

2024 ORGANIZATIONAL GOALS

Strengthen Staff Engagement & Culture

- Develop a flexible staffing model for the future
- Establish an internal communications plan that includes celebrating wins/joys
- Implement new scheduling software and more consistent scheduling practices
- Engage all staff in results of Denison Culture Survey
- Deploy learning management system and plan
- Revise and refine EDI program

KPI – Increase clarity and alignment by 10+ points over 2023 scores in each of these subcategories:

01. Core Values (Consistency)

03. Agreement (Consistency)

02. Empowerment (Involvement)

04. Creating Change (Adaptability)

MEASURE – Denison Culture Survey end-of-year results

Plan & Design an Innovative New Southeast Community Center/Library

- Work in partnership with the City to clarify roles and responsibilities, and to formalize agreements
- Gather community input to inform design, programs, and optimize access
- Implement effective project management and coordination with the City (e.g., communication, decision making, budgets, etc.)
- Develop overall financing plan (public and private)
- Implement effective internal and external communication plan about the project

KPI – Complete the following key project milestones:

01. Funding model & plan completed

03. Begin drafting an operational IGA

02. Project charter completed & approved

04. Architect selected

MEASURE: % Complete / % Incomplete reported regularly to the Board to track progress.

Improve the Customer Experience in our Physical & Digital Spaces

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- Launch new website and new event management/room reservation platform
- Update signage and wayfinding for accessibility and consistency between locations and across physical and virtual spaces
- Create standards for customer service expectations, training, and accountability
- Improve accessibility in our physical and digital spaces as feasible and conduct staff training
- Connect with identified Outreach target audiences through intentional programming and services
- Create focused communication plan to highlight virtual and in-person experiences

KPI – Improvements in key areas of customer satisfaction and staff service using established baseline (numeric target to be set after baseline established)

MEASURE – Frequent and consistent customer survey via OrangeBoy sent to randomized users

Create a Comprehensive Technology Plan for Internal & External Users

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- Forecast future technology needs for a new location and existing locations
- Review and/or update technology-related Intergovernmental Agreements and Memoranda of Understanding with partners
- Explore and plan for opportunities for an innovation space within the Southeast Community Center / Library project

KPI – Complete and adopt a 3-5 year roadmap that is flexible to meet changing community needs; build awareness of the plan and make accessible to staff and the public

MEASURE – % Complete / % Incomplete reported regularly to the Board to track progress.

Develop & Expand Community Engagement & Partnerships

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- Evaluate current partnerships and identify gaps
- Partner with community groups and experts on programs and services that celebrate our community culture and heritage
- Update and document partnership agreements

KPI – Analyze the value proposition, fit, and alignment of each partnership as it relates to our strategic plan and community needs; identify gaps and/or opportunities for new or expanded collaboration

MEASURE – % Complete / % Incomplete reported regularly to the Board to track progress

Demonstrate Transparency & Accountability

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- Update Library policies and create a timeline for ongoing, regular updates
- Improve data dashboard and measurements, and communication with the community
- Make financial information easier for community to find and understand
- Develop programming measurement and reporting tools to align with strategic plan priorities

KPI – Implement new data dashboard that is accessible for staff, stakeholders, and the public

MEASURE – Dashboard created by August 1