

**FOCUS ON THE FUTURE: THE LIBRARY'S STRATEGIC PLAN  
YEAR 2011: STAFF DETAILS  
*Final Comments***

**GOAL 1: Residents of all ages in the Eau Claire area are fully engaged in community life and enrich the quality of life in the area by taking advantage of opportunities to interact with their fellow residents/citizens.**

**STRATEGY 1:** Explore ways to enhance the ongoing funding available for cultural programming and to create greater opportunities for civic engagement.

***Administration/PRPS:***

- Investigate grants and examples of successful sponsorship opportunities regarding civic engagement and programming.
- Examine current allocation of time and determine what additional staffing would relieve professional/experienced staff of routine functions so they could concentrate on more goal-associated programming. Goal-associated programming encompasses the library's commitment to offer lectures, discussion series, exhibits, performances and other events that provide opportunities for cultural, literary and educational growth.
- Continue to promote Library meeting facilities to government and school officials as a neutral place to hold hearings/meetings and advertise the role of the Library as a "boundary-spanning organization."

***NOTE:*** Efforts need to be made to engage new users of libraries and groups with diverse interests. Goal-associated programming and outreach to these interests will be highlighted.

**STRATEGY 2:** Enhance the quality of meeting room space to include appropriate technologies and more comfortable seating.

***Administration:*** Seek funding for the additional renovation of Chippewa Room.

***Circulation/Custodial/Reference/Youth Services:*** Use process improvement method to review all procedures, policies, etc. regarding meeting rooms in order to ensure that the most efficient and effective use of them is being made.

**STRATEGY 3:** Evaluate the mix of adult programming and move toward hosting more programming planned with specific purposes/outcomes in mind.

***PRPS:***

- Consider how the Library might engage groups and organizations that have not traditionally participated in library programming and work with them to possibly develop programs of interest to their members.
- When requested, provide opportunities for PRPS staff to visit other libraries with exemplary programming, especially those offering highly interactive programs designed to increase civic engagement.

**COMMENTS ON GOAL 1** (See the monthly Director's reports for more detail.)

- **Staff reorganization allowed a new Library Assistant I (15 hours/week) in PRPS and a new Library Associate I (19 hours/week) in Youth Services to assist with moving ahead aspects of the strategic plan relating to programming and early literacy.**
- **As a first step to renovating the Chippewa Room, new technological upgrades were completed.**
- **The library hosted the first public information meeting of the Eau Claire Downtown Riverfront District Project on November 8, 2010. John Stoneberg and Mark Troendle were involved with that meeting and with subsequent public information meetings in 2011. On behalf of library staff and the Board, John Stoneberg sent e-mails with comments to Brian Amundson (the City Public Works Director) and Disa Wahlstrand (a Project Manager for Ayres Associates) after each meeting. Amundson and Wahlstrand provided updates at Library Board meetings at significant junctures in the process.**
- **Reference staff reviewed the current Meeting Rooms Conditions of Use found on the library's website and made suggestions and wording changes and clarifications to make the document easier to understand.**
- **A process improvement focus group was formed comprised of staff from several units to review the meeting room policies and procedures and to improve the way meeting room bookings are handled. Reservation software was ordered and the group will be reviewing it for possible use in the future.**
- **The Chippewa Valley Museum (CVM) continued working with community partners to develop a community cultural plan for Eau Claire County. When it's done in 2012, this plan will be a tool for local government, funders and cultural organizations as they make decisions and set directions.**

**Organizations represented in The Good Life core planning team include the Chippewa Valley Museum, the L.E. Phillips Memorial Public Library, Clear Vision Eau Claire, the Children's Museum of Eau Claire and the Eau Claire Regional Arts Center. The project, called The Good Life, received national funding from the Institute of Museum and Library Services. The Good Life is looking at where Eau Claire County residents think it is now, what it might be like in the future and what can be done to get it there. First Kathie Schneider, then Susan Bruce and John Stoneberg represented the library on the core planning team; now it is just John Stoneberg.**

**CVM learned a lot from surveying county residents, both by mail and online. They've also interviewed groups of county residents about what they think about Eau Claire County and the kinds of culture it offers.**

**Good Life Eau Claire County held a public forum on March 29 at the Oxford (Eau Claire Children's Theater). The forum presented some of the findings available at that point and asked the public to tell what they think Eau Claire County should do to add to the "good life" in our area. Shelly Collins-Fuerbringer, Bob Hauser, John Stoneberg and Mark Troendle volunteered as moderators. The library lent the Good Life 20 tables for the event.**

