Cultivate Discovery & Learning

PUBLIC

Provide programs to support the educational and enrichment needs of all patrons

• New history programs created to replace previous offerings and to support the educational and enrichment needs of all patrons
• New computer classes, one-on-one training, grantseeking and genealogy database programs to help patrons utilize library resources and to support their own learning and growth, while offering personalized instruction
• Received the LSTA Grant for STEAM activities for the Youth Services Department summer 2017
• STEAM Builders monthly library programs began in June and will continue throughout the 2017-2018 school year at Chardon Hills Elementary School
• Youth Service and Outreach Departments began to reassess the effectiveness of Sparkle Spot Early Literacy Center
• Promoted e-Media at Summer Pop-up Events (200th Street Stroll), Back-to-School event, and school open houses to promote more online services and programs
• Adult Services Department introduced scanners in the computer training room to provide high-quality technology resources for patrons

Pursue collaborations with our local schools, businesses, faith and civic-based organizations to address patrons’ needs

• EPL partnered with the Euclid Chamber of Commerce and SCORE to plan job fairs and resources, including SCORE: Business Start-Up, Breakfast with Community Leaders and Meet the Candidates programs in October 2017
Cultivate Discovery & Learning

STAFF

Provide Opportunities for Staff Professional Growth

• Planning inaugural Employee Appreciation Week the Week of Staff Development Day as an incentive program for exemplary service and commitment, recommended by Labor Management Committee

Supply tools and resources for staff to provide high-quality customer service

• Staff Day Committee scheduled several pieces of training to enhance skills and provide development opportunities for the entire staff, including the Library’s second diversity training scheduled this year, Unconscious Bias & Micro Messages

Provide library teen services training to have the skills to work with this unique age group

• Scheduled Senior-In-Charge and frontline staff training for Bellfaire JCB Safe Place Homeless Youth and Missing Person

Encourage input from management and staff when making decisions regarding patron services

• Managers and Supervisors were given an opportunity to provide input into the 2017 Strategic Plan, including objectives and goals for services
Engage & Support the Community

PUBLIC

Pursue new avenues for advertising programs

- The Marketing & Communications Department continues to promote library activities and programs in the Euclid Observer and began advertising in the Euclid 360 publication April 2017
- Department boosted advertising posts on Facebook in May 2017 to increase awareness

Create a programming and circulation committee to provide solutions to increase circulation and program attendance and connect our programs to the collection

- ASD, YSD, Outreach, and Marketing & Communications Departments Programming Committee convened twice in 2017 to discuss program ideas

Re-assess patron parking (add additional lighting and parking spaces)

- Assessed the current parking lot and lighting early 2017
- Handicap parking spaces were evaluated and new parking spaces reassessed for more non-van handicap parking spaces
- To increase the security of the library staff and facilities, the technology department received quotes for an Exacqvision DVR/Server and IP camera upgrades; it was determined the several existing cameras should be adjusted to better secure certain areas
Engage & Support the Community

**STAFF**

**Communicate regularly and effectively with staff**

- Strategic Planning Committee continues to assess the Fireside Chats to make sure that they are appropriate for communicating information to staff

**Improve communication regarding internal library resources, services, and programs for staff**

- Marketing & Communications began using the Constant Contact tool to communicate with staff and the public. Between the Lines emailed bi-weekly and averages a 34% open rate; staff related news uploaded to the Intranet and emailed when applicable

**Set clear expectations for staff (outlined in their performance evaluations)**

- The Finance Department began applying the Paycor HR Perform module. The online performance evaluation will be converted to an online document, once entirely implemented

**Supply staff with tools and resources for to effectively execute their jobs**

- Completed new Staff Intranet with provided training for all in May 2017 using the Microsoft SharePoint application. New Intranet includes individual department pages and direct links to frequently used sites
- A new Senior-In-Charge scheduling tool implemented in 2017 using the new staff intranet

**Provide ongoing technology training for staff so that they will be able to better assist library patrons**

- Several staff members attended Digipalooza to help support and promote our OverDrive resources
- Staff trained to apply new Collection HQ software to purchase resources that our patrons want and need. Currently working on weeding items from “long overdue” and “collection check” reports
Fostering a Welcome Environment

PUBLIC

Seek out new format types to meet patron needs

• New OPLIN Website development underway; website prototype draft received June 20
• Met with vendors to assess Mi-Fi units for 2018

Better promote library programs and resources

• The Marketing & Communications Department continues to promote library activities and programs using social media platforms to connect patrons to library programs and resources.

Fostering a Welcome Environment

STAFF

Completed Technology Plan and incorporated it into the overall Strategic Plan

Staff completed the following training:

• CPR/AED Training
• ALICE Active Shooter Training
• Impact of Social Class Diversity Training
• Seventy-three percent of staff completed probation period for the National Passport Acceptance Agency
Participated in the pilot project with CPL's Digital Public Library to digitize and preserve ten of Euclid’s historical scrapbooks. Project completed with first ten scrapbooks and link to scrapbooks made available to Euclid Public Library June 2017.

Meetings to review current practices with the City of Euclid for archiving and storing City Council meetings conducted in 2017. New website CDN.Euclidlibrary.org was created to house the council meeting and other library-owned content in preparation for the new OPLIN website.

PCs, phones and building wiring provided for the CSD workroom expansion to continue to provide personal computers for staff to use for accessing the internet and internet based resources.