



KANSAS CITY, KANSAS
PUBLIC LIBRARY



Kansas City, Kansas Public Library

Strategic Plan 2022-2027





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LIBRARY REFLECTION

For the library's FY 2017-2022 Strategic Plan, it was chosen to continue embracing the mission, vision, and values. The core values were:

1. Excellence in Public Services
2. Community Partnership
3. Embracing Diversity
4. Intellectual Freedom & Patrons Privacy
5. Valuing and Empowering Employees.

In 2020, the library was drastically impacted by the worldwide COVID-19 pandemic. Substantial alterations were made to the library's services to embrace the needs of patrons to prioritize safety. Plans were quickly formulated to increase eCommunity services to offer MORE digital materials, virtual programming, and curbside services.

As planning began for the next strategic plan, library administration and management wanted to continue to prioritize safety but, most of all, embrace the wants and needs of the community. The library recognizes that there is always room for improvement. Some action items are a continuation of current efforts. Our hope is to continue improving all aspects of the library for our patrons and staff, encouraging prosperity while ensuring a safe and welcoming place for all those who walk through our doors. We are excited about our future and look forward to accomplishing the 2022-2027 FY Strategic Plan.



LIBRARY INTRODUCTION



MISSION

Connecting members of our dynamic community with information, tools, resources, and welcoming spaces to enrich their lives



VALUES

Excellence in Public Services
Community Partnership
Embracing Diversity
Intellectual Freedom & Patron Privacy
Valuing & Empowering Employees

VISION

Leading the way in Reading,
Information, and Culture



Kansas City, Kansas Public Library (KCKPL) serves Wyandotte County, a community in Northeastern Kansas with a population of 169,245. KCKPL is governed by the Board of Education of Unified School District 500. The board consists of seven members elected by the citizens of USD 500.

KCKPL also reports to the Wyandotte County Library Board. This board consists of eleven members appointed by the Unified Government of Wyandotte County Mayor and Commissioners. The board members must reside in designated geographic areas. The Wyandotte County Library Board has the authority to set the County Library Tax Levy, the majority of which is distributed to Kansas City, Kansas Public Library.

Through the Wyandotte County Library Board, the Turner Community Library was created in partnership with USD 202 and USD 500. The library is located in the Turner Recreation Commission.

LIBRARY HISTORY



1855

The Wyandotte Lyceum and Library Association is established to create a library in "Indian Country."



1871

The first subscription library is started by the county superintendent and assessor.



1873

The Wyandotte Library Association begins to support the subscription library.



1893

The Board of Education begins support and funding of the library. The library moves to the second floor of the Court Block.



1897

Elizabeth Dickinson is hired as the first librarian.



1917

The Argentine Carnegie Library opens.



1904

The Main Carnegie Library opens on March 5.



1899

The Board of Education assumes governance of the library on January 2.



1897

A Dog Tax Ordinance to support the library, proposed by Sarah Richart, is passed on October 21.



1963

A library branch is opened at the old Hornif School site in the western part of the county.



1964

The first bookmobile service begins.



1966

The current Main Library building opens on March 23, replacing the Main Carnegie Library.



1971

The Wyandotte Plaza Library is opened, replacing the Hornif School site.



2012

South Branch Library opens on September 26, replacing the Argentine Carnegie Library.



2008

Turner Community Library opens on March 9.



2001

Mr. & Mrs. F. L. Schlagle Library opens on June 25.



1986

West Wyandotte Library opens on June 1, replacing the Wyandotte Plaza site.



2014

The current Mobile Library service begins on October 1.



2014

The eCommunity launches on November 12.



2015

Text-to-Checkout service begins.



2016

The Little Free Libraries open on May 31.



2016

Two more Mobile Libraries begin service on November 29.