- **At the MORE Directors Council on March 25, revised MORE by-laws were unanimously approved which means in 2012 that LEPMPL will not only get a**

- weighted vote on MORE financial issues, but on all votes in proportion to what LEPMPL pays to support MORE.*
- *The Chippewa Valley Museum officially announced ChippePedia on April 5. ChippePedia is a free online encyclopedia (that anyone can help edit) developed and managed by the Museum and hosted by the Library about the Chippewa Valley with technical assistance from Jeff Burns. Using ChippePedia, you can share stories about what it's like to live in the Chippewa Valley and what makes it unique. You can also find information and history about the people, events and places that shape the Chippewa Valley. You can access ChippePedia through both the Museum and Library websites. Jeff Burns configured and tested Google Analytics for Chippepedia website and its Chippewa Valley Museum staff.*
  - *Jeff Burns and John Stoneberg served on the steering committee for the Eau Claire Community Forum that officially started up on September 1. The library is hosting the website for the forum and providing technical advice.*
  - *The City department directors and City Council met on two different occasions in the Eau Claire Room.*
  - *As part of the Eau Claire Happiness Initiative, Reference staff prepared read lists, a Readers Advisory table on Happiness and a monthly pick on the Happiness Initiative. John Stoneberg served on the Initiative Committee and co-chaired the community portion and worked with Jeff Burns to develop a website for the Initiative, host it and provide technical assistance when needed.*
  - *The library is working with the Job Center providing space for them to conduct job search workshops and providing information on materials available from the library to assist in the job seeking effort.*
  - *Staff conducted research on the State and other historical theaters in Eau Claire for Wisconsin Public Television for use as part of their "Jewel Box Series" which showcases historic theaters in Wisconsin with a focus on homegrown entertainment. WPT filmed at a recent showing of "Club Swing" at the State Regional Arts Center.*
  - *Continued to host the Clear Vision Eau Claire website and provide technical assistance as needed.*
  - *Continue to host the Chippepedia and Good Life websites and provide technical assistance as needed.*
  - *New chairs purchased for the Board Room.*
  - *The library provided space and an iPad to a Second Harvest Heartland volunteer so that they could provide FoodShare to community members.*
  - *Library provides a monthly meeting place for the "Employment Networking Group" run by the Eau Claire Regional Job Center.*

**GOAL 2:** Preschool children have new opportunities to develop early literacy skills that prepare them to enter school ready to learn and impart the joy of reading and a pattern of lifelong learning.

**STRATEGY 1:** Focus greater attention on providing early literacy skills for preschool children, for their parents and for their care-givers.

**Administration:** Allocate funding to provide all Youth Services staff with additional education and training opportunities related to early literacy services.

**Youth Services Staff:**

- Conduct literature search and explore what other exemplary libraries are doing in regard to early literacy services.
- Follow up with telephone conversations with management/staff of exemplary libraries that have implemented early literacy services that appear to match the needs of the Eau Claire area.
- Document planning and implementation efforts to benefit other libraries in the future.
- Provide opportunities for all Youth Services staff to participate in both formal education and less formal workshop opportunities for gaining information/skills needed to design and implement an exemplary early literacy program.
- Explore categories of LSTA funding and determine whether funds may be available for pilot projects.
- Explore other potential sources of funding with the school district to determine whether there are possibilities for collaboration on grants or requests to foundations.

**NOTE:** *This goal and strategy does NOT represent an abandonment of the work that the library has already been doing. Rather it represents a greater emphasis on a component of the youth services program where the library can make a unique contribution; preparing children to enter school “ready to learn.”*

**STRATEGY 2:** Work collaboratively with educators to develop strategies that promote reading readiness. Include attention to ESL/ESOL needs.

**Administration:** Support education and training of Youth Services staff as they prepare the new early literacy initiative.

**Head of Youth Services:** Identify appropriate education and training related to the new initiative for each staff member in Youth Services.

**Youth Services Management:** Work with educators to identify best way(s) to engage children/families with at-risk children in the early literacy initiative.

**Youth Services Staff:**

- Review and update written agreement with the school district to reflect a new, even higher level of collaboration and cooperation.
- Involve representative of the school district, UW-Eau Claire’s College of Education and Human Sciences and other educators in exploring the way in which the library can achieve the greatest impact with preschool children.

**STRATEGY 3:** Act as a convener of organizations with a stake in providing early childhood and family literacy skills to develop plans for how to maximize the impact of individual organization efforts through cooperation and collaboration.

