

Washington County Library

Organizational Development Plan

When we revised the Library's strategic plan, as described under a separate project description, it was clear to the director and CIVICTechnologies that to implement the plan significant changes needed to be made in the structure and culture of the organization, in staff skills aligning with community needs, and in work processes. As part of the strategic and marketing planning processes, we identified three service distribution channels: branches, virtual, and community engagement ("taking the library to the streets"). Within six weeks, the Library restructured its entire organization around these three channels including hiring three new assistant director positions to lead them. We prepared a restructuring plan that was approved by the County's chief administrative officer and Board of Commissioners. We worked with staff in a series of interactive workshops to develop communication skills, project management skills, career planning processes, and risk/innovation skills focused on rapid prototyping, design thinking, and "failing fast." We focused on two work processes: significantly changing collection development and staff hiring and placement. We also provided immersive experiences for all staff during Staff Day.

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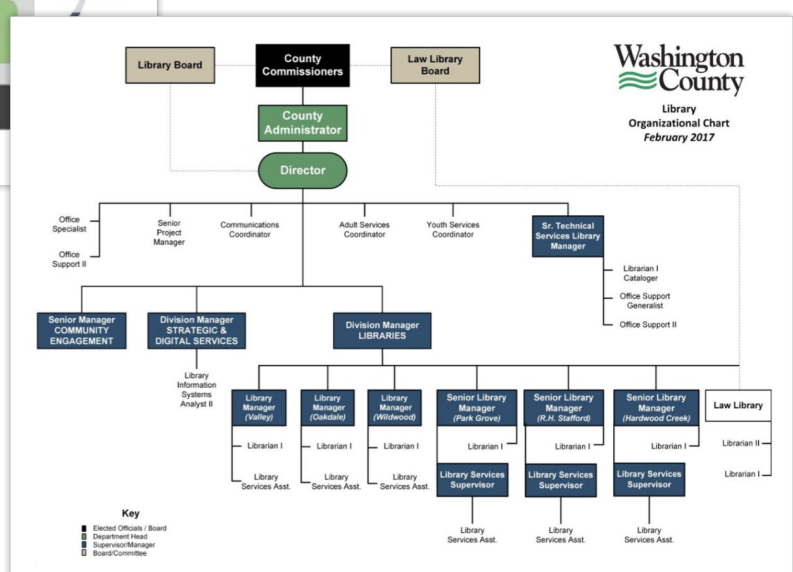
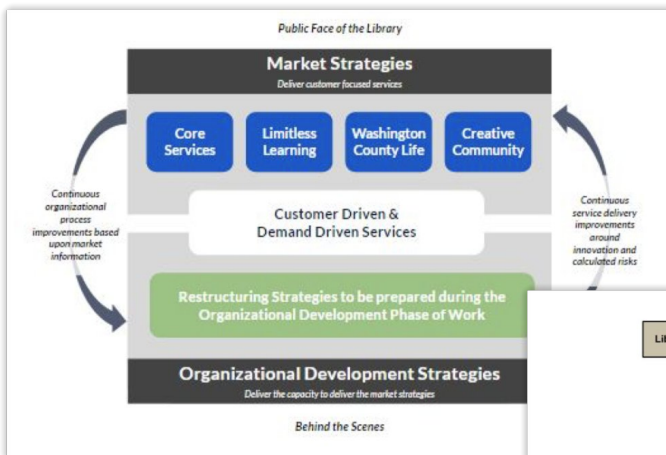
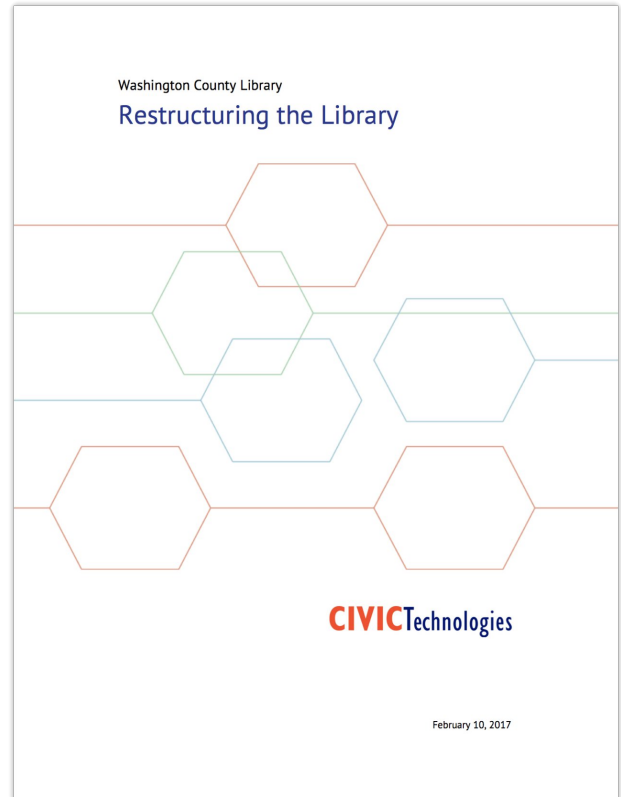
DUALITY BEST OF BOTH WORLDS

Washington County Life Assets and Resources

The following resources complement the investments and initiatives

Staff Skills & Talents	Collections	Programs	Technology	Special Equipment	Partnerships
Facilitation Service Collaboration CUST. SERVICE Self-Report High Diversity Long-Term Employees Staff working in LLC Participation in community events READER ADVOCACY (Formal and Informal)	Early Literacy STEM HOW-TO BOOKS FOR N. MKKT VIBRANT FISH EBOOKS Readers' Advisory KITS DATABASES	BOOK CLUBS WHEEL TO APP WHEEL TO APP EBOOKS DATABASES OUT OF HOUSE SPIN THE WHEEL JAIL OUTREACH LEGACY SINGLE EVENTS	WHEEL TO APP WHEEL TO APP EBOOKS DATABASES SPIN THE WHEEL	Retractable BANNERS OUTREACH TABLES TRANSPORTERS SPIN THE WHEEL	CITIES SCHOOL DISTRICTS PARKS JAIL STS IN TRANSITIONS WORKFORCE OUTREACH MELSA VOLUNTEERS ADULT LIBRARIAN PARTNER

*- CURRENT PROCESSES
- STUFF WE DO*



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