2022 AND BEYOND

LIBRARY HISTORY



"Mrs. Mary Barnes makes the first book check-out in the new building to Jan Way." *The Kansas City Kansan*, Wednesday March 23, 1966

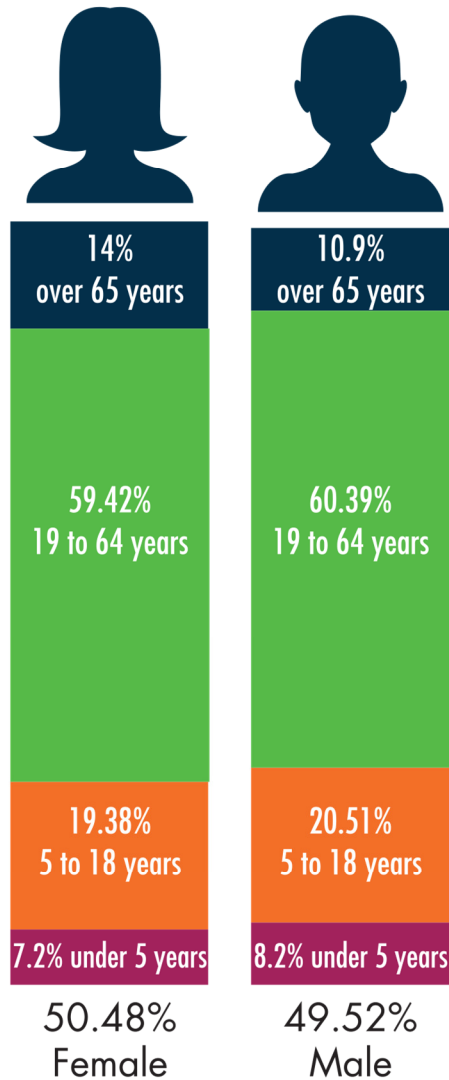
A group of librarians who worked at the Main Carnegie Library in the 1950s.



The library has offered many bookmobiles throughout the years. This one is from the 1980s.

