobile whenever necessary

Who: Bob Margis (and Bookmobile team)

Timeline: December 13, 2017, bookmobile staff described symptoms that could be related to something toxic burning in the duct work of the new Bookmobile. Nausea, diarrhea, headaches, lethargic feeling in afternoon, sore lungs.

Progress: January 17, 2018, Bookmobile report for Library Board from Bob Margis

*The Bookmobile is back in service after being mostly out of service from December 13 through January 15, 2018. On December 13, our Bookmobile was taken out of service following patron and staff complaints about smoke and burning odors coming from the heating system. Staff were complaining of headaches and illness. We were told by Farber to take it Truck Country in Oak Creek, WI. Truck Country was unable to identify the problem, stating that they could find no signs of burning and that it was just a new heater smell. The Bookmobile remained out of service and was taken to Ohio for repairs at Farber where work was done on the vents. After originally planning to have our vehicle back from Farber by January 3 we got it back on January 5. On January 6, the same smoke and burning odors existed and staff were feeling ill. Again Farber had us take the vehicle to Truck Country where they found 3 burnt up leads to the heater on January 9th. We are deeply disappointed that the problem was not identified when work was done earlier both by both Truck Country and Farber. Work was stopped because we were told that Truck Country reached their hours of work they were authorized to do. Work was completed on January 15<sup>th</sup> and we were told that the heater was clogged with leaves. Again, not sure why they didn't find these when serviced by*

*Truck Country and Farber previously. A shelf was also moved that may have been restricting airflow through the cold air intake inside the bookmobile.*

GOAL MET.

Action Plan: Investigate programs, resources and services which might be provided from a second Bookmobile

Who: Bob Margis and Bookmobile Team

Timeline: By December 31, 2017, a plan for a second vehicle will be investigated

Progress: November 16, 2017, plan presented to library board  
The board approved a motion to allow Michael Swendrowski of Specialty Service Vehicles to broker a sale of the old Mobile Library, and bring the sale price back to the library board for final approval.  
May 17, 2018, the board accepted an offer of \$10,000 for the old Mobile Library. Offer was rescinded.  
June 21, 2018, library board approved listing the old Mobile Library with the City Purchasing Agent for a minimum bid of \$10,000.  
August 16, 2018, The library board approved sale of the old Mobile Library for \$14,500; \$1,450 was paid to Specialty Vehicle Services, and \$13,050 was deposited into the newly created Mobile Outreach Services Fund. The purpose of this fund is "to establish and maintain a fund that will replace vehicles providing mobile library outreach services."  
GOAL ONGOING

Action Plan: Extend bookmobile hours in Sturtevant from two hours per week to four hours per week, for a trial period beginning in September, 2017.

Who: Bookmobile staff

Timeline: By August 1, 2017, new schedule will be developed; report will be presented to library board after six months of the new schedule (April 19, 2018)

Progress: July 1, 2017, survey of residents conducted to determine most convenient place and time for new hours  
July 20, 2017, draft schedule presented to library board for approval; staff directed to explore serving students near Knapp School  
August 17, 2017, revised schedule approved by library board:  
Bookmobile Winter Schedule Changes:

Wednesday's stops

From behind Bendsten's Bakery at 10:30 am to 11:30am

to Knapp School at 10:30 am to 11:30 am

From Graceland Gardens at 1:00 pm to 2:00 pm

to the new Renaissance School location at 1510 Villa Street  
Monday's stops  
From Lee's Hardware 5:30 pm to 6:30 pm and Georgetown from 6:45 pm to 7:45 pm  
to Blain's Farm and Fleet 5:30 pm to 7:30 pm

September 21, 2017, new contract with Blain's Farm and Fleet approved by library board

April 19, 2018, a report was presented to the library board and changes to the 2018 summer schedule were approved.

July 19, 2018, Fall Bookmobile schedule approved by library board. Not enough checkouts or visits at the Sturtevant stop to justify it's continuance.

GOAL MET.

Action Plan: Evaluate all bookmobile stops for usage and geographic location

Who: Bob Margis and Bookmobile staff

Progress: April 19, 2018, a report was presented to the library board and changes to the 2018 summer schedule were approved.

June 14, 2018, Bookmobile Celebration held at Shorecrest

July 4, 2018, Bookmobile to be in Fourth of July Parade

Action Plan: Deposit funds into Mobile Outreach Services Fund, to be used for replacement of current bookmobile

Who: Dan Schultz

Progress: September 20, 2018, library board approved that \$13,050 from the sale of the old bookmobile be deposited into this fund

GOAL MET

## Collections

**Outcome: Patrons have easy self-service checkout of all collections**

Action Plan: Upgrade to RFID (Radio Frequency ID) to improve self-service for patrons, improve staff efficiencies, allow patrons to check out DVDs and items from other libraries. Kenosha will be using RFID and is becoming part of the SHARE consortium.

