



**Work Session Meeting Agenda
2 Park Drive South, Great Falls, MT
Gibson Room, Civic Center
February 18, 2025
5:30 PM**

The agenda packet material is available on the City's website: <https://greatfallsmt.net/meetings>. The Public may view and listen to the meeting on government access channel City-190, cable channel 190; or online at <https://greatfallsmt.net/livestream>.

Public participation is welcome in the following ways:

- Attend in person.
- Provide public comments in writing by 12:00 PM the day of the meeting: Mail to City Clerk, PO Box 5021, Great Falls, MT 59403, or via email to: commission@greatfallsmt.net. Include the agenda item or agenda item number in the subject line, and include the name of the commenter and either an address or whether the commenter is a city resident. Written communication received by that time will be shared with the City Commission and appropriate City staff for consideration during the agenda item, and, will be so noted in the official record of the meeting.

CALL TO ORDER

PUBLIC COMMENT

(Public comment on agenda items or any matter that is within the jurisdiction of the City Commission. Please keep your remarks to a maximum of five (5) minutes. Speak into the microphone, and state your name and either your address or whether you are a city resident for the record.)

WORK SESSION ITEMS

1. Great Falls Public Library FY2024 Annual Report - Board Member Jessica Crist and Director Susie McIntyre.

DISCUSSION POTENTIAL UPCOMING WORK SESSION TOPICS

ADJOURNMENT

City Commission Work Sessions are televised on cable channel 190 and streamed live at <https://greatfallsmt.net>. Work Session meetings are re-aired on cable channel 190 the following Thursday morning at 10 a.m. and the following Tuesday evening at 5:30 p.m.

Wi-Fi is available during the meetings for viewing of the online meeting documents.

UPCOMING MEETING SCHEDULE

City Commission Work Session -- Tuesday March 4, 2025 5:30 p.m.

City Commission Meeting -- Tuesday March 4, 2025 7:00 p.m.



ANNUAL
REPORT

2024

Agenda #1.

**FY2024 Report
to the
City Commission
City of Great Falls**

Report Highlights: Keeping Library Levy Promises

- Improved Safety = Reduced Calls to 911 Dispatch
- Expanded Bookmobile Service to 6 Days a Week
- Expanded Hours Open 7 Days a Week (from 52 to 63 hours/week)
- Free Parking
- Restarted Homebound Program
- Expanded Programming for Youth and Adults
- Expanded Digital Resources (more eBooks/eAudiobooks, Mango Languages, LinkedIn Learning & Chilton Autorepair)



Statistical Highlights

What a Difference a Year Makes!

273,358



CHECKOUTS

19,171
REFERENCE QUESTIONS
ANSWERED

168
ADULT / FAMILY
PROGRAMS WITH
7407
PARTICIPANTS



193
YOUTH PROGRAMS
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4146
PARTICIPANTS



379
BOOK CLUB
PARTICIPANTS

17,988
LIBRARY CARD
HOLDERS

63
HOURS OPEN
PER WEEK

224
Participants in the adult
summer reading program

145
PARTICIPANTS
IN THE WINTER
SPEAKER SERIES

21,601
COMPUTER
SESSIONS

858
LinkedIn Learning
videos watched

4,723
PARTNER
CRATES
SENT
OR
RECEIVED

2187
CHILDREN RECEIVING
BOOKS FROM
Dolly Parton's
Imagination Library

8,553
Mango
language
learning
sessions

Visits to the Library Keep Going Up
There were 111,517 total visits in FY24!

14%
INCREASE FROM
LAST FISCAL YEAR!

5,736
1-on-1 computer
assistance sessions

72K
WIFI SESSIONS

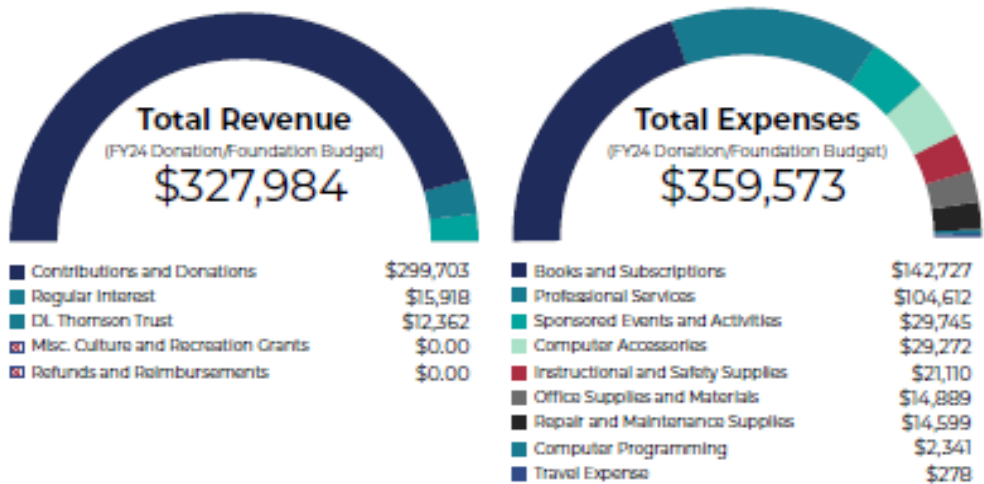
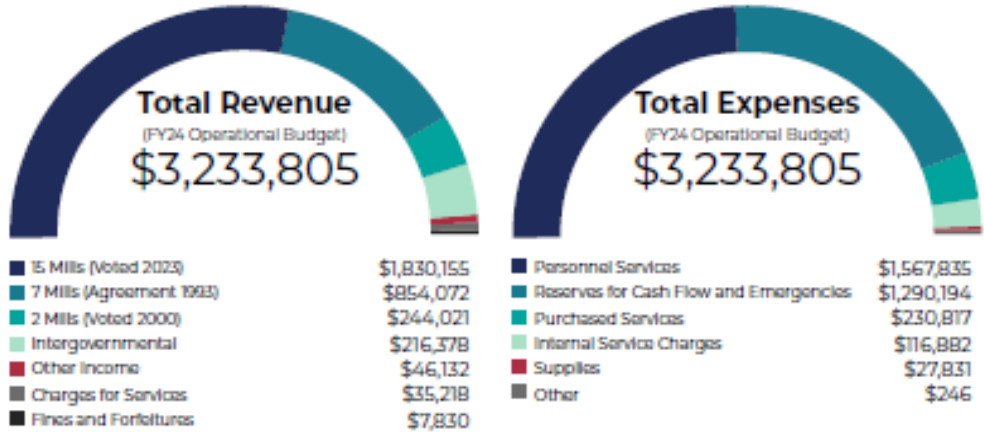
485
retrievals from the
Chilton Auto Repair
database





Our FY2024 Budget

The Great Falls Public Library is grateful for the funds we receive through the levy, donations, grants, and sponsorships. We know how valuable these resources are and work hard to use every dollar to serve our community. We don't take anything for granted. Here's how our revenues and expenses were for FY2024.



Have questions about the budget? Librarians have the answers.



Q: WHAT ARE THERE TWO REVENUE CHARTS AND TWO EXPENSE CHARTS?

Great question. We have two separate but equally important accounts. The first is our operating budget (top two charts). This funding comes from mills, fees, and other sources. These funds are used to pay for the building, staff, and other general operating costs. The second account (bottom two charts) comes from donations, grants, and the generosity of the Great Falls Public Library Foundation. It pays for some of our special programming like Montana Shakespeare in the Parks.

Q: ARE YOU AUDITED?

Yes. The City of Great Falls is audited on a yearly basis based on state and federal requirements, and the Library Fund and Library Foundation Fund are part of this audit. The Auditors are qualified and approved by the State of Montana. The City receives an unmodified "clean" report from the auditors each year.

Q: WHY IS THE RESERVE FOR CASH FLOW AND EMERGENCIES LINE ITEM HIGH?

The beginning of the fiscal year brings several annual costs like insurance and software fees. The levy changed the library's cash flow, making it important for the Library to have enough cash on hand at the end of a fiscal year to cover expenses until property tax revenue is received in December. With the establishment of an appropriate reserve fund, this line will be much lower next fiscal year. The Library puts every dollar we receive to good use for the Great Falls community.

Q: WHERE CAN I GO TO LEARN MORE ABOUT THE LIBRARY BUDGET?

As Librarians, we love it when someone wants to read more about a subject. More information can be found on the City's website at greatfallsmt.net/finance/budget. The Library Board also regularly reviews our financials, and that information is on the Library's website at greatfallslibrary.org/library-board-of-trustees/.

GFPL POLICY UPDATES: All Policies Reviewed in 2024

Public Library Standards



(11) The public library board shall adopt and regularly review policies that reflect the mission, objectives, and goals of the public library. The policies shall govern use of the public library, its materials, and services. No single policy may exist more than four years without review.

Detailed document of all recent GFPL Policy changes included in Work Session materials.

Future Policy Changes:

With the adoption of the new City/Library Management Agreement, the Library Board will be working with the Library Director and City Departments to update and/or adopt appropriate policies.

- Conform to the requirements of the **Management Agreement** and promote **cooperation with the City of Great Falls**.
- Conform to the requirements the **Montana Code Annotated, Local Ordinances** and the **Charter of the City of Great Falls**.
- Meet the **Montana Municipal Interlocal Authority underwriting guidelines** so that the Library can maintain liability insurance and continue efficient functioning as a governmental entity.
- Respond to the **needs of our community**.
- Follow Library **best practices** including the of **Montana State Library Public Library Standards**
- Promote **efficient** and **effective** provision of Library service

GFPL Goals for Upcoming Year

- **Make Progress on GFPL Strategic Plan 2023-2026**

- GOAL #1: CREATE A SAFE, ACCESSIBLE LIBRARY THAT WILL SERVE THE COMMUNITY FOR THE NEXT 50 YEARS
- GOAL #2: DEVELOP ADEQUATE, SUSTAINABLE FUNDING FOR A THRIVING LIBRARY
- GOAL #3: DEVELOP LIBRARY SERVICES AND STAFFING TO MEET THE NEEDS OF THE COMMUNITY

Full Strategic Plan included in Work Session materials.

- **Meet Library Levy SMART Objectives**

September 2024 SMART Objective Report included in Work Session materials.

QUESTIONS





ANNUAL
REPORT

2024



Photo by Gray Media Services

Letter from the Director and Board Chair

Every year is exciting at the Great Falls Public Library. Passing the Public Library Levy in 2023 has made this past year even more special for the library's staff and board. We want to express our deep gratitude to our community for their support of the Library.

