Shaping Our Library of Tomorrow

City Values

| Provide Exceptional Service | Act with Integrity | Treat Others with Respect |

Library Department Added Values

We value exceptional service that embodies courtesy, patience, and a warm smile; ensuring every customer feels welcomed and supported through personalized attention and active listening.

We go above and beyond in anticipating needs; providing timely and skillful responses; and delivering consistent professional service to meet the diverse needs of our community.

We value acting with integrity by upholding the highest ethical standards and ensuring transparency and accountability in all our interactions, treating every customer with fairness while safeguarding their privacy and intellectual freedom.

Our commitment to honesty and self-awareness drives us to actively engage with our community; providing reliable resources and support; and consistently delivering on our promises to foster trust and dependability.

We value treating others with respect by fostering a welcoming environment where every individual is approached with kindness, compassion, and an open mind, while ensuring all questions and needs are met without judgement.

Our commitment to equitable treatment empowers us to honor the diverse perspectives of our community and colleagues; promoting trust; and upholding confidentiality and dignity for all.

1. Employee Engagement and Development

1.1 Collaborative Opportunities

OBJECTIVE

Encourage collaboration among staff from various divisions and positions, to increase engagement, input, and ownership related to Library goals, services, and internal operations to foster transparency and a sense of belonging within the organization.

INITIATIVES

- Continue to integrate employee input and suggestions at yearly individual goal setting, at department and division meetings, and regular 1:1 meetings with staff.

- Expand and continue committees on key areas such as staff engagement, policy, safety, and service improvements, and encourage working groups to tackle challenges, drive innovation and to encompass diverse perspectives.

- Continue to provide opportunities for interdisciplinary cross-training.

1.2 Communication

OBJECTIVE

Ensure all employees are aware of important developments.

INITIATIVES

- Continue with formal communication updates that includes monthly meetings, email updates, stand up morning meetings, and announcements to keep staff informed about library news and initiatives.

- Follow up at division meetings, one-on-one meetings, and informal walkabouts to gather feedback, answer questions, and make clarifications related to department information.

- Continue to build relationships through informal check-ins and work group collaborations to foster a culture that encourages and values different perspectives in the decision-making process.

1.3 Professional Development Opportunities

OBJECTIVE

Support employees in their professional growth, enhance their capabilities and encourage them to bring new ideas and practices to the department.

INITIATIVES

- Proactively develop employee strengths and skills to enhance their particular interests, skills and professional goals through trainings, workshops, and other opportunities.

- Increase funding, when possible, for workshops, conferences, and courses to expand access.

- Encourage employees to continue forming partnerships with outside stakeholders and community organizations that leverage their interests, creativity, and strengths.

- Encourage internal and external knowledge sharing, including presentations to stakeholder groups and professional conferences to give employees professional experience, the ability to showcase their talents and skills, and to increase the reputation of the Mountain View Public Library in the community.

- Support creativity and innovation in proposing new services and programs as the Library continues to hold high standards which fit within the City Council's goals and strategic priorities.

- Inspire and motivate employees by highlighting real-life examples of career advancement and success stories of employees who have advanced within the library.

1.4 Building Relationships and a Positive Workplace Culture

OBJECTIVE

Build a culture of well-being and connection that is "person-first" and supports self-care, team care, professional fulfillment, respect, and trust.

INITIATIVES

- Foster strong relationships and trust within the department through ice-breaker activities, all-staff day, engagement and wellness activities, and celebrations.

- Continue informal conversations with staff through regular department head check-ins.

- Establish methods to recognize employee contributions and efforts.

- Utilize trauma-informed tools such as the SELF Framework when change is needed to provide a safe, empathetic, inclusive, and accountable environment that results in team building and engagement and enables growth, resilience, and the capacity to lean into discomfort.

2. Hourly Opportunity Program

2.1 Assessment of Minimum Qualifications

OBJECTIVE
Review and revise as appropriate the qualifications needed for advancement and coach hourly employees who want to advance on creating development paths to meet their goal.

INITIATIVES
- Collaborate with the Human Resources Department to conduct a comprehensive assessment of the minimum qualifications required for various regular positions to identify any potential changes and experience gaps among hourly employees.

