Boston Public Library Action Plan FY12

Boston Public Library

FY12 Action Plan

Mission

The Boston Public Library's mission is to preserve and provide access to the historical record of our society, and to serve the cultural, educational, and informational needs of the City and the Commonwealth.

Advancement of Learning

Focusing on early literacy: Babies to pre-kindergarten; Academic support: School age children and teens; Lifelong learning

Revitalize early literacy programs and services for children birth-5

- Finalize and implement a new series of early literacy programs geared toward children from birth to 5 years old
- Improve the award winning Homework Assistance Program to incorporate a larger spectrum of out-of-school-time activities for children in grades K-8
- Seek grant funding from local foundations to build on the successful 2010 teen summer reading program-Map My Hood
- Work with BPL Foundation to launch a fundraising campaign to renovate the Central Library children's space and to improve several branch children's spaces

Evaluate existing partnerships and explore new partnership opportunities as a means of achieving strategic framework objectives

- Design and implement library partnerships based on principles defined by Compass, the library's in-progress strategic planning process
- Review existing partnerships and programs to ensure achieving BPL's strategic objectives
- Update criteria for vetting and implementing successful partnerships
- Expand BPL internship opportunities for local college students
- Enhance partnerships with UMass/Boston, Tufts and other academic institutions
- Strengthen participation in the City of Boston's Community Learning initiative; work with City partners in implementing any appropriate program changes

Easy Access to BPL Resources Most in Demand

Serving the greatest number of people with existing resources; includes open hours, electronic access, and collections

Foster excellent public service

- Lay the foundation for a service plan that responds to community needs and can be sustained within the financial structure of the FY12 budget
- Guided by the strategic planning, review the capital plan
- Continue to improve circulating and research collection access services

Access to and stewardship of collections

- Continue transition to centralized selection model; make process changes as needed
- Review implementation of system-wide cataloging standards; make process changes as needed
- Manage collections system-wide
- Identify priorities for retrospective conversion and digitization efforts
- Expand on-demand digital scanning program
- Improve access to collection by transferring finding aids to online public catalog
- Expand BPL's exhibitions schedule to showcase library collections
- Explore collaborations with other organizations, such as Digital Commonwealth, to expand access to digitized collections
- Identify funding whether internal or through partnerships with outside funders for access, preservation and collection enhancement initiatives, including retrospective conversion and digitization.

Participate in and encourage employee engagement at all levels

- Focus staff training and development on improving customer service skills
- Engage staff in on-going review and future planning of service delivery
- Encourage excellence in performance by providing appropriate training, feedback, support and mentoring
- Encourage attendance by staff in departmental and service-based meetings

Community Gathering

Foster an environment that is welcoming and organized

- Develop and implement improvements to facility and maintenance operations, and to security systems and services
- Review and revise cleaning standards to improve the customer and staff environment
- Participate in "green" initiatives

- Strengthen visual identity for BPL
- Update BPL website based on service changes, customer needs, and changes to visual identity.

Programs and Services that Support People during these Changing Times

BPL collections, public program, staffing, technology, and infrastructure support easy access to the depth and breadth of BPL resources

- Work with community stakeholders throughout the City utilizing partnerships to deploy key library services in the community
- Extend public computing options throughout the library system, including public training opportunities
- Evaluate new public catalog interface to ensure improved search capabilities and social functionality
- Complete selection process for integrated online system and plan migration to new system
- Implement NTIA computer training grant program; evaluate as required
- Continue to apply for Federal eRate funding to support network and related operating costs
- Deliver public programming for all ages that is based on community interest
- Continue to add materials to the library's collection that respond to community interest and need

ADMINISTRATIVE/FINANCIAL STEWARDSHIP

Support Boston Public Library Foundation, Associates of the BPL, Norman B. Levanthal Map Center, and Friends to increase and strengthen private fund-raising.

Improve financial planning, budgeting, revenue collection, and general financial management of the library to ensure stability and long-term sustainability.

- Fully utilize available technology resources to improve and streamline fiscal and revenue planning and management; complete implementation of accounts receivable module
- Continue review of trust funds to maximize financial benefit to public service delivery and library operations
- Develop BPL funding priorities based on Library's strategic planning process
- Formalize structures for grant applications and exhibitions planning and implement for staff efficiency and cohesive public service.
- Complete fiscal/service delivery review to inform budget decision-making; establish fiscal decision-making benchmarks
- Continue to identify projects resulting in energy savings resulting from facility retrofit and facility planning
- Develop funding priorities based on the strategic frameworks