Great Falls is a remarkable place that understands that a thriving library is critical for a well-connected community and voted to pass the levy even under tough economic times. We are proud that we delivered on our promises in less than a year.

- We've improved access by making Library parking free.
- We provide more educational programming and digital resources, including eBooks, language resources, and free online classes for job seekers and local business owners.
- The Library is now open seven days a week, and the Bookmobile provides service six days a week.
- We restarted our homebound service for seniors, veterans, and people with disabilities.
- We are providing more educational programming for children and families, including adding more story and toddler time events and expanding early literacy programs.

This annual report will outline our budget, service utilization, and other important data. It will show how impactful the levy has been in expanding and improving our services. But what is even more important than numbers is what they mean. They mean laughing children as they discover new books, smiles on faces as community members find a new job, and even relief as seniors get help with technology.

Even something as simple as free parking has made a noticeable difference, with one patron saying, "I love that the library has free parking now!"

We sincerely appreciate your support of us both with your tax dollars and with your participation in our many programs and services. We are excited about the future of the Great Falls Public Library.

Sincerely,



Susie McIntyre
LIBRARY DIRECTOR



Whitney Olson
BOARD OF TRUSTEES CHAIR



Great Falls Public Library Board of Directors

Whitney Olson - Chair

Anne Bulger - Vice Chair

Jessica Crist

Sam DeForest

Noelle Johnson

Shannon Wilson - City Commissioner, Ex-Officio

Rae Grulkowski - County Commissioner, Ex-Officio

Susie McIntyre - Library Director

Thanks to the Great Falls Public Library Foundation.

The Great Falls Public Library Foundation is an incredible partner and essential funding source in our work to bring a vibrant library to our community. Equally important is their public support of us and our mission. Because of the Foundation and their donors, we are a better library and community, and they have our deepest thanks.

Board of Trustees

Sue Warren - President

Tom Donnelly - Vice President

Marilyn Parker - Treasurer

Kelly Wiles

Sydne George

Chrissy Baroch

Annie Brown

Kathy Jackson

Tom Kotynski

Clint Porter

Sandy Rice

Millie Whalen

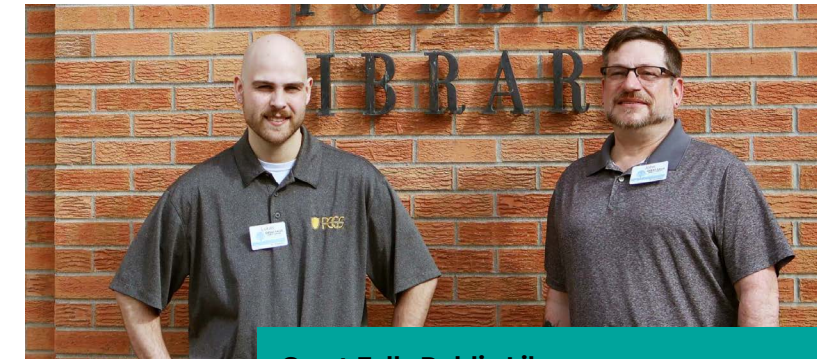
Jean Faure - Attorney ex-officio

Brianne Laurin - Executive Director

New and Improved Services

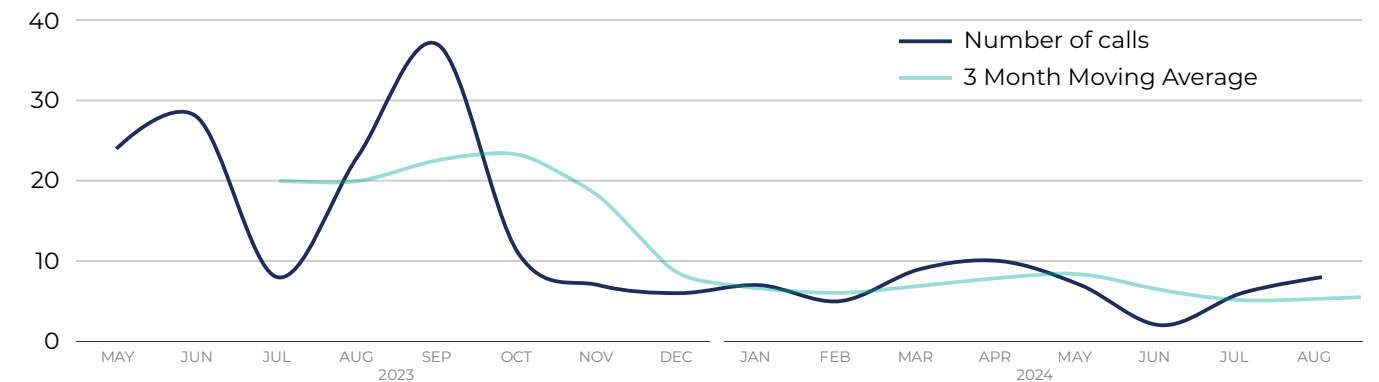
Improved Safety

In April 2024, the Library hired two full-time Safety Specialists who monitor the building, park, and surrounding area, interact with patrons, and support staff in handling behavior issues. The Library Board also updated the Patron Behavior Policies, and all staff received additional training. Before the levy, the Library was one of the top ten callers to the city for support. Our efforts resulting from the levy have drastically reduced public safety calls.



Great Falls Public Library Safety Specialists

NEW SAFETY SPECIALISTS DRAMATICALLY REDUCE CALLS TO 911 DISPATCH



Expanded Bookmobile Service

The Bookmobile is a mobile library serving assisted living homes, daycares, schools, colonies, and other areas in Cascade County. We are now on the road six days a week. In FY24, the Bookmobile made over 900 stops at 30 different locations serving 7,796 patrons.

From our Bookmobile Coordinator:

"This morning, I took the bookmobile to a new location. The director was super excited about the bookmobile and didn't even realize it was a service our library offered! She told me I was her hero today. That made me feel pretty good, and the first I've heard of that on the job. The bookmobile is meeting new faces and making memories for our youth and community!"



Bookmobile Homebound Service Restarts

Restarted Homebound

Each Saturday, the Bookmobile travels to the homes of people who cannot physically visit the Library. We had to stop the program during COVID. Once the levy passed, we trained a new Bookmobile driver and are already helping 12 people.

Expanded Programming

Our **Winter Speaker Series** focused on Montana's storytellers, bringing Lailani Upham, Alyssa Roggow, Chris La Tray, and John Clayton to the Library. The series had 145 participants and ended with a two-hour workshop on storytelling with Marc Moss.

We are bridging the digital divide with hotspots for checkout, public access computers, printers, and WiFi. In FY2024, trained reference staff provided individualized computer assistance over 5700 times. In just two months of **Thursday Open Tech Sessions**, we provided in-depth tutorials for 15 people with their phones and computers.

We started the **Bookworms United** challenge to read 50 books in 50 weeks and added **three new monthly book clubs**: The Very Arbitrary Book Club, the Silent Book Club, and the City of Great Falls Employee Book Club.

Increased funding has allowed for **increased youth services programming** and resources, including Dungeons and Dragons Campaigns, Lego STEM Challenges, Chess Club, Talk Like a Pirate Day, Thelma and Kelp's Unicorn Party, adventure crafts, holiday celebrations, and loot boxes.



Free Parking and Expanded Hours

In addition to free parking, the library is now open seven days a week and has a pickup window every day from 9 am - 6 pm.

	Before the levy	Starting June '24
S	CLOSED	1P - 6P +5
M	12P - 6P	9A - 6P +3
T	10A - 8P	9A - 8P +1
W	10A - 8P	9A - 6P -1
T	10A - 8P	9A - 8P +1
F	10A - 6P	9A - 6P +1
S	10A - 6P	9A - 6P +1

EXTRA HOURS EXTRA SERVICE

+12.8%

In FY2023, there were **242,213** patron checkouts vs. FY2024 when there were **273,385**

Since expanding hours from 52 to 63 in June 2024, the Library has served

1862 PATRONS

Summer reading was a huge success

109 teens received a Library Loot Box with individually selected books and small prizes. When teens completed two books, they earned a chance to win a Nintendo Switch. This program was made possible by a Keep Kids Reading grant from the Town Pump Charitable Foundation.

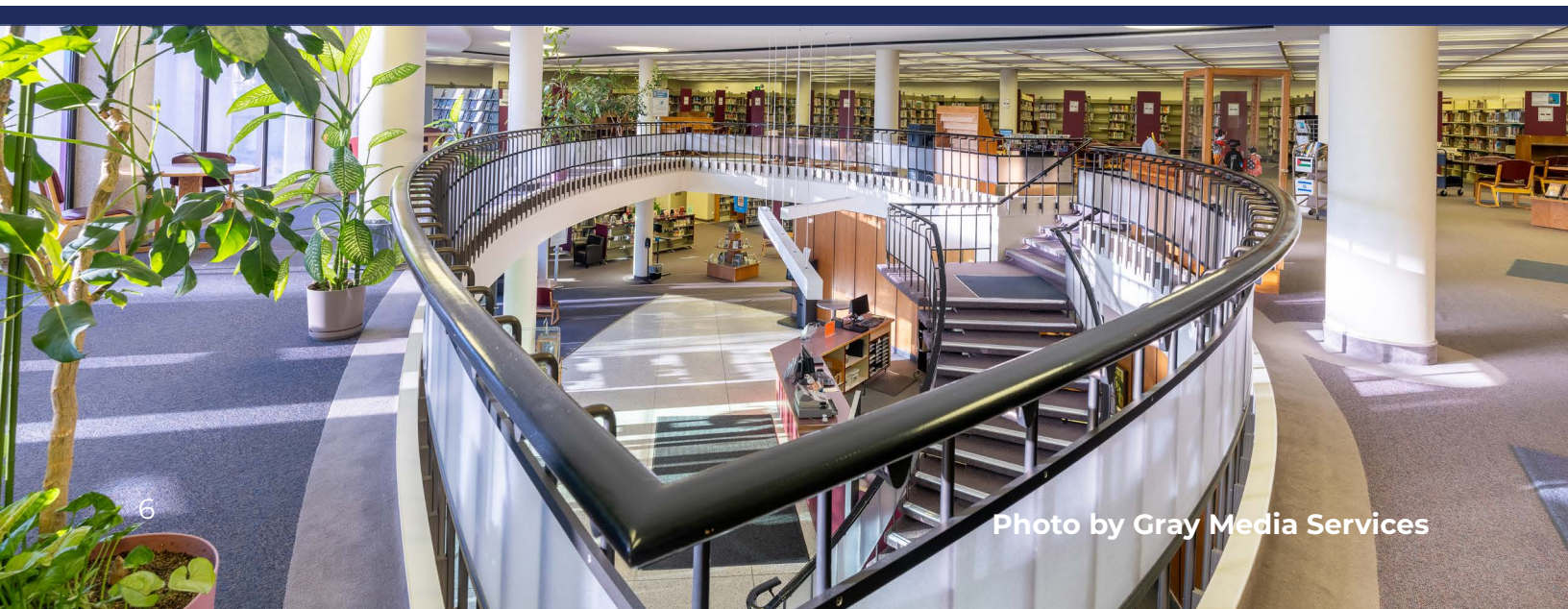


Photo by Gray Media Services

Expanded digital resources

Many of our digital resources are made possible with the support of the GFPL Foundation.

