Library Unbound

Structuring the Organization for Success

Our Mandate

Mission

We grow smarter communities, one person at a time.

Vision

To be the Community's hub for critical thinking, creative problem-solving, and lifelong enrichment.

20-year Goal

Everyone in the community uses a library service by 2035

Measures

Market Penetration & Member Retention

A Success!

	Jan 2016	Apr 2016	Jul 2016	Sept 2016	Dec 2016
Market Penetration	24%	26%	28%	28%	32%

3-year goal: 41%

20-year goal: 100%

The Big Challenge?

	Jan 2016	Jul 2016	Dec 2016
Member Retention	33%	32%	34%

To Think Like a System

Deliver Results that Matter

Learn Smarter - Prepare youth for learning

1. Rollout ONEcard across all Oklahoma County schools.
2. Create system-wide early literacy program for children ages birth – 3, and their caregivers.
3. Create system-wide homework help service for students.

Deliver Results that Matter

Work Smarter - Connect the Library to businesses

1. Create an employee account program for Oklahoma County employers.
2. Develop a system-wide workforce development program tailored to build members' skills and make them more employable/promotable.
3. Develop a system-wide program that prepares and enables entrepreneurs to launch new small businesses.

Deliver Results that Matter

Live Smarter - Improve quality of life

1. Simplify the processes necessary to create a Library account, so that 85% of members can attain an account 24x7x365 without needing to visit a library.
2. Enhance public technology to reduce our members' wait-time for applications, devices, and access to an acceptable period.
3. Develop a system-wide program that enhances our members' knowledge and enjoyment of locally relevant content, services, and experiences.
4. Develop a system-wide program that focuses on bringing the collection to life through presentations, discussions, and interactive events.

Alignment

Align our staff resources with our priorities and strategies to *ensure* the achievement of Library Unbound.

This means significant changes to some departments, teams, and jobs.

Focus will be on shared, system-wide priorities that deliver real results.

Why is Alignment important?

We need to give ourselves the best chance for success by:

1. Focusing on system-wide priorities and initiatives
2. Building a more effective and resilient management structure and succession plan
3. Delivering opportunities for staff advancement and career development
4. Changing what doesn't work
5. Prepare for Class & Comp

Benefits

- Opportunities for best placement for staff
- Increase job satisfaction and reduced stress
- Career paths across the system
- Fewer vacancies with less turnover
- More support for supervisors and staff
- Faster hiring turn-around
- Increased quantity and quality of professional development
- Increased M & M
- Increased Net Promoter Score (NPS)

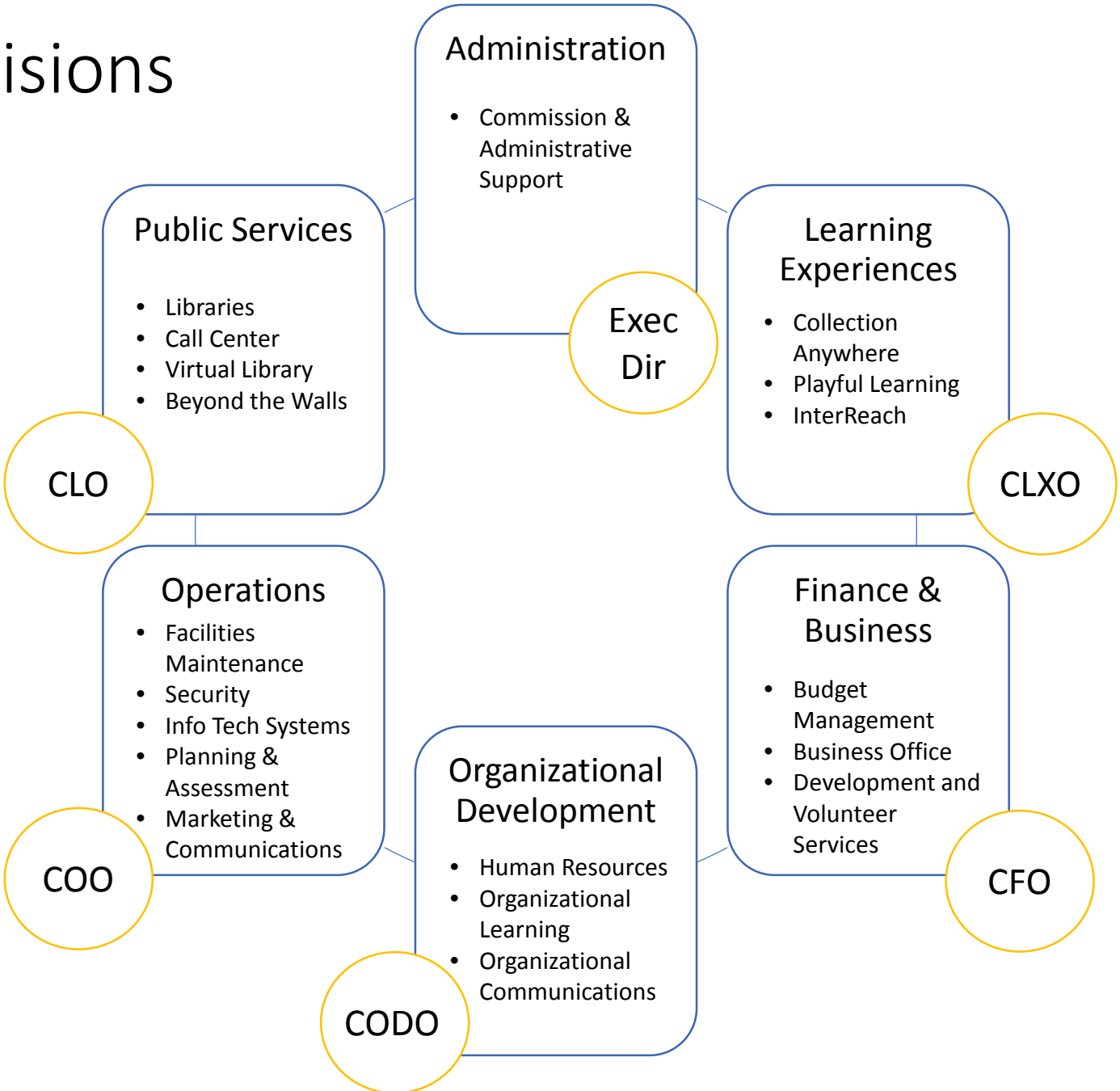
Costs

- Increased stress during transition
- Increased time to communicate
- Will require training for some (staff and supers)
- Initial loss of productivity (especially during)
- Some won’t want to do it – self-select out
- Real dollars for salaries and associated costs