COMMUNITY DEMOGRAPHICS

Age and Sex



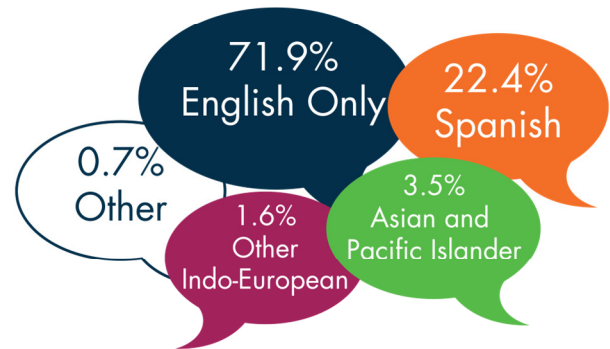
Citizenship



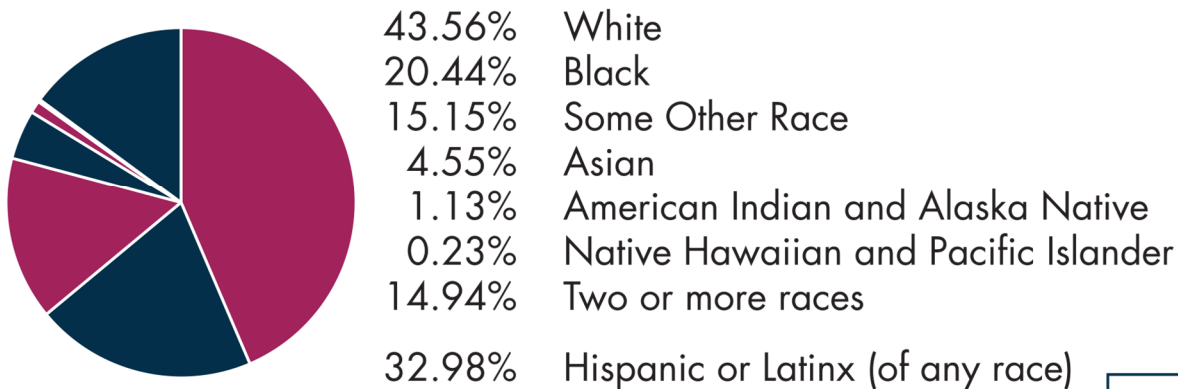
18.44% Foreign-Born Population

Of Those:
21.1% Naturalized Citizens
78.9% Not Citizens

Language



Race



Sources:
data.census.gov
klic.dol.ks.gov
Accessed Nov. 2021

COMMUNITY DEMOGRAPHICS

169,245
Total Population



Disability

13.8% Total Individuals with a Disability



16.52% Vision Difficulty
17.47% Self-Care Difficulty
30.37% Hearing Difficulty
33.17% Independent Living Difficulty
38.99% Cognitive Difficulty
50.56% Ambulatory Difficulty

Education



Graduate Degree 5.9%
Bachelor's Degree 12.2%
Associate's Degree 7.5%
Some College, No Degree 21.1%
High School or Equivalent 32.1%

Employment



60.1% Employment
4.4% Unemployment

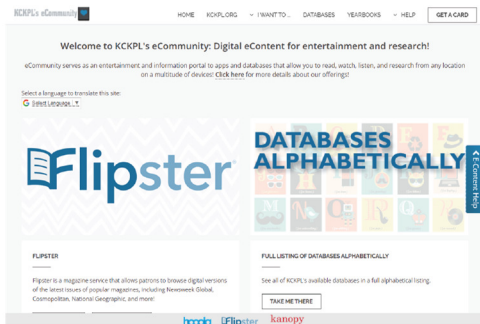
Income



\$46,964 Median Household Income
21% Poverty All Ages
27.7% Poverty Under 18 Years

LIBRARY LOCATIONS & SERVICES

Kansas City, Kansas Public Library includes five branches, three mobile libraries, five little free libraries, and an eCommunity. The library houses approximately 365,000 print items, 130,000 audiovisual items, 183,000 ebooks, 97,000 digital audiovisual items, and almost 800 other items, including magazine subscriptions and other electronic collections.



eCOMMUNITY

eCommunity.kckpl.org

Highlights:

Houses the library's full digital collection of databases, digital magazines, ebooks, digital audiobooks, and streaming television, movies, and music.



LITTLE FREE LIBRARIES

Along State Ave. 101 Connex

Highlights:

Stocked weekly with books and comics specifically earmarked for the project.



MOBILE LIBRARIES

Locations vary throughout county, including Edwardsville and Piper

Highlights:

Provides community members with transportation issues access to services similar to what can be found in branch locations.

LIBRARY LOCATIONS & SERVICES



MAIN LIBRARY

625 Minnesota Ave.
Kansas City, KS 66101

Highlights:

Houses the Kansas Collection, a local history collection which includes historic photos, yearbooks, maps, newspapers, and books.



MR. & MRS. F. L. SCHLAGLE LIBRARY

4051 West Dr.
Kansas City, KS 66109

Highlights:

One of only two public library environmental learning centers in the United States, the result of a unique partnership with Wyandotte County Parks & Rec.



SOUTH BRANCH LIBRARY

3104 Strong Ave.
Kansas City, KS 66106

Highlights:

Provides Spanish language services to the system. Houses the system's largest collection of picture books.



TURNER COMMUNITY LIBRARY

831 S. 55th St.
Kansas City, KS 66106

Highlights:

Located inside the Turner Recreation Commission.