MontanaLibrary2Go and the Libby App	We doubled monthly investments in eBooks and eAudiobooks. Patrons had 45,217 digital checkouts from Jan. to June 2024—a 16% increase from the first six months of the fiscal year.
LinkedIn Learning	We offer FREE access to LinkedIn Learning, which provides online classes for job seekers, students, and local business owners. Library patrons watched 858 learning videos in FY2024.
Mango Languages	Patrons now have FREE access to Mango Languages, an online language learning tool that includes American Sign Language. Library patrons had 8,553 language learning sessions in FY2024.
Online News	In 2024, we purchased tablets to allow patrons to access digital editions of Montana and national newspapers.

More Early Literacy Started Fall 2024

Before the passage of the Library levy, we provided three weekly early literacy programs. In September 2024, we expanded our offerings to five early literacy programs each week:

- **Bookworms Storytime:** This new program for preschoolers and emerging readers features more challenging songs, movement, and longer stories to build attention span and vocabulary. The wider age range and timeslot are intended to help homeschool families.
- **Preschool Storytime:** This is one of our longest-running early literacy programs, helping preschoolers build early literacy skills with songs, movement, and a great story.
- **Books & Babies:** Babies and their families come together for this fun, snuggly early literacy program. Babies enjoy lap bounce songs and quick, engaging stories followed by playtime.
- **Toddler Time:** Our most popular early literacy program now meets twice a week. Toddlers and their families build early literacy skills with songs, movement, lap bounces, and a story, followed by playtime.



Program Highlights

We thank the GFPL Foundation, SCHEELS, and Bighorn Outdoor Specialists for sponsoring the **Adult Summer Reading** program. This new program engaged 224 people thrilled to connect with their childhood memories and explore new genres again.

Montana Shakespeare in the Parks brought Hamlet to Gibson Park on August 7. Nearly 600 people of all ages and backgrounds (and some adorable furry family members) came together for their first or 50th experience with Shakespeare and the theater. We are grateful to the GFPL Foundation for supporting this delightful annual event.

Summer Music in the Library Park had nine performances, with the total attendance mark reaching 1,494 for these free shows. Sponsors were the GFPL Foundation, TDS Cares, SCHEELS, Montana Credit Union, First Interstate Bank, and Bravera Bank.

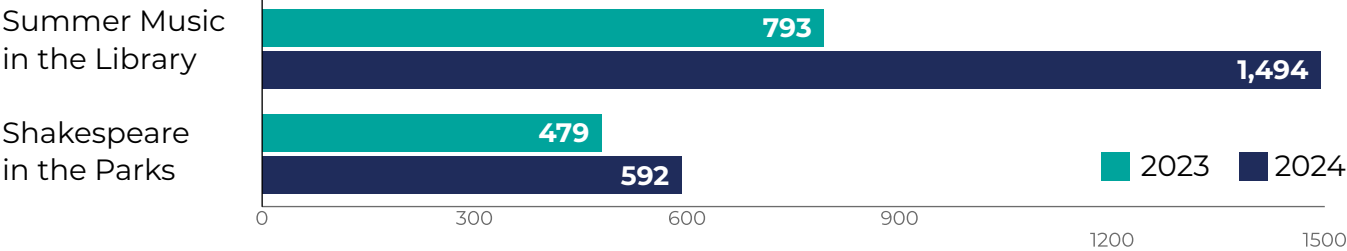


Photo by Gray Media Services

What a Difference a Year Makes!

273,358



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REFERENCE QUESTIONS ANSWERED

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ADULT / FAMILY PROGRAMS WITH

7407

PARTICIPANTS



193

YOUTH PROGRAMS WITH

4146

PARTICIPANTS

379

BOOK CLUB PARTICIPANTS

224

Participants in the adult summer reading program

145

PARTICIPANTS IN THE WINTER SPEAKER SERIES

17,988

LIBRARY CARD HOLDERS

63

HOURS OPEN PER WEEK

4,723

PARTNER CRATES SENT OR RECEIVED

2187

CHILDREN RECEIVING BOOKS FROM Dolly Parton's Imagination Library

21,601

COMPUTER SESSIONS

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LinkedIn Learning videos watched

8,553

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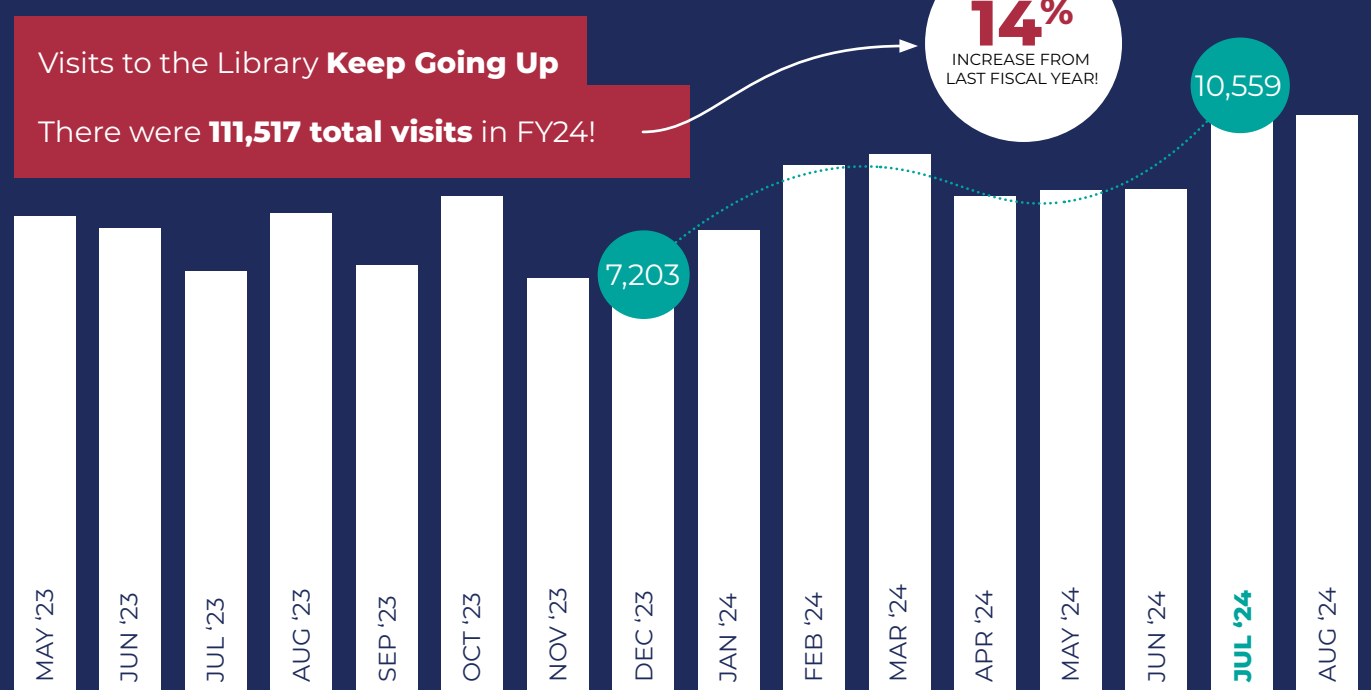
1-on-1 computer assistance sessions

