

**Joyce K. Carver Memorial Soldotna Public Library
Draft Complete Strategic Plan 2018-2020**

Service Priorities:

- 1. Make Informed Decisions: Health, Wealth and Other Life Choices**
- 2. Create Young Readers: Early Literacy**
- 3. Be an Informed Citizen: Local, National and World Affairs**
- 4. Satisfy Curiosity: Lifelong Learning**
- 5. Stimulate Imagination: Reading, Viewing, and Listening for Pleasure**
- 6. Visit a Comfortable Place: Physical Spaces**
- 7. Celebrate Diversity: Cultural Awareness**

Service Priorities (1) including Goals (1.1...), Objectives (1.1.1...), and Action Steps (a, b, c).
Action steps will change continuously.

1. Make Informed Decisions: Health, Wealth and Other Life Choices

1.1. Seniors will have the resources they need to identify and analyze risks, benefits, and alternatives while making decisions about their health, finances, or other life choices.

- 1.1.1. Every year, at least 6 programs for Seniors will be offered about health, finance, and other life choices.
 - a. Provide 6 programs of interest to Seniors about health, finance, and other life choices such as online resources, end of life, retirement, elder law, nursing homes, wills, wellness, and social security.
 - b. Partner with organizations serving Seniors to provide quality programs.
 - c. Complete staff training about how to provide quality programs for Seniors about health, wealth, and other life choices.
 - d. Apply for grants to help us provide quality programs for Seniors.
- 1.1.2. Every year, at least 42 Seniors will participate in library programs about health, finance, or other life choices.
 - a. Track program attendance.
 - b. Schedule programs for Seniors when it is light outside.
 - c. Provide incentives for attending library programs.
 - d. Partner with organization serving Senior citizens to promote events.
 - e. Post printed publicity on multiple community bulletin boards such as grocery stores and other businesses.
 - f. Distribute printed publicity at the Senior center.
 - g. Promote library events in person at the Senior center.
 - h. Post printed publicity at the library.
 - i. Post digital publicity on the library's web page and through social media.
 - j. Submit library events to local community events calendars including the Chamber of Commerce, Newspaper, and radio stations.
 - k. Promote library events at the library service desk.
 - l. Survey Seniors about potential topics and scheduling.
- 1.1.3. Every year, at least 90% of Senior attendees surveyed will feel more confident making life choices as a result of attending one or more library programs.
 - a. Schedule knowledgeable and engaging presenters to teach library programs.
 - b. Plan engaging programs designed for various learning styles.
 - c. Record programs and post online.
 - d. Create pathfinders to help attendees find related library resources.
 - e. Provide take home information.
 - f. Administer Project Outcome surveys about Education/Lifelong Learning.

- 1.1.4. Every year, at least 75% of Senior attendees surveyed will intend to apply what they learned about making life decisions as a result of attending one or more library programs.
 - a. Tailor programs to what Seniors want and need to learn.
 - b. Create follow up programs.
 - c. Discuss needs with organizations and individuals serving Seniors.
 - d. Provide example assignments for attendees to take home with them.
 - e. Survey Seniors about topics they need to learn about.
 - f. Administer Project Outcome surveys about Education/Lifelong Learning.

1.2. Adults will have the resources they need to identify and analyze risks, benefits, and alternatives while making decisions about their health, finances, or other life choices.

- 1.2.1. Every year, at least 6 programs will be offered for Adults about health, finance, or other life choices.
 - a. Offer 6 programs of interest to adults about health, finance or other life choices such as online resources, real estate, rentals, employment, starting a business, taxes, owning a pet, budgeting, education, self-help, healthy eating, childcare, and utilities.
 - b. Partner with organizations serving the health, financial or other needs of adults to provide quality programs.
 - c. Complete staff training in how to provide quality adult programs about health, wealth, and other life choices.
 - d. Apply for grants to help us provide quality programs for adults.
- 1.2.2. Every year, at least 42 Adults will participate in library programs related to health, finance, or other life choices.
 - a. Track program attendance.
 - b. Schedule programs for Adults at various times of day to accommodate different work and family schedules
 - c. Provide incentives for attending library programs.
 - d. Post digital publicity on the library's web page and through social media.
 - e. Post printed publicity on multiple community bulletin boards.
 - f. Post printed publicity at the library
 - g. Submit library events to local community events calendars including the Chamber of Commerce, Newspaper, and radio stations.
 - h. Promote library events at the library service desk.
 - i. Promote future library events during current programs.
 - j. Survey adults about potential topics and scheduling.
- 1.2.3. Every year, at least 90% of Adult attendees surveyed will feel more confident making life decisions after attending one or more library programs.
 - a. Use plain English rather than jargon during library programs.
 - b. Schedule knowledgeable and engaging presenters to teach library programs.
 - c. Plan engaging programs designed for various learning styles.
 - d. Supplement programs with relevant items from the library collection.
 - e. Create pathfinders to help attendees find related library resources.

- f. Provide time for questions.
 - g. Provide contact information so attendees can ask follow up questions.
 - h. Administer Project Outcome surveys about Education/Lifelong Learning.
- 1.2.4. Every year, at least 75% of Adult attendees surveyed will intend to apply what they learned about making life decisions as a result of attending one or more library programs.
- a. Record program suggestions at the service desk.
 - b. Survey adults about potential topics to ensure content is relevant.
 - c. Administer Project Outcome surveys about Education/Lifelong Learning.
- 1.2.5. Every year, at least 300 items will circulate from the Adult Nonfiction collection about health, finance, and other designated life choices.
- a. Assist patrons in finding resources related to health, finance, and other designated life choices.
 - b. Recommend resources related to health, finance, and other designated life choices.
 - c. Display items related to health, finance, and other life choices in the library.
 - d. Display relevant items from the library collection at programs.
 - e. Weed the collection using CREW guidelines.
 - f. Purchase quality titles on the topics of health, finance, and other life choices.
 - g. Complete training in locating and using available library resources related to health, finance, and other life choices.
 - h. Fill gaps in our collection.
 - i. Highlight our health, finance, and other life choices collections on social media.
- 1.2.6. By January 1, 2021, at least 80% of library users surveyed will respond that the Library's collection of resources related to health, finance, and other designated life choices is very good or excellent.
- a. Survey patrons about the quality of the collection.
 - b. Weed the collection using CREW guidelines.
 - c. Purchase quality titles on the topics of health, finance, and other life choices.
 - d. Fill gaps in our collection.
 - e. Provide computers, high-speed internet, and quality online resources to help users make informed life decisions.
- 1.2.7. By January 1, 2021 at least 80% of library users surveyed will respond that the assistance they received from staff when looking for information about health, finance, or other designated life choices is either very good or excellent.
- a. Survey patrons about the quality of assistance received.
 - b. Employ quality reference interview techniques.
 - c. Create a list of local experts to refer patrons to.
 - d. Follow up with patrons as needed.
 - e. Begin offering reference appointments.
 - f. Teach patrons how to search the catalog and locate materials in the library.
 - g. Teach patrons how to use our online resources.
 - h. Complete training in customer service.

