

# Facility Improvement:

## Bridging Space to Place & Maintenance Management



### Completion of Project

Make every effort to complete *Bridging Space to Place* project in one or two phases.



NEW  
**UPDATE**

### Teens

In addition to new programming for teens in 2023, upcoming Phase 1 construction includes creation of a new Teen Room



NEW  
**UPDATE**

### Construction Phases

Phase 1 construction will begin in August, and will finish in December. The Chatham Library Foundation has been formed!



LIBRARY  
OF  
THE CHATHAMS



NEW  
**UPDATE**

### Local History & Genealogy Center

While its permanent location is TBD, we now have a temporary kiosk for this service!



### Infrastructure

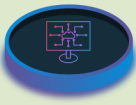
Repairs and improvements have been postponed too long. Humidity and electrical issues must be corrected and are integral to the *Bridging* project.



NEW  
**UPDATE**

### Maintenance Management

The creation and implementation of the Capital/Equipment Lifespan Plan is underway!



### Remote and Hybrid Work Solutions

Census data shows a 24% increase since 2016 in those who work from home. Expansion of Business Center services would serve this new population of remote and hybrid working patrons.



## Action Steps

# 2023

## Develop Supplemental Funding Mechanisms

# 2024-2025

### Donor Position



Create and fill a part-time Donor Stewardship position.

NEW  
UPDATE

### Library Foundation

The Chatham Library Foundation has officially been formed!

NEW  
UPDATE

### Library Foundation Discussions

The Chatham Library Foundation has officially been formed!

### Institutional Event



Work with an event planner, if a foundation is to be created, to plan an event celebrating and publicizing the formation. Expected implementation in 2024.



NEW  
UPDATE

### Foundation Board of Directors

The formation of a Board of Directors is underway!

### Fund Development Plan



Look at crowdfunding for targeted needs using Kickstarter and/or GoFundMe campaigns in 2024 and 2025. Begin growing an endowment fund in 2025. [Building an endowment fund may not be possible without a foundation in place.]

# Donate

# Advocacy and Marketing Plan



## Videographer

Incorporate regular use of a videographer at library events.



**IN PROGRESS**

## Marketing Plan

Create and execute a marketing plan in 2023, to include social media marketing and image facets. Marketing plan will be neutral in tone and mood.



**IN PROGRESS**

## Partnerships

Form partnerships with local and nonprofit organizations.



## Budget

Develop a budget for advocacy/marketing for 2024 implementation.



**IN PROGRESS**

## Volunteers

Further develop library volunteer programs in 2022, 2023 and 2024, and encourage engaged participation.



**IN PROGRESS**

## Social Media

Advertise on social media.



**IN PROGRESS**

## Community Input

Expand opportunities for community input via programs, communications, and solicitations.




## Sponsorships

Establish a plan to enlist at least two sponsorships by local businesses each year.




# Reorganizing Administration




**Fund Development**

The duties of all positions, in addition to the duties of the director and assistant director positions, are being analyzed and rethought out in order to provide coverage for those out during long illnesses.

**Purchasing Process Automation**




Automate the purchasing request and purchase order process.



**Director Evaluation**

The Director evaluation is set to take place in 2024.

**Refine Organizational Structure**



Continue to define and refine duties, outsourcing when cost-effective and efficient.

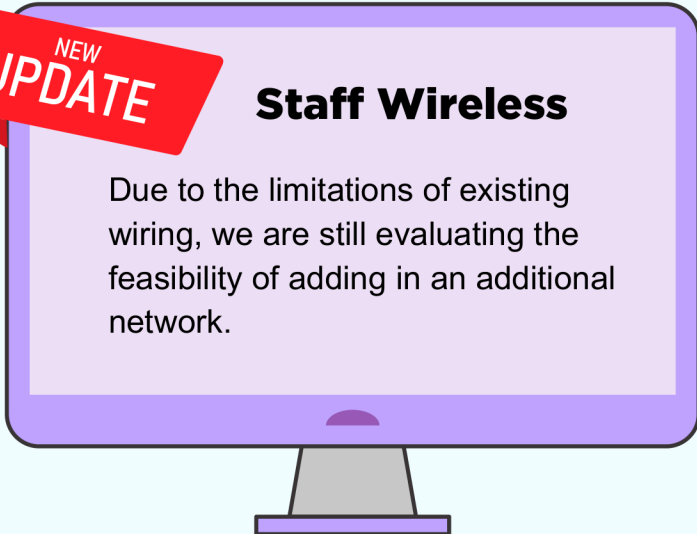




**Succession Planning**

The incorporation of succession planning into the compensation plan will be discussed at union negotiations