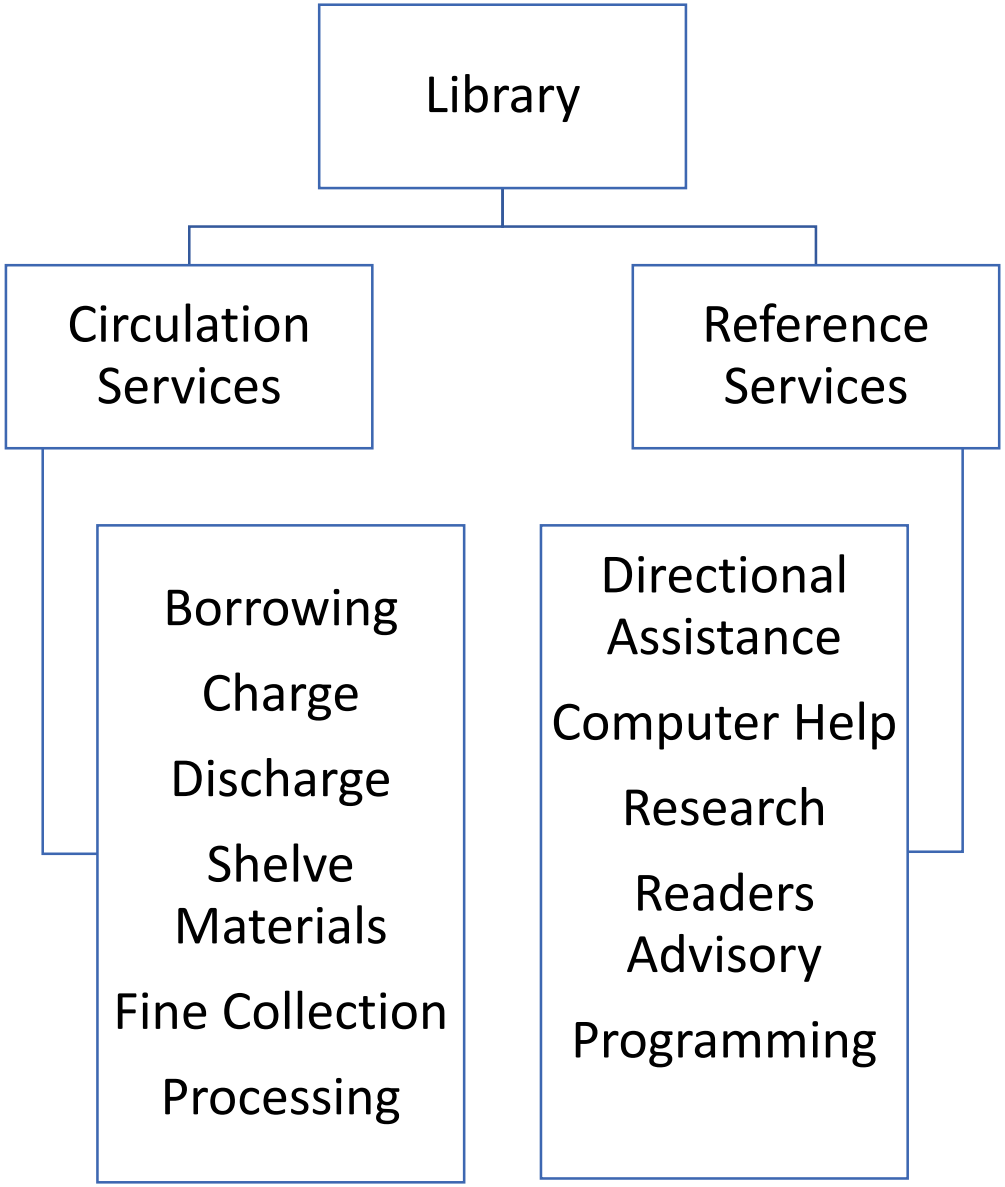
What It Will Mean

- 100% employment – no reduction in force
- No loss of wages or salary
- Options – new positions/responsibilities
  - ✓Where do you see yourself?
  - ✓Where do you want to be?
  - ✓Where do you best fit?
- Career path advancement for all
- Succession plan for the system
- Still in planning phase – lots of work yet to do!