- i. Complete training about the legal implications of providing information services for health, finance, and other life choices.
 - j. Complete training about how to help people find information about health, wealth, and other life choices.
- 1.3.** Teens will have the resources they need to identify and analyze risks, benefits, and alternatives while making decisions about their health, finances, or other life choices.
- 1.3.1. Every year, at least 6 programs will be offered for Teens about health, finance, or other life choices.
 - a. Offer 6 programs of interest to teens about health, finance, or other life choices such as on online resources, sexual education, abuse, drugs, peer pressure, suicide prevention, budgeting, financial literacy, credit cards, taxes, Adulthood 101, college, FAFSA, setting personal goals, and cooking.
 - b. Partner with organizations serving teens or who help people make choices about health, wealth, and other life choices to offer quality programs.
 - c. Complete staff training in how to provide quality teen programs about health, wealth, and other life choices.
 - d. Apply for grants to help us provide quality programs for teens.
 - 1.3.2. Every year, at least 42 Teens will participate in programs about health, finance, or other life choices.
 - a. Track program attendance.
 - b. Schedule programs when teens are not in school.
 - c. Promote future library events during current programs.
 - d. Consult the Teen Advisory Group regarding program topics and scheduling.
 - e. Post digital publicity on the library's web page and through multiple social media platforms.
 - f. Post printed publicity at schools and at the teen center.
 - g. Post printed publicity at the library
 - h. Submit library events to local community events calendars including the Chamber of Commerce, Newspaper, and radio stations.
 - i. Promote library events at the library service desk.
 - j. Communicate upcoming programs with parents and teachers.
 - k. Market events to teen center, student councils, NHS, and to local religious and other youth groups. Provide incentives for attending library programs.
 - 1.3.3. Every year, at least 90% of Teen attendees surveyed will feel more confident making life choices.
 - a. Schedule knowledgeable presenters to teach library programs.
 - b. Plan engaging programs designed for various learning styles.
 - c. Create pathfinders to help attendees find related library materials.
 - d. Provide take home information.
 - e. Administer Project Outcome surveys about Education/Lifelong Learning.
 - 1.3.4. Every year, at least 75% of Teen attendees surveyed will intend to apply what they learned about making life decisions as a result of attending one or more library programs.

- a. Provide current information and resources at programs.
 - b. Consult the Teen Advisory Group regarding program topics and scheduling.
 - c. Ask teens, parents, and teachers about potential topics.
 - d. Administer Project Outcome surveys about Education/Lifelong Learning.
- 1.3.5. Every year, Teens will check out at least 120 items about health, finance, and other life choices.
- a. Assist teens in finding titles related to health, finance, and other life choices.
 - b. Recommend titles about health, finance, and other life choices.
 - c. Purchase quality titles for teens on the topics of health, finance, and other life choices.
 - d. Fill gaps in our teen collection.
 - e. Complete staff training staff in locating and using available library resources related to teen health, finance, and other life choices.
 - f. Highlight our health, finance, and other life choices collections on social media.
 - g. Highlight resources during our weekly teen programs.
 - h. Display relevant items from the library collection at programs.
 - i. Display items related to health, finance, and other life choices in the library.
 - j. Create and display a poster including the Dewey numbers for relevant topics for teens.
 - k. Maintain strict confidentiality during and after reference transactions.

2. Create Young Readers: Early Literacy

- 2.1. Children from birth to age 5 will have programs, services, and resources focused on preparing them to enter school ready to read, write, and listen.
- 2.1.1. Each year, the library will offer at least 144 early literacy programs for children ages 5 and under, with a focus on preparing them to enter school ready to read, write, and listen.
- a. Provide 3 story times a week for babies, toddlers, and preschool age children.
 - b. Provide other programs for young children focusing on school readiness skills.
 - c. Provide the 1000 Books Before Kindergarten (1KBK) program
 - d. Track attendance at all early literacy programs.
 - e. Provide an annual summer reading program.
 - f. Complete training about providing quality early learning programs.
 - g. Complete training about early childhood development.
- 2.1.2. At least 20 people will attend each early literacy program offered throughout the year.
- a. Post digital publicity to social media.
 - b. Provide incentives for early literacy programs.
 - c. Distribute printed publicity at multiple community sites.
 - d. Distribute printed and digital publicity to the Infant Learning Center and other facilities serving young children.
 - e. Distribute printed and digital publicity to local doctor offices and other business or organizations serving young children.
 - f. Assemble and distribute newborn kits to the hospital.
 - g. Apply for grants that are available for early literacy programs.

