

Long Range Plan

Action Plan

2008 - 2009

Mission Statement

The Gleason Public Library (GPL) enriches lives through excellent services, programs, and collections that promote lifelong learning. As a valued cultural center of the community, the GPL offers access to a variety of materials and creative services to satisfy the diverse recreational, educational, and cultural interests of the people of Carlisle.

All actions listed will take place in 1/08-6/09 and will be reassessed and updated in fall of each year. Those items with an + have a potential impact for the town's FY08 budget. Draft completed 11/7/07.

Goals, Objectives, Measurable Activities

Goal I. The Gleason Public Library (GPL) will actively promote reading, independent thinking, and learning throughout life.

Objective A. The children's, **young adults**, and reference departments will have professional staff to meet the developmental, educational and informational needs of children and adolescents, infant through school age.

Measurable Activities

- 1 A full range of programming will be offered for children in Carlisle including at least 3 special events a year and 3 sessions of story times for 0-5 year olds and a summer reading program for school age children.
- 2 The Children's Advisory Committee will meet 2 times a year with the Head of Children's Department to share ideas and serve as a community focus group for children's programming.
- 3 Children's librarian will notify day care providers and elementary school of programs. Children's staff will visit or receive a visit at least one time a year.
- 4 Library staff will meet with school administration/school librarians at least 2 times a year to ensure curriculum needs are understood and after-school needs are met.
- 5 Reference Department will be headed by a Staff Librarian, working closely with the Director on technology planning and maintenance.
- 6 **Young Adult services will have a designated staff member to manage grants, space, collection development, liaison with school librarians, and work with teen advisory group.**

Objective B. The GPL will collaborate with other entities to promote the value and pleasure of reading and libraries to the community.

- 1 **Plan and hold a community read event and adult summer reading program in the calendar year 2008.**
- 2 Provide one new book club kit per year. Provide books for Friends book group. Identify other book groups and provide resources for them.
- 3 Once a month highlight new arrivals to collection in Mosquito, Buzz, website, in library, or via email.
- 4 Write 4 articles in the year informative about the benefits of reading and the value of libraries.

Objective C. The GPL will provide educational programs that support lifelong learning.

- 1 Host local and visiting authors at the library at least two times a year.

- 2 Collaborate with the Council on Aging to offer at least **two** afternoon program per year.
- 3 Partner with local organizations to offer or promote educational programs at least one time a year.
- 4 **Implement Equal Access grant and provide six monthly how-to series for adults.**
- 5 **Implement Equal Access grant and provide four young adult programs per year.**

Objective D. The GPL will advocate for the rights of library users and the Freedom to Read.

- 1 Library Management will develop policies that reflect Freedom to Read and the rights and privacy of library users.
- 2 Share news regarding state and national issues affecting library users.
- 3 Encourage independent thinking by offering a range of viewpoints on subjects of interest.

Goal II. The GPL will facilitate fast and reliable access to a wide range of contemporary and historical materials.

Objective A. The GPL will predict and respond to user demands for library materials in a timely manner.

Measurable Activities

- Approve and update the collection development policy annually.
 - Recommendations of library users and staff for purchases will be encouraged through the “suggestion box” and via email. **Create and update blog with this information.**
 - Library will continue to improve and enhance collections through accepting outside donations and funds, and applying to available grants.
- 1 Staff will assess circulation space, desk drop-box areas, and procedures. Find efficient solutions to space use and circulation bottlenecks and plan for implementation annually.
+
 - 2 Assess the need and cost for page staff to empty dropbox during heavy periods of summer months. +
 - 3 Pursue additional funds for page staff to assist with shelf management and accuracy through the summer months on a permanent basis. +
 - 4 Library will collaborate with Carlisle Council on Aging to get material voluntarily delivered to individuals in need.
 - 5 Keep library users “in the know” about what library has and why technologies/medias are changing through articles in Mosquito and on website (2 a year or as needed).
 - 6 Introduce/test new technologies/medias by way of outside funds to see if viable and relevant.
 - 7 Communicate with local govt. bodies, organizations regarding current available needs and be proactive in finding available resources. Report at department head meeting once a year and address a letter to boards regarding the library once a year.

