



Agenda
Library Board Special Meeting
Monday, January 22, 2024
Richland Public Library
955 Northgate Drive

Board Members: Chair Lightner, Vice-Chair Buxton and Members Hernandez, Isakson, and Pickel

Council Liaison: Kent

Staff Liaison: Library Manager Nulph

Library Three Boards Meeting (RPL Board of Trustees, Friends of the RPL, RPL Foundation) - 6:00 p.m.

Call to Order/Attendance:

Agenda Items:

1. Introductions of Board and Their Missions
2. Discussion of 2024 Action Plan and Outdoor Space Construction
3. 2024 Initiatives (Board of Trustees, Friends of the Library, Library Foundation)
4. Future of the Library
5. Recurring Meetings with Three Boards (Boards of Trustees, Friends of the Library, Library Foundation)

Adjournment

The next Library Board Meeting is Tuesday, February 13, 2024

Richland Public Library is ADA accessible with special parking and access available at the entrance facing Northgate Drive. Any individual who has difficulty attending the meeting in-person may request to provide comments remotely. (Ch. 42.30 RCW) Requests for sign interpreters, audio equipment, and/or other special services must be received 48 hours prior to the meeting by calling the City Clerk's Office at 509-942-7389.

2024 Richland Public Library Action Plan

Role Focus: Public Square

The library is a welcoming, comfortable, and evolving community space for everyone. It serves the multifaceted needs of our community members— creative, cultural, economic, educational, intellectual, interpersonal, recreational, and social. Wherever library service is offered, it embodies a friendly, respectful, safe, and hospitable environment. The library is a valued community destination and a trusted hub for neighborly fellowship.

User Experience: Hope, belonging, and a sense of well-being.

Objective	Actions	Supporting Department	Supporting Strategy	Success Measure
Complete facility improvements planned in 2023	• Finalize the design of the outdoor space, work with contractors to complete construction, and begin to utilize the new space • Complete the planned painting and signage updates in the library • Install the Horse Heaven Hills mural from WSU • Install the outdoor sculpture in front of the library • Open the Teen Reactor	• Administration • User Experience • Community Engagement • Technical Services	• Accessibility	• Have a completed outdoor space that is open to the public by the end of 2024 • Library spaces are color coded and labeled by the end of Q3 • Install the original library mural by the end of Q2 • Install the outdoor sculpture by the end of Q2 • Open the Teen Reactor by the end of Q1
Research future facility improvements	• Assess options for study space improvements • Assess options for exhibit space improvements • Research alternatives to Envisionware	• Administration • User Experience	• Accessibility	• Have at least 3 options for study space improvements and at least 3 options for exhibit space improvements by the start of June

				Identify specific service providers and cost to replace Envisionware by the start of June
Continue effort in improving the library's virtual presence	- Release a completed library app and market it to the public - Implement a calendar solution for our event calendar and meeting room bookings - Provide feedback for the City's new website - Create digital instruction to help patrons utilize our services	- Administration - Community Engagement - Technical Services	- Relevancy - Accessibility	- Release a finished library app to the public by the end of Q1 - Have a calendar solution in place by the end of Q1 - Provide the requested new website feedback to Marketing throughout the year - Post at least 5 online instruction videos that teach patrons how to use our digital services by the end of the year
Refine the volunteer process to maximize the impact of this operation	- Establish a workflow for supervisors to notate whether they have available volunteer work or not - Establish a waitlist process for when volunteer work is not available - Maintain reliable communication with volunteers for the duration of their experience	- Administration - User Experience - Community Engagement	Accessibility	- Have a workflow and waitlist in place by the end of Q2 - Increase volunteer contributions for the library operation by 10% for 2024 as compared to 2023 - Continue the Volunteer Appreciation Breakfast and improve attendance by 20%

Role Focus: Community Advocate

Leveraging outreach and partnerships, the library facilitates a connected web of community support. In this way, the library is without walls—meeting people where they are and facilitating their access to a network of library and regional resources. The library is committed to the growth and well-being of its partners.

User Experience: A supported and resilient community.

