

## Oregon State Library Strategic Plan 2014-2017

### Timeline and Deliverables

Strategic Imperative	Initiative	Deliverable	Completion
Focus on the Customer	Create customer services standards	Customer Service Standards Created	May 2015
Focus on the Customer	Identify current and potential customer segments	Listing of current and potential customer segments	June 2015
Focus on the Customer	Identify current and potential customer segments	Genealogy collection reviewed and dispersed to Salem Public Library and other libraries and genealogical organizations	June 2015
Focus on the Customer		Vacate Tier 5 of the stacks to accommodate purchase of necessary electronic resources	June 2015
Enhance Partnerships	Reduce duplication, overlap and fragmentation of services	Identify current partnerships including level of engagement	June 2015
Enhance Partnerships	Reduce duplication, overlap and fragmentation of services	Move federally funded statewide Answerland project to the State Library	July 2015
Focus on the Customer	Create customer service training based on standards	Customer Service Training	December 2015
HB 3523		Updated Board memberships	January 2016

Attachment #1

Enhance Partnerships	Reduce duplication, overlap and fragmentation of services	Identify potential partnerships	Ongoing
Enhance Partnerships	Reduce duplication, overlap and fragmentation of services	Develop and implement process for sharing subscription purchasing	January 2016
Enhance Partnerships	Reduce duplication, overlap and fragmentation of services	Develop and implement process for certifying agency libraries	January 2016
Build Awareness/Focus on the Customer	Assess level of satisfaction with and awareness of library services	Determine customer needs and awareness of OSL services	June 2016
Cultivate Staff Strengths	Staff achieves 20 hours of training per year	Each staff member completes a skills self assessment	June 2016
Cultivate Staff Strengths	Staff achieves 20 hours of training per year	Staff tracks training on iLearn	June 2016
Cultivate Staff Strengths	Develop updated ongoing professional development review and plan	Complete one planning and evaluation cycle with each staff member as basis for ongoing planning and evaluation	July 2016
Build Awareness/Focus on the Customer	Build awareness and use of OSL products and services	Awareness Campaign	December 2016