Who: Bob Margis, Fred Fischer, Darcy Mohr, Chris Tobias and Jessica MacPhail

Timeline: By June 1, 2018, the CIP request will be developed for RFID equipment so it can be purchased in the 2019 budget year

Progress: Bob and Jessica met with Kenosha 2-9-2016; timeline, costs, plan of action completed by April 1, 2016; Darcy and Jessica met with vendors during the Public Library Association Conference in April. Request in concept was approved by the library board April 21, 2016; then became part of the Facility Plan. Equipment that can be purchased now approved by the library board July 21, 2016. Equipment purchase to be coordinated with Kenosha on their timeline. SPECIAL NOTE: This will affect space planning September 21, 2017, request for RFID equipment in the amount of \$197,000 from the City's Capital Improvement Fund approved by library board December 5, 2017, City Council adopted 2018 budget with Mayoral vetoes; RFID funding is postponed to 2019 CIP budget October 18, 2018, Mayor's proposed 2019 CIP budget includes funding for RFID January 17, 2018 Memo from Chris Tobias:

*RFID Status:*

- *Our vendor Brodart is placing programmed rfid tags on all processed materials.*
- *All items; purchased from vendors, donated or already in our collection that pass through TSD (mending, projects or cataloging) are receiving programmed rfid tags.*
- *At this time TSD staff has tagged 24,500 items in-house.*
- *We have offered to train additional staff in rfid tagging.*

*Material processing:*

- *Brodart and Midwest Tape are providing pre-processing for the majority of material ordered.*
  - *TSD staff verifies the accuracy of bibliographic record overlays and the physical condition of all pre-processed material.*
  - *For certain pre-processed material: unique genre and classification labels, adjustments to the catalog record, security tagging, and rfid tagging are completed by TSD staff.*
  - *We have seen an increase in in-house processing of materials do to Adult Non-Traditional items, Juvenile Family fun Time items and equipment (such as laptops, kindles and Wi-Fi hot spots).*
- Acquisitions cleanup project. Started in 2017 the purpose of this project is to eliminate and prevent old on-order catalog records and improve accuracy of new fiscal cycle rollover encumbrances. We are working in part with David Dowling (LLS) on this project.*
- *Revamping Standing Orders (removing recurring subscription orders)*
  - *Remove old vendors, invoices and orders.*
  - *Once old acquisition data is removed setup a report to automatically remove data more than three years old.*

*We began EDI (electronic data interchange) ordering and invoicing with Midwest Tape.*

*Fiction call number labeling project:*

- *General Fiction, Mystery and Romance have been completed.*

*Adult Music CD call number relabeling and cataloging project:*

- *Collection is nearly completed with the Holiday and Spanish collections left to be completed.*

July 2, 2018 memo from Chris Tobias:

1) RFID Status:

- RFID tagging has expanded in the Circulation department.
- Technical Services has integrated RFID tagging into all cataloging / relabeling projects.

2) We have completed the setup with Brodart for EDI (electronic data interchange) ordering and invoicing. Items ordered through both Midwest Tapes and Brodart are receiving electronic invoices.

October 9, 2018 memo from Chris Tobias:

- We purchased two additional rfid tagging stations.
- We currently have 23% of the collection tagged.
- We are investigating both getting additional staff involved with tagging and reaching out to volunteers.

GOAL ONGOING.

**Outcome:** Patrons have access to Racine History archives

Action Plan: scan key documents from the History Room for easier patron access

Who: Rebecca Leannah

Timeline: By March 31, 2018, Rebecca will finish the History Project.

Progress: An Open House was held May 4, 2018. To get to the online finding aid, it's on the library's website under Research and Reference, under the Genealogy and Local History link, and labeled as the Finding Aid for the Racine History Room at the Racine Public Library. The different sections are broken into different sheets within there. The yearbooks, directories, phone books, photos and postcard collections are being digitized next.

GOAL MET

**Outcome:** Patrons are able to borrow materials to read, view, or listen to

Action Plan: Patron requests for materials are responded to promptly and purchased whenever possible.

Who: Darcy Mohr, librarians, and ILL staff

Timeline: December 31, 2018, suggestions for improvement will be implemented.

Progress: January 1, 2018, staff will focus on the fiction collection, and figure out if there is a more efficient way to fill holds. Selectors will investigate streamlining collection development for adult nonfiction. Standing orders have been increased.

GOAL MET

Action Plan: Patrons have access to Increased collections by including Arrowhead Library System in the SHARE Integrated Library System

Timeline: April 12, 2017, the Arrowhead Library System Board of Trustees approved becoming become part of SHARE

Progress: July 1, 2017, timeline for Arrowhead is to go live in January, 2018

January 11, 2018, Arrowhead is live.

GOAL MET.

Action Plan: Patrons have access to laptops to check out, outside of the building

Who: Melissa Donaldson and reference staff

Timeline: By December 1, 2018, patrons will be able to checkout laptops

Progress:

## Community Partnerships

**Outcome:** Patrons benefit from community partnerships

Action Plan: Strengthen partnerships with senior centers by providing outreach services based on their needs

Who: Jessie Miller-Carpiaux

Timeline: By July 1, 2017, develop program of service to senior centers monthly.

Progress: Adult storytimes are part of ongoing outreach services.  
GOAL ONGOING.

Action Plan: Investigate collaborative partnerships with the YMCA, Hospitality Center, Civic Centre (Memorial Hall and Festival Hall), Heritage Museum, City departments

Who: Jessica MacPhail and managers

Timeline: By May 1, 2017, reach out to partners for collaborative opportunities centered around topics of mutual interest

Progress: March 14, 2017, met with Hospitality Center director  
March 23, 2017, emailed potential partners to discuss plaza activity, setting a date to meet  
April 11, 2017, Heritage Museum and Library contacted City Planning Department to be included in Historical Preservation Plan  
April 12, 2017, met with YMCA director  
January 10, 2018, The Lakota Group, contracted by the Landmarks Preservation Commission, hosted stakeholder input sessions on local history and preservation organizations and cultural heritage forums.  
February 15, 2018, change of position description from Librarian II to Community Resource Librarian approved by library board  
GOAL ONGOING

## Early Literacy

**Outcome:** Young patrons are introduced to books and reading, building a foundation of literacy

Action Plan: Early Literacy librarian will develop a plan of service to young patrons.