**Administration/Youth Services Management:** Seek funding for planning the early literacy initiative and to cover costs associated with convening and hosting the early literacy summit.

**Information Technology/Youth Services Management:** Establish an early literacy project website to keep all educators informed of the library's plans and activities.

**Youth Services Management:** Identify organizations and individuals involved in early literacy initiatives in the greater Eau Claire area.

**Youth Services Staff:** Document planning and implementation efforts to benefit other libraries in the future.

**STRATEGY 4:** Acquire additional resources and tools needed to effectively implement early literacy efforts.

**Administration:** Identify potential sources of seed funding to provide resources needed to prepare for new early literacy program.

**Youth Services Management and Staff:**

- Identify professional collection needs related to new initiative.
- Identify which participating organization (library, school district, University, etc.) should house and make resource materials available to program planners.

**STRATEGY 5:** Maintain a focus on making the introduction to books and reading "fun!"

**NOTE:** *This strategy is included simply as a reminder that one of the Library's unique roles is introducing pre-school children to the world of books and the joy of reading in an enjoyable way that encourages them to become lifelong readers. While the intent of the Goal is to create an early literacy program that is extremely sound from a pedagogical standpoint, it is important to ensure that the "enjoyment" factor remains in place.*

**COMMENTS ON GOAL 2** (See the monthly Director's reports for more detail.)

- **Staff reorganization allowed a new Associate I (19 hours/week) in Youth Services. This allowed Shelly Collins-Fuerbringer to begin moving ahead aspects of the strategic plan relating to early literacy.**
- **Shelly attended an early literacy workshop in March 2011 given by CESA 10. The workshop presented ideas for creating literacy stations and resource tables to help promote early literacy in the library.**
- **Sharon Price and Shelly Collins-Fuerbringer discussed adding local subject and genre headings formulated for materials designated to enhance early literacy skills. These subject headings will allow for quick and easy access for customers interested in designated materials.**
- **Shelly Collins-Fuerbringer worked with Leah Langby from IFLS to develop a workshop for October 20, 2011. The 4-hour workshop was available to all IFLS librarians and focused on the six early literacy skills with special emphasis on storytime ideas. Georgene Kunze helped children's librarians think about storytimes, spaces and every day interactions with children and families and how we can foster the development of skills that will help kids once it is time to learn to read and do math.**
- **The Youth Services staff prepared Play and Learn spots that are featured in the early childhood area of the room. These spots are activity areas for children 0-5 that provide fun play for children and give parents tips on how to extend the fun with different suggestions that accompany each spot. The areas center**

*around five “practices” that are featured in the newly revised Every Child Ready to Read @ Your Library. The practices are talking, singing, reading, writing and playing. These are all things parents do with their children anyway, but now we are giving them entertaining, intentional activities to help them learn how to get their child ready to read--here at the library and at home. The “spots” were ready to go in October.*

**GOAL 3: Residents of the Eau Claire area are offered relevant new resources, services and programs that are increasingly delivered in non-traditional ways that save a new generation of library users their time and money and contribute to their personal success and quality of life.**

**STRATEGY 1:** Continue to work with libraries and other library organizations to obtain the most advantageous pricing on the licensing of proprietary content.

**Adult Services:**

- Continue to provide information about existing electronic resources.
- Continue to evaluate usage of locally licensed resources and determine what to retain and what new resources to acquire/license.
- Ensure that appropriate staff is trained to assist the public in answering their questions about databases, downloadable content and access to other digital content.

**STRATEGY 2:** Work with other libraries and library organizations to develop and implement applications that provide convenient access to relevant information through handheld devices.

**Information Technology:** Work with library staff and MORE to identify applications that are relevant to current users.

**STRATEGY 3:** Consider the development of webinars to reach and educate staff and customers regarding the wide range of e-content and downloadable devices available including databases, the library web site, the MORE catalog, search engines, recommended web sites, etc.

**Adult Services/Information Technology/Reference/Youth:**

- Identify what topics need to be presented and who could present them as well as who could assist in the production of them.
- Consider a plan for development and implementation of the webinars.