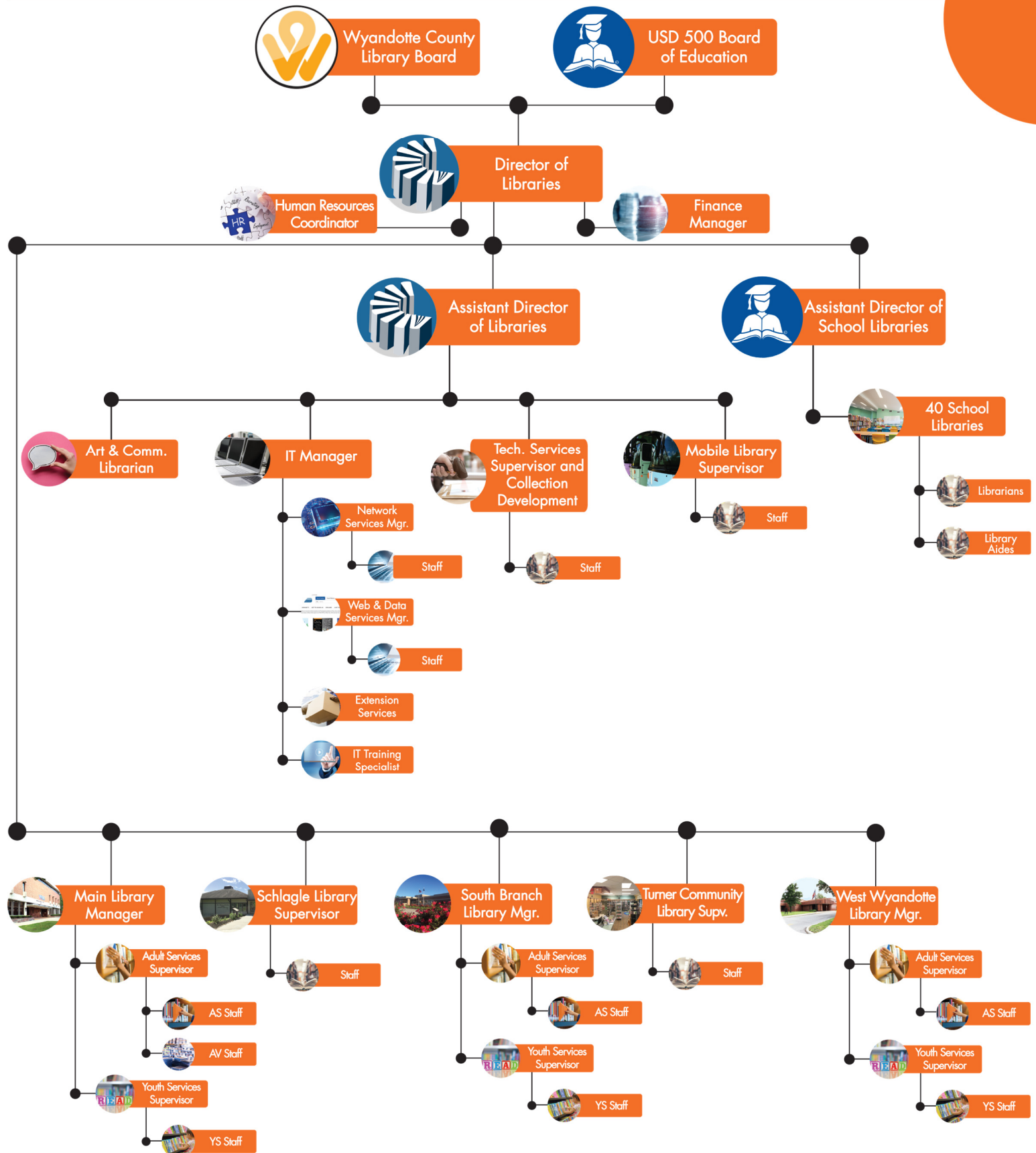
WEST WYANDOTTE LIBRARY

1737 N. 82nd St.
Kansas City, KS 66112

Highlights:

Houses the Fine Arts special collection, which includes books about art history, artist biographies, museum collection guides, and art instruction.

