

| White House Public Library |  | Timeframe    | Progress |
|----------------------------|--|--------------|----------|
|                            |  | Q1 & Q2 OKRs |          |
| Mission Statement          | <i>To be an essential community hub that provides tools, resources, and assistance</i>                         |              |          |
| <b>Goal 1</b>              | <b>Offer Library programs, resources, and services that meet community needs</b>                               |              |          |
| <b>Objective 1.1</b>       | <b>Improve and expand upon existing library programs and services</b>  |              |          |
| <b>1.1a Task</b>           | <b>Improve 1000 book participation</b>   |              |          |
| 1.1 Key Result             | Send out quarterly newsletter to participants  |              |          |
| <b>1.1b Task</b>           | <b>Continue to offer and expand the Summer Internship Program</b>  |              |          |
| 1.1b Key Result            | Research the possibility of providing scholarships to Summer Interns who are graduating high school            |              |          |
| 1.1b Key Result            | Research the possibility of providing academic credit to high schoolers who do summer internship               |              |          |
| <b>1.1c Task</b>           | <b>Improve adult programs</b>  |              |          |
| 1.1c Key Result            | Hold 3 adult educational programs by December 2024   |              |          |
| 1.1c Key Result            | Analyze the program attendance at these programs to gage future classes  |              |          |
| <b>1.1d Task</b>           | <b>Improve Teen programs</b>   |              |          |
| 1.1 Key Result             | Increase coding participation by 5%  |              |          |
| 1.1d Key Result            | Increase tween/teen program participation by 10 individuals  |              |          |
| <b>Objective 1.2</b>       | <b>Add new programs and services</b>   |              |          |
| <b>1.2a Task</b>           | <b>Add items to enhance patron services while in the building</b>  |              |          |
| 1.2a Key Result            | Purchase 15 baskets for patrons to use while browsing  |              |          |
| 1.2a Key Result            | Have second staff member become a certified notary   |              |          |
| <b>1.2a Task</b>           | <b>Add to unquie item collection</b>   |              |          |
| 1.2a Key Result            | Add 10 musical instruments for checkout  |              |          |
| 1.2a Key Result            | Research additional museums to purchase passes to add to the museum collection                                 |              |          |
| <b>Objective 1.3</b>       | <b>Update and increase the amount of technology items and resources being offered</b>                          |              |          |
| <b>1.3a Task</b>           | <b>Purchahse more digital content material for patron use</b>  |              |          |
| 1.3a Key Result            | Research Freegal music software and pricing to present at budget committee meeting                             |              |          |
| 1.3a Key Result            | Request separate funding for digital content purchasing at budget committee                                    |              |          |
| <b>1.3b Task</b>           | <b>Add reservation software for online reservation</b>   |              |          |
| 1.3c Key Result            | Use bookings on outlook for patrons to make online study room reservations                                     |              |          |
| 1.3c Key Result            | Use bookings on outlook for patrons to make online boating exam reservations                                   |              |          |
| 1.3c Key Result            | Use bookings on outlook for patrons to make online device advice reserations                                   |              |          |
| <b>Goal 2</b>              | <b>Enhance library space and marketing of resources for better utilization by the public.</b>                  |              |          |
| <b>Objective 2.1</b>       | <b>Identify dead zones and modify into better utilized space</b>   |              |          |
| <b>2.1a Task</b>           | <b>Replace existing furniture with furnishings that better utilize the space</b>                               |              |          |
| 2.1a Key Result            | Remove stage in story time room  |              |          |
| 2.1a Key Result            | Purchase furniture for children's area   |              |          |
| 2.1a Key Result            | Purchase new furniture for teen space  |              |          |
| <b>Objective 2.2</b>       | <b>Better advertise library resources, programs and services</b>   |              |          |
| <b>2.2a Task</b>           | <b>Improve upon existing marketing practices</b>   |              |          |
| 2.2a Key Result            | Use the marketing committee's plan and have 2 staff trainings on guidelines for creating fliers, posts, etc.   |              |          |
| 2.2a Key Result            | Research companies to host and possibly build a new website  |              |          |
| 2.2a Key Result            | Submit website budget research to budget committee   |              |          |
| 2.2a Key Result            | Create policy on how the website content will maintan ADA requirements   |              |          |
| 2.2a Key Result            | Increase the number of individuals on the text message service by 25 people                                    |              |          |
| <b>2.2b Task</b>           | <b>Task Marketing Committee to create a marketing plan</b>   |              |          |
| 2.2b Key Result            | Marketing Committee will submit a plan to the library board by April of 2024                                   |              |          |
| <b>Goal 3</b>              | <b>Create a culture of library/community interaction through mutually beneficial projects and partnerships</b> |              |          |
| <b>Objective 3.1</b>       | <b>Creative Community partnerships and be active in community projects/activities</b>                          |              |          |
| <b>3.1a Task</b>           | <b>Create garden to grow food for the general public with the help of the FFA, master gardeners, etc.</b>      |              |          |
| 3.1a Key Result            | Coordinate a schedule with FFA to maintain beds and grow food  |              |          |
| 3.1a Key Result            | Give out harvested food to the community   |              |          |
| <b>3.1b Task</b>           | <b>Expand reading garden to be a certified butterfly garden</b>  |              |          |
| 3.1b Key Result            | Purchase plants necessary to attract butterflies   |              |          |
| 3.1b Key Result            | Work with Master Gardeners complete paperwork to be a certified butterfly garden                               |              |          |
| <b>3.1c Task</b>           | <b>Add a free little library to the reading garden</b>   |              |          |
| 3.1c Key Result            | Work with the friends of the library to purchase and install a free little library                             |              |          |
| <b>Goal 4</b>              | <b>Make the library 3rd place in the community</b>   |              |          |
| <b>Objective 4.1</b>       | <b>Provide an excellent level of customer service</b>  |              |          |
| <b>4.1a Task</b>           | <b>Develop a plan to objectively measure patron satisfaction and experiences</b>                               |              |          |
| 4.1a Key Result            | Create a customer service manual and motto for staff to follow when working with patrons                       |              |          |
| 4.1a Key Result            | Have 3 specific staff trainings on customer service  |              |          |
| 4.1a Key Result            | Measure customer service in next patron survey   |              |          |
| <b>Objective 4.2</b>       | <b>Make the library have something for everyone</b>  |              |          |

|                  |  |  |
|------------------|--|--|
| <b>4.2a Task</b> | <b>Use evaluations to measure patron satisfaction</b>                                |  |
| 4.2a Key Result  | Work with the policy committee to review patron requests on survey                   |  |
| 4.2a Key Result  | Work with the budget committee to address patron requests on survey                  |  |
| 4.2a Key Result  | Work with the executive committee to review patron requests on survey                |  |
| <b>4.2b Task</b> | <b>Collect data on patron requests</b>   |  |
| 4.2b Key Result  | Collect 20 patron items requests a month and purchase those items for the collection |  |