**COMMENTS ON GOAL 3 (See the monthly Director’s reports for more detail.)**

- ***Library staff attended workshops and webinars featuring information on downloadable media.***
- ***Staff met with librarians at UWEC to explore and exchange resources available at each institution to better help and serve our customers.***
- ***In order to better promote them, library databases were featured on the “banner” area on the library’s older website and staff produced bookmarks promoting several available databases.***

- *The library began offering Freegal, a web-based product of downloadable music.*
- *Reference staff used Jing to provide audiovisual tutorials on using Overdrive—the library’s web-based audio, e-book, music and video database where most materials can be checked out and downloaded to mobile devices. Reference staff also used Jing to create other audiovisual tutorials for the library website.*
- *Library staff successfully launched the iPads lending program.*
- *The Assistant Library Director and reference staff researched and introduced extended trials of video magnifiers and a handheld device for the library that will eventually lead to a purchase.*
- *The library webmaster and reference staff launched a dynamic new library website. With the release of the new website, content is accessible on many mobile devices (smartphones, iPhones, iPads). Staff has incorporated easy access to online subscription products which includes some mobile access and app access for iPhone and iPad.*

*The webmaster is working with library database vendors to provide mobile access to most of the library’s subscription database products as well. We changed how our products and services are presented to the customer who will hopefully increase usage.*

*The website incorporates more dynamic video and audio content which are relevant to the library’s collection--allowing previews of DVD, books and other materials via the web.*

*We now offer access from our website to a mobile version of the online catalog.*

*The webmaster is currently testing apps and other content delivery software for the new website which will allow for streamline-targeted content to our mobile users. He incorporated and implemented content for the iPad project including home screens, app icons, compatible video, audio and textual content for both the iPad and website content being accessed by an iPad or iPhone. Also, he is creating a process which will allow our staff to scan and upload archived material to the web without outsourcing. This will include migrating existing electronic documents as well.*

- *The Director negotiated and agreed on a “not to exceed” annual percentage on future cost increases for Freegal.*
- *The Reference Services Manager serves on the Statewide OverDrive committee as a member and selector for e-book and audio materials.*

**GOAL 4:** Residents of all ages in the Eau Claire area continue to have convenient access to a wide range of high-quality traditional library resources, services and programs that contribute to their quality of life and enable them to succeed at work, at school, and in their personal lives.

**STRATEGY 1:** Continue purchase of traditional/print materials that satisfy public demand and maintain a well-balanced collection.

**Administration:** Continue effort to ensure that budget for print resources remains healthy.

**PRPS:** Continue media efforts to underscore the continuing importance of print resources while recognizing emerging digital resources.

**STRATEGY 2:** Improve “browsability” of library collections through user-friendly/intuitive arrangement of shelving, enhanced displays and better signage.

**Administration/Adult Services/Circulation/ PRPS:** Continue work to create a uniform signage system that helps the public locate desired resources.

**Adult Services/Circulation:**

- Examine existing new materials area and identify ways to improve.

**Adult Services/Circulation/PRPS:** Continue efforts to creatively market library materials. (Attend CE, workshops, online sessions, conferences, etc.).

**STRATEGY 3:** Continue to attempt to address issues related to inequities/inconsistency in the responsibilities of MORE consortium member libraries.

**Administration/Circulation:**

- Identify top-priority concerns, document and report to IFLS/MORE.
- Review existing principles of service and library responsibilities for MORE Consortium members and suggest changes and improvements when appropriate.

**NOTE:** *This needs to be an ongoing effort. The long-term viability of resource sharing depends on fairness of rules and application of the rules to benefit all.*

**STRATEGY 4:** Introduce the option of self-check technology (ideally RFID-based).

**NOTE:** *The implementation of this strategy is dependent on a decision that RFID is feasible and cost effective and when that decision is made. If it is decided that RFID is not feasible/cost effective, LEPMPL should examine other self-check solutions.*

**COMMENTS ON GOAL 4 (See the monthly Director’s reports for more detail.)**

- ***The materials budget received a 2.7% CPI increase for 2011. Even though all materials-related fund accounts were consolidated into one collection development account beginning in 2011, staff is continuing to use, for internal purposes, the allocation formula that has served the library well in past years. In summary, the budget for print resources remains healthy.***
- ***Since early 2010, PRPS staff has been working with professional sign developers from Greendoor Graphics and Jay’s Sign Services to create comprehensive coordinated signs throughout the library to provide direction and to identify major activity areas, major collection areas and facilities. In 2011, major progress was made on this signage.***
- ***The “browsability” of the audiobooks on CD collection was enhanced by allocating additional linear feet to this collection. Shelves for this collection are now less crowded, which means it’s easier to locate titles, more visually appealing to the customer and staff can shelve materials more efficiently. Another benefit is that we no longer have to keep an audiobooks cart in the***

*Circulation workroom, waiting for space to free up. There is space for all existing titles, plus room for expansion.*