- 2.1.3. Every year, at least 100 children ages 5 and under will register for a new library card.
 - a. Distribute library card applications to local doctor's offices and the hospital.
 - b. Provide and distribute brochures.
 - c. Ask patrons with young children if their child has a library card.
 - d. Partner with day cares and preschools to get children a library card.
 - e. Distribute library card applications at story times.
- 2.1.4. Every year, at least 150 children ages 5 and under will begin the 1000 Books Before Kindergarten (1KBK) program.
 - a. Partner with daycares and preschools throughout the year to provide an opportunity to enroll children in the 1KBK program.
 - b. Include 1KBK bags with new library cards for children under age 5.
 - c. Distribute 1KBK book bags at story times and other programs.
 - d. Track 1KBK program participation.
 - e. Provide offsite 1KBK events and programs.
 - f. Research and implement online 1KBK programs.
- 2.1.5. Every year, the library will host at least 4 early literacy programs for children ages 5 and under at non-library locations.
 - a. Provide literacy programs such as 1KBK, story times at local daycares, malls, parks, and other locations frequented by young children and their parents.
 - b. Track program attendance.
 - c. Complete staff training in how to provide quality outreach programs for young children.
- 2.1.6. Every year the library will circulate at least 1,200 board books.
 - a. Assist patrons in finding board books.
 - b. Recommend age appropriate board books.
 - c. Purchase quality board books for our collection.
 - d. Track purchased board books for our collection.
 - e. Maintain quality board books in our collection.
 - f. Track weeded items in the board book collection.
 - g. Increase the space available for the board book collection.
 - h. Post new arrivals in our board book collection on social media.
 - i. Maintain fresh and board book displays.
 - j. Give an overview of programs happening at our library during our weekly staff meetings.
- 2.1.7. Every year the library will circulate at least 8,500 picture books.
 - a. Assist patrons in finding picture books.
 - b. Recommend age appropriate picture books.
 - c. Explain and demonstrate our online catalog and where these items can be found.
 - d. Keep pictures books well organized.
 - e. Develop and install shelf markers or a shelf marker system (signage) to enable us to organize them by how people look for picture books

2.2. Parents and adults that work with children ages 5 and under will have programs, services, and resources focused on helping them prepare children to enter school ready to read, write, and listen.

2.2.1. Every year, at least 90% of parents and adults surveyed who work with children ages 5 and under will respond that the library plays an important role in helping children enter school ready to learn to read, write, and listen.

- a. Encourage parents to actively participate in story times and programs.
- b. Demonstrate moves and songs to parents to allow them to do to activities at home with their child
- c. Introduce story times as “interactive”
- d. Obtain knowledge of early literacy tips and share these with parents/caregivers during programs
- e. Incorporate take home materials on the back of coloring pages that the children color every week
- f. Complete training providing quality school readiness programs.

2.2.2. Every year, at least 90% of the parents and adult attendees surveyed will respond that the library’s preschool services are very good or excellent.

- a. Distribute surveys to parents/caregivers.
- b. Update songs and books as needed.
- c. Provide computers, high-speed internet, and quality online resources to help children prepare for school.
- d. Research other successful library programs.
- e. Complete training about services for young children and their caregivers.
- f. Administer surveys to determine the whether our services are excellent.

2.2.3. Every year, at least 90% of parents and adult attendees surveyed will respond that they spend more time with their children (reading, singing, talking, writing, playing) as a result of attending library programs.

- a. Provide a summer reading program.
- b. Track participation.
- c. Provide reading programs throughout the year.
- d. Provide fun games to do thru the SRP
- e. Distribute take home activities for parents and children to do together
- f. Provide incentives for SRP events and for completing the program
- g. Administer Project Outcome surveys about Early Childhood Literacy.

2.2.4. Every year, at least 90% of parents and adult attendees surveyed will respond that they feel more confident helping their children learn as a result of attending library programs.

- a. Include teaching tips for caregivers in story times and other programs for young children.
- b. Encourage caregivers to actively participate with their children.
- c. Complete training on helping adults teach children to love books and learning, and how to prepare young children for school.
- d. Administer Project Outcome surveys about Early Childhood Literacy.

3. Be an Informed Citizen: Local, National and World Affairs

3.1. Adults will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, state, and national levels, and to fully participate in community decision making.

3.1.1. Every year, the library will offer at least 4 programs about topics related to local, national, and world affairs.

- a. Provide 4 programs a year about topics such as democratic governance, social participation and advocacy, participation in government, volunteering, and current events.
- b. Partner with local and state organizations such as the League of Women Voters and Change 4 the Kenai to provide quality programs.
- c. Partner with state departments such as the Alaska Department of Administration APOC to provide quality programs.
- d. Host community debates and information sessions on subjects such as elections, ballot measures, candidates, democratic governance, social participation and advocacy, participation in government, volunteering, and current events.
- e. Host community groups that advocate for causes such as political, economic, civil, environmental, and quality of life issues.
- f. Host a voter registration drive.
- g. Provide tax help through trained volunteers.
- h. Complete staff training about providing programs for adults about citizenship and local, national, and world affairs.

3.1.2. Every year, at least 36 adults will attend library programs about topics related to local, national, and world affairs.

- a. Track attendance.
- b. Provide incentives for attending library programs.
- c. Offer programs that welcome/do not hinder parents to bring their children.
- d. Post printed publicity on multiple community bulletin boards (e.g., Kenai Food Bank, KPC) and local businesses (e.g., grocery stores, coffee shops, restaurants, laundromats, etc.,).
- e. Post printed flyers and posters at the library.
- f. Post digital publicity on the library's web page and through social media.
- g. Submit library events to local community events calendars including the Chamber of Commerce, newspapers, and radio stations.
- h. Promote library events at the library service desk, during library programs, and at other local events.
- i. Schedule programs for Adults at various times of day to accommodate different work and family schedules.
- j. Track where people are most likely to learn about programs, and advertise accordingly.

3.1.3. Every year, at least 90% of adult attendees surveyed will respond that they feel more confident about becoming involved in their community after attending one or more library programs.

- a. Schedule knowledgeable and engaging presenters to teach library programs.

