

| Sherwood Public Library Strategic Plan, 2017-2019 | % Done | Total Activities | Est. completion | Dept. | Notes |
|---|------------|------------------|------------------------------|----------------------------------|---|
| Full Strategic Plan progress | 80% | 49 | 2019, then ongoing | All | |
| Goal 1. The library will inspire and facilitate reading, viewing and listening for pleasure. | 94% | 23 | FY18-19, then ongoing | All | |
| a) Increase the availability and ability to find popular materials in print and audio visual formats. | 97% | 10 | FY18-19 | | |
| o Launch a "Picture Books by Topics" area. | 100% | | 2018, May | Youth Services / Tech Services | 5 topics added in 2017, 2 more April 2018 |
| o Add finding aides for Juvenile series. | 100% | | 2018, Dec | Youth Services | 45 finding aides added in 2017 for 1st Chapter Books. |
| o Add finding aides in Adult and Juvenile non-fiction. | 100% | | 2018, June | Tech Services / Library Admin | |
| o Create a New Books collection for Juvenile Fiction, Juvenile Non-Fiction, and Young Adult Fiction. | 100% | | 2018, Nov | Tech Services / Youth Services | |
| o Provide a circulating board game collection. | 75% | | FY18-19 | Tech Services / Library Services | Titles selected. Procedures researched. Target Summer 2019. |
| o Provide circulating video games. | 100% | | 2018, Nov | Tech Services / Youth Services | Added electronic games in three formats in pilot. Adding more in FY18-19. |
| o Provide Playaways (pre-loaded digital audiobooks). | 100% | | 2017 | Adult Services / Tech Services | Maintenance mode. Adding new content as needed. |
| o Allocate funds for more copies of popular materials. | 95% | | 2017-2019 | Library Administration | Made small increased FY17-18. More FY18-19. Friends funded extra OBOBs in 2018. Using WCCLS Pool 2 for extra OBOBs in 2019. Hot titles and Bestsellers increased in 2019. |
| o Implement Science Fiction / Fantasy genre labels for Adult Fiction. | 100% | | 2018, Nov | Tech Services | Record sets completed. Work being planned. |
| b) Advise and engage library users with reading, viewing and listening recommendations and timely, fresh and attractive displays. | 99% | 4 | FY18-19, then ongoing | | |
| o Provide formal reader's advisory services with reading suggestion forms, book lists, and online reader's advisory promotions. | 100% | | 2018, May | Adult Services / Youth Services | National Grant for Book Match @ Sherwood Public Library. |
| o Train staff at all levels in Readers Advisory. Develop, maintain and share Readers Advisory expertise on staff. | 95% | | 2018, May (then ongoing) | Adult Services / Youth Services | |
| o Create more displays (e.g. ongoing staff picks for all ages, highly requested children's topics, movies, books on CD, fiction genres, and timely non-fiction topics). | 100% | | FY18-19 | Adult Services / Youth Services | |
| o Provide staff development opportunities to learn about merchandising and best practices in creating displays. | 100% | | FY18-19 | Library Administration | Diversity training for Selectors covers some display topics. Piloting Pop-up Displays project as In-Service Day 2018. |