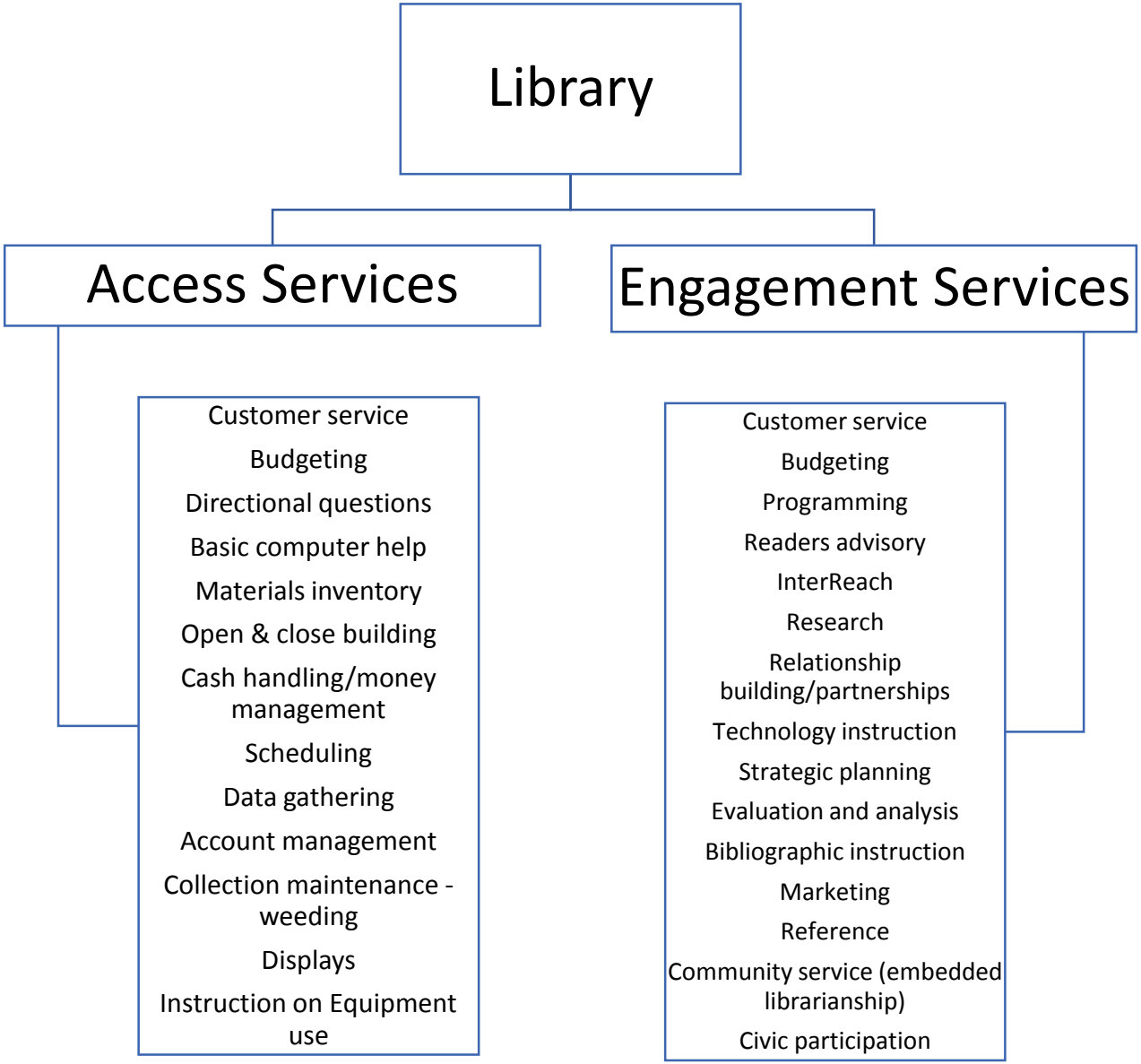
Divisions


Administration
Commission & Administrative Support
Exec Dir
Public Services
Libraries
Call Center
Virtual Library
Beyond the Walls
CLO
Learning Experiences
Collection Anywhere
Playful Learning
InterReach
CLXO
Operations
Facilities Maintenance
Security
Info Tech Systems
Planning & Assessment
Marketing & Communications
COO
Finance & Business
Budget Management
Business Office
Development and Volunteer Services
CFO
Organizational Development
Human Resources
Organizational Learning
Organizational Communications
CODO