- b. Plan engaging programs designed for various learning styles.
 - c. Schedule presenters with personal experience in topics.
 - d. Record and post programs online.
 - e. Live-stream events.
 - f. Create pathfinders to help attendees find related library resources (physical and digital).
 - g. Display relevant materials from library collection at programs
 - h. Provide take home information.
 - i. Provide a safe, neutral and non-judgemental space and atmosphere where people can disagree, share, and learn from each other.
 - j. Complete training in locating and using available library resources related to democratic governance, social participation and advocacy, participation in government, volunteering, and current events in the library.
 - k. Administer Project Outcome surveys about Civic/Community Engagement.
- 3.1.4. By January 1, 2021, at least 80% of library users surveyed will respond that the library's collection of resources on local, national, and world affairs is either very good or excellent.
- a. Formally survey patrons about the quality of the collection using structured paper surveys.
 - b. Informally survey patrons about the quality of the collection by asking them if they found what they were looking for during patron interactions.
 - c. Inform collection managers of gaps as identified by staff or patrons.
 - d. Complete training in locating and using available library resources. related to democratic governance, social participation and advocacy, participation in government, volunteering, and current events in the library.
 - e. Complete training about on current events.
 - f. Display relevant materials from library collection at programs.
 - g. Display items related to democratic governance, social participation and advocacy, participation in government, volunteering, and current events in the library.
 - h. Weed the collection using the CREW guidelines.
 - i. Purchase quality titles on topics of democratic governance, social participation and advocacy, participation in government, volunteering, and current events based on professional reviews.
 - j. Provide computers, high-speed internet, and quality online resources to help users learn about local, national and world affairs and fulfill their civic responsibilities.
 - k. Encourage patrons to suggest titles about topics of democratic governance, social participation and advocacy, participation in government, volunteering, and current events.
 - l. Purchase quality titles on topics of democratic governance, social participation and advocacy, participation in government, volunteering, and current events based on patron recommendations.

- 3.1.5. By January 1, 2021, at least 80% of library users surveyed will respond that the assistance they received from staff when looking for information is either very good or excellent.
- a. Assist patrons in finding information about citizenship and local, national and world affairs.
 - b. Informally survey patrons about the quality of the collection by asking them if they found what they were looking for during patron interactions
 - c. Complete training in employing quality reference interview techniques.
 - d. Employ quality reference interview techniques
 - e. Complete training on current events.
 - f. Teach patrons how to search the catalog and locate materials in the library.
 - g. Monitor the Alaska Library Association listserv
 - h. Survey patrons about the quality of assistance received.
 - i. Teach patrons how to use our online resources.
 - j. Displays or library markers to help Patrons find sections much easier.
 - k. Begin offering reference appointments.
 - l. Inform patrons about upcoming programs related to current events.
 - m. Complete training about how to find information about citizenship and local, national, and world affairs.

3.2. Teens will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, state, and national levels, and to fully participate in community decision making.

- 3.2.1. Every year, the library will offer a minimum of 2 programs for teens about topics related to local, national, and world affairs.
- a. Consult the Teen Advisory Group regarding program topics and scheduling.
 - b. Host a voter registration drive.
 - c. Host a program for teens on elections, ballot measures, and voting
 - d. Host a student-led program for teens about democratic governance and participation in government during teen years (student body opportunities, city council, local non-profit organizations).
 - e. Host a class on Citizenship.
 - f. Host a class on how to spot fake news.
 - g. Host a class on online resources (webinar to encourage schools to use the program in class) for students and teachers
 - h. Make programs interactive programs and engaging
 - i. Use different formats to accommodate different learning styles
 - j. Partner with local and state organizations such as the League of Women Voters and Change 4 the Kenai to provide quality programs.
 - k. Partner with state departments such as the Alaska Department of Administration APOC to provide quality programs.
- 3.2.2. Every year, at least 90% of teens surveyed will feel more confident about becoming involved in their community after attending one or more library programs.
- a. Schedule knowledgeable and engaging presenters to teach library programs.
 - b. Plan engaging programs designed for various learning styles.

- c. Reach out to teens, parents and teachers about topics we should discuss
- d. Lead by example
- e. Provide and promote teen-led programs
- f. Create pathfinders to help attendees find related library materials.
- g. Provide current information and resources at programs.
- h. Provide take home information.
- i. Administer Project Outcome surveys about Civic/Community Engagement.

4. Satisfy Curiosity: Lifelong Learning

- 4.1. Seniors will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.
 - 4.1.1. Every year, the library will offer at least 4 programs for Seniors on topics of personal interest.
 - a. Provide 4 programs of interest to seniors about lifelong learning on topics such as technology, digital literacy, travelogues, crafts, cooking, DIY, and homesteader story days
 - b. Partner with organizations serving Seniors to provide quality programs.
 - c. Complete training in providing programs for Seniors about topics of personal interest.
 - 4.1.2. Every year, at least 28 Seniors will attend library programs on topics of personal interest.
 - a. Track program attendance.
 - b. Display publicity flyers at the Senior Centers and other community bulletin boards.
 - c. Display publicity flyers and individual age group flyers at the library.
 - d. Post all library events to Facebook and library webpage.
 - e. Distribute PSAs about library events to local radio stations and newspaper.
 - f. Publicize all events via library's monthly e-newsletter.
 - g. Offer programs during daylight hours to make them more accessible to Seniors with mobility and/or transportation issues
 - h. Distribute library newsletter to Senior center and local care homes activity coordinators so they can add it to their schedule
 - i. Promote programs to seniors at the service desk
 - 4.1.3. Every year, at least 90% of attendees surveyed will respond that they learned something new as a result of attending one or more library programs.
 - a. Survey seniors to find out what programs they're interested in.
 - b. Schedule knowledgeable and engaging presenters to teach library programs.
 - c. Plan engaging programs designed for various learning styles.
 - d. Ensure programs are accessible to those with vision or hearing impairments by utilizing available technology (e.g. microphone, projector)
 - e. Include a Q&A section at the end of programs to encourage further discussion.
 - f. Provide take-home materials for patrons to practice and utilize new skills.
 - g. Administer Project Outcome survey about Education/Lifelong Learning.