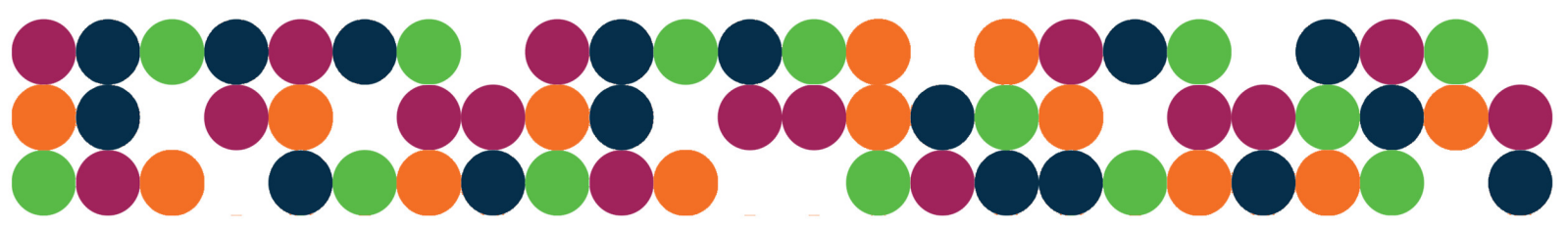
LIBRARY ORGANIZATION CHART



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Strategic Plan 2022-2027

Goals
Objectives
Actions

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EDI AND STRATEGIC GOALS

Goal 1: Equity, Diversity, and Inclusion (EDI)

EQUITY is fairness and social justice in the treatment of people while recognizing that each person's needs may differ due to physical, financial, emotional, mental, or socioeconomic barriers. **DIVERSITY** is how a person is identified, including age, gender, culture, race, ethnicity, religion, sexual orientation, socioeconomic background, language, and ability. **INCLUSION** is making people feel they are welcome and belong as valued members of the library community.

These three principles are the guiding force in this strategic plan. Though EDI is listed as the first goal, all goals were created with EDI as a priority and essential factor. **The objectives listed under Goal One will be accomplished through the action items in Goals Two through Four.**

Goal 2: Welcoming Library Users

Public libraries have a responsibility to meet the needs of the entire community. A welcoming library ensures that all people in the community can access collections, programs, and services, no matter who they are. Access to information and entertainment improves people's lives and helps build a thriving community.

Goal 3: Library Building and Business Operations

A library building must be safe, functional, and welcoming for the safety and comfort of both patrons and staff. Building and business operations include not only the maintenance of the buildings and grounds but also policies and procedures for using those buildings.

Goal 4: Library Staffing

A library staff that is well-trained and supported by the organization is important to the health of the organization as a whole. This staff will be more likely to retain their positions with the organization, look for growth within the organization, and provide better service to patrons. Hiring, training, and on-the-job processes should be designed with staff needs in mind.

GOAL ONE

Equity, Diversity, and Inclusion: All library operations will be responsive to the needs of a diverse community.

Objective 1: Professional EDI and Americans with Disabilities Act audits of the library system

Objective 2: A more diverse, bilingual staff that reflects the community

Objective 3: Training in diversity and equity issues for all staff

Objective 4: A plan and actions for community feedback

Objective 5: Continuation of the staff EDI Committee to evaluate internal processes



GOAL TWO

Welcoming Library Users: The library will ensure full access to collections, programs, and services.

Objective 1: Library programs, outreach, and collections that reflect community needs and motivate diverse groups to seek access

Action Item A: Enlist a consulting service to conduct community surveys.

Action Item B: Continue to connect with local cultural organizations for programming ideas.

Action Item C: Incorporate translation services into programs when needed.

Action Item D: Expand services and resources for immigrants.

Action Item E: Expand programs and services for teenagers.

Action Item F: Continue virtual programming to reach communities outside of the library.

Action Item G: Coordinate, develop, and expand upon early literacy programs and services.

Action Item H: Incorporate lifelong, digital, health, and financial literacy into programming.