Who: Ali Michalek, Darcy Mohr

Timeline: By October 31, 2018, a plan of service will be developed and presented to library board, with input from community

Progress: October 18, 2018, Ms. Michalek presented a program to the library board on early literacy programs and services being provided.  
GOAL ONGOING

**Outcome:** Children receive free books

Action Plan: work with "Books for Babies" organization to present books to new parents

Who: Keiko Skow

Timeline: By December 31, 2018, deliver 400 board books to Ascension Hospital

Progress: June 28, 2018, 400 board books delivered to Ascension, funded by Educator's Credit Union. 300 books in English, 100 books in Spanish; 80 Golden Books, 320 new books  
**2018 GOAL MET; activity continues for 2019, to include books for NICU babies**

## Facility

**Outcome:** Patrons easily find spaces to learn quietly and interact socially

Action Plan: keep library free of pests, specifically bedbugs

Who: Jessica MacPhail

Timeline: 2011, began monthly screening for bedbugs

Progress: August 16, 2017, one bedbug found at circulation desk; pest control called in, found no evidence of any other bugs  
September 6, 2017, one bedbug found on returned DVD; pest control called in, found no evidence of any other bugs; contracted Canine Detection & Inspection Services, LLC to inspect and Anderson Pest Solutions to treat if necessary on September 15, 2017 (library to be closed)  
Follow-up by Canine Detection & Inspection Services, LLC scheduled for October 20, 2017 before the library opens  
October 21, 2017, returned materials from Trinity Terrace were found to have bedbugs. Pest control was contacted and Canine Detection & Inspection Services, LLC will return

in 30 days for free follow-up inspection. Canines did not detect bugs due to handler error. Service to Trinity Terrace was suspended until they provide a letter or receipt from a licensed pest control company that the residence or facility has been inspected and/or treated for bed bugs.

December 15, 2017, Canine Detection & Inspection Services conducted follow-up, no bed bugs found. Quarterly inspections will be scheduled.

January 30, 2018, purchase of a heat treatment machine will allow immediate treatment to kill pests including bedbugs.

January 31, 2018, protocol revised as Nuisance Bug Protocol.

March 23, 2018, quarterly screening resulted in no alerts.

May 9, 2018 screening resulted in no alerts.

GOAL ONGOING.

Action Plan: increase strength of Wi-Fi for patrons and staff

Who: Fred Fischer

Timeline: September 30, 2016, report released that DPI and DOA are expanding broadband (and therefore Wi-Fi) in 2017

Progress: April 4, 2017, Jim Novy reported that as of February 1, 2017, AT&T is the exclusive state vendor for Internet access. The price has gone up and very little has been accomplished. Jim is investigating other vendors.  
July 1, 2017, slow progress.  
December 12, 2017, new network installed, still have some problems.  
March 26, 2018, new network now working.  
GOAL MET.

**Outcome: Patrons are provided items from smaller, more appealing arrangement of collections**

Action Plan: evaluate circulation statistics of physical and virtual items, for space management

Who: Bob Margis, Darcy Mohr

Timeline: By March 1, 2017, collection analysis for 2014-2016 will be complete

Progress: December 31, 2017, collections have been moved and shifted, including new books, reference, magazines, Young Adult, and Neighborhoods, allowing more space for active and passive programming.  
GOAL ONGOING.

2017 collection statistics from Bob Margis:

Downloads: 67,742 items

Highest Circulating collections:

COLLECTIONS:	2014	2015	2016	2017
DVD	122308	109784	102463	88967
NON-FIC	42308	35648	34484	33489
PICTBK	38826	35722	32008	31149
PBJ	34383	33806	31153	28446
DVD7J	31412	26738	25953	25542
NEW-BOOKS	28445	27494	22835	23495
NFJ	29018	25451	22170	19910
CD-MUSIC	27650	25760	23222	18708
FICTION	22122	20818	19825	18369
MYSTERY	16741	16349	15415	14340
FICJ	11037	10447	10525	9927
AUDBKCD	12464	11089	10497	9829
BEGINREAD	9626	9901	9333	8856
LARGEPRINT	9726	8478	8789	8649
JUV-NEW	10526	10065	8647	6669
OUTREACHA	7632	6620	6895	6562
GRAPHICNOV	6104	4997	5445	5242
MAGAZINES	5334	4218	3687	4410
MAGPOPULAR	6288	6634	5657	4151
YOUNG-ADLT	5229	4822	4061	4022

All Collections:

	2014	2015	2016	2017
ADULT	150	218	225	212
AUDBKCD	12464	11089	10497	9829
AUDBKCDJ	1223	1193	1287	1210
AUDBKCDYA	18	14	3	1
AUDBKYA	221	212	191	159
BATJ	1295	879	917	1010
BEGINREAD	9626	9901	9333	8856
BIGBOOKS	419	362	248	139
BKCDJ	669	763	654	802
BOARDBK	4205	4360	4044	3740
BOOKJ	8	1	1	1
CD-MUS21J	3624	2917	2669	2749
CD-MUSIC	27650	25760	23222	18708
CD-ROM21J	5	10	40	41
CD-ROMA	44	15	9	3
COLLEGE	406	288	230	2
COMPNEIGH	1142	719	653	4
DOCUS	13	2	2	4