4.2. Adults will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

- 4.2.1. Every year, the library will offer at least 6 programs for adults on topics of personal interest.
 - a. Provide 6 programs for adults on topics of personal interest such as tech help, employment, crafts, hobbies, income taxes, and travelogues.
 - b. Partner with community organizations serving adults to provide quality programs.
 - c. Survey patrons to learn what programs are of interest.
 - d. Survey community organizations serving adults to learn what programs are needed.
- 4.2.2. Every year, at least 42 adults will attend library programs on topics of personal interest.
 - a. Track program attendance
 - b. Display publicity flyers at KPC and multiple community bulletin boards
 - c. Display publicity flyers and individual age group flyers at the library
 - d. Post all library events to Facebook and library webpage
 - e. Distribute PSAs about library events to local radio stations and newspaper
 - f. Announce PSAs about library events at Wednesday night Trivia
 - g. Publicize all events via library e-newsletter
 - h. Offer evening and weekend programs for those who work during the weekday
 - i. Promote programs to adults you interact with while working at the service desk
 - j. Promote future library programs at library events.
- 4.2.3. Every year, at least 90% of attendees surveyed will respond that they learned something new as a result of attending one or more library programs.
 - a. Present programs on Interesting and relevant topics
 - b. Schedule knowledgeable and engaging presenters to teach library programs.
 - c. Plan engaging programs designed for various learning styles.
 - d. Include a Q&A section at the end of programs to encourage further discussion
 - e. Provide take-home materials for patrons to learn more details on topic and utilize new skills.
 - f. Survey program attendants using Project Outcome
- 4.2.4. Every year the library will circulate at least 7,500 nonfiction items.
 - a. Assist patrons in finding resources about topics of personal interest.
 - b. Recommend resources related to topics of personal interest.
 - c. Display nonfiction items about topics of personal interest.
 - d. Incorporate pertinent nonfiction displays at library programs.
 - e. Select and acquire a variety of new nonfiction.
 - f. Solicit and review patron suggestions periodically and order relevant items.
 - g. Weed outdated and worn items from collection regularly.
 - h. Fill gaps in our collection.
 - i. Conduct thorough reference interviews to meet patrons' information needs.
 - j. Use social media to promote nonfiction collection

- k. Host open house and/or information literacy events to highlight nonfiction collection
- 4.2.5. By January 1, 2021, at least 80% of library users surveyed will respond that the Library's collection of resources about topics of personal interest is very good or excellent.
 - a. Survey patrons about the quality of the collection.
 - b. Weed the collection using CREW guidelines.
 - c. Purchase quality titles about topics of personal interest.
 - d. Fill gaps in our collection.
 - e. Provide computers, high-speed internet, and quality online resources to help users research topics of personal interest.

4.3. Teens will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

- 4.3.1. Every year, the library will offer at least 6 programs for teens on topics of personal interest.
 - a. Provide 6 programs for teens on topics of personal interest such as adulting 101, tech help, escape rooms, employment, crafts, hobbies, income taxes.
 - b. Partner with community organizations serving teens to provide quality programs
 - c. Survey teens to learn what programs are of interest
 - d. Survey YA program attendees such as YA cafe to learn what programs are of interest to teens
 - e. Survey Teen Advisory Group (TAG) to learn what programs are of interest
 - f. Survey community organizations serving teens to learn what programs are needed.
 - g. Survey teachers and counselors for programs of interest to teens
- 4.3.2. Every year, at least 42 teens will attend library programs on topics of personal interest.
 - a. Present programs on Interesting and relevant topics of personal interest
 - b. Use qualified, knowledgeable program presenters
 - c. Track program attendance
 - d. Display publicity flyers at KPC and multiple community bulletin boards
 - e. Display flyers at Teen Center
 - f. Display publicity flyers and individual age group flyers at the library
 - g. Post all library events to Facebook and library webpage
 - h. Distribute PSAs about library events to local radio stations and newspaper
 - i. Distribute PSAs about library events to local middle and high schools
 - j. Distribute flyers about library events to local middle and high schools
 - k. Publicize all events via library e-newsletter
 - l. Promote programs to teens and parents you interact with while working at the service desk
 - m. Promote future library programs at library events.
 - n. Advertise that food and other incentives will be provided
 - o. Provide food and other incentives

- p. Develop partnerships with teachers (e.g. ask if teachers could offer extra credit for teens attending programs).
- 4.3.3. Every year, at least 90% of teen attendees surveyed will respond that they learned something new as a result of attending one or more library programs.
- a. Present programs on Interesting and relevant topics of personal interest
 - b. Use qualified, knowledgeable program presenters
 - c. Include a Q&A section at the end of programs to encourage further discussion
 - d. Provide take-home materials for patrons to learn more details on topic and utilize new skills.
 - e. Survey program attendees using Project Outcome
- 4.4.** Children will have the resources they need to explore topics of personal interest and continue to learn.
- 4.4.1. Every year, the library will offer at least 6 programs for children on topics of personal interest.
- a. Provide 6 programs for children on crafts, escape rooms, Legos, sports and other personal interests
 - b. Continue STEAM (Science, Technology, Engineering, Arts, and Math) programs
 - c. Offer special programs on topics of personal interest during summer reading
 - d. Offer special story times on topics of personal interest
 - e. Offer programs on topics of personal interest presented by kids
 - f. Create rotating art show of art by kids
 - g. Partner with community organizations serving children to provide quality programs
 - h. Survey parents and children to learn what programs are of personal interest
 - i. Survey teachers to learn about programs of interest to children
 - j. Survey community organizations serving children to learn what programs are needed.
- 4.4.2. Every year, at least 180 people will attend library programs for children on topics of personal interest.
- a. Present programs on Interesting and relevant topics of personal interest
 - b. Use qualified, knowledgeable program presenters
 - c. Track program attendance
 - d. Display publicity flyers at multiple community bulletin boards
 - e. Display publicity flyers and individual age group flyers at the library
 - f. Post all library events to Facebook and library webpage
 - g. Distribute PSAs about library events to local radio stations and newspaper
 - h. Distribute PSAs about library events to local elementary and middle schools
 - i. Distribute flyers about library events to local elementary and middle schools
 - j. Distribute flyers to daycare centers and hospitals
 - k. Publicize all events via library e-newsletter
 - l. Promote programs to children and parents you interact with while working at the service desk
 - m. Promote future library programs at library events.
 - n. Advertise that food and other incentives will be provided

