

## BERKELEY PUBLIC LIBRARY: FY 2020 PRIORITY ACTIVITIES

Berkeley Public Library is an integral City of Berkeley service. With over 1 million visitors per year, the Library's facilities and online services are among the most vital public service points for City residents. The City of Berkeley has developed a Strategic Plan (the "Plan") with nine long-term strategic goals. The Library Council, a team of roughly 25 Library staff in lead roles (supervisors, senior librarians, and managers), identified three key goals from the Plan that significantly relate to the Library's mission:

- Provide state-of the-art, well maintained infrastructure, amenities, and facilities
- Champion and demonstrate social and racial equity
- Provide excellent, timely, easily-accessible service and information to the community

In addition, the Library board has identified the priority of supporting community safety and wellness. Furthermore, the Library is constantly working on ways to improve internal communications.

The Library has identified a number of operational initiatives and activities designed to help meet each of these broader goals. Some of these began in 2018 and are nearing completion, while others will require significant effort to initiate.

### PROVIDE STATE-OF THE-ART, WELL MAINTAINED INFRASTRUCTURE, AMENITIES, AND FACILITIES:

- 1) Break ground on Central Library 1<sup>st</sup> and 2<sup>nd</sup> floor interior improvements, including creation of a new, dedicated teen space; creation of additional quiet study areas and seating options; and updated service desks, shelving areas, lighting, and flooring.
- 2) Implement updated print and time management technology to improve user experience of public computers
- 3) Upgrade Library's high speed internet services to 10 Gigabytes to enable greater access to online resources.
- 4) Identify opportunities for increased self-service laptop lending options at all facilities.

### CHAMPION AND DEMONSTRATE SOCIAL AND RACIAL EQUITY:

- 1) Identify, implement, and sustain monthly public programs that support the learning and cultural interests of a diverse community.
- 2) Ensure adequate access to all-gender bathrooms at each facility.
- 3) Identify and implement methods to better bridge the digital divide.
- 4) Identify opportunities to ensure the Library's collection breadth better serves the interest of the diverse community of Berkeley.
- 5) Provide access points and information about Census 2020 to support widespread census participation.

## PROVIDE EXCELLENT, TIMELY, EASILY-ACCESSIBLE SERVICES AND INFORMATION TO THE COMMUNITY:

- 1) Develop and increase capacity to offer services that support science, technology, engineering, and math (STEM) learning experiences across all age levels; effective STEM programs occur at each site on a monthly basis.
- 2) Expand service hours, collections, and programming opportunities at the Tool Lending Library
- 3) Identify effective digitization projects for the local history collection.
- 4) Document and update cataloging and classification practices in order to improve patron experience of library collections and to enhance independent use of the Library's catalog.
- 5) Initiate *Social Media and Public Communications Plan* to improve clarity of messaging and provide for increased community awareness.
- 6) Integrate evaluative framework into public programming practices to enable Library to assess and improve public program offerings to satisfy diverse community needs.
- 7) Improve user experience of the Library's public website.
- 8) Update and implement strategies identified in the draft *Collection Management Plan*, including ongoing collection refreshment and identification of new collection areas to satisfy diverse and changing community interests.
- 9) Deepen collaboration with Berkeley Unified School District (BUSD) towards universal library access for BUSD students.
- 10) Enhance opportunities for community members to engage with authors via regular author events

## SUPPORT COMMUNITY SAFETY AND WELLNESS:

- 1) Refine closing and opening procedures to ensure community and staff safety.
- 2) Perform accessibility audit and plan for necessary improvements.
- 3) Hold incident response trainings for all staff to enhance public and staff safety

## IMPROVING INTERNAL COMMUNICATIONS:

- 1) Develop employee manual.
- 2) Optimize staff scheduling software to fill in for vacancies and/or absences more effectively.
- 3) Update Intranet to include monthly statistical reports that will help supervisors enhance services and operational decisions.
- 4) Develop ERMA departmental manual.
- 5) Develop Crisis Management Plan.