PINEAPPLE UPSIDE DOWN isn’t just a cake...
ADELE REID
Manager, Administrative & Branch Services

PHILIP WASLEY
Branch Services Coordinator

SANDRA MICELI
Library Assistant

TERESA McCRIMMON
Library Assistant
PINEAPPLE UPSIDE DOWN isn’t just a cake...
How to turn your library system UPSIDE DOWN ...

1. The Ingredients
2. The Recipe
3. Preheat Oven
4. Bake for 1 Hour
5. Let Cool

and come out ON TOP!
1. THE INGREDIENTS
Branches serving a township population 27,000+

9,200+
Active users

94,000+
In person visits
Library Information

Ansnorveldt
905-775-8717

Hours
Tuesday 10am-3pm
Thursday 4pm-8pm
Saturday 10am-3pm

Closed Monday, Wednesday, Friday, Sunday

King City
905-833-5101

Hours
Monday - Friday 10am-8pm
Saturday 10am-5pm
Sunday 1pm-4pm (Oct-May)

Nobleton
905-859-4188

Hours
Monday 10am-2pm
Tuesday-Friday 2pm-8pm
Saturday 10am-5pm
Closed Sunday

Schomberg
905-939-2102

Hours
Monday 4pm-8pm
Tuesday 2pm-8pm
Wednesday 10am-8pm
Thursday, Friday 2pm-8pm
Saturday 10am-5pm
Sunday 1pm-4pm (Oct-May)
King Township Public Library 2016 Organizational Chart

Chief Executive Officer

Executive Assistant

Deputy CEO

Administrative & Branch Services Manager

Marketing & Community Engagement Mgr.

Library Technician

Electronic Services Librarian

Library Assistants

Children’s Programmers

Current Fulltime Positions

Current Part time Positions

Student Pages
Evolving Services
In 2016....

◆ Growing/changing community
◆ Logistics of 4 branch system
◆ Lean organization
◆ Long serving front-line staff
◆ Growth of digital services, non-traditional collection and community outreach
◆ Central branch about to close for expansion
CONCERNS
THE RECIPE
1. System Approach

2. Excellent Customer Service

3. Optimize Scheduling

4. Eliminate band-aid approaches
- Eliminate silo approach
- Supervision
- Review/amend processes
- Training
- Rein in expectations vs accommodations
- Scheduling: coverage model and tools
3. PREHEAT OVEN
Timeline - preparation

Strat Plan  Service & Org Review  4 Year Budget  Scheduling Software Acquired  BSC Job

Scheduling Software Implemented

New coverage approach developed

New coverage approach developed
Before Branch Services Coordinator

- Strategic Plan
Community Destination
The Library will be a destination of choice for the community offering comfortable, vibrant and creative spaces which are fully accessible.

What we will do:
• develop a Facilities Master Plan focused on transforming library spaces for learning, discovery and relaxation;
• ensure our capital initiatives incorporate green principles and a fundraising strategy;
• continue to align ourselves with King’s sustainability philosophy and continue to incorporate sustainable practices into ongoing operations.

Strengthened Services
The Library will revitalize its collections, programs and services in response to the evolving needs of our growing community.

What we will do:
• revitalize collections, programs and services to strengthen literacy, express creativity and explore culture;
• launch an organizational review to optimize staffing levels and roles and ensure that the necessary continuing education opportunities are in place to support staff development;
• implement a public consultation process as part of an evaluation of current services, with the intent of optimizing our service delivery model.

Innovation and Connections
The Library will continue to foster a dynamic culture of innovation, employing existing and emerging technologies to connect our users to both the world within and beyond our walls.

What we will do:
• update the current Technology Plan and maintain the Library’s leadership role as a technologically innovative organization;
• redesign and enhance the Library’s website to improve function and appeal;
• improve connectivity with commercial broadband upgrades in order to increase capacity and optimize all facets of service.

Elevated Profile
The Library will be recognized and valued as an essential service by community stakeholders and residents.