DOCWI	23	20	27	8
DVD	122308	109784	102463	88967
DVD7J	31412	26738	25953	25542
ENFLP		1	1	1
ENGFJ	365	345	286	295
EQUIP			108	201
EQUIPNTJ				373
EREADER			55	39
FICJ	11037	10447	10525	9927
FICTEENJ	4459	3632	3699	3770
FICTION	22122	20818	19825	18369
GOLDENBOOK	1469	1383	1862	1603
GRAPHICJ				822
GRAPHICNF	39	74	84	66
GRAPHICNOV	6104	4997	5445	5242
GRAPHICT				336
GRAPHICTN				3
HOLFICJ	203	192	187	160
HOLIDAYA	779	609	201	2
HOLIDAYEXA	76	43	35	55
HOLIDAYEXJ	107	120	146	130
HOLNFJ	487	399	343	322
HOLPICBK	3794	3079	2698	2468
ILL	2673	3107	2529	2350
JUVENILE	24	23	8	20
JUV-NEW	10526	10065	8647	6669
KIT-21DAYJ	20	8	6	12
LARGEPRINT	9726	8478	8789	8649
LARGEPRNTJ	16	15	6	5
MAGAZINEC				11
MAGAZINEJ	634	566	470	408
MAGAZINES	5334	4218	3687	4410
MAGPOPULAR	6288	6634	5657	4151
MP3BOOK	52	29	4	6
MYSTERY	16741	16349	15415	14340
NEW-AUDBK	1152	1021	927	781
NEW-BOOKS	28445	27494	22835	23495
NFJ	29018	25451	22170	19910
NFTR	2472	2589	2748	2802
NINTEN_3DJ	129	175	101	86
NINTEN_3DS	22			5
NINTEN_DS	148	18	20	13
NINTEN_DSJ	290	329	152	107

NON-FIC	42308	35648	34484	33489
OUTREACHA	7632	6620	6895	6562
OVERSIZE	553	471	393	421
OVERSIZEDJ	22	27	52	80
PARTEACHJ	910	966	848	951
PB-BKM	31	27	18	19
PBJ	34383	33806	31153	28446
PB-MYSTERY	52	19	14	14
PB-ROM	467	256	160	115
PB-WESTERN	2	0	1	4
PCDVD	3	30	15	2
PICTBK	38826	35722	32008	31149
PICTBKMC			67	434
PLAYSTN2	2	12	6	1
PLAYSTN2J	5	26	11	6
PLAYSTN3	184	199	118	77
PLAYSTN3J	299	404	211	110
PLAYSTN4	13	58	145	142
PLAYSTN4J		4	1	16
PROF	0	5	7	13
RAAUT			88	118
ROMANCE	4454	4282	4085	3994
SCI-FIC	932	839	1004	905
SPANISH	2415	2219	1535	1083
SPANISHJ	1936	2081	1934	1906
TOY	3294	2613	2096	2093
URBANFIC	1774	1342	1265	736
VHCLREPAIR	343	295	213	142
VIDBKJ	270	139	89	19
WESTERNS	655	393	472	369
WII	366	51	37	12
WIIJ	973	904	465	320
WORDLESSBK			380	611
XBOX	112	150	143	138
XBOX360	584	567	372	135
XBOX360J	471	498	379	234
XBOXJ	45	73	31	34
YA-NEW				299
YOUNG-ADLT	5229	4822	4061	4022

**Outcome: Young patrons have a safe and engaging space: Early Learning Experience Center**

Action Plan: remodel entire building for better use of space; City CIP funds approved to replace first floor carpeting and entrance in 2016/2017/2018

Who: Jessica MacPhail and staff; Building and Grounds Committee; Library Foundation

Timeline: By March 31, 2018, plan developed to replace first floor carpeting and entrance

Progress: June 6, 2016, architects presented revised plan to joint meeting of RPL Foundation Board and Ad-Hoc Building and Grounds Committee ; Committee recommended to library board that enhanced third floor concept be accepted, pending review of funding sources.

September 15, 2016, architects' cost estimate presented to library board

October 13, 2016, Library Strategies presented capital fund Feasibility Study to a joint meeting of the library foundation board and library board; no action taken to move forward

November 16, 2017, library board named members to Building and Grounds Committee (Mr. O'Connell, Chair; Ms. Cruz, Ms. Riekoff, and Ms. Woods) to review plan to remodel entire building for better use of space.

December 21, 2017, library board approved hiring Product: Architecture+Design for programming and plans for existing 2 level building, and for design and bid for new carpeting.

January 18, 2018, Building and Grounds Committee set meeting dates: February 1, 2018, at 6pm at the library.

February 1, 2018, Building and Grounds Committee met with Product: Architecture+Design. After discussion, a meeting was set for March 8, 2018 at 5:30pm to hear the architects' plans.

March 8, 2018, carpet was selected to recommend to library board.

March 15, 2018, carpet selection approved by library board.

March 26, 2018, Action Plan (below) created

April 17, 2018, children's remodel bid presented to Building & Grounds Committee from Product: Architecture + Design.

June 5, 2018, bid of \$84,640 by VAK Flooring approved by City Council, \$150,000 was budgeted.

August 16, 2018 update: Youth Services will be closed for carpet replacement from Friday, August 17, 2018 to Monday, September 4, 2018. Youth Services workroom redesign (demolish wall between three staff workrooms, remove windows, move sink, \$17,000), Technical Services redesign (install partial wall, \$7500, and partial floor tile replacement, \$15,000) and now front door replacement (cost unknown) included in City CIP funding. The library board approved use of the Josephine Mander bequest for any costs not covered by City CIP funding.

October 18, 2018, Grand Opening celebration set for November 15, 2018 at 6pm with ribbon-cutting by the Mayor. Library library board approved request for \$500 from Mander bequest to cover celebration costs.

GOAL ONGOING

Action Plan: reorganize youth services to provide youth with better access to an engaging destination; preschool activity area, computer congestion solved, declutter, collections changing; engage early literacy community partners

Who: Darcy Mohr (and Youth Services Staff)

Timeline: Staff committee recommendations completed and documented, ready for the architect.

Progress: February 17, 2016, received updated bid from LFI for picture book bins  
April 20, 2016, information shared with architects – GOAL TRANSFERRED TO ABOVE ACTION PLAN

Action Plan: Create early learning space during recarpeting project.