- o. Provide food and other incentives
- p. Develop partnerships with teachers (e.g. ask if teachers could offer extra credit for teens attending programs).
- 4.4.3. Every year, at least 90% of caregivers surveyed will respond that their child learned something new as a result of attending one or more library programs.
 - a. continuing education and training
 - b. hands on activities
 - c. knowledgeable/prepared presenters
 - d. talk to teachers and parents to learn their needs
- 4.4.4. Every year the library will circulate at least 4,500 juvenile nonfiction items.
 - a. displays in collection and at programs
 - b. collection development
 - c. reader's advisory and reference
 - d. staff should know the collection
 - e. teaching research skills to children
 - f. field trips from schools
 - g. promote collection to teachers

5. Stimulate Imagination: Reading, Viewing, and Listening for Pleasure

5.1. Adults who want materials to enhance their leisure time will have access to a wide variety of resources to stimulate their imagination, and the help they need to choose from among the options.

- 5.1.1. Every year, the library will offer at least 6 programs for Adults designed to promote library resources and services.
 - a. Provide 6 programs of interest to adults each year designed to promote library resources and services such as movies, crafts, hobbies, escape rooms, and book clubs.
 - b. Partner with community organizations serving adults to provide quality programs.
 - c. Survey patrons to learn what programs are of interest.
 - d. Survey community organizations serving adults to learn what programs are desired.
- 5.1.2. Every year, at least 42 Adults will attend library programs designed to promote library resources and services.
 - a. Track program attendance
 - b. Display publicity flyers at KPC and multiple community bulletin boards
 - c. Display publicity flyers and individual age group flyers at the library
 - d. Post all library events to Facebook and library webpage
 - e. Distribute PSAs about library events to local radio stations and newspaper
 - f. Announce PSAs about library events at Wednesday night Trivia
 - g. Publicize all events via library e-newsletter
 - h. Offer evening and weekend programs for those who work during the weekday
 - i. Promote programs to adults you interact with while working at the service desk
 - j. Promote future library programs at library events.

- 5.1.3. Every year, at least 90% of attendees surveyed will respond that they are more aware of resources and services provided by the library.
 - a. Discuss future library programs during library programs.
 - b. Include a Q&A section at the end of programs to encourage further discussion
 - c. Survey program attendants using Project Outcome
- 5.1.4. By January 1, 2021, 80% of adult library users surveyed will respond that they found something in the library collection to read, view, or listen to for pleasure.
 - a. Assist patrons in finding materials to read, view, or listen to for pleasure.
 - b. Recommend materials to read, view, or listen to for pleasure.
 - c. Promote and encourage Book Club participation.
 - d. Promote the Alaska Digital Library.
 - e. Provide programs on using the digital catalog and applications such as a “How to use Overdrive” program.
 - f. Provide a summer reading program for adults.
 - g. Discuss favorite materials with coworkers.
 - h. Complete training in reader’s and viewer’s advisory as well as resources and techniques.
- 5.1.5. By January 1, 2021, 80% of adult library users surveyed will respond that the collection of resources to enhance their leisure time is either very good or excellent.
 - a. Encourage material suggestions.
 - b. Purchase quality titles based on community interest.
 - c. Weed the collection using CREW guidelines.
 - d. Utilize space efficiently to enhance the size and accessibility of the collection.
 - e. Complete training in collection development for adults.
- 5.1.6. By January 1, 2021, at least 80% of adult library users surveyed will respond that the assistance they received from staff when requesting help to locate an item to read, view, or listen to for pleasure is either very good or excellent.
 - a. Employ quality reference interview techniques.
 - b. Teach patrons how to search the catalog and locate materials in the library.
 - c. Provide excellent customer service by asking follow up questions such as “Did you find what you were looking for?”
 - d. Direct patrons to desired materials based on their needs and comfort level.
 - e. Complete training related to reader’s advisory and customer service.
- 5.1.7. Every year the turnover (circulation/item count) rate for adult reading materials will be at least 25.
 - a. Weed the collection using CREW guidelines.
 - b. Purchase quality adult reading materials.
 - c. Utilize shelf space efficiently.
 - d. Highlight our adult reading materials on social media.
 - e. Display adult reading materials on a rotating basis.
 - f. Maintain a reasonable amount of materials on different subjects.
 - g. Display relevant items from the adult collection at programs.
 - h. Promote the adult collection during summer reading
 - i. Encourage material suggestions.

- j. Promote collection on the radio.
 - k. Promote collection outside of the library.
 - l. Provide visuals and displays to assist patrons in locating materials.
- 5.1.8. Every year the turnover rate for adult listening materials will be at least 1.
- a. Purchase quality listening materials based on community interest.
 - b. Provide visuals and displays to assist patrons in locating materials.
 - c. Weed the collection using CREW guidelines.
 - d. Utilize shelf space efficiently.
 - e. Highlight our adult listening materials on social media.
 - f. Display adult listening materials on a rotating basis.
 - g. Display relevant items from the adult collection at programs.
 - h. Encourage material suggestions.
 - i. Promote collection on the radio.
 - j. Promote collection outside of the library.
 - k. Organize the materials effectively for accessibility.
- 5.1.9. Every year the turnover rate for adult viewing materials will be at least 25.
- a. Purchase quality titles based on community interest.
 - b. Provide visuals and displays to assist patrons in locating materials.
 - c. Weed the collection using CREW guidelines.
 - d. Utilize shelf space efficiently.
 - e. Highlight our adult viewing materials on social media.
 - f. Display adult viewing materials on a rotating basis.
 - g. Display relevant items from the adult collection at programs.
 - h. Encourage material suggestions.
 - i. Promote collection on the radio.
 - j. Promote the collection outside of the library.

5.2. Teens who want materials to enhance their leisure time will have access to a wide variety of resources to stimulate their imagination, and the help they need to choose from among the options.