Current Service Model

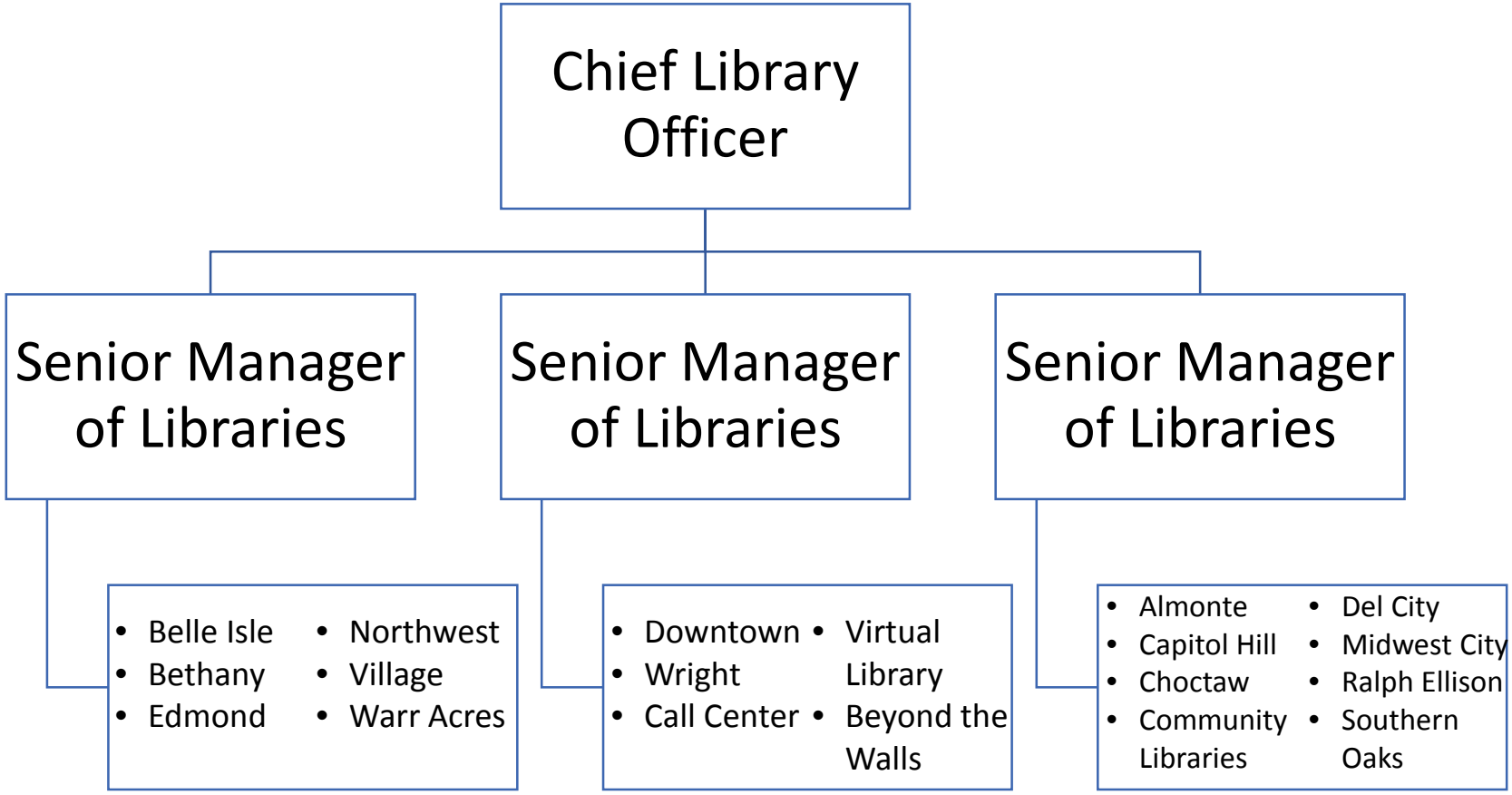


New Service Model

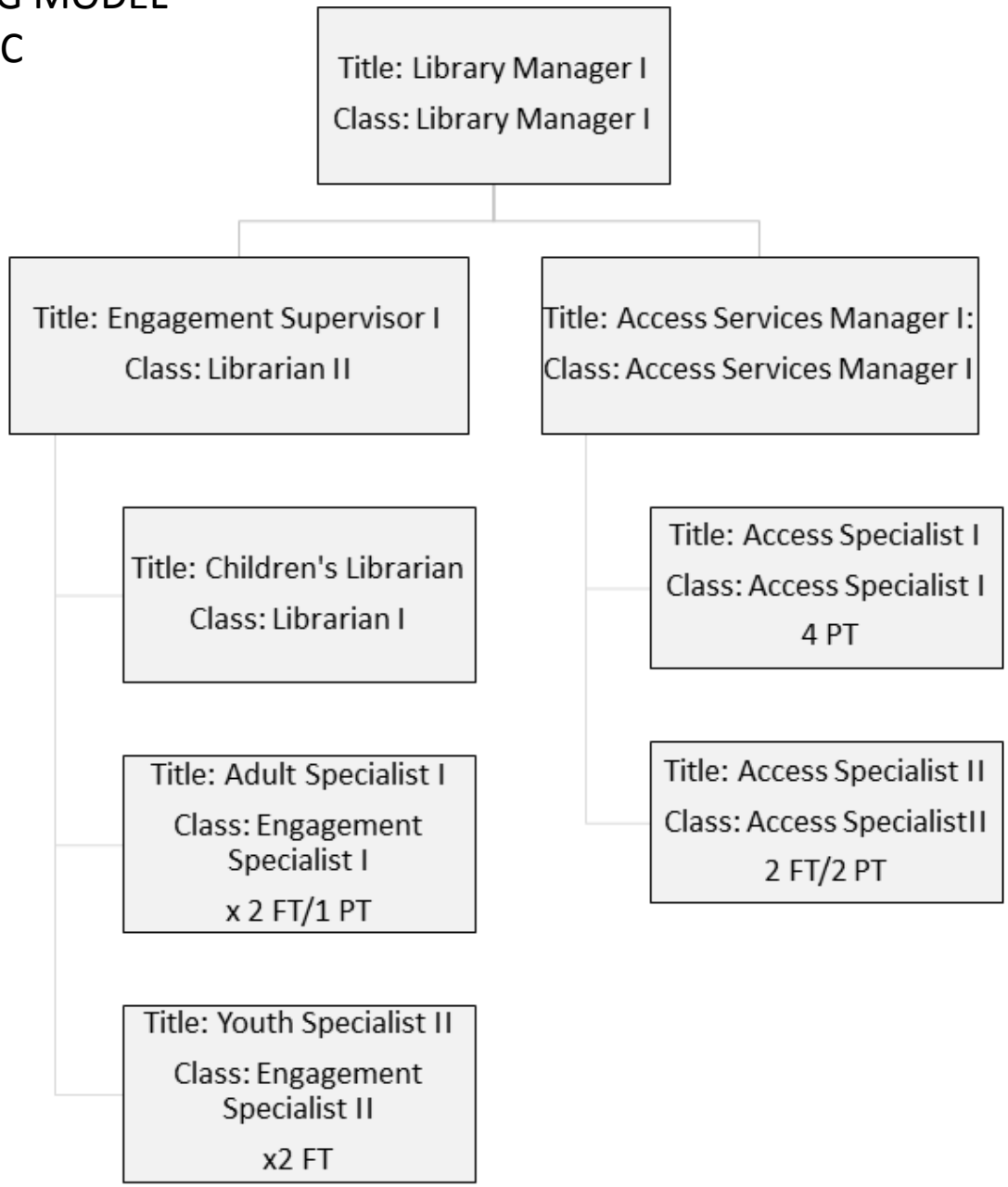


WIDE MOUTH

Public Services



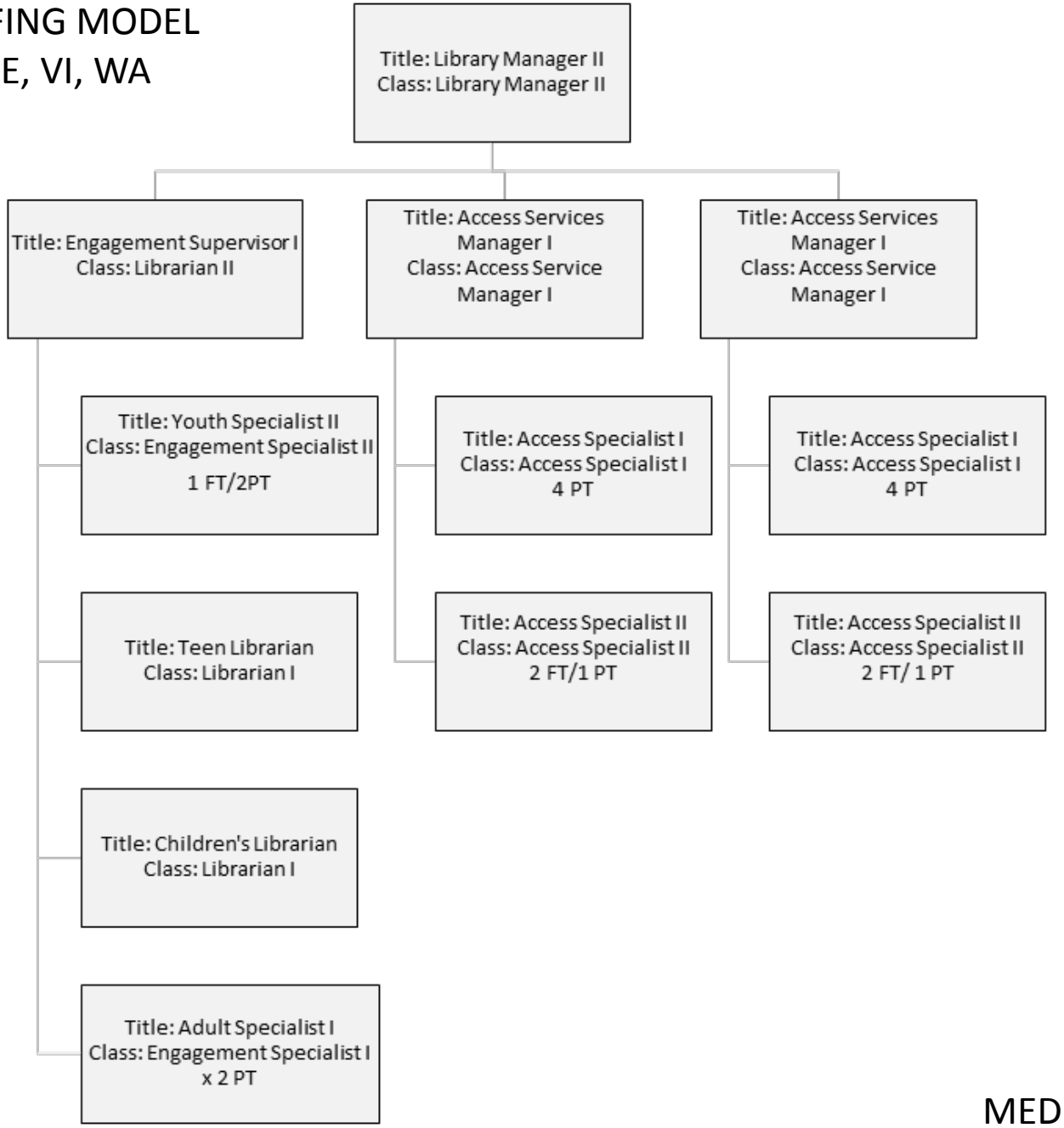
SAMPLE STAFFING MODEL
CH, CT, DC



SMALL LIBRARY

SAMPLE STAFFING MODEL

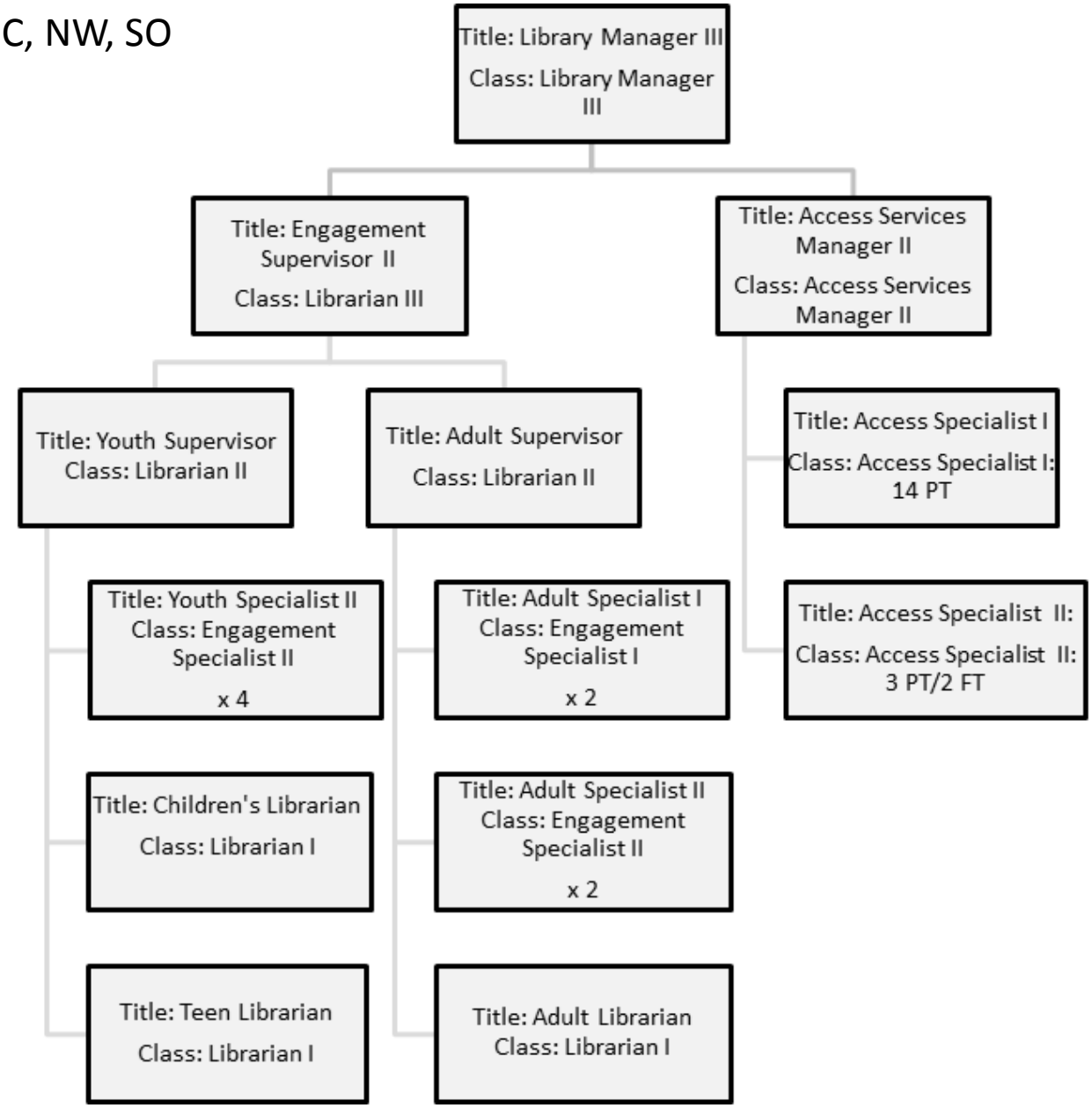
Al. BE, BI, RE, VI, WA



MEDIUM LIBRARY

SAMPLE STAFFING MODEL

ED, MC, NW, SO



LARGE LIBRARY

Current position	Position maps to: (lateral transfer)
Circulation Clerk	Access Specialist II
Associate Librarian	Engagement Specialist II

Metropolitan Library System Career Tracks

Non-Manager Track (no MLIS)

ACCESS:

* Student Aide (for high school students only) (completed 9th grade)
* Access Specialist I (HS/GED)
* Access Specialist II (HS/GED; 1+ year customer service experience)

ENGAGEMENT:

* Engagement Specialist I
    - Youth/Adult Specialist I (small, medium, large, downtown library) (HS/GED)
* Engagement Specialist II
    - Youth/Adult Specialist II (small, medium, large, downtown library) (Associates/BA/BS; 1+ year experience working with target audience)

Current position	Position maps to: (lateral transfer)
Lead Librarian	Youth Supervisor
	Adult Supervisor
	Access Service Manager I
	Engagement Supervisor I