Who: Youth Services staff

Progress: March 26, 2018, plan created and added to above Action Plan:

1. Create one large work space for 4 librarians by taking down the 2 walls that divide the 3 rooms that are currently there. Their dream work space would include new desks, a sink, and lockers or cabinets for the substitute librarians to put their purses and a spot for the subs to hang up their coats. One librarian would like cubicle walls; the others are fine with open space between them. They don't want this space to be used as a common way for other staff to walk through on their way from the circulation department to the children's department, but that could be accomplished by locking doors.

2. New furniture for the children's department, including tables and chairs. If there are lounge chairs, they ask that they are not fabric, but some sort of vinyl or other washable material. They would be very open to the idea of putting the computers on tables (both PACs and Internet) and getting rid of the PAC carrels and the counters that have the Internet computers on them. They don't necessary need all of the computers grouped together in one space, but at least visible from the reference desk.

3. Activity/play area - it would be nice to have some wall activities. If we put the Internet computers on tables, maybe that computer area could be a play space, or any other space you think would work.

4. Picture Book Shelving - but no bins. They've decided they don't want to go with picture book bins, but if there is money, they would like to see lower kid-friendly shelving for the picture books and easy readers.

5. If there is any room in the budget at all, we could really use new blinds. The ones we have are 28 years old and they are a mess.

**Outcome: Teachers and parents are able to use library equipment for teaching purposes**

Action Plan: Set up schedule for teachers and parents to use library equipment such as die cut machine, book/folding/binding machine, laminator, etc. for teaching purposes

Who: Darcy Mohr and Bob Margis train pages in use of equipment; Youth Services staff set up schedule

Timeline: Staff procedures are in place, ready for the architect

Progress: September 30, 2016, Technical Services staff met to determine whether that area could be used for this use. Decided to wait for the overall remodel plan, since in the current facility there is no space that can be dedicated for this use – GOAL TRANSFERRED TO ABOVE ACTION PLAN.

**Outcome: Patrons have questions answered efficiently and issues resolved effectively by appropriate staff, minimizing being referred to another service desk**

Action Plan: Investigate possibility of using a “call center” to allow staff more time for face-to-face help and outreach activities

Who: Managers

Timeline: By December 31, 2018, develop recommendation for library board

Progress: January 26, 2017, visit Arlington Heights Public Library.  
GOAL TRANSFERRED TO ABOVE ACTION PLAN.

**Outcome: Patrons are able to access library resources from convenient locations**

Action Plan: Sell the land that was purchased by the library board for a second location, after decision of Steering Committee was not to proceed with a second facility

Who: Jessica MacPhail and library board

Timeline: 6/17/15, letter of intent signed with NorthTerra

Progress: August 17, 2017, request for extension to February 1, 2019 by NorthTerra approved by library board pending notification regarding the status of escrow funds. Robert Henzl confirmed that escrow funds in the amount of \$2,000 were deposited with Knight Barry Title in February, 2016; these have now been transferred to the library. Laura from City Hall did find a deposit of a \$2,000 check for the land option made in January. So they are paid up, now, with a possible additional \$2,000 coming in January of 2018 if they ask for another extension.  
January 18, 2018, board approved tabling for one month pending legal question.

March 15, 2018, no action was taken.

July 19, 2018, memo from NorthTerra of June 20, 2018 presented to library board:  
*We are asking to further extend the contract under the same conditions and payment of \$2,000.00 until February 2020 in order to give us all some assurance that the system is fully operational to the standards of the Racine Water Utility and in full compliance of Mount Pleasant's intergovernmental agreement with the city.* The board voted to deny this request.

August 16, 2018, Keith Haas, General Manager, Racine Water and Wastewater, requests permission to delineate wetlands on Newman Road property. They did a report 10 years ago and now they need another for some water main work along Newman Road. Library board approved his request.

October 18, 2018, library board tabled until the November 15, 2018 NorthTerra's request for an extension to November 1, 2019.

Action Plan: Investigate possible branch library in Sturtevant

Who: Jessica MacPhail and library board

Timeline: Sturtevant trustees expressed interest in locating a branch library in Sturtevant

Progress: July 20, 2017, RPL Foundation board presented with a request to fund a Market Study of a Sturtevant location; approved August 10, 2017  
November 7, 2017, study presented to Sturtevant Village Board  
November 16, 2017, study distributed to library board; board approved forming an Ad-Hoc Community Library Planning Committee  
December 21, 2017, library board names members to the committee: James O'Hagan, Melissa Kaprelian-Becker, Angelina Cruz, M.T. Boyle, Bob Miller, and Mike Rosenbaum, along with others to be named later. Representation will be reviewed after the April 3, 2018, election.  
April 17, 2018, 4:30pm, Building and Grounds Committee met.  
GOAL ONGOING.

**Outcome:** Patrons have free parking when using the library

Action Plan: Develop a plan to present to City Council for free parking at the library

Who: Jessica MacPhail

Timeline: By August 31, 2018, a plan will be presented to the library board

Progress: June 14, 2018, the library parking lot was rented out for Rock the Harbor Festival; 861 people visited the library that day.  
June 15, 2018, a survey was begun: "We want to hear your opinion about free parking"  
August 16, 2018, results presented to library board: 36 patrons were in favor and two against. Some of the comments: "Free parking with a library card. Revenue must be brought in to pay for services. I never have change. Parents would stay longer especially

at storytime and special events. People would have more time because they wouldn't need to feed the meter. This may be the only city that doesn't have free parking at the library. It is an idea worth exploring, they want to redevelop downtown, get customers here, it is worth it. The city would lose \$400k in revenue, but it would help the local economy, yes, do it! No, we like donating to the state government! Yes, libraries should have no barriers. It would give patrons of the library time to really look through the stacks rather than rush to meet time on meters – a resounding yes! Yes, I spend a lot of my limited income on parking. Free is always great, but at what expense? Does the money from parking help support the library? Will we lose any services if the money is gone? What about a flat fee regardless of time spend so the library can keep this income? Yes, great idea for the city of Racine. Validation for library card holders.” The library board approved that the director should discuss the draft plan with Ms. Amanda Gain of VenueWorks.