72K

WIFI SESSIONS

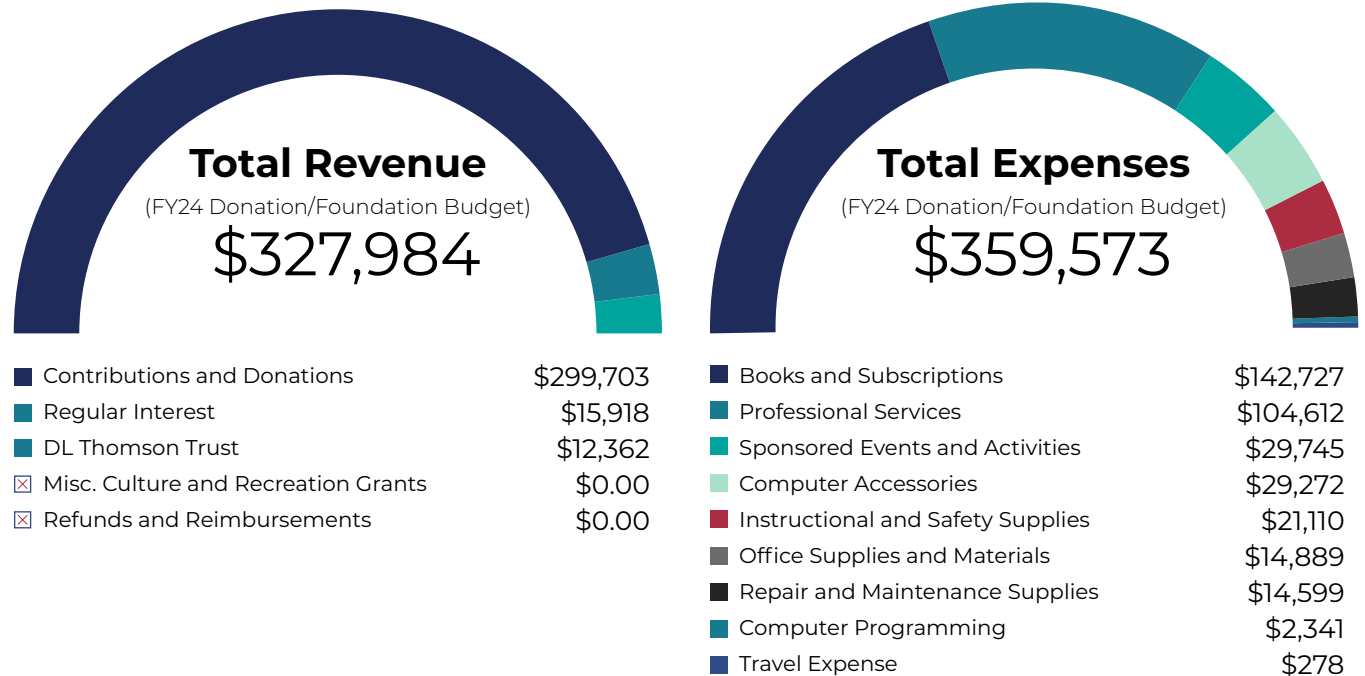
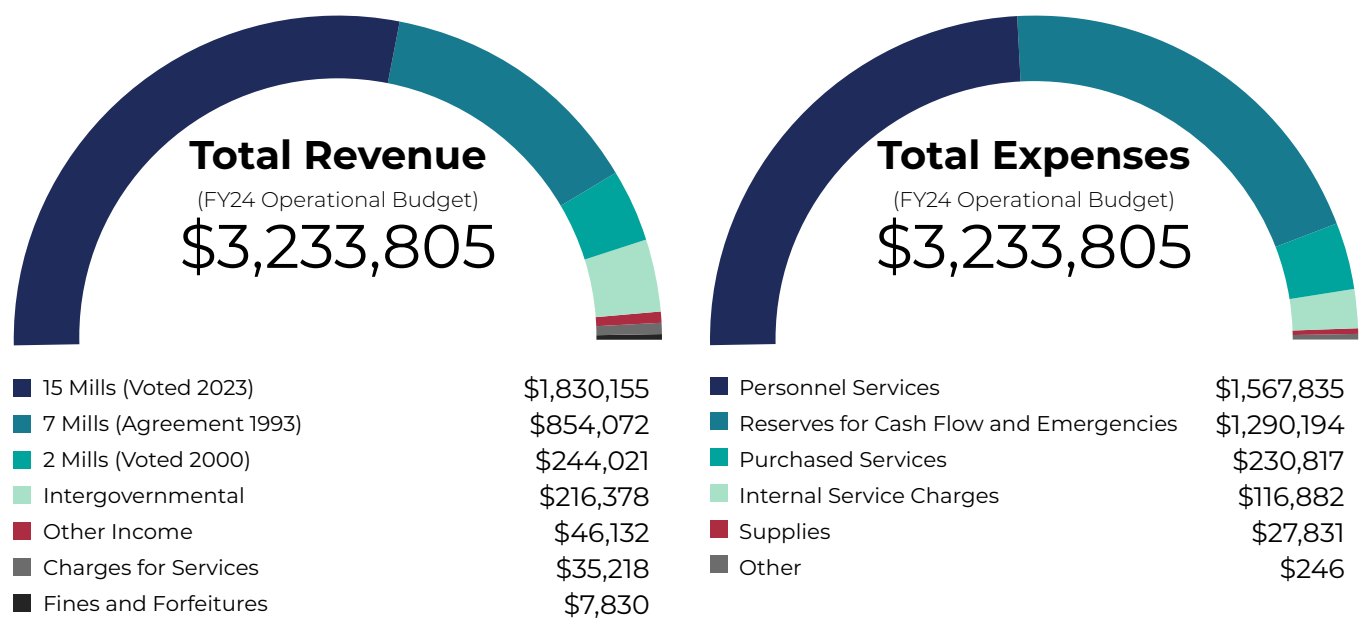
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retrievals from the Chilton Auto Repair database



Our FY2024 Budget

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Q: ARE YOU AUDITED?

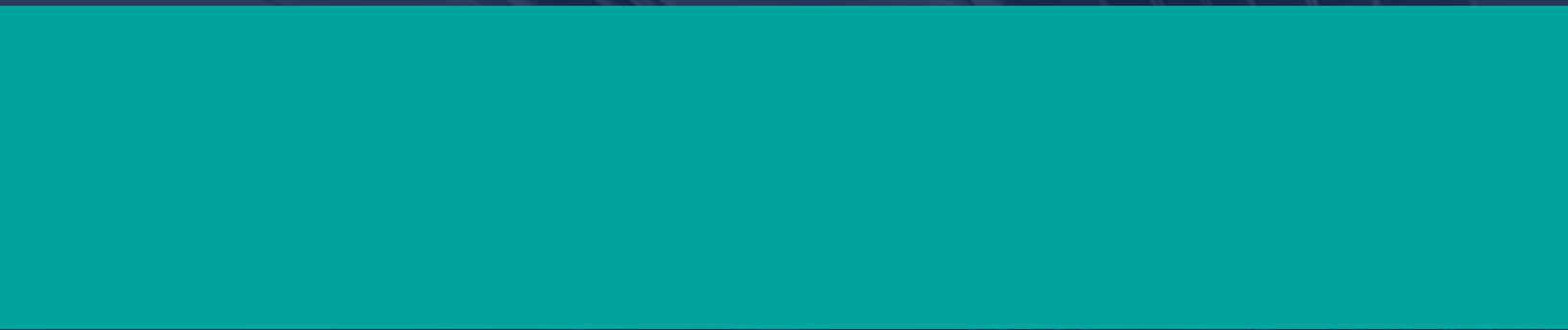
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February 2025



GREAT FALLS PUBLIC LIBRARY RECENT POLICY UPDATES

JANUARY 2025 UPDATES

Library Policy Manual:

Throughout the past year, the Library Board has previously approved all of the Library policies. The staff requests that the Board approve the manual with three changes.

- **Patron Behavior Consequences/Patron Appeal Form:** We have modified the Patron Behavior Consequences/Patron Appeal Form so that if a patron is appealing actions by the Library Director, the appeal will be handled initially by the Library Board Chair.
- **Mission/Vision:** We have updated the “Vision” section to reflect the new tagline and logo of the Great Falls Public Library.
- **Organizational Chart:** We have modified the organizational chart to reflect the changes required by the new City/Library agreement. The new organizational chart does the following.
 - Removes the City Manager’s oversight of the Library Director
 - Eliminates the Technology Systems Assistant position
 - Eliminates one of the part-time clerk positions

DECEMBER 2024: No Library Board meeting

NOVEMBER 2024: No policy updates on the agenda

OCTOBER 2024 APPROVED POLICY CHANGES

Collection Development

- **WORDING:** Often “collection development” and “collection management” are used interchangeably. We have updated the policy to use “development” consistently rather than using both terms. We also fixed minor grammatical errors throughout the document.
- **COLLECTION AUTHORITY AND RESPONSIBILITY:** We have added information regarding the selection of electronic resources such as Mango Languages and LinkedIn Learning.
- **INTERLIBRARY LOAN & PARTNER SHARING:** We updated the language to reflect that GFPL is now a member of the Montana Partners Sharing Group.
- **SCOPE OF COLLECTION:** We updated information about the size of the physical collection and changed the wording to reflect that actual access has increased due to more digital resources and partner sharing.
- **NEW MATERIALS:** We updated information to reflect current practice for young adult and juvenile materials.

February 2025

- **Grab and Go:** We updated the information to reflect that when we joined the Partners, we could no longer have “sheltered” collections and no longer have a “Grab and Go” collection.
- **Music:** Updated to reflect that the collection no longer contains music CD’s as they were not circulating and were difficult to purchase. We are considering purchasing accessing to a platform that provides access streaming and downloadable music.
- **Periodicals:** Updated to reflect the shift to more digital news media.
- **Children’s graphic novels:** Updated to reflect the actual ages of juveniles accessing graphic novels.
- **ELECTRONIC RESOURCES:** We have added information regarding the selection process for electronic resources and information describing the current resources provided to Library patrons.
- **COLLABORATIVE COLLECTIONS/RESOURCES:** We have added information about resources that we provide to the community through collaboration with other organizations.
- **MONTANA ROOM COLLECTION:** We have expanded information about the selection of Montana Room materials and our collaboration with the Genealogy Society and History Museum to coordinate collection of relevant Montana history. This section now also includes information about future plans to include juvenile and fiction materials.
- **OTHER SPECIAL COLLECTIONS:** We alphabetized the collections to have them in a more logical order. We removed items which are discussed in other sections of the policy (Montana Room, MontanaLibrary2Go, Hotspots, Chilton Automotive Repair, Genealogy)
- **The general criteria considered for selection of materials:** Updated to reflect consideration of access to the materials through the Partners and Interlibrary Loan.
- **PURCHASING EXCLUSIONS:** Updated to reflect that Great Falls Public Library doesn’t collect text books and curricula.
- **HOLDS RATIOS AND MULTIPLE COPIES:** Updated to reflect current practice now that we are a member of the Partners.
- **DISCARD POLICY:** Updated to include current practice regarding preserving and discarding newspapers and magazines in collaboration with the Genealogy Society and the History Museum.
- **APPENDIX A:** Updated to reflect current information.
- **APPENDIX B:** Library Bill of Rights updated to reflect Board approval of updated Bill of Rights in the General Section of the Policy Manual.

SEPTEMBER 2024 APPROVED POLICY CHANGES

Section Six – Forms

The Board was scheduled to review the Library forms in September. Any forms that needed updating, were presented during the review of the associated section of the Policy Manual. While all of the forms have been updated with the new logo and formatted for consistency, the staff is not suggesting any changes at this time.

February 2025

Staff suggest that City of Great Falls Forms be removed from the form section of the Library Policy Manual. From time to time, the City of Great Falls updates forms. The Library Board of Trustees does not have the authority to modify or approve City of Great Falls Forms.

NOVEMBER 2023, MARCH 2024 and OCTOBER 2024 APPROVED POLICY CHANGES

Section Seven – Board of Trustees

1. By-laws
 - Update timing of officer election as the “first meeting after the start of the fiscal year.”
 - Update Library staff to Library director for Board member notice of attendance.
2. Naming Policy: Updated date information and removed incorrect information about Library Park. The Library is under the jurisdiction of the Great Falls Public Library.
3. Rules of Conduct and Procedure of Board of Trustee Meetings
 - Update the meeting schedule to clarify that the Library holds 11 meetings per year, with the month of no meeting to be determined by the Board.
 - Remove reference to meetings being held in the Montana Room.
 - Update form of agenda
 - Designate that every effort will be made to video record Library Board meetings and make the recordings available online, but that the written meeting minutes will remain the official record of the meetings.
 - Designate the public comment time limit to three (3) minutes

OCTOBER 2024 APPROVED POLICY CHANGES

Section Two - Personnel & Employment Practices

Overall change: Made the capitalization of Library consistent. When Library is short for the designation of Great Falls Public Library, Library is capitalized. When library refers generically to library as a concept, it is NOT capitalized.

