



# ORANGE COUNTY LIBRARY

## Goals/Objectives and Activities for FY 2024

**GOAL 1: It is easy to use our libraries:** Policies, facilities, staff are welcoming and encourage discovery.

Objectives for measurement:

Door counts increase from FY23 to FY24

65% of survey respondents feel that the library is welcoming.

*Activities:*

Increase frequency of changes on TLC Book River.

Maintain sending at least 1 collection-based article to the OC Insight newsletter each month.

Implement Niche onboarding portal for consistent staff training.

Verify that all in-library signage such as signs in the stacks is accurate and does not need to be updated to reflect shifting in collections.

Continue re-labeling and series labeling projects at all branches.

Resume editing and updating of library policies on a biennial schedule.

**GOAL 2: People connect to each other and the larger world at our facilities and through our digital portals:**

Technology, digital collections, physical spaces, and staff encourage connections.

Objectives for measurement:

Usage of Find it VA databases increases from FY23 to FY24

Digital collection usage increases from FY23 to FY24

65% of survey respondents are happy with our customer service.

*Activities:*

Feature an LVA resource on our website and Facebook every 1 to 2 months to promote them.

Require staff to attend Niche trainings on LVA resources (at least 2 per year).

Give hi-five recognition when staff are heard training and/or promoting Find it VA resources.

Replace public PCs and maintain currency of hardware and software as best we can.

Add 3 additional children's game computers budgeted for FY24 and requested in planning survey.

Work with OCLC to update our mobile app version.

Improve staff tech competencies using Niche Academy assignments.

Each branch will pursue one partnership opportunity with an outside group whether on their own or as a team.

Create a brochure to use in communication about our resources to student and homeschool families.

The library attends at least 1 community event per branch in FY2024. Staff may collaborate but we need to identify and be present at 3 different events.

**GOAL 3: We spark joy:** Collections, facilities, programs, and staff strive to meet community needs.

Objectives for measurement:

Summer Reading attendance increases by 2% from FY23 to FY24

65% of survey respondents rate their branch facility as good or better.

*Activities:*

Maintain sending at least one programming related article to the OC Insight newsletter and Facebook each month to promote our programs.

Rotate displays on end caps at least monthly at all branches.

Do at least two “feature” extra effort displays per year to generate a “wow” factor and share pictures of these on social media.

Pilot test at least 1 drop-in program for kids or teenagers at Main and/or Wilderness Branch

Update children’s area at Wilderness Branch in response to customer survey comments.

Continue and build upon our adult programs featuring community experts.

Implement an official book club 3 times per year in conjunction with the Overdrive “Big Read” with each branch spearheading one of the 3 sessions.

Staff and Trustees orient new Board of Supervisors members regarding the library’s programs, services, challenges, and funding streams.

**GOAL 4: We curate collections to entertain, educate and empower our community.**

Objectives for measurement:

70% of respondents surveyed agree that the library is a valuable source of materials to them.

51% of survey respondents say they found what they were looking for on their current library visit.

*Activities:*

Continue to select new materials carefully and with community needs in mind and using patron request forms and other community input.

Maintain weeding for currency and usefulness in all collections. Rotate between collections and weed on a constant basis.

Consider sunsetting collections with very low turnover rates such as adult Spanish fiction, urban fiction, YA books on CD, and YA DVD.

Feed collections with the highest turnover rates such as video games, TV, and read-alongs. Focus spending on the most used areas of our collections.