October 18, 2018, draft plan approved by library board.

GOAL ONGOING

## Funding

**Outcome:** Patrons have positive experiences in a dynamic, participatory, people-focused, trusted organization that is adequately funded, during hours and at locations that are convenient to them

Action Plan: Investigate possibility of expanding hours on Fridays and Saturdays, and open Sundays again

Who: Jessica MacPhail (and management team)

Timeline: By December 15, 2018, report to library board on the cost of expanding hours

Progress: GOAL NOT MET.

## Programming

**Outcome:** Patrons of all cultures are able to share experiences together in a neutral space

Action Plan: In collaboration with Coming Together Racine, hold monthly Movie Nights and Book Discussions with themes of race and racism

Who: Jessica MacPhail and Coming Together Racine

Timeline: Since 2006, in partnership with Coming Together Racine, monthly Movie Nights have been held; beginning in January 2016, monthly book discussions have been held.  
Beginning in October, 2016, weekly book discussions have been held.

Progress: Monthly Movie Night titles to be presented in 2018:

January 23, 2018, "Marshall"  
February 27, 2018, "Birth of a Nation," part one  
March 27, 2018, "Women of 1915"  
April 24, 2018, "Get Out"  
May 22, 2018, "Chi-Raq"  
June 26, 2018, "The Danish Girl"  
July 24, 2018, "Black Panther"  
August 28, 2018, "Ghosts of Mississippi"  
September 25, 2018, "Beatriz at Dinner"  
October 23, 2018, "Alice's Ordinary People"  
November 27, 2018, "Smoke Signals"

Monthly book discussion group titles to be discussed in 2018:

*The souls of Black folk*, by W.E.B. DuBois (Jan 11)  
*The Defender: How the Legendary Black Newspaper Changed America*, by Ethan Michaeli (Feb 8)  
*Women, Race, & Class*, by Angela Y. Davis (March 8)  
*Coal to cream: a Black man's journey beyond color to an affirmation of race*, by Eugene Robinson (April 12)  
*White guilt: how Blacks and whites together destroyed the promise of the Civil Rights era*, by Shelby Steele (May 10)  
*Playing in the dark: whiteness and the literary imagination*, by Toni Morrison (June 14)  
*Stamped from the beginning: the definitive history of racist ideas in America*, by Ibram X. Keni (July 12 and August 9)  
*Born a crime: stories from a South African childhood*, by Trevor Noah (Sep 13)  
*Homegoing*, by Yaa Gyasi (Oct 11)  
*Killers of the Flower Moon: The Osage Murders and the Birth of the FBI*, by David Grann (Nov 8)  
*How to be an Indian in the 21st century*, by Louis V. Clark III (Dec 13)

Weekly book discussion group titles discussed in 2018:

Hillbilly Elegy, by J.D. Vance  
Tears we cannot stop, by Michael Eric Dyson  
When they call you a terrorist, by Patrisse Khan-Cullors  
Native American history articles  
The Color of Law, by Richard Rothstein  
There, by Tommy Orange

**Outcome:** Young patrons will have access to “Battle of the Books” titles in their schools by September

Action Plan: Contact sponsor early enough so that books can be delivered by the beginning of school

Who: Jessica MacPhail and Anne Callaghan

Timeline: April 11, 2017, request was sent

Progress: April 11, 2017, grant application submitted  
July 7, 2017, letter of approval and grant funds received  
September 13, 2017, books arrived at RUSD  
GOAL MET FOR 2017  
In 2018, registration increased from 100 teams to 150 teams.  
May 2, 2018, grant application submitted  
August 28, 2018, grant approved  
GOAL ONGOING, books delivered In October

**Outcome:** Patrons of all ages participate in different types of programs to promote reading during the summer

Action Plan: Develop and conduct summer reading programs for all ages

Who: Darcy Mohr and staff

Timeline: Planning for the 2018 summer reading program is completed by March 31, 2018

Progress: Planning is completed for 2018.  
GOAL MET.

**Outcome:** Patrons have help with technology

Action Plan: Technology Team develops a plan of service to meet the needs of the public

Who: Technology Team

Timeline: By June 30, 2018, a plan of service is developed and implemented  
April 19, 2018, Technology Assistance Rules and Regulations approved by library board  
GOAL MET

**Outcome:** Middle school girls learn coding

Action Plan: RPL partners with Local schools to provide STEM program at the Schools

Who: Rebecca Leannah, Melissa Donaldson, and Matt Jerke

Timeline: By June 30, 2018, staff will use “Girls Who Code” at Starbuck Middle School

Progress: The Club has been meeting since February 7. They will continue to meet until the girls finish their project or school ends whichever comes first. The team plans to do more clubs next school year.  
May 17, 2018, presentation by Melissa Donaldson to library board; other staff involved are Matt Jerke and Rebecca Leannah.  
May 23, 2018, after attending the DPI workshop Students as Creators: Connecting through STEM, Maker, Coding and Hands-on Learning together, Rebecca Leannah and Todd Reinke were eligible to apply for a grant to continue the program. Grant was denied. Friends of the Library are being asked to fund the continuation of the program.  
GOAL ONGOING

**Outcome:** Local artists publicly showcase their artwork in the library

Action Plan: Create a plan offering artists the opportunity to publicly showcase their artwork

Who: Julia Heiser and Programming Team

Timeline: August 16, 2018, present a policy to library board

Progress: August 16, 2018, library board tabled action until next meeting, pending suggested changes.  
October 18, 2018, revised policy approved by library board  
GOAL MET

## Organizational Management

**Outcome:** Patrons are served by a strong, flexible organization

### Budgeting

Action Plan: Approve receiving bequest of \$126,195.43 from Josephine Mander and placement into one of four special funds:

Donations and bequests given to the Racine Public Library without purpose or time restrictions will be placed in one of the following four funds. The library will also solicit donations for these funds.