Conduct:

4. Reporting Illness or Tardiness: No changes suggested
5. Staff Information: Updated information to reflect current practice regarding staff communication about Library business
6. Volunteers: Updated title of staff in charge of volunteers. Updated terminology (feedback versus evaluation) to better reflect current practice. Updated book sale purchasing limitations to reflect current practice.

Guidelines:

1. **Computer & Software Use:** Removed reference to CD-ROMs as the Library computers generally do not have the capability of reading CD-ROMs
2. **Credit Cards:** Updates credit card procedures to reflect best practice requested by the City of Great Falls Fiscal Department. Clarifies that receipts must be returned with the credit card.
3. **Email:** No changes suggested
4. **Food & Drink:** No changes suggested
5. **Library Supplies:** Removes information about staff purchase of book covers as the Library no longer uses individual book covers in the Technical Services Department.

February 2025

6. **Library Vehicle:** No changes suggested
7. **Mail:** No changes suggested
8. **Parking:** Clarified parking permit process. Updated information about assigning staff parking spots.
9. **Recycling:** Added batteries to the list of recycled items. Clarified that Library staff only recycle for the Library.
10. **Staff Personal Use of Library Materials:** Updated policy to remove reference to the collection agency as the Library no longer uses services from a Collection Agency.
11. **Staff Personal Use of Library Services:** Removes distinction between local and long-distance faxing. (Long distance calling is now part of the regular phone cost. The Library is not charged extra for long-distance.) Removes information about staff purchase of book covers as the Library no longer uses individual book covers in the Technical Services Department.
12. **Staff Personal Use of Telephones and Electronic Devices:** Removes restriction on long-distance calls. (Long distance calling is now part of the regular phone cost. The Library is not charged extra for long-distance.)
13. **Staff Room:** Clarifies appropriate times for staff to use the break room. Adds information about the smaller third floor break area created during COVID. Grammatical correction of capitalizing Administrative Assistant.
14. **Travel:** Clarifies cost information about attending Association conferences. Adds the option of short-term rental if that is more economical than renting individual rooms.

JUNE 2024 APPROVED POLICY

Section Nine - City of Great Falls Personnel Policy Manual

The Library Board is required to review every library policy at least every four years in order to receive State Aid. The Board has elected to review different policy sections throughout this calendar year. The Board is scheduled to review the *City of Great Falls Personnel Policy Manual* at the June meeting.

According to the current agreement between the Great Falls Public Library and the City of Great Falls.

2. *The Library Board shall have the exclusive power and authority to determine policy for the operations of the library; prepare budgets; authorize expenditures; determine the selection of materials; and negotiate contracts and agreements as set forth in 22-1-309, MCA*
3. *The City shall have authority and responsibility for all personnel matters, including hiring, firing and disciplinary proceedings, for all library employees, including the Library Director, except that appointment of the Library Director must be made in consultation with and be confirmed by the Library Board.*

In order to follow the agreement that the City have “authority and responsibility for all personnel matters”, all Library staff are required to abide by the *City of Great Falls Personnel Policy Manual*.

February 2025

Any changes to the *City of Great Falls Personnel Policy Manual* would apply to ALL City staff not just Library staff. The Library Board of Trustees does not have the authority to make changes to the *City of Great Falls Personnel Policy Manual*. The Board is able to provide feedback to the City of Great Falls including the City Manager and the HR Department about any requested changes.

MAY 2024 APPROVED POLICY CHANGES

Section Five – Emergency Procedures

The Library Policy Committee reviewed the policies and are suggesting updates to some of the policies.

- **Emergency Evacuation Plan:** All fire alarm and fire extinguisher locations updated. (Thank you to the Safety Specialists for their full review of all fire alarm and fire extinguisher locations.)
- **Evacuation Procedure:** Minor grammatical changes Utility Shut Off Control Locations and Procedures added.
- **Pandemic Policy:** No changes suggested.

APRIL 2024 APPROVED POLICY CHANGES

Section Four – Access and Use of Facilities Services and Materials

- **Americans With Disabilities Act:** No changes suggested.
- **Animals:** No changes suggested.
- **Community Exhibits and Displays:**
 - Changing the wording around the right to approve /disapprove exhibits to reflect that the Library reserves the right to approve exhibits. (Current wording designates the Director OR the Board.)
 - Update to allow Art Exhibit items to be labeled with prices if they are for sale.
- **Computer and Internet Use:**
 - Update language regarding parental responsibility.
 - Update information about computer resources available in Kids Place.
- **Copyright:** Simplify Copyright notice language. (Based on a review of the policies of other libraries.)
- **Device Checkout Policy:** Update language to allow for the checkout of different types of devices. The Library is currently not checking out laptops, but we hope to be able to do so in the next 12 months.
- **Disclosure of Confidential Records:** No changes suggested.
- **Display and Distribution of Free Materials:** Update language to emphasize that we post information about events/activities sponsored by our community partners (such as members of the Museum Consortium and the Raising Readings Committee).
- **Fax Machine:** Update the timing to discard unclaimed materials.
- **Fees and Recover of lost damaged and non-returned materials:**
 - Clarify that the hotspot program has a separate fee structure from regular items.

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- Clarify that we waive processing fees for uncatalogued paperbacks and board books.
- Clarify that some items returned with minor damage may cause a nominal fee (rather than a full replacement fee).
- Update the policy to reflect that the Library no longer contracts with a collection agency.
- **Hotspot Lending Policy:**
 - Provide notice that the hotspot program may not continue if Montana State Library funding is not provided in the future.
 - Clarify the fee structure for returning a hotspot late.
 - Clarify that a patron will not be able to borrow/hold a hotspot as a consequence of returning a hotspot late.
 - Include the removal of the SIM card as a prohibited activity.
- **Partners Sharing and InterLibrary Loan:**
 - Add information about the Partner Sharing
 - Update the Interlibrary Loan policies to reflect that GFPL is now a member of the Partners
- **Library Cards:**
 - Update formatting to make Limited Use Card information more clear.
 - Add requirement that applicants must pay bills to other Partner Libraries before getting a Great Falls Public Library Card.
 - Update information about Homebound service availability through Bookmobile staff
- **Meeting Space:**
 - Clarify that the patron behavior policy applies to people using the meeting rooms. Including prohibiting specific actions.
 - Require that users of the meeting rooms leave it as they found it.
- **Periodicals and Newspapers:** No changes suggested.
- **Petitions and Solicitations in the Library:** No changes suggested.
- **Photography and Videotaping:** No changes suggested.
- **Statement on Privacy of Library Records:** No changes suggested.
- **Community Corner: *NEW SECTION***
 - The Library has added the Community Corner as a permanent exhibit space. The purpose of the community corner is to connect our patrons and community members to essential support and resources that are available locally.
 - Staff suggest that a Community Corner policy be added to the Library manual.
- **FORM Art Exhibit Application:**
 - Recommend discontinuing this form as it is rarely used. Interested artists generally speak with the Community Engagement Coordinator and then fill out the Art Exhibit Contract.
- **FORM Art Exhibit Contract:**
 - Update staff title from Public Relations Coordinator to Community Engagement coordinator.

February 2025

- Simplify sentence about insuring items.
- Update to allow Art Exhibit items to be labeled with prices if they are for sale.
- **FORM Community Exhibit Contract:**
 - Instead of a section for the “topic of the exhibit”, the form now asks for a short description of the exhibit.
 - Added spaces for staff approval.
 - Updates Policy to reflect changes suggested above
- **FORM Device Borrowers Agreement:** No changes suggested.
- **FORM Hotspot Permission Form:** No changes suggested.
- **FORM Hotspot User Agreement:** No changes suggested.
- **FORM Permission to Photograph:** No changes suggested.

MARCH 2024 and OCTOBER 2023 APPROVED POLICY CHANGES

Section Three – Patron Conduct and Guidelines

- **Patron Behavior Policy:**
 - Update policy to include restrictions on “unattended belongings” anywhere on Library property.
 - Close Library property from 10:00 pm to 6:00 am. (Also posted No Trespassing signs with those designated hours.
 - Updated policy to include restrictions on camping including a definition of camping.
 - Clarify that only one adult should sit in the single chairs at a time.
 - Clarify the amount of stuff that a patron can bring into the Library by using a measured space rather than the more subjective “fit under a library chair.” Custodial staff have created boxes of those dimensions for staff to use.
 - Simplify the language referring to child pornography.
 - Fix a few grammatical errors
- **Patron Behavior Consequences:**
 - Provide patrons with a copy of the Incident Report instead of a Patron Behavior Slip if they request a written notice of why they are being removed from the Library or denied access to library computers.
NOTE: Patrons rarely ask for a written notification of staff action. In practice the Patron Behavior Slip is almost never used. When asking for someone to leave the Library, staff rarely have the time to fill out the slip before the patron leaves. Since staff fill out an incident report anytime that someone is asked to leave the Library, it will be a more streamlined and effective procedure to provide a patron with a copy of the incident report if they wish to have written notification.
- **Unattended Dependent Persons:** No changes suggested.
- **Lost and Found Personal Property:**
 - Clarify the difference between unattended items and lost and found items.
- **Public Paging:** No changes suggested.
- **Use of the Library Telephone:** No changes suggested.
- **Patron Appeal Form:** No changes suggested

February 2025

- **Patron Behavior Slip:** Discontinue use of form.
- **Incident Report Form:** No changes suggested

FEBRUARY 2024: No policy updates on the agenda

JANUARY 2024: APPROVED POLICY CHANGES

Section One – General Information

The Library Policy Committee reviewed the policies and are suggesting updates.

