Josephine Community Library District
Workshop Minutes
Sunday, July 30, 2017 at 3:00 pm
Main Reading Room, Grants Pass Branch Library

Members in attendance: Jennifer Roberts, John Harelson, Judy Williams, Laurel Samson
Members absent: Beecher Ellison
Others present: Michael Kosmala and Sarah Lechner of Corragio Group, JCLI Executive Director Kate Lasky, and Interim Board Secretary Teresa Stover

CALL TO ORDER. The workshop started at 3:00 pm.

STRATEGIC PLANNING IMMERSION SESSION. This workshop was the "Immersion Session" for Josephine Community Library District Strategic Planning. It is the first of four sessions which will result in the three-year strategic plan for the district. See the attached notes for details of workshop results.

ADJOURNMENT
The workshop adjourned at 6:00 pm.

Respectfully submitted,

[Signature]

Teresa Stover, Interim Board Secretary
Josephine Community Library District
Josephine County Library District Strategic Planning
Immersion Session Summary Notes / Submitted by Coraggio Group

Meeting Purpose

4 members (John Harelson, Jennifer Roberts, Laurel Samson, and Judy Williams) of the Josephine County Library District, and JCLI Executive Director Kate Lasky met on June 30 from 3pm to 6pm with members of the Coraggio Group. Meeting outcomes included:

- Greater awareness and understanding of the strategic planning process
- Defining essential questions and success measures for the strategic planning process
- Establishing shared understanding of the community survey approach
- Reviewing a high-level project timeline, key dates and establishing next steps

Introductions/Process Overview

Coraggio shared how they think about Strategic Planning, what the process looks like, and what will be asked of the planning team members.

Essential Questions

Meeting attendees generated essential questions that should be considered through this project:

- How will we keep the library relevant for/to our community?
- How can we continue to be innovative as we form/become a government agency?
- What is the future of library service (public) and how do we plan for growth with this consideration?
- What is our goal for growth?
- New library: what does it look like (operationally)? How do we present ourselves to the community?
- How do we maintain frugal fiscal responsibility?
- How do we “open up” the library to newcomers to the library?
- How do we expand our outreach to serve the needs and/or desires which are currently unserved?
- How do we proactively ensure equity across race and economy and work to break down barriers for marginalized populations?
- What is the core that attracts all the volunteers to us? And how do we sustain it?
- What does a responsive feedback loop look like? Mandate v. culture?
- Employee, volunteer sustainability: what’s the plan to improve the workforce?
- How will we define and characterize the relative responsibilities and input of management and the board?
- How do we maintain the culture of the library now as we transition leadership and business models to a government agency?
- How do we develop more of a partnership with local schools?
- What is the role of the foundation, friends, and other groups?
- What will “customer service” mean as a public entity?
- How do we define our community in light of the “discontiguous” nature of our community? How do we adjust our communications to appropriate audiences?
- What is our responsibility or accountability to “in-district patrons” vs “out-of-district patrons”?
- How can the library change Josephine County?
- Can we provide free cards to out-of-district students/adults (i.e. legal property owners)?
- New facilities: What’s the plan?
- What does communication look like as a public entity?
Defining Success

Meeting attendees identified success related to the project deliverable (doing):
– We have full agreement
– We have considered all populations and impact
– It addresses the essential questions
– It serves as an appropriate basis for decision making, including the budgeting process
– It is easily summarized/user-friendly
– We consider public library standards in establishing our objectives

Meeting attendees identified success related to the project process (being):
– We’re not afraid to take risks/innovate
– We increase trust among board, staff, and volunteers “at all levels”
– That we are proud of what we are doing
– We are responsive and free ourselves up to make mistakes
– We create buy-in
– We have community engagement - a focus on volunteers

Community Survey

Coraggio walked the group through a current outline of the survey design.

Target Audience
– Library users and non-users
– Supporters and non-supporters

Methodology
– Both online and paper

Core Areas of Inquiry
– Use of Service
  o Library Card (y/n)
  o Frequency/location
  o Barriers
  o Know if you are in or out of district?
– Awareness and Importance
  o Materials

– Prioritize Improvements
  o Materials
  o Hours of Operation
  o Preferences
  o Demographics
    o Age
    o Gender
    o Children < 18
    o Home branch

Project Alignment/Timing and Key Dates

Meeting attendees reviewed and adjusted the initial proposed project timeline. Proposed key dates to vet included:
– 6-hour Visioning Retreat: Sunday September 10
– 3-hour work session #1: October 5th (Note: Coraggio to also facilitate an input session with JCLI staff)
– 3-hour work session #2: October 26th
– JCLD Board Approval of the Strategic Plan: Either November 9 or 16.