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| c) Diversify the library collection to reflect and engage our growing community. | 95% | 5 | FY18-19, then ongoing | | |
| o Add additional world languages to the collection. | 80% | | FY19-20 | Tech Services / Library Services | Added French & Japanese board books, expanded Spanish. Adding Simplified Chinese board books. Expanding French & Japanese to picture books. |
| o Deliberately add authors and topics to the collection representing diverse backgrounds and viewpoints. | 100% | | FY18-19, then ongoing | Adult Services / Youth Services | Have dedicated fund for Adult. Won a \$3000 grant for Youth & Young Adult. Added fund for Large Print diversifying. |
| o Continue to add emerging authors to the collection. | 100% | | FY18-19, then ongoing | Adult Services / Youth Services | Have dedicated fund for Adult. Will have dedicated funds for Youth. Dedicated funds for Large Print FY19. |
| o Incorporate diversity and representation into all displays. | 95% | | FY18-19, then ongoing | All | Staff trainings have happened. On display checklist. Diversity and representation improved in the collection. Book lists diversified. All staff day training on merchandising and displays. |
| o Create displays of world language materials, international films and translations. | 100% | | FY18-19, then ongoing | Adult Services / Youth Services | |
| d) Provide programming to promote reading. | 85% | 4 | 2018 | | |
| o Be a resource to reading enthusiasts to connect with local book clubs. | 75% | | 2018 | Adult Services | Work with one club. Need to list others and formalize our referral service. |
| o Provide book clubs for adults. | 100% | | 2017 | Adult Services | |
| o Offer a Winter Reading Program for adults. | 100% | | 2018, Dec | Adult Services | Planning underway. |
| o Highlight local authors in the collection and with programs. | 65% | | 2018, then ongoing | Tech Services / Library Services | Add stickers, pull out for displays. Programs have been offered by two local authors in 2019. Two different local authors in 2018. |

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| Goal 2. The library is a welcoming, comfortable and safe place to visit in person and online for everyone. | 82% | 18 | 2019, then ongoing | | |
| a) Improve the usability and atmosphere of the facility. | 93% | 5 | 2018, then ongoing | | |
| o Improve interior wayfinding signage. | 100% | | FY17-18 | Library Administration | |
| o Provide parking information on website, brochures and to new patrons. | 100% | | 2018, May | Adult Services | |
| o Provide diversity awareness training for staff and incorporate knowledge into services. | 90% | | 2017-2019 | Library Administration | "What's in a Label?" training offered for all staff. Selectors-specific training. Multilingual storytimes in Spanish 8-week series in 2019. Operationalizing Equity workshop for Lib Manager. Staff have attended multicultural tours. Representation at Multicultural Forums. Champion for changes to countywide services. Staff attended training on attracting diverse audiences to the arts. |
| o Solicit community art displays. | 100% | | 2018 | Library Administration | New display case has first art exhibit April 2018. Have promoted to schools and Main Street. Need to promote more online, social media, and PR. |
| o Update and communicate guiding policies on the use of the library. | 75% | | Ongoing | Library Administration | 3 policies to update in 2018. 3 in 2019 |

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| b) Library staff will raise awareness of the library's services for everyone, including to newcomers, ESL and non-English speaking patrons. | 89% | 5 | 2018, then ongoing | | |
| o Provide signage and fliers in Spanish and other languages. | 95% | | 2018 | Library Administration | Phase 2 of signage proj will includes Spanish translations. Key fliers are translated. All new and revised policies are being translated. |
| o Create a seating area by the adult Spanish Language collection. | 100% | | 2018 | Library Administration | |
| o Spanish-speaking staff will advertise skills with a name badge flag. | 100% | | 2018 | Library Administration | Three staff have indicated willingness to wear new name badges, acquired Nov 2018. |
| o Promote Spanish-language services in the community. | 75% | | 2018, ongoing | Youth Services / Adult Services | Summer Reading Bilingual Storytime in the Park & bilingual flier. Bilingual Read to the Dogs. Bulletin board and Community Resources areas have Spanish fliers. Summer Reading log translated. Contracting with Spanish-language presenter for Storytime in the Park for more immersive experience. Need to translate Tech Help services. Ideally improve staff language skills. Possibly advertise on radio. |
| o Promote library services to Latino and new members of the community. | 75% | | 2018, ongoing | Youth Services / Adult Services | Made a Spanish language portal on website. In-house, SHARE Center, at Mexican restaurant. Make a "Welcome!" packet (and e-packet) for those who just moved here and new City employees. Need to reach out to Spanish-speaking leaders in community to ask what services we should be offering. Church groups? School groups? |