Action Item I: Organize and expand branch and mobile library outreach to community organizations and groups.

Action Item J: Enhance our strategy to target underserved communities.

Action Item K: Evaluate homebound deliveries.

Action Item L: Expand local book drop-off locations to detention facilities, senior centers, community centers, shelters, and other community areas in need.

GOAL TWO

Objective 2: Technology that expands access

Action Item A: Explore more technology such as charging stations and extra outlets and offer mobile hot spots, cords, laptops, and tablets for check out.

Action Item B: Invest in adaptive equipment for use with public computers.

Action Item C: Expand one-on-one technology support for patrons.

Action Item D: Improve library catalog computer experience with enhanced features.

Action Item E: Enhance mobile printing options.



GOAL THREE

Library Business and Building Operations: Library spaces will be functional, safe, and welcoming.

Objective 1: Safe and functional library facilities

- Action Item A: Update and increase the number of security cameras to provide more coverage and detail.
- Action Item B: Hire an outside contractor to conduct a safety audit in all library buildings and outdoor spaces.
- Action Item C: Redesign the system-wide emergency preparedness plans that addresses safety for staff with disabilities and requires annual staff training on all emergencies related to weather, security, and building status.

Objective 2: Welcoming spaces and open areas in library facilities

- Action Item A: Translate all necessary printed library communication into dominant languages spoken in Wyandotte County.
- Action Item B: Identify publicly accessible, gender-neutral restrooms.

Objective 3: Consistently evaluated, modified, and maintained library facilities

- Action Item A: Review Americans with Disabilities Act accommodations in areas such as stairways, walkways, and parking lots.
- Action Item B: Purchase landscaping services to maintain outdoor spaces and keep sidewalks, paths, and ramps clear.

GOAL FOUR

Library Staffing: Library staff will be supported through enhanced hiring, training, and on-the-job processes.

Objective 1: A transparent Human Resources department that reflects and reacts to the needs of library staff

Action Item A: Provide assistance for Human Resources by hiring additional staff.

Action Item B: Reevaluate the pre-employment test to ensure equitable opportunity.

Action Item C: Redesign the process for posting jobs to be more consistent and focus on recruiting diverse candidates.

Action Item D: Continue to ensure that staff receives equitable pay for their education, experience, and special skills.

Action Item E: Provide additional compensation to staff who provide bilingual services in dominant languages.

Action Item F: Redesign the process for writing and reviewing job descriptions that includes access to descriptions for all staff.

Action Item G: Make the annual review process more meaningful by using tools like stay interviews.

Objective 2: A program of professional activities for staff growth and enrichment

Action Item A: Establish a procedure and consistent payment strategy for how staff can obtain outside training and attend conferences.

Action Item B: Design a future leaders program.

GOAL FOUR

Objective 3: An onboarding process for new employees that is consistent and useful

Action Item A: Build benchmarks to ensure all training is consistent across the system.

Action Item B: Centralize the welcome packets for new employees so they are more comprehensive and consistent.

Action Item C: Create a staff handbook for the entire library system.

Action Item D: Incorporate soft skills training into the employee onboarding process.

Action Item E: Incorporate policy and procedure training into the employee onboarding process.

Action Item F: Reevaluate the formal technology training on all platforms, devices, and software used by the library.

Action Item G: Assign new employees a staff mentor.

Objective 4: A training program that builds knowledgeable, empowered, and productive staff

Action Item A: Create employee training on current industry trends, standards, and library practices.

Action Item B: Continue cross-training for all branches and departments.

Action Item C: Reevaluate training for staff promoted to a new position.

Action Item D: Formalize internal and external customer service standards for all branches and departments.

Action Item E: Provide enhanced technology training for staff by hiring additional staff.

GOAL FOUR

Action Item F: Reevaluate formal technology training on all new platforms, devices, and software.