- **Purpose:** No changes suggested.
- **Maintenance:** Eliminate the updating of physical copies of the manual. Distribute updated policies to staff via the staff shared drive.
- **Mission//Vision Statement:** No changes suggested.
- **GFPL Organizational Chart FY2025:** Update organizational chart to reflect Mill Levy Implementation hiring plan.
- **Chain of Command:** Update document to clarify the difference between “emergency” chain of command and day-to-day decision making. Update staff listing to reflect updated staffing configuration.
- **The Library Bill of rights:** Adopt the most recent update of the ALA Bill of Rights (2019).
- **American Library Association Code of Ethics:** Adopt the most recent update of the ALA Code of Ethics
- **Public Participation Policy:** Add information clarifying what patron requests require written submission and provide guidance on the proper forms and procedure. Add information about the City of Great Falls social media guidelines
- **Gifts and Donations:** Update the references to the “Foundation” to “Great Falls Public Library Foundation.”



STRATEGIC PLAN 2023-2026



Our Vision:

Explore, Discover, Connect. See you @ the Library!

Our Mission:

The Great Falls Public Library serves as a connection point; we empower the community and enhance the quality of life by providing individuals access to information and social, cultural, and recreational resources.

Our Guiding Principles



RESPECT: The library is built on a foundation of mutual respect between patrons and staff. Our staff prides themselves on clear, honest, and knowledgeable communication at all levels. Courtesy and open communications are highly valued and contribute to the positive experience of visiting the library.



OPEN ACCESS: The library is committed to providing all patrons with free and open access to ideas, information, materials, and programs. We develop services, programs and balanced collections that attempt to fully represent the needs and interests of our diverse community. We connect patrons to what they want in a friendly, nonjudgmental manner.

Our Guiding Principles



CUSTOMER FOCUS: You are welcome here! The library values community members and is responsive to their needs. The ideas and opinions of patrons are vital in determining how library projects and services move forward. Impact on patrons is a primary concern in making any and all decisions.



GROWTH AND INNOVATION: Promoting ongoing learning and continuous innovation are of great importance to the library. We work hard to respond to present situations and anticipate the future needs of our patrons. We are committed to remaining an important and relevant institution by evolving and expanding to better serve our community.

Our Guiding Principles



EXCELLENT STEWARDSHIP: The library acts as a trusted steward of community resources. We are responsible for appropriate use of public funds and make every effort to fully utilize the strengths of our talented staff. We make the best use of our resources to deliver the highest level of library service to our community.

GOAL #1: CREATE A SAFE, ACCESSIBLE LIBRARY THAT WILL SERVE THE COMMUNITY FOR THE NEXT 50 YEARS

What we need to do:

1. Develop **community awareness and support** of the [Library Master Plan](#) and the Library Remodel project.
2. In partnership with the Library Foundation, develop a **multi-pronged capital campaign** to engage the community and other stakeholders to **raise \$15,000,000 to remodel the Library**.
3. Engage a professional team to **create the detailed designs** for the Library remodel as proposed in the Library Master Plan
4. Following all appropriate City and State rules, contract with appropriate professionals to remodel the Library as proposed in the Library Master Plan.
5. **Remodel the Library** as proposed in the Library Master Plan.
 - Update critical building systems including electrical and mechanical systems
 - Increase accessibility through improved stair/elevator access and updating restrooms
 - Redesign Library spaces to align with community needs
 - Increase energy efficiency
 - Address security concerns and create a welcoming environment

GOAL #2: DEVELOP ADEQUATE, SUSTAINABLE FUNDING FOR A THRIVING LIBRARY

What we need to do:

1. Develop **community awareness and support** of the Library Master Plan and the need for adequate **funding for Library services**.
2. Work with stakeholders such as the Belt Public Library, Wedsworth Memorial Library, Cascade County, and the City of Great Falls to **develop a Mill Levy proposal** to meet the Great Falls Public Library funding needs as delineated in the Library Master Plan.
3. Work with the Library Foundation and other community **Stakeholders to put a Library Mill Levy before the voters**.
4. Work with the Library Foundation and other community Stakeholders to **pass the Library Mill Levy**.

GOAL #3: DEVELOP LIBRARY SERVICES AND STAFFING TO MEET THE NEEDS OF THE COMMUNITY

What we need to do:

NOTE: This goal requires improved funding from goal #2

1. Develop **community awareness and support** of the Library Master Plan and **expanded Library services**.
2. Hire and train additional staff to enable the Library to be **open 7 days a week**.
3. Hire and train additional staff to enable the **Library Bookmobile** to provide community outreach **6 days a week** including relaunching the Library's **Homebound Program**
4. Develop and implement a plan to provide **free parking for Library patrons**.
5. Develop and implement a **plan to improve Library safety**
 - Contract with a local mental health agency to have a social worker or licensed counselor at the Library at least 20 hours a week
 - Hire and train at least two full-time Safety Specialists to patrol the Library and Library grounds during open hours. The primary duties of the Safety Specialists will be to engage with patrons and enforce the patron behavior policy—with a focus on de-escalation and community connection.

GOAL #3: DEVELOP LIBRARY SERVICES AND STAFFING TO MEET THE NEEDS OF THE COMMUNITY

What we need to do:

NOTE: This goal requires improved funding from goal #2

6. Collaborate with all of the school districts (including the private schools) in Cascade County **expand student access to Library resources**
7. **Expand the electronic resources** available for Library Card holders (language resources, expanded **eBook & eAudiobook collection, research resources, video streaming resources...**)
8. **Expand services for children and parents** including reading readiness and early literacy.
9. **Expand the Library services for teens** to include college preparation services, ACT/SAT readiness services and expanded Library programming and resources.

GOAL #3: DEVELOP LIBRARY SERVICES AND STAFFING TO MEET THE NEEDS OF THE COMMUNITY

What we need to do:

NOTE: This goal requires improved funding from goal #2

10. Expand the **Library's engagement** with the community including
- Providing expanded **educational/recreational programming**
 - Connecting patrons to **computer and technology classes**
 - Expanding services and resources for **businesses, entrepreneurs and job seekers**
 - Supporting DIY services such as **audio/video recording, 3D printing** and **makerspace programming**
 - **Partnering with community organizations** to provide relevant programming and services



LIBRARY BOARD OF TRUSTEES

Whitney Olson, Chair
Anne Bulger, Vice-Chair
Sam Deforest
Jessica Crist
Brad Eatherly

EX-OFFICIO MEMBERS

Don Ryan, Cascade County Commission
Susan Wolff, Great Falls City Commission

LIBRARY DIRECTOR

Susie McIntyre

GREAT FALLS PUBLIC LIBRARY

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Great Falls Montana 59401

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Library Levy SMART Objectives Report

(specific, measurable, achievable, relevant, and time-bound)
September 2024

Patrons Cards: Measurable Objectives

Original Objective: By March 2025, increase the average monthly new Library card sign-ups by 5%

- Average monthly new Library card sign-ups September 2023 – February 2024 = 179
- Average monthly new Library card sign-ups March 2024-August 2024 = 255
We have already greatly exceeded our objective. In six months, we have increased the average monthly new Library card sign-ups by 42%.
- Goal for average monthly Library card signups March 2024- February 2025 = 188

Updated Objective: By March 2025, increase the average monthly new Library card sign-ups by 45%

- Goal for monthly Library card signups March 2024- February 2025 = 260

Original Objective: By December 2024, increase the number of Library Card Holders by 5%.

Original Objective: By December 2025, increase the number of Library Card Holders by 15%.

- Current number of Library Card Holders = 20,746
- September 2024 number of Library Card Holders = 18,538
We are greatly behind in meeting this objective. Generally, the Montana Shared Catalog purges conducts a yearly purge of inactive Library Card users. We did not realize that our recent purges had not happened correctly. In August, the Montana Shared Catalog removed all of the Great Falls Public Library patrons who were expired for 3 years or more.
- Goal for December 2024 number of Library Card Holders = 21,783
- Goal for December 2025 number of Library Card Holders = 23,858

Updated Objective: By Dec. 2024, increase the number of Library Card Holders by 6%. (from the Sept. 2024 #)

Updated Objective: By Dec.2025, increase the number of Library Card Holders by 15%. (from the Sept. 2024 #)

- Goal for December 2024 number of Library Card Holders = 19,578
- Goal for December 2025 number of Library Card Holders = 21,319

How we will reach the objectives:

- Expand Library Card signup by having at least one signup outreach event per quarter (*Successfully being done*)
- Improve promotion of the Library to the community by expanding our social media and online communication
- Improve promotion of the Library to the community by expanding community engagement with partner agencies and direct outreach (*Successfully being done*)
- Expand Library hours to be open to the public 7 days a week (*Successfully being done*)
- Expand Bookmobile service from 3 to 6 days a week (*Successfully being done*)
- Increase card holder engagement so fewer cards are deleted due to non-use (*Successfully being done*)
- Increase community's perception of safety at the Library by hiring safety specialists and improving the welcoming atmosphere of the Library (*Successfully being done*)
- Provide increased programming for adults, families and youth. (see programming objectives below) (*Successfully being done*)
- Increase youth services programming (see youth services objectives below) (*Successfully being done*)

Library & Bookmobile visitors: Measurable Objectives

Original Objective: By March 2025, increase the average number of monthly Library visitors by 15%.

- Average monthly main Library visitors September 2023 – February 2024 = 8,501
- Average monthly main Library visitors March 2024 - Aug 2024 = 9602
We have already almost reached our objective. In six months, we have increased the average number of monthly visitors by 13%
- Goal for average monthly main Library visitors June 2024- February 2025 = 9,776

Updated Objective: By March 2025, increase the average number of monthly Library visitors by 20%.

- Goal for average monthly main Library visitors June 2024- February 2025 = 10,201

Original Objective: By March 2025, increase the number of monthly Bookmobile visitors by 40%.

- Average monthly Bookmobile visitors September 2023 – February 2024 = 751
- Average monthly Bookmobile visitors March 2024 - Aug 2024 =572
The 6-month statistics make it appear that we are off target for our Bookmobile visitors goal. However, we generally see a substantial drop in Bookmobile visits in the summer because schools are not in session.
- Goal for average monthly Bookmobile visitors June 2024- February 2025 = 1,052

Keep Objective the same: By March 2025, increase the number of monthly Bookmobile visitors by 40%.