#### Endowment Fund for Library Materials

The purpose of this fund is to establish and maintain a revenue stream, separate from property tax revenue, that will enable the Racine Public Library to strive to meet the basic level for collection size, according to the Department of Public Instruction’s Public Library Standards, and then to meet the more advanced levels.

#### Mobile Outreach Services Fund

The purpose of this fund is to establish and maintain a fund that will replace vehicles providing mobile library outreach services. The vehicles, at the present time, are a panel van and the Mobile Library bus.

#### New Facilities Fund

The purpose of this fund is to establish and maintain a fund that will be used to purchase land and lease, build, or otherwise develop facilities to be used as branch library facilities. This fund may be used for architectural fees, furnishings, fixtures, and equipment.

#### Facility Renovations Fund

The purpose of this fund is to establish and maintain a fund that will be used for ongoing maintenance and renovation of existing facilities, over and above the amount budgeted by the City of Racine.

Who: Library Board

Timeline: January 18, 2018, library board tabled request until after the family has been consulted on the placement of the bequest

January 22, 2018, memo from Dan Schultz:

*I contacted the Personal Representative for the Jo Ann Mander estate, her name is Susan Mosher...Ms. Mosher told me Jo Ann Mander had no heirs or family and that she was Ms. Mander's closest friend for 60 years. She told me Ms. Mander would not have had any specific area she would want the money spent on. She mentioned, in passing, that Ms. Mander was an occasional bookmobile user.*

Progress: March 15, 2018, library board approved leaving these funds in the Gift and Memorial Fund, except for magazine boxes and new chairs for staff.

August 16, 2018, the library board approved use of the Josephine Mander bequest for any costs not covered by City CIP funding.

GOAL MET

Action Plan: Purchase eBooks in 2018 using funds from Library Materials Fund

Who: Jessica MacPhail, Darcy Mohr

Timeline: January 18, 2018, library board approved the 2018 distribution of \$17,200 from the Library Materials Fund using Unitrust distribution method to purchase eBooks.

GOAL MET FOR 2018.

Action Plan: Lakeshores Library System Memorandum of Understanding and Memorandum of Agreements are filed accurately and on time.

Who: Jessica MacPhail, Dan Schultz

Timeline: By December 31, 2018, the library board receives Memorandum of Understanding and Memorandum of Agreements to consider for approval

Progress: August 16, 2018, the library board approved the Memorandum of Agreement for approval

Action Plan: Wisconsin Department of Public Instruction Public Library Annual Report is filed accurately and on time.

Who: Jessica MacPhail

Timeline: By March 1, 2018, report is filed.

Progress: March 15, 2018, report for 2017 approved by library board.  
GOAL MET

Action Plan: Renew the contract with Per Mar Security Services

Who: Dan Schultz

Timeline: New contract would be March 1, 2018 through March 31, 2019

Progress: April 19, 2018, contract renewal approved by library board  
GOAL MET

Action Plan: Review library cleaning contract regularly

Who: Dan Schultz

Timeline: April 19, 2018, contract renewal with Cleanco approved by library board  
GOAL MET

Action Plan: Investigate other funding opportunities as they arise

Who: Jessica MacPhail and library staff

Timeline: Olympia Brown Unitarian Universalist Church named Racine Public Library as recipient of May, 2018 offering, to be used for Spanish language materials.

Progress: May 6, 2018, Jessica MacPhail and Anne Callaghan presented information to the congregation; \$808.15 was collected from the May, 2018 offering  
GOAL ONGOING

Action Plan: Use funds from the bequest of Marilyn Wilson for children's library

Timeline: May 19, 2015, the bequest from the estate of Marilyn Wilson in the amount of \$98,232 is in the Gift & Memorial Fund per the board's direction. Nothing has been spent from this bequest and it is restricted by the donor for use in the "children's library."

Progress: August 16, 2018, board approved permission to spend these funds on the children's library furniture, with appropriate recognition for Ms. Wilson's bequest.  
GOAL ONGOING

## **Communication, PR**

Action Plan: Develop a Library Marketing Plan

Who: Jessica MacPhail, Julia Heiser

Timeline: By December 31, 2018, a Marketing Plan will be developed.

## **Facility**

Action Plan: Develop a Facilities Plan

Who: Jessica MacPhail

Timeline: To support the Building and Grounds Committee and the Ad-Hoc Library Planning Committee, develop a plan to include alternative facilities

Progress: March 15, 2018, a draft Facility Plan presented to library board

Action Plan: Replace current lamps with more energy efficient lamps

Who: City electrician, Mike Monday

Timeline: January 18, 2018, library board approved spending \$3,134 to replace current lamps with LED lamps

Progress: March 7, 2018, project completed. Energy usage for these lamps is down by 85% with no decrease in lumens.

GOAL MET.

Action Plan: Replace analog video security system with digital system

Who: Dan Schultz, Bob Margis

Timeline: By December 31, 2018, replacement system is installed

Progress: October 18, 2018, library board approved funding from Josephine Mander bequest in the amount of \$20,000.