Objective 5: Boosted employee morale and well-being

Action Item A: Expand staff recognition honors to include achievements.

Action Item B: Develop a committee to make in-service more meaningful and relatable to the staff.

Action Item C: Focus on employee morale to help retain current employees.

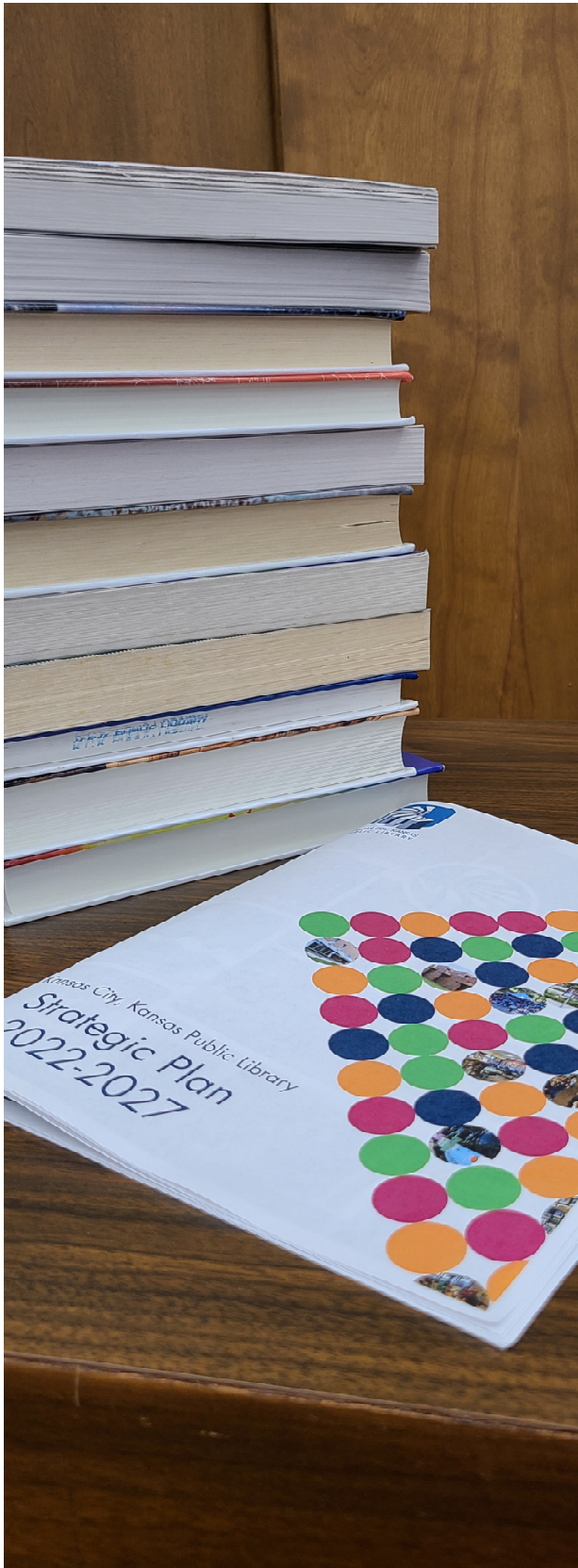
Action Item D: Re-implement standardized opportunities for staff feedback such as staff satisfaction surveys and a staff comment form.

Objective 6: Efficient communication to staff

Action Item A: Ensure all communications are thorough and consistent in voice.



TIMELINE FOR COMPLETION



INTRODUCTION

Supervisory staff will serve on an Action Committee that will seek support and approval from Management Team, which consists of all upper-level library managers. These coordinated efforts from leadership will address and outline all designated tasks for the prioritized action items that fulfill the plan's objectives and goals.

TIMELINE

Kansas City, Kansas Public Library will implement the designated strategic goals and objectives during the five-year timeline for FY 22/23 through FY 26/27.