- Goal for average monthly Bookmobile visitors June 2024- February 2025 = 1,052

How we will reach the objectives:

- Expand Library hours to be open to the public 7 days a week (*Successfully being done*)
- Improve promotion of the Library to the community by expanding our social media and online communication (*Successfully being done*)
- Improve promotion of the Library to the community by expanding community engagement with partner agencies and direct outreach (*Successfully being done*)
- Provide increased programming for adults, families and youth. (see programming objectives below) (*Successfully being done*)
- Increase community's perception of safety at the Library by hiring safety specialists and improving the welcoming atmosphere of the Library (*Successfully being done*)
- Promote improved technology support and resources (see technology objectives below) (*Successfully being done*)
- Expand Bookmobile service from 3 to 6 days a week (*Successfully being done*)
- Utilize the Bookmobile in at least one outreach event per quarter (*Successfully being done*)

Circulation: Measurable Objectives**Original Objective: By March 2025, increase electronic circulation by 15%.**

- Total electronic circulation March 2023 – February 2024 = 78,223
- Total electronic circulation March 2024 - Aug 2024 = 46263
If 6-month trend continues for a year 12-month total will be 92,526
This is an increase of 18%
- Goal for total electronic circulation March 2024 – February 2025 = 89,956

Updated Objective: By March 2025, increase electronic circulation by 20%.

- Goal for total electronic circulation March 2024 – February 2025 = 93,868

Original Objective: By March 2025, increase overall circulation by 15%.

- Total circulation March 2023 – February 2024 = 264,798
- Total circulation March 2024 - Aug 2024 = 15497.
If 6-month trend continues for a year 12-month total will be 309,954 which is an increase of 17%
- Goal for total circulation March 2023 – February 2024 = 304,518

Updated Objective: By March 2025, increase overall circulation by 17%.

- Goal for total circulation March 2023 – February 2024 = 309,814

Original Objective: By March 2025, expand use of Library's electronic databases (Chilton, Mango Languages, LinkedIn Learning) by 25%.

- Mango average monthly sessions September 2023 – February 2024 = 626
- Mango average monthly sessions March 2024 - Aug 2024 =1255
This is an increase of 100%
- Goal for average monthly Mango Sessions March 2024- February 2025 = 783
- Chilton average monthly searches September 2023 – February 2024 = 36
- Chilton average monthly searches March 2024 - Aug 2024 =45
This is an increase of 26%
- Goal for average monthly Chilton Searches March 2024- February 2025 = 44
- LinkedIn Learning monthly average activated seats November 2023 – February 2024 = 37
- LinkedIn Learning monthly average activated seats March 2024 - Aug 2024 =64
This is an increase of 74%
- Goal for LinkedIn Learning monthly average activated seats March 2024- February 2025 = 46
- LinkedIn Learning average course views November 2023 – February 2024 = 30
- LinkedIn Learning average course views March 2024 - Aug 2024 =70
This is an increase of 133%
- Goal for LinkedIn Learning average monthly course views March 2024- February 2025 = 37

Updated Objectives: By March 2025, expand use of Library's electronic databases.**Increase Mango Use by 250%**

- Goal for average monthly Mango Sessions March 2024- February 2025 = 1566

Increase Chilton use by 40%

- Goal for average monthly Chilton Searches March 2024- February 2025 = 50

Increase LinkedIn Learning use by 300%

- Goal for LinkedIn Learning monthly average activated seats March 2024- February 2025 = 111
- Goal for LinkedIn Learning average monthly course views March 2024- February 2025 = 90

How we will reach the objectives:

- Invest funds in the Advantage Program to increase availability of items to our patrons (*Successfully being done*)
- Expand promotion of Libby/MontanaLibrary2Go & Library's electronic databases through social media and website engagement (*Successfully being done*)
- Expand Library Card signup by having at least one signup outreach event per quarter (*Successfully being done*)
- Expand access to checkout by having the Bookmobile provide service 6 days a week (*Successfully being done*)
- Expand access to patrons by increasing open hours to 7 days a week (*Successfully being done*)
- Improve promotion of the Library to the community by expanding our social media and online communication (*Successfully being done*)
- Improve promotion of the Library to the community by expanding community engagement with partner agencies and direct outreach (*Successfully being done*)
- Implement automatic renewal options as soon as they are available through the Montana Shared Catalog (*Successfully being done*)
- Improve efficiency and effectiveness of Collection Development (see Collection Development Goals) (*Successfully being done*)

Patron Interactions: Measurable Objectives

Original Objective: By March 2025, increase the average monthly direct assistance interactions provided to patrons by 10%.

- Average monthly direct assistance interactions provided to patrons September 2023 – February 2024 = 7,674
- Average monthly direct assistance interactions provided to patrons March 2024 - Aug 2024 = 8,491
This is an 11% increase.
- Goal for average monthly direct assistance interactions provided to patrons March 2024- February 2025 = 8,441

Updated Objectives: By March 2025, increase the average monthly direct assistance interactions provided to patrons by 15%.

- Goal for average monthly direct assistance interactions provided to patrons March 2024- February 2025 = 8,825

How we will reach the objectives:

- Increase staff training on customer service---including reference interviews and technology support (*Successfully being done*)
- Expand Library hours to be open to the public 7 days a week (*Successfully being done*)
- Expand Bookmobile service from 3 to 6 days a week (*Successfully being done*)
- implement a KP Desk schedule that ensures coverage whenever the Library is open (*90% successfully being done*)
- By September 2024, implement a “Book-A-Librarian” program (*Not yet started*)
- Improve statistical recording keeping of staff interactions (*Successfully being done*)
- Improve promotion of the Library to the community by expanding our social media and online communication (*Successfully being done*)
- Improve promotion of the Library to the community by expanding community engagement with partner agencies and direct outreach (*Successfully being done*)

Adult Programming & Community Engagement: Measurable Objectives**Original Objective:** By March 2025, increase average monthly attendance at general adult programming by 40%.

- Average monthly attendance at general adult programming September 2023 – February 2024 = 176
- Average monthly attendance at general adult programming March 2024 - Aug 2024 = 842
This a 378% increase. This was impacted by several very large summer events including Juneteenth, Supaman, 4th of July Parade and Shakespeare in the Park. We do not believe that we will have any events approaching that size between now and February. If we average 250 per month from September through February we will have a one year average of 546 people per month.
- Goal for average monthly attendance at general adult programming March 2024- February 2025 = 246

Updated Objective: By March 2025, increase average monthly attendance at general adult programming by 310%.

- Goal for average monthly attendance at general adult programming March 2024- February 2025 = 546

Original Objective: Increase adult program events to 5 programs a month by June 2024

- Goal Accomplished: February = 5, March = 4, April = 5, May = 5, June = 7, July = 5, August = 9
Staff at capacity: Plan to continue this level of programming.
NOTE: We are defining events as separate programs (author talks, winter speaker series, community celebrations...) as opposed to our smaller regular monthly programs such as book clubs and memory café.

Keep Objective the same: Maintain an average of 5 programs a month through February 2025**Original Objective:** During the Summer 2025 session, expand “Summer Music” program to average over 120 weekly attendees

- Average attendance at Summer Music for 2023 was approximately 80 people per event.
- 2024 Summer Music Average Attendance = 166
This is over a 100% increase. NOTE: a majority of this increase was due to the large attendance at Supaman. Taking that event out of the total, the average attendance was 123 which is right at our goal. Two of the summer music events had to be moved inside due to weather which impacted attendance.
- Goal for Summer Music 2025 = 120
Plan to assess success and staff capacity at the end of the Summer 2024 session and may modify objective.

Updated Objective: During the Summer 2025 session, expand “Summer Music” program to average over 175 weekly attendees

- Goal for Summer Music 2025 = 175

How we will reach the objectives:

- Create more advertisements for events that are eye catching and thought provoking (*Successfully being done*)
- Take public recommendations for speakers at every speaker event (*Successfully being done*)
- Print table toppers for “events this week” by February 2024 (*Successfully being done*)
- Improve promotion of the Library programs to the community by expanding our social media and online communication (*Successfully being done*)
- Improve promotion of the Library to the community by expanding community engagement with partner agencies and direct outreach (*Successfully being done*)
- Host bi-monthly technology cafes, and/or public training events as it relates to library resources and patron needs (*Successfully being done*)
- Hold engaging community programs such as author talks, armchair traveler, music, etc. (*Successfully being done*)
- Start providing 6-week Language Classes with community members who speak fluently ASL, German, Spanish, etc. (combine with promotion of Mango Languages) (*Not yet implemented*)
- Plan and provide basic and intermediate Computer Classes (combine with promotion of LinkedIn Languages) (*Not yet implemented*)
- Plan and provide a “Technology Fair” with the IT Department (*Not yet implemented*)

- Plan and provide “We Learn” programs to teach various different classes, i.e. knitting, scrapbooking, painting, photography with an iPhone, etc. (combine with promotion of LinkedIn Languages) (*Just being started*)
- Expand community engagement by participating as a partner in community events at least twice a quarter (Examples: Town Parades, No More Violence Week, Community tabling events, Raising Readers events, Teen council) (*Successfully being done*)

Online Engagement: Measurable Objectives**Original Objective: By December 2024, increase number of social media followers by 10%.**

- # of social media followers March 2024 = 5,048
- # of social media followers August 2024 = 7,078
This is a 40% increase
- Goal for # of social media followers December 2024= 5,553

Updated Objective: By December 2024, increase number of social media followers by 60%.

- Goal for # of social media followers December 2024=8077

Original Objective: By December 2024, increase monthly engagement on social media by 10%.

- Instagram and Facebook monthly engagement from Aug 18 to Nov 15 = 4,700
- Instagram and Facebook monthly engagement March 2024 - Aug 2024 =4,938
This is a 5 % increase. We are on-track to meet our objective.
- Goal for average monthly Instagram and Facebook engagement January 2024- December 2024 = 5,170
- Instagram and Facebook monthly reach from Aug. 18 to Nov. 15 = 65,133 per month
- Instagram and Facebook monthly reach from March 2024 - Aug 2024 =89,196
This is a 34% increase.
- Goal for average monthly Instagram and Facebook reach for January 2024- December 2024 = 71,646

Keep Engagement Objective the same: By December 2024, increase monthly engagement on social media by 10%.

- Goal for average monthly Instagram and Facebook engagement January 2024- December 2024 = 5,170

Updated Reach Objective: By December 2024, increase monthly reach on on social media by 45%.