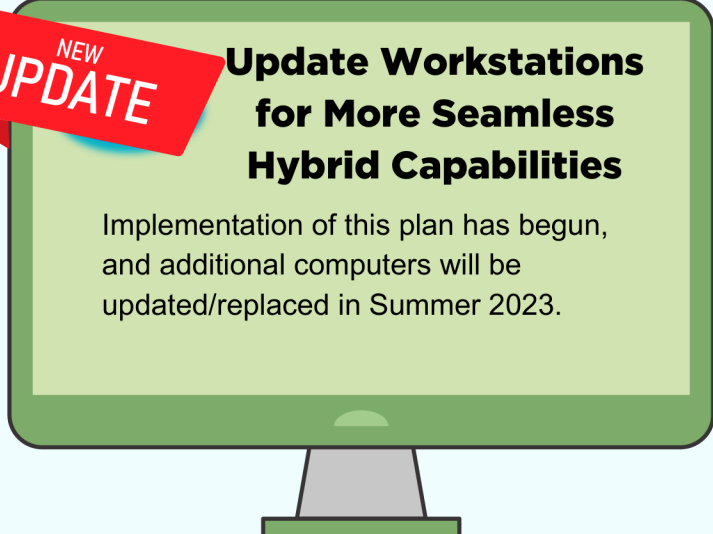




# Library Technology to Support Services






## **Staff Wireless**

Due to the limitations of existing wiring, we are still evaluating the feasibility of adding in an additional network.



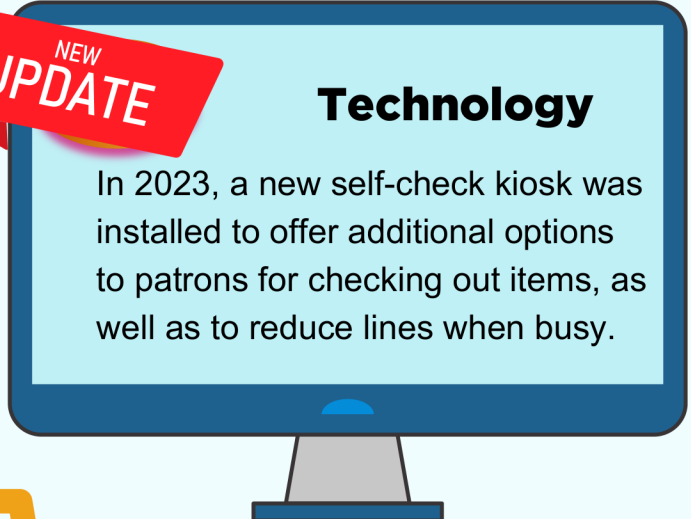


## **Update Workstations for More Seamless Hybrid Capabilities**

Implementation of this plan has begun, and additional computers will be updated/replaced in Summer 2023.



## **New Fund Development Software**

Evaluate and purchase fund development software such as Razor's Edge, Blackbaud, Aplos, etc.



## **Technology**

In 2023, a new self-check kiosk was installed to offer additional options to patrons for checking out items, as well as to reduce lines when busy.



# Community and Resident Needs



**IN PROGRESS**

## Current & Future Services

Continue all core services and initiatives at existing levels as long as demand requires; discontinue those that are no longer utilized. Accelerate new services as they develop.



**NEW UPDATE**

## Staff Development

An all-staff training day will be held in September 2023, which will be led by librarian and consultant Pham Condello.



**NEW UPDATE**

## Services & Resource Evaluation

Beginning June 2023 with the introduction of a more regimented social media plan. Statistics from social media will allow for a thorough examination of the success of services and resources offered.



**LIBRARY**  
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**THE CHATHAMS**

## Foreign Language Collection



Develop our foreign language collections based on current usage and patron requests. Test new acquisitions with tailored outreach to population segments and continue to evaluate needs as the demographics of Chatham change.



## Career Center

Evaluate career development needs and develop resources based on the current use of library career services. Target population demographic segments, including women in business, and test interest.