*The “browsability” of the media collection was enhanced by a shifting project that allocated more shelving to DVDs and music CDs. HRS Staff worked together to divide up some of the larger categories in the CD shelving. PRPS made the new labels and HRS staff assembled and installed the new dividers.*

- *At the MORE Directors Council on March 25, revised MORE by-laws were unanimously approved which means in 2012 that LEPMPL will not only get a weighted vote on MORE financial issues, but on all votes in proportion to what LEPMPL pays to support MORE.*
- *MORE had an RFID Committee that LEPMPL had representation on, but in the end it was decided that RFID in general would not be a good fit in a consortial setting, especially if LEPMPL were to be the only library using it. However, self-check is already successful at 16 MORE libraries. The downside for LEPMPL is that self-check is not security system-friendly and LEPMPL might need to look at not using a security system if self-check is pursued.*
- *LEPMPL discovered what we felt was an unfair lending practice by another MORE library. The issue was placed on the agenda of May meeting of the MORE Executive Committee. A successful resolution was reached and the aforementioned practice has since been discontinued.*
- *Reference staff continues to provide the public with reading lists, encourages reading with the adult summer reading program and solicits information from the public with the “recommended by the customer” box. Information gathered will be shared with other customers as to good reads they might be interested in. Every two weeks the staff changes the readers’ advisory table to highlight the libraries diverse materials and each month does a “picks of the month” online page to emphasize the collection.*
- *Reference staff now offers two new ways to contact the library for information: by Meebo chat on the library website and on Text-a-Librarian for those who wish to text questions to us. Text-a-Librarian is an IFLS initiative. LEPMPL staff is answering questions from all MORE library customers.*
- *The recognition that the library received in Volume One for its art gallery demonstrates that the public values this function and service that the library provides.*
- *Reference staff is using an easel and chalkboard as a quick view for people waiting in line to check out to see books on order so those interested can place holds. Updated weekly.*

**GOAL 5: The people of the Eau Claire area benefit as the library employs new technologies, adopts best practices and develops strategic partnerships that enhance its capacity to serve the public.**

**STRATEGY 1:** Depending on the results from the MORE RFID Committee, conduct a cost analysis to determine costs and payback time related to the implementation of Radio Frequency Identification (RFID) technology as well as ancillary technologies such as self-check, RFID-based security systems and automated materials handling systems.

**Administration:**

- Explore hiring a consultant (IFLS?) to do cost analysis.
- Ask Board for permission to explore cost study with IFLS/MORE.

- Explore sources of funding for cost/feasibility study (LSTA?).

**Circulation/HRS/RFID Task Force initially, then Circulation/HRS/Technical Services:** Make contacts with staff in other similar-sized libraries that are exploring and/or implementing RFID (Appleton, Oshkosh).

**NOTE:** Again, the implementation of this strategy is dependent on a decision that RFID is feasible and cost effective and when that decision is made.

**STRATEGY 2:** Work with IFLS/MORE to encourage them to assume the leadership role in pursuing the implementation of RFID technology throughout MORE.

**Administration:**

- Engage IFLS and MORE administration/staff in conversation about determining steps needed to explore RFID on a system-wide/consortium-wide basis.
- Work with City and County to identify extent to which City and/or County can assist in financing efforts (bonding?).
- Explore potential for grant funding to assist MORE libraries in conversion to RFID technologies.

**Administration/Circulation/Reference:** Document the experiences of select libraries that have implemented RFID to get a better understanding of what is/would be involved.

**STRATEGY 3:** Examine traditional service delivery mechanisms in reference and adult services and consider the implementation of emerging, more interactive models of providing information services.

**Adult Services:** Continue to explore “Meebo” and “Text a Librarian” and implement if feasible and cost-effective.

**COMMENTS ON GOAL 5** (See the monthly Director’s reports for more detail.)

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- **Reference staff used Jing to provide audiovisual tutorials on using Overdrive—the library’s web-based audio, e-book, music and video database where most materials can be checked out and downloaded to mobile devices. Reference staff also used Jing to create other audiovisual tutorials for the library website.**
- **MORE had an RFID Committee that LEPMPL had representation on, but in the end it was decided that RFID in general would not be a good fit in a consortial setting, especially if LEPMPL were to be the only library using it. However, self-check is already successful at 16 MORE libraries. The downside for LEPMPL is that self-check is not security system-friendly and LEPMPL might need to look at not using a security system if self-check is pursued**
- **Library staff and others joined in on a day-long web conference on September 29, 2010 entitled "ebooks: Libraries at the Tipping Point--A Virtual Summit." The library had a site license and we met in the Board Room. In attendance**

were library staff including Bess Arneson, Larry Nickel, Renee Ponzio, Sharon Price, John Stoneberg and Mark Troendle. Others included Nancy Dhatt (Barron), Leslie LaRose (Augusta), Lori Roholt (MORE) and Mary Vernau (Altoona).

