

Provide Programmatic and Fiscal Stewardship

Summary

- ▶ *Secure adequate funding for quality, cost-effective services*
- ▶ *Evaluate services, programs, and staffing*
- ▶ *Strategize to anticipate and meet future needs*
- ▶ *Utilize the latest technology innovations to achieve greater efficiency*



Goal

Rowan Public Library offers its customers cost-effective and efficient services while providing high standards of accountability for the taxpayer dollars with which it has been entrusted.

Objective 1

Improve and expand staff training

Desired Outcome: Staff are better trained to serve our customers well

Activity A: Update staff orientation program

Activity B: Create new online training manuals that are division specific

Activity C: Create new and/or make use of existing web-based training modules for efficient staff training

Activity D: Establish quarterly rotating shift assignments between public service desks so that staff can experience working at all library locations.

Activity E: Develop in-house staff training opportunities for professional librarians.

Responsibility: Management Team
Supervisors

Cost: Annual Operating Budget

Objective 2

Increase Library Endowment

Desired Outcome: Library collections are improved through increased funding

Activity A: Develop and implement signature fundraising event

Activity B: Develop new promotional brochure for the Foundation

Responsibility: Management Team
Supervisors
Rowan Public Library Foundation Board

Cost: Annual Operating Budget

Objective 3

Improve library system operations through reorganization of staff as needed

Desired Outcome: The library is more responsive to the needs of its customers

Activity A: Explore reorganization when a position is vacated

Responsibility: Library Director
Management Team
Supervisors

Cost: Annual Operating Budget

Objective 4

Seek additional means for improving operational efficiency

Desired Outcome: The library will reduce costs of operations

Activity A: Evaluate current collection practices and investigate more effective means of collecting overdue fees

Activity B: Pursue system-wide booking software for meeting room use

Responsibility: Library Director
Management Team
Supervisors

Cost: \$1,500

Objective 5

Develop integrated program for library energy efficiency and recycling

Desired Outcome: The library will be a good steward of natural resources

Activity A: Incorporate containers for recycling into the public and meeting spaces

Activity B: Adopt policy for using low VOC paints and finishes in library facilities

Activity C: Replace lighting with LED fixtures as funding permits

Activity D: Seek ways to reduce energy use and costs system-wide

Activity E: Incorporate green building tech in expansion, renovation, and new construction

Activity F: Increase use of recycled and renewable resources and products when selecting janitorial products

Responsibility: Library Director
Management Team
Supervisors

Cost: Annual Operating Budget