

Project Final Report

Project Name	Community Stories Increase Engagement
Description	The library as a catalyst and repository for sharing unique community knowledge. The project will merge our ongoing branch conversations with adult programming that promotes storytelling, to find the “community treasures” and provide platforms for expression. Planned programs include thematic discussions, based around local history, featuring farms and the military.
Project Sponsor	Ranjna Das, Director, Burlington County Library
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Date	11.21.17

Project Successes

List and describe the highlights and key success factors of the project.

Name	Description
New customer engagement	Local experts and interactive programs brought different interest groups to the library for the first time
High attendance, repeat attendance	We had four community story presentations for a total of 223 attendees and (4) additional community events – additional 165, with some multiple attendees
Variety of program formats	Speaker presentation with facilitated Q&A, hands on workshops, viewing and voting, presentation and adjacent exhibit

Unexpected Events/Risks

List and describe any unexpected events that occurred during the project (including approved change requests), the impact that those events may have had on the project and the action(s) taken to address them.

Description	Impact	Actions Taken
Marketing materials got out late for our last few events	Reduced the messaging opportunity, resulting in some lower attendance	Lessons learned meeting with marketing dept to discuss improvements in workflow and communications
Additional unanticipated program commitments	Workload increased	Used organizational skills and tools to stay on top of (basecamp, google calendar)

Lessons Learned

List and describe any lessons learned from this project and provide recommendations that can be used to improve the delivery of future information systems projects.

Description	Recommendation
The auditorium space can be too large for some of the gatherings	Furniture placed on stage, attendees on stage for smaller groups creates a ready intimacy and space for sharing
Lighting needs improvement – too dark for pictures, too light for powerpoint	Bring in professional lighting crew to reconfigure
Most speakers do not use microphone effectively and audience can't hear everything	Purchase headsets to provide clear audio, instead of relying on the speaker to remember to hold the microphone up

Project Performance

Provide details on the performance of the project under the three variables of On Time, On Budget and Meeting Customer Expectations.

On Schedule					
Planned Finish Date	Actual Finish Date	Variance (in days)	On Schedule	Ahead of Schedule	Behind Schedule
11-12-17	11-8-17	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

On Budget					
Approved Budget	Spent Budget	Variance (in \$)	On Budget	Under Budget	Over Budget
\$■	\$■	(\$■)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Meeting Customer Expectations		
Success Criteria	Criteria Met	Comments
Increase variety and type of adult programming	<input checked="" type="checkbox"/>	Different offerings, more interactive
Demographic change in attendees	<input checked="" type="checkbox"/>	We tapped into cultural and creative needs of community
Increase in e-newsletter signup	<input checked="" type="checkbox"/>	Used opportunities to continue engagement