- 5.2.1. Every year, the library will offer at least 6 programs for Teens designed to promote library resources and services.
- 5.2.2. Every year, at least 42 Teens will attend library programs designed to promote library resources and services.
- 5.2.3. Every year, at least 90% of attendees surveyed will respond that they are more aware of resources and services provided by the library.
- 5.2.4. By January 1, 2021, at least 80% of teen library users surveyed will respond that they found something in the library collection to read, view, or listen to for pleasure.
 - a. Provide visuals and displays to assist patrons in locating materials.
 - b. Provide reader's advisory using creative displays.
 - c. Complete training in reference resources and techniques.
 - d. Employ quality reference interview techniques.
 - e. Promote the Digital Library.
 - f. Provide quality summer reading activities.

- 5.2.5. By January 1, 2021, 80% of teens surveyed will respond that the collection of resources to enhance their leisure time is either very good or excellent.
 - a. Encourage material suggestions.
 - b. Provide excellent customer service by asking reference questions and follow up questions such as “Did you find what you were looking for?”
 - c. Purchase quality titles based on community interest.
 - d. Weed the collection using CREW guidelines.
 - e. Utilize space efficiently to enhance the size of the collection.
 - f. Complete training in reference resources and techniques.
 - g. Employ quality reference interview techniques.
- 5.2.6. By January 1, 2021 at least 80% of teens surveyed will respond that the assistance they received from staff when requesting help to locate an item to read, view, or listen to for pleasure is either very good or excellent.
 - a. Assist teens in finding reading, viewing and listening materials.
 - b. Recommend reading, viewing, and listening materials to teens.
 - c. Employ quality reader’s advisory techniques.
 - d. Teach patrons how to search the catalog and locate materials in the library.
 - e. Complete trainings related to customer service.
 - f. Provide good customer service by questions such as “Did you find what you were looking for?”
 - g. Direct patrons to desired materials based on their needs and comfort level.
 - h. Complete training in reader’s advisory for teens.
- 5.2.7. Every year the turnover rate for teen reading materials will be at least 4.5.
 - a. Weed the collection using CREW guidelines.
 - b. Purchase quality young adult fiction and graphic novels.
 - c. Utilize shelf space efficiently.
 - d. Provide incentives for reading year round.
 - e. Partner with schools to provide required reading materials.
 - f. Highlight our young adult reading materials on social media.
 - g. Display young adult reading materials on a rotating basis.
 - h. Display relevant items from the young adult collection at programs.
 - i. Promote the young adult collection during summer reading
 - j. Encourage material suggestions.
 - k. Promote collection on the radio.
 - l. Promote collection outside of the library.
 - m. Partner with the schools by offering the collection for class projects.

5.3. Children who want materials to enhance their leisure time will have access to a wide variety of resources to stimulate their imagination, and the help they need to choose from among the options.

- 5.3.1. Every year the library will offer at least 6 programs for children designed to promote library resources and services.
- 5.3.2. Every year at least 180 people will attend library programs designed to promote library resources and service.

- 5.3.3. Every year at least 90% of attendees of programs designed for children surveyed will respond that they are more aware of resources and services provided by the library.
- 5.3.4. By January 1, 2021, 80% of children surveyed will respond that they found something in the library collection to read, view, or listen to for pleasure.
 - a. Assist children in finding reading, viewing, and listening materials.
 - b. Recommend reading, viewing, and listening materials to children.
 - c. Employ quality reference interview techniques.
 - d. Teach patrons how to search the catalog and locate materials in the library.
 - e. Complete training in reader's advisory for children.
- 5.3.5. By January 1, 2021, 80% of children surveyed will respond that the collection of resources to enhance their leisure time is either very good or excellent.
 - a. Provide excellent customer service by asking questions such as "Did you find what you were looking for?"
 - b. Purchase quality titles based on community interest.
 - c. Weed the collection using CREW guidelines.
 - d. Utilize space efficiently to enhance the size of the collection.
 - e. Complete training in collection development for children.
- 5.3.6. By January 1, 2021, at least 80% of children surveyed will respond that the assistance they received from staff when requesting help to locate an item to read, view, or listen to for pleasure is either very good or excellent.
 - a. Assist children in finding reading, viewing, and listening materials.
 - b. Recommend reading, viewing, and listening materials to children.
 - c. Provide excellent customer service to children.
 - d. Teach patrons how to search the catalog and locate materials in the library.
 - e. Complete trainings related to customer service and reader's advisory for children.
- 5.3.7. Every year the turnover (circulation/item count) rate for juvenile reading materials will be at least 55.
 - a. Highlight our juvenile reading materials on social media.
 - b. Display juvenile reading materials on a rotating basis.
 - c. Display relevant items from the library collection at programs.
 - d. Promote the juvenile collection during summer reading
 - e. Provide incentives for reading materials in the collection.
 - f. Display items based on the interests of the target age range.
 - g. Encourage material suggestions.
 - h. Weed the collection using CREW guidelines.
 - i. Purchase quality titles for the juvenile collection.
 - j. Promote collection on the radio.
 - k. Promote collection outside of the library.
 - l. Provide field trips for all elementary and middle grade levels.
 - m. Collaborate with the schools by offering the collection for class projects.
- 5.3.8. Every year the turnover rate for juvenile listening materials will be at least 3.5.
 - a. Display juvenile listening materials on a rotating basis.

- b. Display relevant items from the library collection at programs.
 - c. Promote library events on the radio.
 - d. Promote events outside of the library.
 - e. Provide field trips for all elementary and middle grade levels.
 - f. Collaborate with the schools by offering the collection for class projects.
- 5.3.9. Every year the turnover rate for juvenile viewing materials will be at least 14.
- a. Display juvenile viewing materials on a rotating basis.
 - b. Display relevant items from the library collection at programs.
 - c. Promote library events on the radio.
 - d. Promote events outside of the library.
 - e. Provide field trips for all elementary and middle grade levels.
 - f. Collaborate with the schools by offering the collection for class projects.

