1 **DIVERSITY**

**Foster a workforce that reflects our community**
- Consult with others in the area who are doing this well
- Apply best practices and uniform policies and procedures to ensure inclusivity and attractive postings
- Increase opportunities for part time staff and reinstate paraprofessional positions, budget permitting

**Facilitate community dialogue that builds relationships within our diverse population**
- Ensure consistently inclusive messaging and communications
- Train staff in dialogue facilitation and encourage attendance at community meetings
- Create a Diversity Dialogue Committee with other groups to develop programs and host Community Conversations

2 **PROGRAMS**

**Develop a community-needs-based program proposal and evaluation process**
- Conduct Outcomes Based Planning and Evaluation training and apply to program proposals and assessments
- Develop online submission, management, and evaluation archive

**Reorganize, rebrand, and reintroduce the summer reading program**
- Rename and rebrand as a Library-led collaboration that focuses on critical thinking, skill-building, and community engagement
- Streamline program operations

**Become a valued contributor to economic development**
- Identify existing community resources and opportunities to serve
- Form a business advisory board of support agencies
- Train staff to serve the business community and add a dedicated YpsiBiz! web portal
**3 FINANCES**

**Determine millage feasibility as basis of voter education program**
- Research millage history and build financial scenarios
- If the Board authorizes a campaign, contract with a millage consultant to guide outreach

**Expand fundraising capabilities**
- Conduct training for Board and Library leadership
- Develop process to vet grant proposals
- Investigate 501c3 status to expand opportunities

**Explore workflow opportunities and efficiencies**
- Investigate alternatives to SAM, credit card payment systems, and phone system to improve customer service
- Research replacement for current SPAM blocker and OCLC for MARC catalog records
- Enable online library card and Books on Wheels registration and e-notifications
- Survey staff for more suggestions

**4 FACILITIES**

**Undertake facilities and space utilization studies of Michigan Avenue and Whittaker Road buildings**

**Improve service to Superior Township**
- Survey residents and students regarding needs and preferences
- Review hours of operation and revamp collection based on survey data
- Collaborate with the Township to make the facility more welcoming and safe
- Revamp collection for better use of space
- Improve marketing to Township residents
- Increase number of bookmobile stops and investigate alternative venues for programs

**Maximize visibility and use of the bookmobile**
- Wrap the vehicle as a moving billboard for YDL’s new brand
- Park at alternative locations throughout the community and attend school parent/teacher nights
- Expand visibility with signs at regular stops and increase use with expanded hours

**5 MARKETING**

**Examine newsletter usage, format, content, and frequency**
- Change format to decrease cost
- Expand reach by disseminating via postal routes
- Include a calendar of events and news about services
- Work with Washtenaw Literacy to improve readability

**Improve internal communications**
- Schedule in advance regular departmental meetings for group problem-solving
- Restructure or replace intranet and purge and reorganize files
- Develop an improved security log
- Provide opportunities for Library leadership to work service desks for a closer understanding of issues and challenges

**Rebrand, develop messaging, upgrade website, and improve wayfinding**
- Inventory signage, communications, and publications before applying new brand standards
- Launch new website
- Establish a standing committee to ensure consistent, readable signage across the District
- Renovate reception desk at Whittaker Road to become a more effective directional aid.
- Evaluate digital signage and real-time communications options