Metropolitan Library System Career Tracks

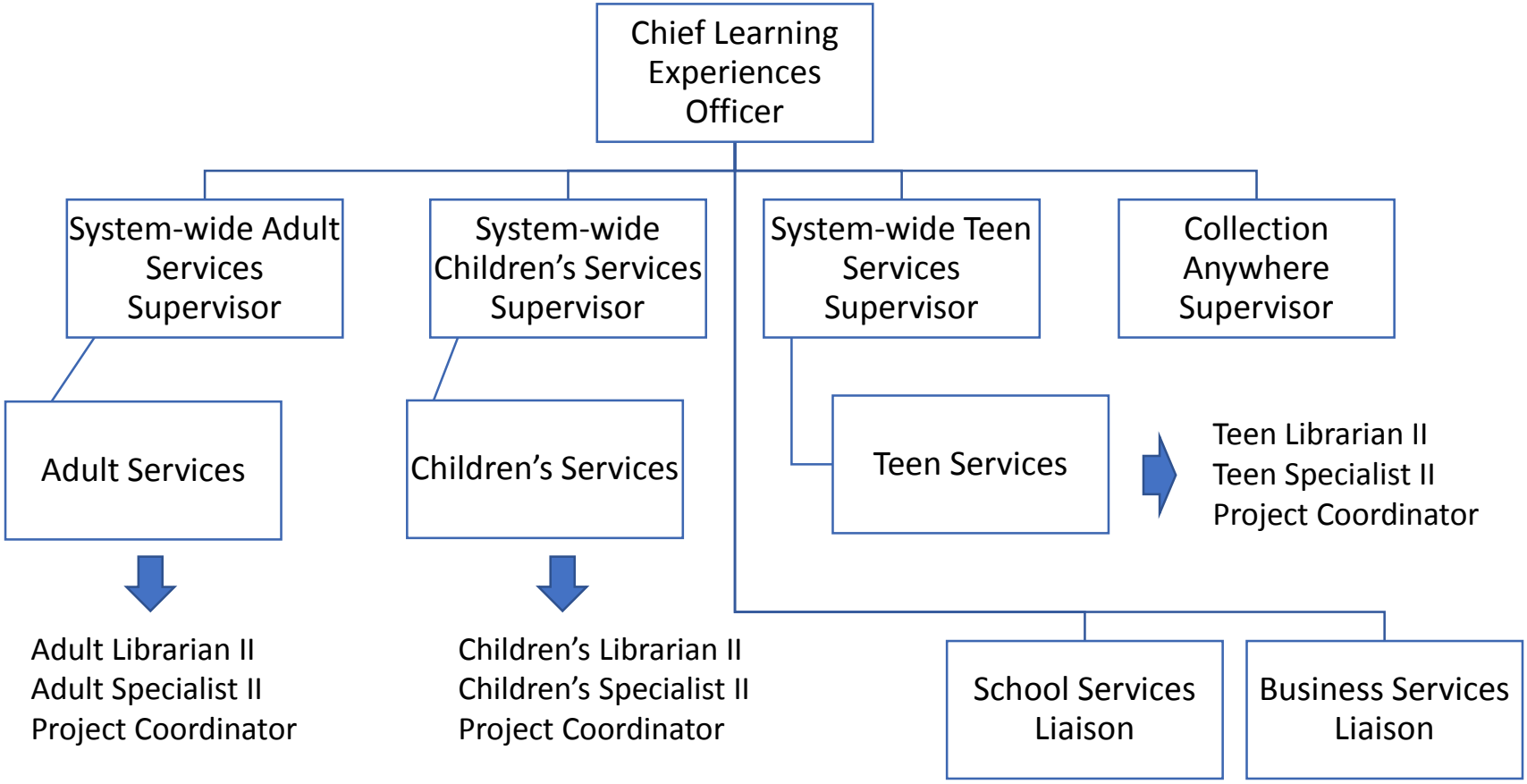
Access/Management Track (MLIS not required)

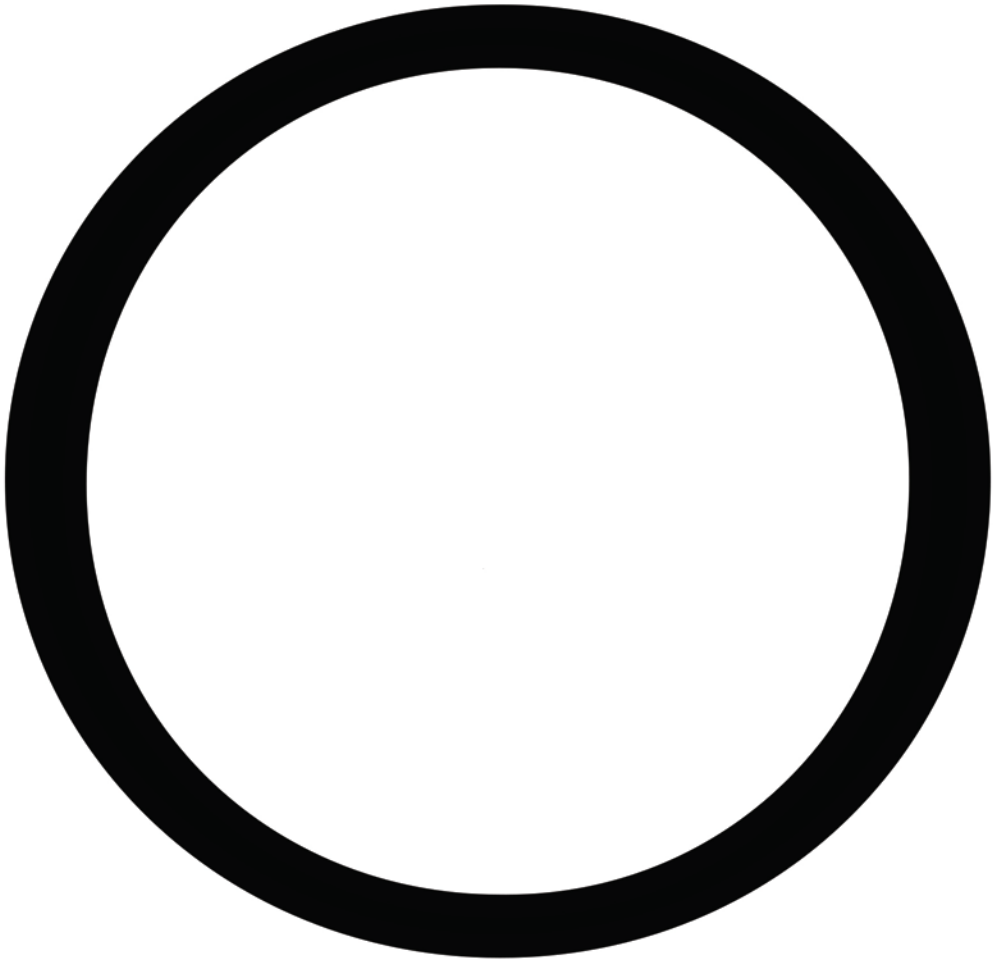
* Access Services Manager I (small, medium, large, Downtown Library) (BA or BS)
* Access Services Manager II (large library) (BA or BS; 2+ years management experience)
* Library Manager I
    - Library Manager (small library) (MLIS preferred but not required)