Objective	Actions	Supporting Department	Supporting Strategy	Success Measure
Connect with faith-based organizations to identify areas of mutual support	• Contact nearby FBOs to assess whether we can mutually support donation drives, social services, or historic exhibits • Solicit feedback from diverse FBOs to ensure the library's collection has essential religious texts that meet the needs of the variety of religions in our community	• Administration • Technical Services • Community Engagement	• Relevancy • Inclusion	• Establish a mutually beneficial relationship with at least 5 faith-based organizations by the end of 2024 • Have active collaboration projects with at least 3 of these organizations by the end of 2024
Reassess adult and senior programming efforts	• Establish a regular cycle of senior center outreach • Experiment with adult programming start times/seasons to accommodate schedules from new adults to seniors • Implement regular series focused on practical life skills • Explore opportunities to increase author visits	• Community Engagement	• Inclusion • Accessibility	• Conduct senior center outreach a minimum of once per quarter • Host a minimum of 3 author events by the end of 2024 • Host a minimum of 5 cottagecore and build it programs by the end of 2024 • Identify peak event times for the various adult audiences by the end of 2024
Establish marketing	• Define the image of the library through message and brand	• Administration	• Relevancy	• Try a minimum of 4 different programming feedback

philosophy and practices	• Develop patron feedback channels to incorporate patron input in our operations and messaging • Complete the library mascot design	• Community Engagement		mechanisms to solicit input on our program offerings • Establish general themes and target audiences we want to reflect in our social media posts by the end of Q2 • Define a schedule for the types and frequency of social media posts by the end of Q2 • Have a library mascot in place by the end of Q2
Continue to develop Richland School District partnership	• Seek opportunities to expand our contact list at the School District • Pursue a follow up Prime Time session • Explore the concept of Student Library Cards • Enhance our marketing connections to encourage use of our student resources	• Administration • Community Engagement	• Relevancy • Inclusion • Accessibility	• Follow up the 2023 Prime Time event with either a Fall event or planning for a Spring 2025 event • Establish communication to assess the viability of a Student Library Card by the end of 2024 • Identify a reliable and effective marketing workflow by the end of 2024

Role Focus: Knowledge Nursery

The library is fertile ground for the propagation and nurturing of knowledge for everyone in our community. It is the ultimate source of reliable information. The library is an easily accessible virtual and physical environment that facilitates the freedom to discover new ideas and cultivate the diverse learning pursuits of residents throughout their lifetimes. Its favorable conditions improve quality of life for every person and for the City as a whole.

User Experience: An inspired and empowered City

Objective	Actions	Supporting Department	Supporting Strategy	Success Measure
Complete collection initiatives that were planned in 2023	• Shift all nonfiction DVDs into the adult nonfiction book section • Continue the growth of the graphic novel section through the addition of light novels, anime, regular displays • Conclude foreign language collection research	• Technical Services	• Accessibility • Inclusion	• Have an initial collection of light novels and anime available by the end of Q2 • Have at least 1 new GRN display each quarter through the duration of 2024 • Shift nonfiction DVDs into the adult nonfiction collection by the end of Q1 • Have a final projected budget and collection scope for a potential foreign language section by the start of June
Improve browsing and access to our collection to support a user-friendly experience	• Implement Aspen Discovery and Marcive • Train appropriate staff on utilizing and managing these new services • Train Technical Services team on Worldshare	• Technical Services	• Accessibility	• Staff have utilized at least 1 new carousel a month in Aspen Discovery • Implement and train appropriate staff on Aspen Discovery by the end of Q1

	Set library-wide collection maintenance standards			- Implement and train appropriate staff on Marcive by the end of Q2 - Worldshare training will be completed by the end of Q2 - The entire library collection is placed on a schedule for weeding and maintenance by the end of Q2
Conclude reciprocal borrowing study	In cooperation with regional libraries, complete a study and proposal for the relevant Boards to assess	- Administration - Technical Services	- Accessibility - Inclusion	Have a final proposal presented to the regional Library Boards by the end of 2024
Explore AI uses for our library to improve staff efficiency and the User Experience	- Experiment with AI functionality to assess the utility and effectiveness for library operations - Identify strategies for incorporating AI where it is deemed useful	- User Experience - Community Engagement - Technical Services	- Relevancy - Accessibility	- Experiment with a minimum of 10 AI functions per work group by the end of Q2 - Utilize at least 2 AI functions per work group by the end of 2024
Encourage staff development and cross training	- Create a cross training list of options and a formal request process - Create a training list of day-to-day activities that staff can request to have refresher training	User Experience	Inclusion	- Have a user-friendly resource and workflow for training opportunities in place by the end of Q2 - Measure usage of the system and establish a baseline of use by the end of 2024