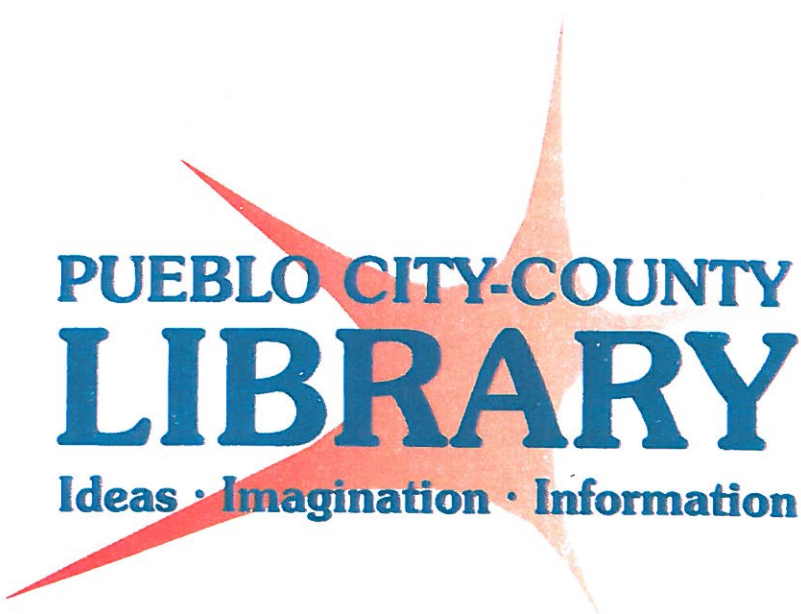


2019 Annual Plan

First Draft, November 2018



**PUEBLO CITY-COUNTY
LIBRARY**
Ideas • Imagination • Information

The Pueblo City-County Library District (PCCLD) recently has achieved the highest recognitions for its service to the community. PCCLD was awarded the prestigious National Medal for Museum and Library Service earlier this year. In November 2018 for the second consecutive year, PCCLD received *Library Journal's* renowned Four Star Library designation, which places the local public library in the top three percent from among 7,361 public libraries in the United States according to standard industry key measures. In March 2018, PCCLD was elected as America's Best Public Library in a national "people's choice" competition. These accolades affirm the dedication to planning, accountability, and service by those who work on behalf of the district plus strong support for the institution from the community it serves. This work continues with the presentation here of the PCCLD 2019 Annual Plan.

PCCLD's current broad aims and interests are described in Curating Connections: Pueblo City-County Library District 2016-2020 Strategic Planning Initiative. This document helps set the current path forward for libraries locally in calling for special attention to these six areas:

- Create young readers
- Strengthen community partnerships
- Bridge the digital divide
- Data-driven planning
- Serve the whole family at all stages of life
- Lifelong learning begins with staff.

(http://www.pueblolibrary.org/sites/default/files/2015_strategicplan.pdf)

These strategic areas of focus provide guidance for this 2019 annual planning document. PCCLD also continues to endeavor to achieve designated key results, including promoting increased use of digital services and traditional collections plus working to ensure more customers visit district libraries to read, study, learn, and

participate in library-sponsored cultural and educational events and activities. Delivery on these are important measures of the organization's vitality and success. PCCLD's mission to provide the best possible public library service for the community relates directly to these strategic goals and key results. PCCLD will strive in 2019 to implement specific objectives in support of these.

The objectives and action steps outlined below are intended to do this. They are the end product of a planning process involving participation by PCCLD stakeholders, including employees, Trustees, Friends of the Library, and the Pueblo Library Foundation. Those objectives representing new initiatives for 2019 are listed in the following pages along with others identified with notable bearing on financial resources. This plan also includes consideration for negative revenue forecasts caused by Colorado's Gallagher Amendment. Each objective is listed in alphabetical order and accompanied by action steps intended to facilitate their accomplishment. This annual plan document is the outcome of much consideration and effort, and provides positive direction for the district in fulfilling its overarching aim to provide the best possible public library service to the community.

- I. Achieve 100% staff safety training in order to attain 10% savings on PCCLD SDA pool insurance.

Action Steps

1. .

- II. Complete transition to the new Integrated Library System (Koha) and refine associated services and procedures.

Action Steps

1. .

- III. Conduct a salary market study of jobs like those at PCCLD.

Action Steps

1. .

- IV. Continue work to proactively respond to PCCLD revenue challenges posed by the state's Gallagher Amendment.

Action Steps

1. .

- V. Continue work toward reimagining and refreshing interior space of the Rawlings Library in alignment with contemporary and projected future public library use.

Action Steps

1. .

- VI. Establish PCCLD employee power user curriculum to better ensure excellent customer service.

A. Action Steps

- 1.

- VII. Expand PCCLD Programs Dashboard to include other key results.

Action Steps

- 1.

- VIII. Finalize transition to updated financial accounting and procurement software.

Actions Steps

1. .

- IX. Find a new purchase card vendor and implement associated changes.

Actions Steps

1. .

- X. Finish process for updating guiding policies for employment and IT, and commence work to refresh finance policies.

Action Steps

1. .

- XI. Focus attention on building E-Circulation output.

Action Steps

1. .

- XII. Formulate district policies and practices for maker programming and “learning by doing” services.

Action Steps

1. .

- XIII. Implement Ingram Eideveiss collection development software tool.

Action Steps

1. .

- XIV. Improve PCCLD’s information and referral services to help connect individuals seeking out community human services.

Action Steps

1. .

- XV. Increase the bandwidth of the back-up Internet service to better ensure high quality user experiences.

Action Steps

1. .

- XVI. Initiate a pilot program for more site-based collection development.

Action Steps

1. .

- XVII. Participate with the Pueblo City-County Health Department as a distribution point for medications in the event of a community health crisis.

Action Steps

1. .

- XVIII. Prepare a new orientation and on-boarding program for new PCCLD employees.

Action Steps

1. .

- XIX. Refine PCCLD's performance evaluation system based upon recommendations accepted from the PCCLD Performance Evaluation Review Committee.

Action Steps

1. .

- XX. Replace or upgrade capital assets in step with the district's Replacement Plan.

Action Steps

1. .

- XXI. Revisit services provided at PCCLD's satellite locations, such as Beulah and Avondale.

Action Steps

1.

- XXII. Update the collections program for delinquent payment on user fees.

Action Steps

1. .

- XXIII. Visit again PCCLD's outsourced IT systems and network administration agreements.

Action Steps

1. .

- XXIV. Work collaboratively with community stakeholders to help address problems presented by those facing homelessness in the community.

Action Steps

1. .

- XXV. .

Action Steps

1. .