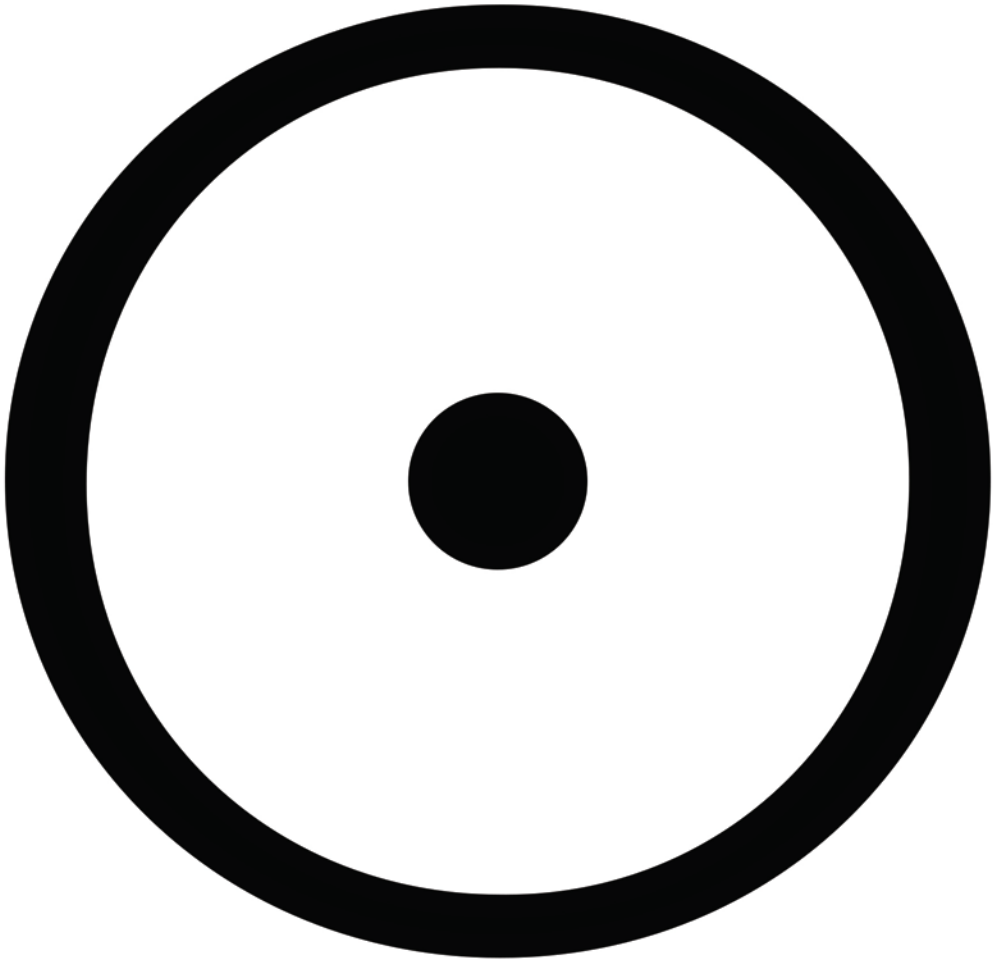
Engagement/Librarian Track (MLIS required)

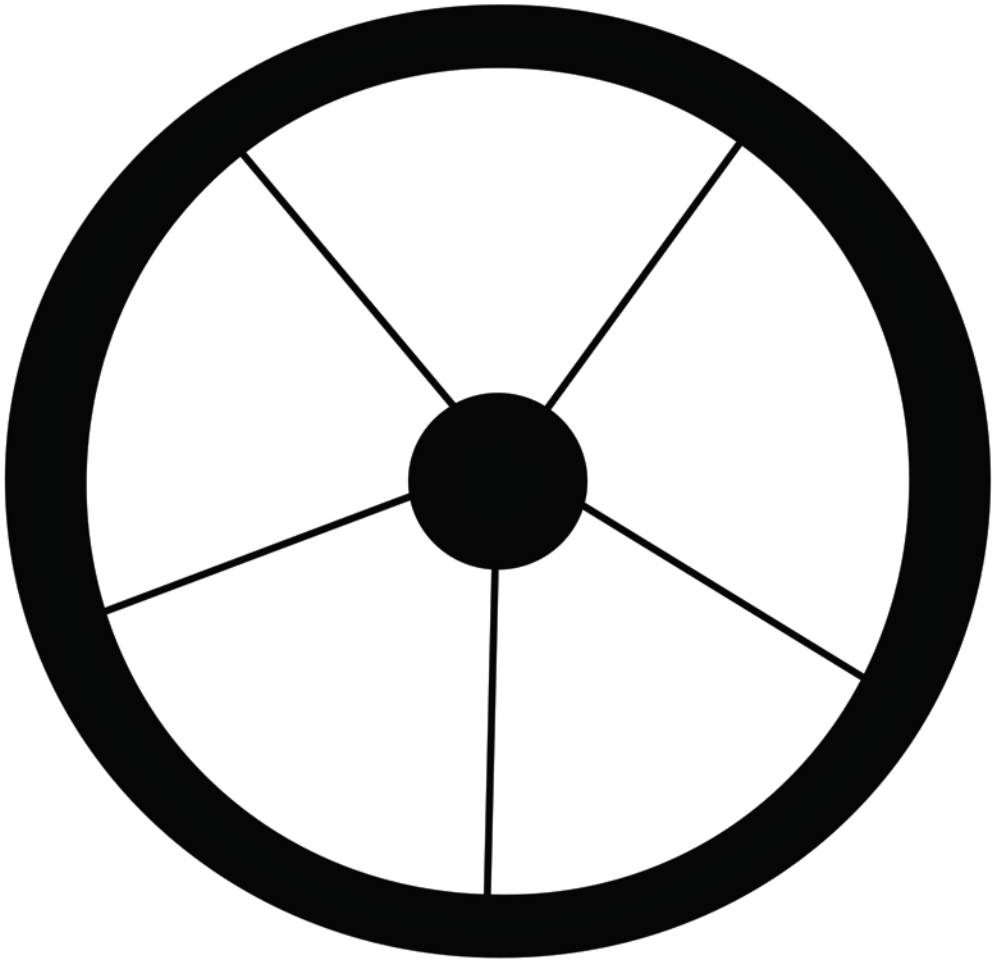
* Librarian I
    - Children's Librarian, Teen Librarian, Adult Librarian (small, medium, large, downtown library) (MLIS)
* Librarian II
    - Engagement Supervisor I (small/medium library) (MLIS)
    - Youth Supervisor, Adult Supervisor (large library) (MLIS; 1+ years management experience)