- Goal for average monthly Instagram and Facebook reach for January 2024- December 2024 = 94,443

WE REDID OUR WEBPAGE THIS SPRING AND OUR STATISTICS HAVEN'T BALANCED OUT. WE WILL BE TRACKING THIS FOR A FEW MORE MONTHS BEFORE WE CAN DECIDE WHAT IS APPROPRIATE FOR NEW OBJECTIVES.**Original Objective: By December 2024, increase monthly web sessions and web page views by 10%**

- Average monthly web sessions July 2023 to February 2024 = 8,476
- Average monthly web sessions March 2024 - Aug 2024 =
- Goal for average monthly web sessions March 2024 – December 2024 = 9,323
- Average monthly web page views July 2023 to February 2024 = 13,782
- Average monthly web page views March 2024 - Aug 2024 =
- Goal for average monthly web views March 2024 – December 2024 = 15,161

How we will reach the objectives:

- Continue to create engaging social media content. *(Successfully being done)*
- Analyze trends in engagement to increase performance. *(Successfully being done)*
- Improve collaboration with partner organization to create more followers *(Successfully being done)*
- Redesign Library website with new Logo *(Completed)*

Youth Services Programming and Community Engagement: Measurable Objectives

Original Objective: By March 2025, average monthly attendance at Youth Services programming (family programs and programs for children 0 – 18-years old) will increase by 15%.

- Average monthly attendance for Youth Services programming September 2023 – February 2024 = 799
- Average monthly attendance for Youth Services programming March 2024 - Aug 2024 =786
This is a 2% decrease. We are behind in efforts to reach our goal. We hired and trained new staff in April. Re-arranging spaces and training staff took time and impacted our ability to expand programming. In the last two months we have expanded programming and we think that it is possible that we will still reach our goal for February 2025.
- Goal for average monthly attendance for Kids Place programming March 2024- February 2025 = 919

Keep Objective the same: By March 2025, average monthly attendance at Youth Services programming (family programs and programs for children 0 – 18-years old) will increase by 15%.

- Goal for average monthly attendance for Kids Place programming March 2024- February 2025 = 919

Original Objective: By March 2025, the average number of Youth Services programs will increase by 10%.

- Average number of Kids Place programs September 2023 – February 2024 = 19
- Average number of Kids Place programs March 2024 - Aug 2024 =19.67
This is a 4% increase. We were close to meeting our goal.
- Goal for average number of Kids Place programs March 2024- February 2025 = 20

Keep Objective the same: By March 2025, the average number of Youth Services programs will increase by 10%.

- Goal for average number of Kids Place programs March 2024- February 2025 = 20

Original Objective: During Summer Reading 2024, participation in Reading Rewards program old will increase by 10%.

- Summer Reading 2023 prizes earned = 1522
- Summer Reading 2024 prizes earned = 3120
This is a 105% increase. We greatly exceeded our goal. Our Beanstack App makes it EASY to track reading. Clearly far more people did lots of reading over the summer than came in for prizes.
- Goal for Summer Reading 2024 prizes earned = 1,674
- Summer Reading 2023 prizes distributed= 873
- Summer Reading 2024 prizes distributed = 991
This is a 13% increase. We exceeded our goal.
- Goal for Summer Reading prizes distributed= 960

We will set new objectives for Summer Reading 2025 when we get closer to implementation.

Original Objective: During Summer Reading 2024, participation in Loot Box program will increase by 15%.

- Summer Reading 2023 Loot Boxes distributed = 110
- Summer Reading 2024 Loot Boxes distributed = 109
This is a 0.91% decrease. We did not reach our goal. Loot Boxes are a staff intensive project. Hiring new staff in April and expecting them to be trained and able to expand the Loot Box program in May was not realistic.
- Goal for Summer Reading 2024 prizes distributed = 127

We will set new objectives for Summer Reading 2025 when we get closer to implementation.

How we will reach the objectives:

- By December, 2024, all YS staff will facilitate their own programs (*Successfully being done*)

- By December, 2024, we have at least 1 well-attended weekly, biweekly, or monthly early childhood program away from the Library (Examples: Toddler Time at Paris' Young Parents, Storytime or Toddler Time at Op Inc, Head Start, or Cameron Center) *(Not yet implemented)*

Original Objective: Long-term goal: 80% of students in Great Falls will start kindergarten ready to learn to read.

- From Great Falls Public Schools: This fall, our assessments indicated that 71% were at a 70% or better this fall on the Boehm. This would mean that 71% arrived ready to learn in Kindergarten. Just a note, next fall, we will begin using a different Kinder entry assessment.

This goal will require effort across the community. We are already partnering with the Raising Readers Committee. The Library will assist in this effort by meeting the following objectives.

- By December 2024, the Library will host at least one event that expands marginalized parents' awareness of their role as their children's first teachers. (Examples: Conversations Count and/or Mind in the Making training at Cascade County Detention Center, Paris Gibson's Young Parents, YWCA, Cascade County Juvenile Detention Center, Cameron Center) *(Successfully being done)*
- We are exceeding this goal and have plans to continue efforts.
 - Youth Services staff shared information about Dolly Parton's Imagination Library at the Back2School Blast on August 16, 2024.
 - Youth Services staff also shared information about DPIL with youth incarcerated at the Cascade County Juvenile Detention Center at the Summer Reading Celebration on August 29, 2024.
 - In December, 2024, we expect to host the 3rd annual Raising Readers Holiday Party, an event featuring free pictures with Santa and Mrs. Claus. The primary goal of this event is to share information about DPIL.
 - In March, 2024, we expect to participate in the annual Brain Builder Expo. We will host a birthday party for Dr. Seuss with a variety of community readers and share information about DPIL.

Updated Objective: Throughout 2025, the Library will host at least four events that expand marginalized parents' awareness of their role as their children's first teachers

- **By December, of 2024, increase Dolly Parton's Imagination Library sign-ups by 25%. Currently, we have 1,900 sign-ups. $1.25 \times 1,900 = 2,375$ kids (Kids also age out of the program when the turn 5)**
- As of 9/3/2024, 2,285 Cascade County children were signed up for Dolly Parton's Imagination Library. (409 turned 5 and graduated the program).
We are on track to reach our Goal by December. 2,285 is 4% below our December goal.

- Engage more stakeholders to recruit their clients/students, gain new insights (Examples: Indian Family Health Service, Toby's House, Benefis, Great Falls Clinic, Health Department, Cameron Center etc.)

Keep Objective the same: By December, of 2024, increase Dolly Parton's Imagination Library sign-ups by 25%. Currently, we have 1,900 sign-ups. $1.25 \times 1,900 = 2,375$ kids (Kids also age out of the program when the turn 5)

Technology: Measurable Objectives

Original Objective: By March 2025, increase average monthly unique users of Library Wi-Fi (bookmobile & main library) network and public computers by 10%.

- Average monthly unique users of Library Wi-Fi (bkm & main library) Sept. 2023 – Feb. = 1,150
- Average monthly unique users of Library Wi-Fi (bkm & main library) March 2024 - Aug 2024 = 1297
This is a 13% increase. We have already exceeded our goal.
- Goal for average monthly unique users of Library Wi-Fi (bkm & main library) network March 2024- Feb. 2025 = 1,264

Updated Objective: By March 2025, increase average monthly unique users of Library Wi-Fi (bookmobile & main library) network and public computers by 20%.

- Goal for average monthly unique users of Library Wi-Fi (bkm & main library) network March 2024- Feb. 2025 = 1380

Original Objective: By March 2025, increase average monthly Library Wi-Fi (bkm & main library) network and public computers usage sessions by 18%.

- Average monthly usage sessions of Library Wi-Fi (bkm & main library) network and public computers Sept. 2023 – Feb. 2024 = 7,518
- Average monthly usage sessions of Library Wi-Fi (bkm & main library) network and public computers March 2024 - Aug 2024 = 8309
This is a 11% increase. We are on track to reach our goal.
- Goal for average monthly usage sessions of Library Wi-Fi (bkm & main library) network and public computers March 2024- Feb. 2025 = 8,871

Keep Objective the same: By March 2025, increase average monthly Library Wi-Fi (bkm & main library) network and public computers usage sessions by 18%.

- Goal for average monthly usage sessions of Library Wi-Fi (bkm & main library) network and public computers March 2024- Feb. 2025 = 8,871

How we will reach the objectives:

- Expand Library hours to be open to the public 7 days a week. (*Successfully being done*)
- Expand Bookmobile service from 3 to 6 days a week. (*Successfully being done*)
- Improve Library technology resources by upgrading the public access computers (*Completed*)
- Improve promotion of the Library to the community by expanding our social media and online communication (*Successfully being done*)
- Improve promotion of the Library to the community by expanding community engagement with partner agencies and direct outreach (*Successfully being done*)
- Improve IT communication between staff and IT staff to address day to day IT problems to increase reliability and use of Library technology (*Successfully being done*)
- Create a staff technology survey to distribute to staff to have a better understanding of their technology needs within the building and possible remote working situations that may arise. Respond appropriately to all issues raised. (*Successfully being done*)

Collective Development: Measurable Objectives**Original Objective:** By July 1, 2025, increase efficiency of Technical Services Department

ordering/receiving/cataloging as measured by increasing the number of items added to the collection in FY2025 by 20%.

- FY2023 Technical Services # of items added to the collection = 6,800
- FY2024 Technical Services # items added to the collection= 7,879
We are on track to meeting our objective. FY2024 # of items added to the collection increased 16%. We have a smaller collection budget increase from FY2024 to FY2025. Staffing is also now stable so the increase from FY2024 to FY2025 will not be as significant.
- Goal for FY2025 Technical Services # items added to the collection = 8,160

Keep Objective the same: By July 1, 2025, increase efficiency of Technical Services Department

ordering/receiving/cataloging as measured by increasing the number of items added to the collection in FY2025 by 20%.

- Goal for FY2025 Technical Services # items added to the collection = 8,160

By March 2025, improve patron access to materials. (see circulation objectives above).**How we will reach the objectives:**

- Transition and train new staff (*Successfully being done*)
- Implement 9XX ordering system with main Library vendor (Baker & Taylor): ISSUES WITH VENDORS ARE CAUSING US TO REASSESS THIS PROJECT
- Once 9XX ordering transition complete, implement EDI system for cataloging of new materials (*Successfully being done*)
- Develop regular schedule of reviewing any Catalog records marked for review by the Montana Shared Catalog (*Successfully being done*)
- Work within the Partners to implement collaborative collection development to provide both more access to high demand items and to expand access to a wider range of mid-list items. PROJECT WAS STARTED BUT IS CURRENTLY PAUSED DUE TO MONTANA STATE LIBRARY LOSS OF FUNDING FOR PROJECT
- Develop regular schedule of collection analysis to improve purchasing, weeding and collection development