2.2 Career Pathway Development

OBJECTIVE
Increase opportunities for hourly employees to gain the necessary skills to qualify for promotions and permanent positions within the library.

INITIATIVES
- Identify hourly employees who are interested in career development within the department.

- Provide employees with a roadmap for career advancement needed to progress within the library and to pursue development opportunities actively.

- Work with the Human Resources Department to provide hourly employees with access to training programs, workshops, and courses.

- Implement a structured shadowing program that allows hourly employees to observe and learn from higher-level staff in various roles within the library to foster a deeper understanding of different job functions and career paths.

- Host workshops and one-on-one coaching that help employees assess their current qualifications, offering guidance on how to bridge any gaps to meet minimum requirements for desired positions.

- Schedule regular check-ins with hourly employees to discuss their progress in the Hourly Opportunity Program, addressing any challenges.

- Celebrate and recognize milestones of hourly employees.

OBJECTIVE — Provide financial support for hourly employees seeking education and training to enhance their qualifications and increase career prospects.

INITIATIVES

- Research local educational institutions and professional organizations to explore funding options for tuition reimbursement or scholarships and share information with hourly employees.

3. Security and Safety

3.1 Safe Environment

OBJECTIVE — Provide a safe environment for staff and customers.

INITIATIVES

- Review and implement recommendations to improve emergency preparedness of the collections and the facility as outlined on the Ready Or Not report.

- Work with the City Attorney Office and the Police Department on policies and processes that support library staff in the areas of risk assessment, risk reduction and enforcement. For example, review the Library Behavior Policy and the Behavior Policy Enforcement Chart to provide greater clarity in handling behavior incidents and situations and implementing consequences.

- Coordinate with the Police Department to assess our code of conduct and behavior policy enforcement chart to align it with their practices so that the Police Department can support us in enforcement.

- Continue to conduct regular staff safety meetings.
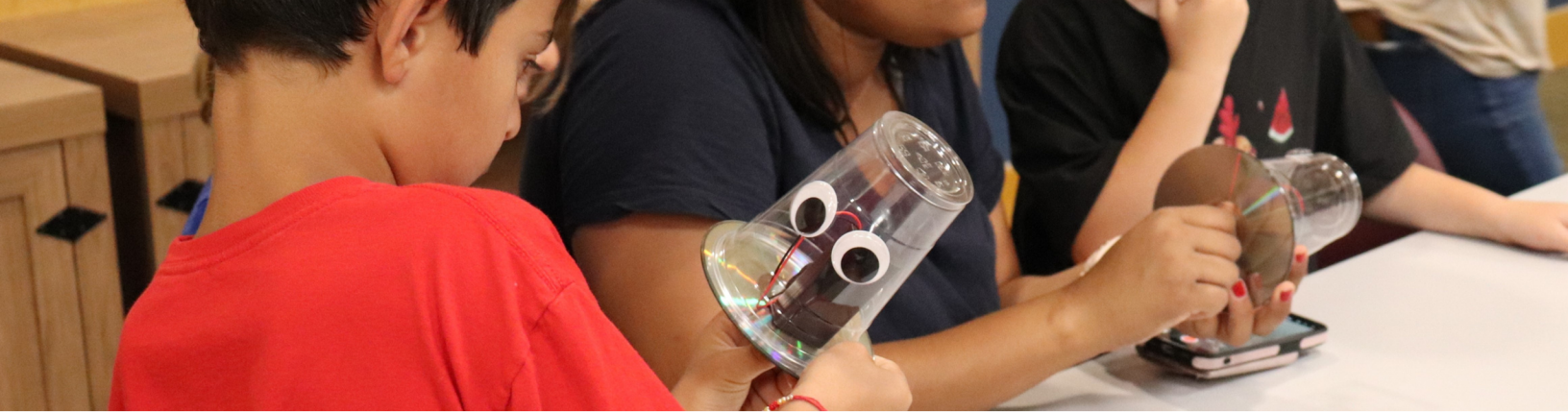
3.2 Public Safety Partnerships

OBJECTIVE   Strengthen relationships with public safety and community-based organizations, improving resources and support for library safety initiatives.