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| c) Provide increased opportunities for gathering spaces, quiet study, and accessibility services. | 97% | 5 | 2019 | | |
| o Provide more tools for technology accessibility (e.g. adaptive keyboard and mouse, scanner). | 100% | | FY18-19, then ongoing | Adult Services | See Edge Assessment |
| o Participate in national Edge Initiative assessment for second time to measure improvement and evaluate weaknesses in public-facing technology. | 85% | | | Adult Services | Assessment is done. Working through tasks. |
| o Add furniture to create semi-private spaces for small group and/or individual use. | 100% | | FY17-18 | Library Administration | Ordered 3 standing-height café tables and stools, 5 upholstered chairs. Rearranged existing furniture. |
| o Explore options to increase access to the mezzanine during all library open hours. | 100% | | 2019 | Library Administration | Friends funding Facility Master Plan by Hacker Architects, estimated completed July 2019 |
| o Explore options to create private study rooms with modular walls. | 100% | | 2019 | Library Administration | Researched option for free-standing glass-wall room. Friends funding Facility Master Plan by Hacker Architects, estimated completed July 2019 |
| d) The library's online presence will be welcoming and inclusive. | 48% | 3 | FY18-19, then ongoing | | |
| o Update and enhance the library's website with more resources for seniors, youth & families, teens, newcomers, and Spanish-speakers. | 40% | | FY18-19, then ongoing | Youth Services / Adult Services | Added a Spanish language portal. Working on the rest. |
| o Provide training and guidance for staff to meet the technology competencies developed by the WCCLS Adult Services Committee. | 90% | | FY18-19, then ongoing | Library Administration | Part of performance evaluations. |
| o Develop a social media strategy. | 15% | | FY18-19 | Library Administration | |

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| Goal 3. The library is an incubator for information fluency & lifelong learning. | 65% | 9 | 2019, then ongoing | | |
| a) The library will be a leader in the community for providing free and equitable access to quality information. | 46% | 5 | 2019, then ongoing | | |
| o Provide targeted trainings for librarians and front-line staff on databases, information evaluation, research techniques, and technology assistance. Provide librarians with deeper reference trainings in business, legal, health and financial resources. | 60% | | 2019, ongoing | Library Administration | Have done e-book training and new databases. BiblioCommons. Public Services librarians have signed up to teach databases at meetings throughout 2019. |
| o Partner with schools to provide every third grader a library card. | 20% | | 2019, ongoing | Youth Services | Connections have been made. |
| o Promote resources to virtual patrons on our website and social media. | 70% | | FY18-19, then ongoing | Youth Services / Adult Services | |
| o Market online resources in-person through staff contact, displays, scavenger hunts, and outreach. | 80% | | FY18-19, then ongoing | Youth Services / Adult Services | Customized e-resource cards printed. Tours with grade schools and middle schools. |
| o Provide train-the-trainer sessions about databases for teachers and community leaders. | 0% | | 2019 | Youth Services / Adult Services | |
| b) The library will provide learning opportunities for all ages in a variety of modalities for the spectrum of learning styles and abilities. | 84% | 4 | 2019, then ongoing | | |
| o Provide a variety of rich educational programming (e.g. engineering/coding, small business, health, financial literacy, legal, community-building, evaluating media sources, resume/interview skills, repair cafes, cooking classes, gardening, genealogy) | 70% | | 2019, then ongoing | Adult Services | |
| o Provide quality computer and technology classes. | 100% | | 2018, then ongoing | Adult Services | Planning new class based on requests for How to Make Fliers & Cards. Repeat Word & Excel series. |
| o Increase awareness of one-on-one technology assistance appointments. | 100% | | 2018, then ongoing | Adult Services | Recent Gazette article...issues of staff capacity if we advertise too much. |
| o Provide library events and programs customized for special needs patrons (e.g. sensory storytime, accessibility open-house). | 65% | | 2018 | Youth Services / Adult Services | Family Inclusive Storytime. Submitted to a new ADA resources database. Staff training on Talking Book & Braille Lib referrals. Sensory play program. |