APPLICATION

The Action Committee will review and select upcoming action items for presentation to Management Team for support and approval to move forward.

IMPLEMENTATION

The Action Committee will provide status updates during monthly Management Team meetings.

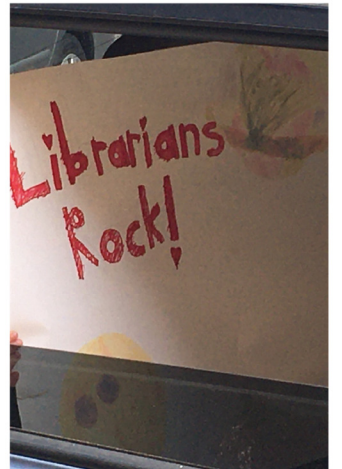
MONITORING

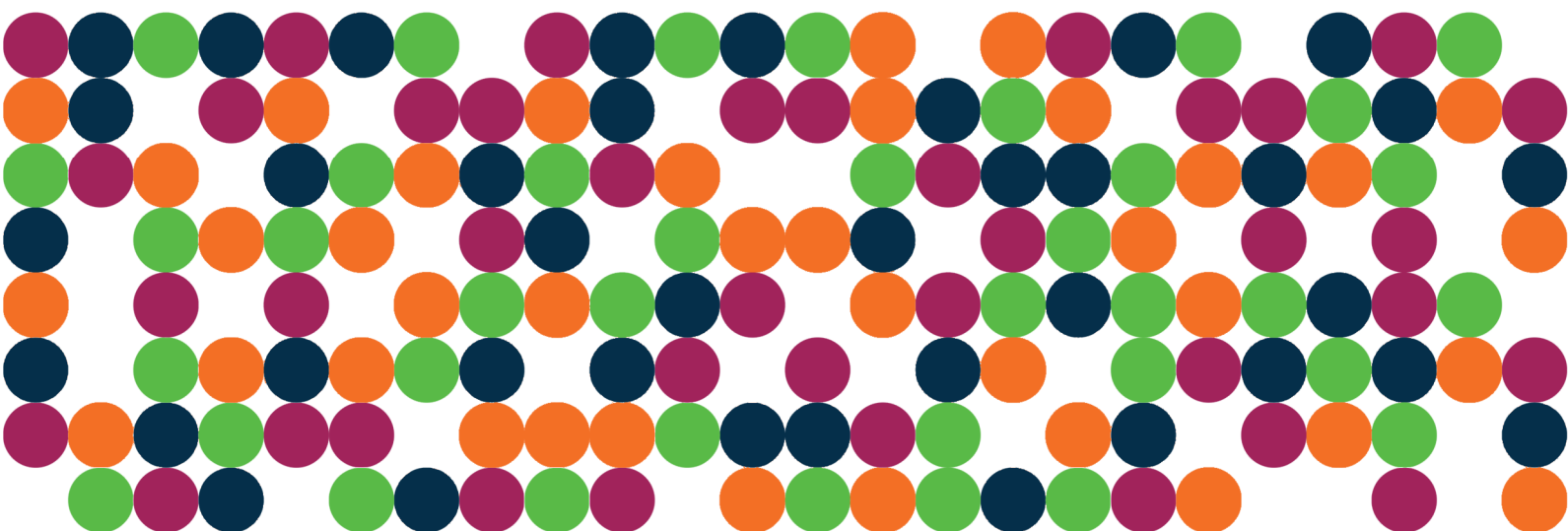
Regular evaluation will be used as indicators of progress:

- Improve decision making and problem-solving
- Enable accountability
- Provide early warning signs
- Enable projections and planning
- Facilitate feedback
- Increase objectivity
- Focus attention on the library's overall future

COMMUNICATION

The library's leadership will communicate the progress and results of the Strategic Plan through annual reports. Each year, the library will reassess strategic priorities, including goals, objectives, application, and implementation, to evaluate the success of the Strategic Plan.





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