- Reference purchased and implemented a “scan to PC” product that allows users of microfilm to send screen shots to the Barland room PC and then to save to a flash drive. Reference is using this process to copy and send obituary requests and thus speed up the process of sending information to the customer.
- The library hosted a Wakanheza workshop for staff on October 18. Leah Langby (IFLS) and Becky Arenivar (Prescott Public Library) were the presenters. The 90 minute workshop was well attended. Wakanheza concepts are partly designed to help one think about situations in new ways which in turn may help staff create a more welcoming environment for each other as well as for customers plus staff discussed strategies for de-escalating difficult situations.
- There was a library security in-service on November 30. About 40 staff attended. The guest speaker was Jim Southworth, Lieutenant of Police for the Patrol Division and the Central District Commander. He spend time discussing early warning signs to look for and verbal tools to diffuse situations; use of space and barriers for protection if needed; emphasized that PD is always available for a response for a potentially dangerous person; covered being aware of surroundings and who is near you; discussed the differences between a gun and knife and what safe zones would be for each; and briefly discussed the new concealed carry law. He also took time for questions from staff. After Lt. Southworth was done, the Library's safety/security staff person, Larry Nickel, took some time to review library security equipment.
- The library now has one automatic external defibrillator (AED) installed for use in a medical emergency and two more have been purchased and will be installed. 21 staff members had on-site AED/CPR training on December. 13.
- A roaming trial was implemented in December where Reference staff walks around upstairs and down looking for customers who might need assistance. The trial was a success and in January roaming will become part of the reference staffs daily duties.

**GOAL 6:** The vitality of the downtown area is enhanced and personal interaction between and among area residents increases as physical improvements to the library building and the surrounding area reinforce the library's position as an indispensable center of community life.

**STRATEGY 1:** Work with the City on plans for the Riverfront District and explore the potential for creating more green space in the area immediately surrounding the library.

**Administration:**

- Library needs to be seen as a “player” in urban redevelopment. Goal should be that the Library is seen as a partner anytime there is an economic development/ redevelopment effort.

**STRATEGY 2:** Work with the City to improve the visibility of existing parking as well as pedestrian approaches to the library.

**Administration:**

- Explore the adequacy of existing outdoor lighting and signage.

**STRATEGY 3:** Consider the addition of a café, permanent Friend's bookstore and/or other amenities that build the library's reputation as a "destination."

**Administration:**

- Work with Friends of the Library to discuss desire to make the library a community destination and assess Friends willingness/desire to be involved either as a partial funder of enhancement projects or a partner in the operation of such efforts.
- Assess the Red Cedar Room and determine what changes would be necessary to use it either as a bookstore, a café, a combination of the two or enhancing it to enhance the library's overall meeting facilities.
- This strategy is part of an effort to make the library a "destination" in the community. The specifics such as bookstore, café, etc. should be determined.

**COMMENTS ON GOAL 6** (See the monthly Director's reports for more detail.)

- ***The library hosted the first public information meeting of the Eau Claire Downtown Riverfront District Project on November 8, 2010. John Stoneberg and Mark Troendle were involved with that meeting and with subsequent public information meetings in 2011. On behalf of library staff and the Board, John Stoneberg sent e-mails with comments to Brian Amundson (the City Public Works Director) and Disa Wahlstrand (a Project Manager for Ayres Associates) after each meeting. Amundson and Wahlstrand provided updates at Library Board meetings at significant junctures in the process.***
- ***Lights were replaced in the lower level parking area to make it safer for customers. Further enhancement to the lighting will be considered in the future.***
- ***Negotiated with the City to pay quarterly for 25 parking spaces at 7 South Dewey that will be used for two-hour, free parking for customers. The parking will be available in January, 2012.***
- ***The library installed new desktop surfaces over the tops of older Internet and catalog workstations that provide better ergonomics for customers; applied privacy screens the enhanced security for customers; and provided additional electrical outlets for customer use.***
- ***A new seating area was created in the 000-300s with more comfortable seating, moving of paperback racks and removal of attached shelf.***