Action Plan - Progress Report

Goals	Actions		Lead	Timing	Status
Community Engagement					
CE1 Cultivate a sense of ownership of the library	**CE1.1**	Review and modify volunteer onboarding process	CEO	Summer 2024	✓
	We made it much simpler to apply to be a volunteer by creating two separate links to forms on our website. One for students looking for hours and one for adults looking to contribute. We also put a separate link for volunteers who wish to help with special events.				
	CE1.2	Create volunteer booking system	CEO	Fall 2024	✓
	We created a dedicated link on our webpage to support volunteerism. Links guide people to an application form. Once processed, they are given log in credentials to the volunteer portal where they can book days and times for different tasks.				
	CE1.3	Develop volunteer training plan	CEO	Fall 2024	★
	CE1.4	Review recognition and appreciation methods for volunteers	CEO Board	Spring 2025	

Goals		Actions	Lead	Timing	Status
					✓
CE1 Cultivate a sense of ownership of the library	CE1.5	Review communication and recruitment methods for volunteers	CEO	Spring 2024	
	CE1.6	Establish and maintain a Friends of the Library	CEO Board	Summer 2025	
	CE1.7	Create donation recognition signage and page on website	CEO	Spring 2024	✓

We created a separate landing page on the website for donations. The page includes a little summary paragraph and the CanadaHelps.org donation form. Once we receive donations, the page will expand to include donor recognitions.

	CE1.8	Assess feasibility of library branded merchandise	CEO	Summer 2025	
CE2 Empower community leaders and advocates	CE2.1	Establish and facilitate a youth forum	CEO	Summer 2025	
	CE2.2	Set up web page devoted to library FAQS	CEO	Winter 2024	
	CE2.3	Develop library welcome package for new members and residents	CEO	Spring 2026	

Goals	Actions		Lead	Timing	Status
CE3 Increase opportunities to collaborate with the community on services and programs	**CE3.1**	Develop Board training plan	Library Board	Spring 2025	
	CE3.2	Inventory and diversify feedback methods	CEO	Summer 2024	✔
	We've created 2 additional virtual suggestion boxes on our website which increases our contact points by 67%. One is for general suggestions and the other for comments about our strategic plan. We've also created a standard physical box in the library.				
	CE3.3	Increase awareness about the various feedback channels available	CEO	Summer 2024	★
	We are going to time this with the mini polls and the fall mail out of the newsletter.				
	CE3.4	Facilitate community forums through town halls	CEO Board	Summer 2025	
	CE3.5	Create interactive mini-polls on socials, website and newsletter	CEO	Fall 2024	

Goals	Actions		Lead	Timing	Status
Library Spaces					
LS1 Provide welcoming, safe and accessible spaces	LS1.1	Review and update all policies to include inclusive language	CEO Board	Spring 2025	
	LS1.2	Conduct usage survey	CEO	Late summer 2025	
	LS1.3	Provide staff training to handle public interactions effectively	CEO	Spring 2025	
✓	LS1.4	Create a quiet space	CEO	Winter 2025	✓
	LS1.5	Improve physical accessibility	CEO	2026	
LS2 Assess feasibility of an expansion	LS2.1	Conduct feasibility study	CEO/CAO	TBD	
	LS2.2	Develop detailed design plans	CEO/CAO	TBD	
	LS2.3	Identify sources of funding	CEO Board	2027	

Goals	Actions		Lead	Timing	Status
Digital Infrastructure and Collections					
DI1 Strengthen digital infrastructure	**DI1.1**	Inventory and assess current digital infrastructure - hardware/software	CEO	Fall 2024	
	DI1.2	Develop budget plan to support sustainable upgrades	CEO Board	Winter 2024	
	DI1.3	Get staff trained and up-to-date with public facing digital infrastructure	CEO	Summer 2025	
	DI1.4	Purchase Blue-tooth printer	CEO	Summer 2024	✓
DI2 Raise awareness and engage the community	**DI2.1**	Educate users on how to navigate and use digital resources	CEO	Fall 2025	
	DI2.2	Create how-to for the public	CEO	Summer 2025	
	DI2.3	Promote digital hardware/software	CEO	Summer 2025	

Goals		Actions	Lead	Timing	Status
DI3 Offer and promote a well balanced and inclusive collection	DI3.1	Set up database fields to track genres easily	CEO	Spring 2026	
	DI3.2	Inventory and diversify user feedback methods	CEO	Fall 2024	
	DI3.3	Set up visual cues for patrons to identify genres quickly	CEO	Spring 2026	
	DI3.4	Inventory and promote our Library of Things	CEO	Spring 2025	

Community Development

Goals		Actions	Lead	Timing	Status
ED1 Augment and promote support for local entrepreneurs	ED1.1	Inventory and build technological capacity	CEO	Fall 2024	
	ED1.2	Build staff capacity	CEO	Winter 2024	
	ED1.3	Assess feasibility of a dedicated resource area	CEO	Summer 2025	
	ED1.4	Develop training opportunities for entrepreneurs	CEO	Fall 2024	

Goals		Actions	Lead	Timing	Status
	ED1.5	Create info pamphlet for business owners	CEO	Fall 2024	
	ED1.6	Inventory and develop new ways to promote services to businesses	CEO	Summer 2025	
	ED1.7	Establish and facilitate a networking group for small business owners	CEO	Fall 2024	
	ED1.8	Create small business toolkit	CEO	2026	
ED2 Establish a dedicated exhibit space for local artists/artisans/craftspeople	ED2.1	Create an art display policy	CEO Board	Summer 2024	⭐
	ED2.2	Set up discovery portal on the website	CEO	Summer 2024	⭐
	ED2.3	Evaluate and improve display area	CEO	Summer 2024	⭐
ED3 Create opportunities to learn about the area	ED3.1	Set up info page about our area on the website	CEO	Fall 2024	
	ED3.2	Create a welcome package for people new to the area	CEO	Fall 2024	