What we will do:
• create a comprehensive Marketing Plan that will include a strategy for more effective promotion of collections, programs and services;
  • nurture existing partnerships and cultivate new ones to maximize outreach opportunities to existing and new residents and encourage community engagement;
  • rebrand the Library to reflect the progressive and innovative nature of 21st century service.
Before Branch Services Coordinator

- Strategic Plan
- **2016 Service & Organization Review**
Before Branch Services Coordinator

○ Strategic Plan
○ 2016 Service & Organization Review
○ **Attrition not filled**
Before Branch Services Coordinator

- Strategic Plan
- 2016 Service & Organization Review
- Attrition not filled
- **Staff Development Day - the Bus Trip**
Before Branch Services Coordinator

- 2013 - 2016 Strategic Plan
- 2016 Service & Organization Review
- Attrition not filled
- Staff Development Day - the Bus Trip
- Sourced cloud-based scheduling software
Before Branch Services Coordinator

- Strategic Plan
- 2016 Service & Organization Review
- Attrition not filled
- Staff Development Day - the Bus Trip
- Sourced cloud-based scheduling software
- **Branch Service Coordinator**
After Branch Services Coordinator

- Implement scheduling software
- Development - new coverage model
  - Min 4 hr, average 5 hour
  - Multiple branch coverage all staff
- Surveyed staff for new shift rotations
- Several circulation procedural changes
CURRENT TOURS

MORE SCHEDULING
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<th>My FIRST choice is:</th>
<th>My SECOND choice is:</th>
<th>My THIRD choice is:</th>
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<td>SHIFT H</td>
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Launched February 4, 2019

HAPPY ANNIVERSARY!
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<th>MON 30</th>
<th>TUE 31</th>
<th>WED Nov 1</th>
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...to this.
4. BAKE FOR 1 HOUR
Nailed it
What did it look like?

- Adapting to schedule
- Strong patron feedback
- Staff frustrated with inconsistencies
How did it taste?

○ New staff
○ Branch wide services recognized
○ More programs & services offered
Source: Okpalad, based on Tuckman and Jensen (1977)
All great changes are preceded by chaos.

Deepak Chopra
Onboard new technology & process
Build a new library
Hire a BSC
Hire more people
Change schedule & rotate staff
Build a new strategic plan
Get budget approved
Consultation & Org Review
5. LET COOL
Was it wise to try and fix a local problem with a universal solution?

Were we aware of the (deep seated) history and expectations of the impacted groups, especially the patrons?
What worked well...
and not so well.
What we now know!
YOUR TURN

Q&A
Pineapple Upside-Down Cake

Recipe courtesy of Trisha Yearwood
Show: Trisha's Southern Kitchen  Episode: Gold Medal Meals

Level: Easy
Total: 1 hr 15 min
Active: 35 min
Yield: 6 servings

Ingredients:
3 tablespoons butter
1/2 cup light brown sugar, packed
9 slices canned pineapple in juice, drained
5 maraschino cherries
1 1/2 cups sifted all-purpose flour
2 teaspoons baking powder
1/4 teaspoon salt
1/3 cup solid vegetable shortening
2/3 cup granulated sugar
1 large egg
3/4 teaspoon vanilla extract
2/3 cup milk

Directions:

1. Preheat the oven to 350 degrees F.

2. Place the butter in an 8-by-8-by-2-inch square baking pan and set it over low heat to melt. When melted, sprinkle the brown sugar over the butter. Arrange the pineapple rings in a single layer on top of the sugar, making 3 rows. Cut the maraschino cherries in half, and place one half, cut-side up, in the center of each pineapple ring. Set the pan aside.

3. Sift the flour, baking powder and salt, then sift once more. Set aside. Using an electric mixer, mix together the shortening, granulated sugar, egg and vanilla. Blend in the flour mixture alternately with the milk, beginning and ending with flour. Stir only enough after each addition to combine.

4. Pour the batter carefully into the pineapple-lined baking pan and bake for 40 minutes. Test for doneness by inserting a toothpick in the center or pressing the cake lightly with a fingertip; if the impression springs back, the cake is done. Run a knife around the edges of the pan and place a serving dish on top. Invert the cake onto the serving dish. Leave the pan inverted over the cake for several moments to allow the syrup to soak into the cake.

*Georgia Cooking in an Oklahoma Kitchen* by Trisha Yearwood (c) Clarkson Potter 2008. Provided courtesy of Trisha Yearwood. All rights reserved.
THANKS!

Any questions?

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