

## Strategic Objectives - Addendum 1

<b>Goal Team: Innovative Service Delivery</b> <b>Goal 1: Deliver services by offering innovative solutions to meeting community needs.</b> <b>Objectives</b>	
1.1	By <del>July 2020</del> (July 2021), implement Automated Materials Handling at Rocklin, and by December 2025, at Auburn and Granite Bay.
1.2	<i>Complete - Beginning July 2020, annually explore and test the feasibility of at least one new loanable format that serves Library users.</i>
1.3	Beginning <del>October 2020</del> (October 2021), annually present updated Library Facilities Master Plan to Placer County Board of Supervisors.
1.4	Beginning <del>October 2020</del> (October 2021), annually present updated Technology Action Plan to Placer County Board of Supervisors
1.5	<del>By March 2021, implement the Polaris online and self-service payments module for public use.</del> Separate into two components: 1.5a By March 2023 implement the Polaris online module for public use. 1.5b By March 2022 implement self-service payments module for public use.
1.6	By <del>December 2021</del> (December 2022), launch a stand-alone library website using technologies developed by a library-focused service provider.
1.7	By March 2022, implement RFID self-check system at all Library locations.
1.8	By July 2022, implement use of County-provided mobile devices that facilitate dynamic programming and efficiencies by staff.
1.9	By <del>June 2023</del> (June 2024), complete a pilot program for unstaffed open hours for public use at one or more Library locations.
1.10	By June 2024, remodel or improve three Library facilities that support the Library Facilities Master Plan to deliver innovative multiple-use spaces that meet customer expectations.
1.11	By December 2024, increase Library usage by 20%.
<b>Goal Team: Community Engagement</b> <b>Goal 2: Connect people, places, and programs to advance community engagement and experience.</b> <b>Objectives</b>	
2.1	By <del>October 2020</del> (June 2022), translate five existing service offerings or marketing tools to a bilingual English-Spanish format.
2.2	Beginning <del>July 2021</del> (July 2022), position at least one “pop-up library” per month at community events.
2.3	Beginning <del>January 2022</del> (January 2023), sponsor a quarterly Library forum to facilitate civil dialog on community-related issues.
2.4	Beginning July 2022, annually collaborate with one County social service agency to develop library programs and identify resources that help to strengthen community.
2.5	Beginning <del>June 2023</del> (December 2021), enrich community awareness of the Library by periodically creating and presenting a Library marketing package to key stakeholders.
2.6	Beginning <del>December 2020</del> (December 2021), annually administer a survey assessing the Library customer experience through December 2024.

<b>Goal Team: Strategic Partnerships</b> <b>Goal 3: Partner with community stakeholders to enhance service delivery and sustainability.</b> <b>Objectives</b>	
3.1	<i>Complete - By October 2020, implement a pilot partnership with North Lake Tahoe Chamber of Commerce to determine the benefits of leveraging opportunities with an existing community stakeholder to develop future partnership infrastructure.</i>
3.2	Beginning <del>October 2021</del> (October 2022), apply the learnings from the North Lake Tahoe pilot partnership and annually implement one funding-focused partnership and one service-focused partnership.
3.3	By July 2022, Friends of the Library groups build a shared vision for their support and contributions to the Library.
3.4	By December 2024, ensure every school-aged child in the Library's service area has a library card.
<b>Goal Team: Service Oriented Workforce</b> <b>Goal 4: Build a skilled and engaged workforce scaled to deliver services that enhance the quality of life for the community.</b> <b>Objectives</b>	
4.1	<i>Complete - By June 2020, all supervising staff are able to write accurate and timely employee evaluations in line with the Performance Development System.</i>
4.2	Beginning January 2021, all professional library staff annually participate in one library-related professional development activity.
4.3	Beginning April 2021, within 90 days of participating in a professional development activity, staff share their learnings with their respective peer group.
4.4	By <del>June 2021</del> (December 2021), 100% of staff consistently apply and practice Placer County Library Customer Service Standards.
4.5	By December 2024, implement a workplan template for every Library division and location to determine labor-hour needs that accomplish department goals, to include succession planning, elective leave, and vacancy rate.