6. Visit a Comfortable Place: Physical Spaces

6.1. Adults will have safe, welcoming, and comfortable physical places to meet, interact, and network with others or to sit quietly and read.

6.1.1. The number of visitors to the library will increase by 5% each year from 2018-2020.

- a. Partner with local businesses to provide quality programs.
- b. Provide a list of activities during all programs that are being offered at the library.
- c. Distribute flyers at local businesses at least once a month.

6.1.2. By January 1, 2021, 90% of adult library users surveyed will respond that the library is a safe place to visit.

- a. Enforce patron conduct policy consistently.
- b. Continue implementing hourly walkabouts.
- c. Partner with the Soldotna Police to do walkabouts during busier hours at random.
- d. Create aisle markers and information boards indicating where popular or sensitive subjects are in the library.
- e. Offer programs that inform and help with homelessness.
- f. Encourage patrons to speak about life experiences during programs.

6.1.3. By January 1, 2021, 80% of adult library users surveyed will respond that the library is a welcoming and comfortable place to visit.

- a. Provide comfortable seating for adults.
- b. Create more quiet areas for patrons.
- c. Remind patrons about our meeting spaces.

6.2. Teens will have safe, welcoming, and comfortable physical places to meet, interact, and network with others or to sit quietly and read.

6.2.1. By January 1, 2021, 90% of teens library users surveyed will respond that the library is a safe place to visit.

- a. Enforce age restrictions in teen area consistently.
- b. Enforce patron conduct policy consistently.
- c. Continue doing the hourly walkabouts.
- d. Partner with schools to offer extra credit for attending certain programs.

- e. Create aisle markers and information boards indicating where popular or sensitive subjects are in the library.
- 6.2.2. By January 1, 2021, 80% of teen library users surveyed will respond that the library is a welcoming and comfortable place to visit.
- a. Create a “help board” that identifies where sensitive subjects are located in the library.
 - b. Provide a working computer in the teen area.
 - c. Enforce the age restrictions of the teen area.
 - d. Provide a list of activities during all programs that are being offered at the library.

6.3. Children will have safe, welcoming, and comfortable physical places to meet, interact, and network with others or to sit quietly and read.

- 6.3.1. By January 1, 2021, 90% of caregivers surveyed will respond that the library is a safe place for their children to visit.
- a. Enforce the age restrictions of the children’s area consistently.
 - b. Enforce unattended children and patron conduct policy consistently.
 - c. Check security cameras as needed
 - d. Continue hourly walkabouts.
 - e. Respond immediately to safety issues.
- 6.3.2. By January 1, 2021, 80% of caregivers surveyed will respond that the library is a welcoming and comfortable place for their children to visit.
- a. Promote children’s programs to caregivers.
 - b. Provide computers for caregivers and children.
 - c. Provide comfortable seating for children and caregivers.

6.4. Local organizations and clubs will have safe and welcoming physical places to meet, interact, and network with others.

- 6.4.1. By January 1, 2021, 80% of organizations and clubs surveyed will respond that the library is a welcoming and comfortable place for them to hold meetings or events.
- a. Promote the meeting spaces to local organizations and groups.
 - b. Enforce patron conduct and facility use policies consistently.
 - c. Treat all groups with fairness and respect.
 - d. Assist groups in understanding and applying the facility use agreement.
 - e. Complete staff training in facility use policies and procedures.

7. Celebrate Diversity: Cultural Awareness

7.1. Adults will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.

- 7.1.1. Each year, the library will host at least one program for adults promoting appreciation and understanding of cultural heritage.
- a. Kenaitze-Dena’ina heritage
 - b. Sons of Norway
 - c. Orthodox Russian heritage
 - d. German heritage

- e. Mennonite heritage
 - f. LGBTQ
 - g. Food around the world
 - h. Mexican heritage
 - i. story core, conversation between two people from different cultures
- 7.1.2. Each year, 90% percent of adult program attendees will respond that they developed an understanding of the cultural heritage of others as a result of attending one or more library programs.
- a. incentives/prizes
 - b. have people present about their own culture
 - c. partnerships, develop our recruiting skills
- 7.1.3. By January 1, 2021 80% of users surveyed will respond that the library's collection of resources related to cultural heritage and diversity is very good or excellent.
- a. look at the turnover rate
 - b. continue AK section and promote it
 - c. displays about different cultures
 - d. highlight unique materials
 - e. fill gaps
 - f. determine collection priorities
- 7.1.4. By January 1, 2021 80% of users surveyed will respond that the information assistance they receive from staff when looking for information about cultural heritage or diversity is very good or excellent.
- a. training
 - b. be aware and politically correct
 - c. fill gaps
 - d. know online resources such as from SLED
 - e. know who to direct them to

7.2. Teens will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.

- 7.2.1. Each year, the library will host at least one program for teens promoting appreciation and understanding of cultural heritage.
- a. political correctness
 - b. LGBTQ
 - c. Kenaitze-Dena'ina
 - d. traditions around the world
 - e. native youth Olympics
 - f. Native youth group
 - g. church youth groups
 - h. panel discussions
 - i. Native AK video game (already own)
 - j. partner with exchange organizations

- 7.2.2. Each year 90% percent of teen program attendees will respond that they developed an understanding of the cultural heritage of others as a result of attending one or more library programs.
 - a. people from that culture share
 - b. survey
 - c. encourage questions

7.3. Children will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.

- 7.3.1. Each year, the library will host at least one program for children promoting appreciation and understanding of cultural heritage.
 - a. drag queen story time ☺
 - b. dress up activity
 - c. dance- Nutcracker, etc
 - d. art projects
 - e. cultural ST
 - f. be inclusive of all holidays
 - g. be culturally sensitive, for example no holiday stuff in regular story time without advanced notice
- 7.3.2. Each year 90% percent of program attendees will respond that their children developed an understanding of the cultural heritage of others as a result of attending one or more library programs.
 - a. interactive
 - b. educational
 - c. do your research
 - d. knowledgeable
 - e. books on all topics
 - f. nonjudgmental