GOAL ONGOING

## Personnel

Action Plan: Develop a staffing structure that includes more supervisory positions and a Development Officer

Who: Jessica MacPhail and managers

Timeline: By December 31, 2018, a report is presented to the library board

Action Plan: Revise position descriptions of adult and youth services staff

Who: Darcy Mohr, Bob Margis

Timeline: By December 31, 2018, all position descriptions reviewed

Progress: March 15, 2018, revised position descriptions for adult and youth services librarians and adult reference staff approved by library board.

August 16, 2018, revised position descriptions for circulation, outreach and technical services staff approved by library board.

October 18, 2018, revised position descriptions for administration staff approved by library board.

GOAL MET.

Action Plan: Library board recognizes library employees by funding part of the cost of an annual holiday party for them; also, a recognition lunch shall be held every year to celebrate all staff celebrating five-year increments of library service, paid from the library's endowment funds

Who: Jessica MacPhail and Library Board

Timeline: By November 30, 2017, the staff will have the funds for part of the cost of a holiday party

Progress: October 26, 2017, the library board approved a request for \$500 from the Boernke Fund.  
May 18, 2018, first recognition lunch was held.  
October 18, 2018, request for \$500 for a holiday party from the Boernke Fund approved by library board.  
GOAL MET FOR 2018

## **Policies**

**Outcome:** Patrons, board and staff are protected by policies that are inclusive and respectful

Action Plan: Policies will be reviewed for inclusivity and respect; actions taken as a result of following the policies will be reviewed for inclusivity and respect; Community Inclusivity Team or Community Advisory Board will be created

Who: Jessica MacPhail (and Inclusivity Team)

Timeline: By December 31, 2018 all current policies will be reviewed, using the Inclusive Services Institute's "Inclusive Services Assessment and Guide for Wisconsin Public Libraries"

Progress: PLA program suggested using "Customer Promise" instead of Rules; team will be asked to review policies for inclusivity and respect from the patron's point of view.  
April 26, 2016, managers reviewed Patron Behavior Policy  
May 18, 2016, managers review Customer Promise (renamed from Patron Behavior Policy), needs more work; Jessica will recruit team members  
June 30, 2016, Jessica sent drafts to a team member for review  
September 15, 2016, reviewed with managers  
December 31, 2016, still reviewing  
July 20, 2017, policy on Inclusivity approved by library board  
January 18, 2018, library board approved the Customer Promise (Patron Behavior) and Rules for Library Use  
GOAL ONGOING

**Outcome:** Patrons are involved in setting the mission and vision of Racine Public Library

Action Plan: Mission and vision of RPL will be reviewed to keep current

Who: Library Director, board, staff, Foundation, Friends

Timeline: By December 31, 2018, community will be engaged in a process of refining the library's mission and vision.

Progress: April 6, 2017, Jessica MacPhail and Darcy Mohr met with Dr. Joyce Latham to develop a non-user survey, to be conducted this fall by UWM-SOIS students; second meeting set for July 13, 2017  
September 23, 2017, Dr. Latham and students conducted in-person interviews during Party on the Pavement  
November 21, 2017, focus group interviews scheduled with elected officials; this was canceled.

March 27, 2018, new date for focus group interviews; this was also canceled, phone interviews will take place instead.

April, 2018, two survey instruments developed by Julia Heiser

April 19, 2018, draft results from survey of non-users (patrons whose library cards were about to expire) presented to library board

May 17, 2018, results from both non-users and users presented to library board  
GOAL ONGOING.

**Outcome: Patrons and staff are protected by policies which are up-to-date**

Action Plan: Policies are reviewed regularly to keep current.

Who: Library Director and managers

Timeline: By December 31, 2018, policies more than three years old will be reviewed and updated if necessary

Progress: January 18, 2018, the following revised, new, and reviewed policies were approved by the library board:

Library Equipment Rules and Regulations

Homebound Service

Laptop Use and Rules and Regulations

Safe Child Policy

Outreach Programming, Adult

Equipment Use Policy

Internet Access Acceptable Use and Rules and Regulations

Gift and Donor Recognition

Racine History Room Rules and Regulations

August 16, 2018, library board approved Resolution of Compliance (2018-1) and

Resolution of Representation (2018-2)

September 20, 2018, library board approved the following updated policies:

Furniture and Equipment Disposal Policy

Policy on Naming of Library Buildings and Spaces

Trust Fund Investment and Use Policy

October 18, 2018, the following policy was removed by the library board as outdated:

Equipment Use Waiver of Liability, 3-D Printers

**Training**

Action Plan: Provide staff training to improve customer service skills, increase team-building capacity, and develop employee empowerment

Who: CVMIC (Cities and Villages Mutual Insurance Company), City HR Department

Progress: December 20, 2017, CVMIC provided training on Customer Service and Team Building in two sessions  
January 18, 2018, library board approved closing the library on Monday, January 22, 2018 for an all-staff follow-up training on Employee Empowerment.  
January 22, 2018, all-staff meeting was held.  
January 31, 2018, CVMIC discussed 2018 work plan of training with Administrative Managers.  
GOAL MET for 2018

Action Plan: Provide library trustees training to keep up-to-date on library issues

Who: Library board

Progress: Report of upcoming continuing education opportunities for trustees provided at each library board meeting  
PLA 2016 attended by Melissa Becker, Brian O'Connell, Sandra Riekoff  
PLA 2018 attended by Melissa Becker, Brian O'Connell  
May 17, 2018, Chapter 43, Library Laws, updated April 27, 2018, distributed to library board  
June 21, 2018, Public Library System Redesign project update distributed to library board; two preliminary frameworks to review  
GOAL ONGOING