



Report on the Implementation of the Library's Strategic Plan

January – March 2018

The Ketchikan Public Library 2018-2022 Strategic Plan was implemented this past January. One objective of the plan is to keep the City Council and Borough Assembly informed of the plan's implementation; to that end we submit this quarterly report for the period January – March 2018.

Goal 1: The Library is Ketchikan's Town Square: *The Ketchikan Public Library is a welcoming, beautiful, inviting place that is rooted in the community and allows people to be themselves – alone or with each other. The Library fosters a more cohesive, healthy and informed community.*

Progress toward this goal:

- Peg Jaeger donated funds for a Library bench in memory of Margie and Raymond Apodaca; local artist Larry Jackson designed, built and delivered the bench in January.
- Head of Adult and Technical Services Lisa Pearson worked with Marzette Ellis on two landscaping programs in March. These programs included hands-on instruction in tree maintenance using the Library's trees.
- Children's Assistant Rebecca Jackson conducted Children's Community Garden programs starting in March; these will continue throughout the spring, summer and early fall.
- The Friends of the Ketchikan Public Library provided up to \$500 for new trees outside the Library; they will be planted later in the spring.

Goal 2: The Library Serves the Ketchikan Community: *The Ketchikan Public Library promotes learning, growth and personal enrichment for people of all interests, abilities and needs, in every stage of life. The Library provides services both within the facility and throughout the Ketchikan Gateway Borough for a community of diverse backgrounds, cultures and languages. The Library delivers materials in a variety of formats, and provides updated equipment, Internet access and assistance using digital and online materials.*

Progress toward this goal:

- Lisa Pearson changed the duration of wi-fi codes from one hour to one day; this has been very positively received by Library patrons.
- The Library has received a \$1,500 grant from the Alaska State Library's OWL program, to replace three non-working public laptop computers.

- Outreach Librarian Rebecca Fama shifted the large print collection off the bottom shelves, so patrons can more easily access books in the collection.
- The Teen Advisory Group was awarded \$250 from IBEW to help support the Teen Summer Reading Program.

Goal 3: The Library Engages With the Community: *The Library effectively markets its services, programs and resources to the Ketchikan community. The Library invites community input and participation in its work, to meet the needs of both currently served and underserved constituencies. The Library works with other partners to pursue goals of community importance.*

Progress toward this goal:

- The Library is partnering with other Alaska public libraries to apply for a State Library Interlibrary Cooperation Grant to improve services to local businesses and entrepreneurs.
- Children's Assistant Ann Marie Meiresonne is exploring the use of graphics program Canva to improve the design of the Library's posters, flyers and web graphics.
- Head of Children's Services Amanda Kiely is experimenting with using Instagram to market services and programs to young adults.
- The Library has been awarded a \$1,000 *Revisiting the Founding Era* Grant from the American Library Association and the Gilder Lehrman Institute of American History, for 2019 history programming with community partners.
- Kelly Johnson and the Teen Advisory Program is partnering with Gateway Games to promote fun, safe gaming practices.

Goal 4: The Library is a Growing, Vibrant Organization: *The Ketchikan Public Library has a culture of outstanding customer service and a commitment to the concept of the Library as a community good. Library managers value and respect all staff members in their pursuit of excellence, and foster support through advocacy, professional development and an atmosphere of creativity and open-mindedness. The Ketchikan Public Library has a nimble organizational culture that adapts to changes in the community of Ketchikan.*

Progress toward this goal:

- On a recommendation by Office Manager Kelly Johnson, the First City Libraries Consortium is documenting cataloging procedures and is planning a cataloging training session in May.
- Public Works has improved lighting at the circulation desk.
- In February staff took a day to reorganize storage and work spaces, offering unused equipment and supplies to other departments and moving seasonal displays and collections to off-site storage.
- Rebecca Jackson attended the Southeast Alaska Gardening Conference in Haines.

- Ann Marie Meiresonne and Pat Tully attended the Alaska Library Association Conference in Anchorage; Pat's expenses were covered by an Alaska State Library Continuing Education Grant. Ann Marie gave a presentation on the Children's Community Garden, and Pat was part of a panel discussion on professional change.