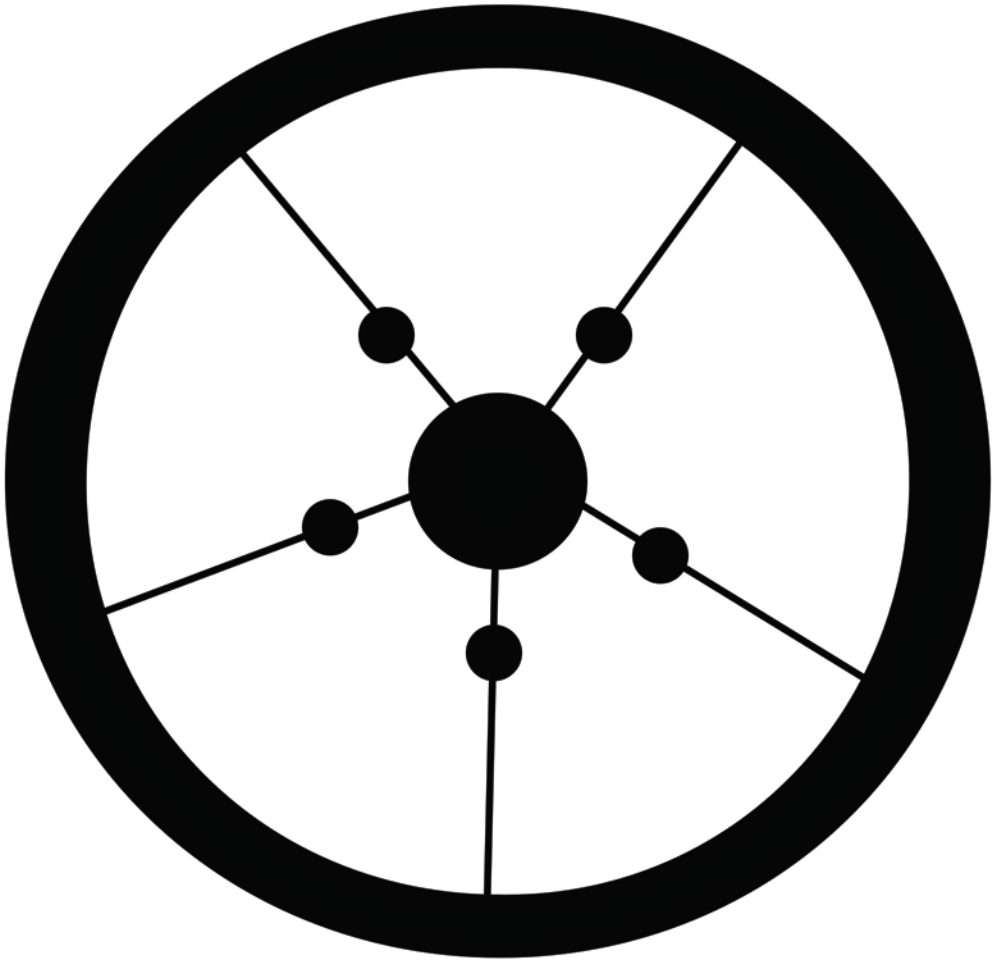
Learning Experiences

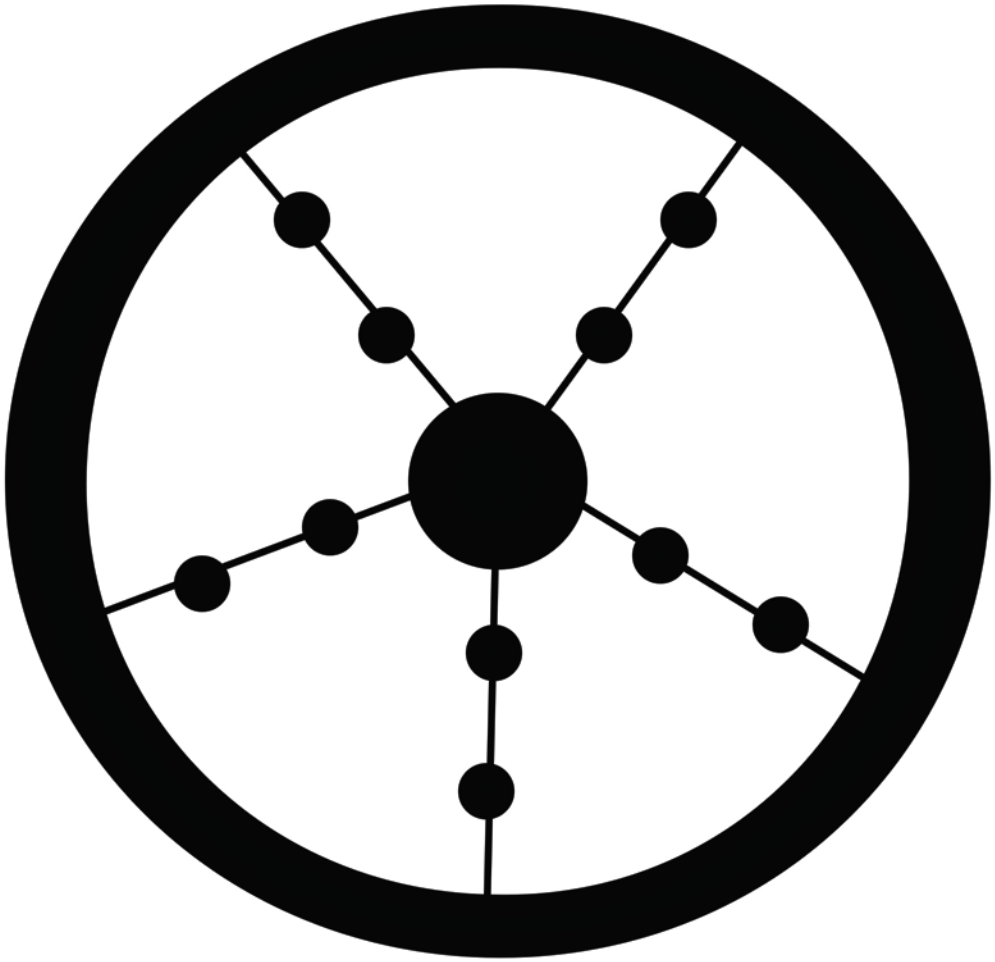












Project Committee

- Plan and implement the alignment effort:
  - ✓Scope
  - ✓Schedule
  - ✓Budget
  - ✓Functional teams
- Communicate progress and challenges to staff

- Tim Rogers
- Kay Bauman
- Michele Gorman
- Kelley Hoffman
- Julie Ballou
- Chris Stofel
- Jessica Gonzalez
- Bobby Reed
- Taylor Horn

Question:

What will the steps look like?