INITIATIVES
- Collaborate with the Police and Fire Departments to provide training sessions for staff and create a safety support network.
- Provide Library staff with contact information for the TRUST mobile mental health crisis response service to bring assistance to the Library to address non-emergency behavioral health issues.
- Continue to provide staff training on mental health first aid and institute training on a trauma-informed approach to safety.

3.3 Security Staffing

OBJECTIVE   Ensure the appropriate levels of safety and security staffing.

INITIATIVES
- Work with the Human Resources Department to develop appropriate security staff job descriptions and salary placement to support security hiring needs.
- Continue to review contracted security services for effectiveness.
- Explore having a social worker regularly come to the library.
- Continue to provide stable security staffing support.
- Ensure continuous training of all security staff.

3.4 Staff Training

OBJECTIVE   Continuous training to ensure a safe library environment for all.

INITIATIVES
- Hold annual drills on fire, earthquake, and active shooter safety.
  - Consider participating in The Great ShakeOut Earthquake Drills.
  - Conduct training on the use of fire safety equipment such as fire extinguishers and the emergency wheelchair.
  - Coordinate with Fire Department and Police Department to request fire drill and active shooter training.
- Conduct regular training in using the Staff Resource Guide and expand training to staff beyond those designated as in-charge.
- Offer and inform staff of available online and in-person training on safety and security.
- Provide information and trainings on how to handle stress and traumatic events; and how to avoid burnout and compassion fatigue.
- Provide tools on how to restore compassion satisfaction; build resilience; and maintain self, team and customer care.

4. Program and Service Excellence

4.1 Innovative Program Development

OBJECTIVE   Engage diverse community members and attract new customers by offering cutting-edge programs.

INITIATIVES

- Launch a series of community-focused programs that utilize emerging technologies (e.g., virtual reality workshops, coding classes, or maker spaces).

- Offer programs on sustainability and climate change covering recycling, re-purposing, and reducing carbon footprint.

- Expose staff and the community to futurist thought leaders on topics such as artificial intelligence, future of robotics, and ecological and human impact of emerging technologies.

- Expand community access to a maker mindset and its technologies (e.g., 3D printing, laser engraving, robotics, coding, electronics, sewing, and Cricut machines and maker crafts).

- Continue offering programs on healthy living, self-sufficiency, and sustainable gardening that promote food security.

- Continue to offer bilingual programs that promote health and wellness for all ages and demographics.

- Promote the theme of "Library of Things," expanding the types of items available for checkout (e.g., stargazing kit, pedometer, energy saver kits).

4.2 Technology Enhancements

OBJECTIVE   Improve the experience of Library technology users and increase access to library resources.

INITIATIVES
- Review processes, upgrade library systems and infrastructure, including self-checkout kiosks, return stations, mobile apps for catalog access, wireless printing, and enhanced Wi-Fi capabilities.
  - Deploy a new catalog and explore adding a mobile app for a better user experience.
  - Deploy wireless printing from personal devices.
  - Implement the latest software updates on existing hardware and applications to enable new features and maintain a secure user experience.
  - Upgrade computers and equipment as needed.
  - Upgrade self-checkout and return station to create efficiencies, maintain a secure environment, and provide optimum user experience.
  - Provide additional notification methods such as text messaging for program reminders and other services.
  - Empower library customers with the skills needed to utilize library technology and resources effectively, fostering a culture of continuous learning.

4.3 Customer Experience

OBJECTIVE   Continuously improve building and premises through facility upgrades in coordination with other departments.

INITIATIVES
- Facility improvements include installing a lactation pod, frequent regular cleaning, installing an automatic exit door, noise mitigation, HVAC upgrades, additional seating, and positive signage.
- Continue to work with other City departments to maintain and improve the Library facility.

4.4 Marketing, Outreach and Community Partnerships

OBJECTIVE   Enhance program offerings by integrating diverse perspectives and resources, driving innovation and community engagement.

INITIATIVES
- Collaborate with local businesses, schools, foundations, and technology organizations to fund and co-create programs that leverage community resources and expertise.
- Expand and promote access to library services for our diverse community. For example, hiring bilingual/multilingual staff, signage, programs, outreach, homebound service, and diverse materials collections.
- Continue to produce clear and succinct print and digital communications such as newsletters, flyers, announcements and social media posts to increase awareness of programs and services that create autonomy in accessing library services.