Objective B. The GPL will enable the Carlisle community to be “information fluent”, able to find digital information with ease and discernment.

- 1 Offer basic computer course 2 times a year (min). Provide tutoring 2 times a year (min).
- 2 Offer intermediate/advanced or subject specific training once a year (min).
- 3 Provide “help” materials and additional training, tutoring, tutoring space for volunteer led each year and practice space for those broadening computer use skills.
- 4 Collaborate with COA to promote and coordinate basic trainings.
- 5 **Research appropriate grants to help provide comprehensive information training in the community to best empower users.**

Objective C. The GPL will provide recommendations about books and other materials.

- 1 Develop virtual/physical location and system where staff and visitors provide recommendations for materials across ages. +

- 2 Change “Grab-&Go” shelf every two months with new highlighted collection.
- 3 Display items around library with dynamic signage.
- 4 Provide bestseller lists and recommended books by interest/genre/reading level.
- 5 The GPL will pursue an LSTA Reader’s Advisory grant to be implemented in calendar 2009 to better provide materials to library patrons.

Objective D. The GPL will preserve and make accessible historical records.

- 1 Collaborate with the Carlisle Historical Society and other historical organizations to promote local history through displays and programs.
- 2 Provide access to historical records of the town and price out, plan, and weight the legalities of preserving and digitizing the Wilkins papers.

Goal III. As a cultural center for the town, the GPL will be a conduit for cultural experiences, dialogue, contribution, and collaboration in the community.

Objective A. The GPL will be an active partner, participant, and venue for community events and programs.

Measurable Activities

- 1 Work with Friends of the Library to bring speakers to the library, at least 3 a year.
- 2 Host Art at the Gleason program. Continue to host regular art exhibits, artist receptions, and student art work for the community.
- 3 Pursue program grants through the Carlisle Cultural Council and other funding sources for programs that reach a broad audience.
- 4 Allow use of the Hollis Room for free, non-profit, individuals, local activities, held less than 4 times per year that do not conflict with library functions.

Objective B. The GPL will be an avenue for information services, referrals, and programs that highlight the resources, local government, and character of Carlisle.

- 1 Announce community events on bulletin board. Priority given to library events, non-profit events or organizations in Carlisle, then neighboring community events.
- 2 Provide Mosquito, Ferns, and Carlisle.org with calendar of community events.
- 3 Provide local organizational publications at the library in the “community corner.”
- 4 Announce library events through the website, Mosquito, Buzz, and Globe, through signage in the building and on the lawn, and through email notifications.
- 5 Allow local non-profit groups to host special one-time displays in library foyer, with Director approval.
- 6 The GPL will distribute a monthly print and enewsletter.

Objective C. The GPL will foster community volunteerism and participation.

- 1 The GPL will host at least 3 Carlisle Senior Tax program volunteers a year.
- 2 The GPL will host at least 5 high school students seeking community service credit that can meet the scheduling and training needs of the library.
- 3 The GPL will welcome at least 5 volunteers a year to contribute to the library through involvement with the Friends, regular shelving, assistance with shelf maintenance, landscaping and land management, flag raising/lowering, programming, woodworking, liaisioning with other local groups, and other special projects as come up.
- 4 The GPL will host an annual celebration for library volunteers.
- 5 The GPL encourages and facilitates at least two new opportunities a year for residents to offer their skills and expertise back to the community through informational brochures, referral contacts, lectures, programs or recitals.

Objective D. The GPL will promote itself to ensure public awareness of programs and services.

- 1 Library events will appear in 3 of 4 Carlisle Mosquito publications each year.
- 2 Adult Library events will be sent to the Globe and posted on the Globe cultural website.

- 3 One mailing a year will be sent to all households regarding a library event or activity.
- 4 The Library will encourage and participate in local mailings, such as Friends and Endowment mailings to the community.
- 5 The Library staff and/or those actively involved with the library will be visibly present at town functions.

Goal IV. The GPL will be a welcoming, accessible, safe and comfortable place, open convenient hours, for all visitors.

Objective A. The GPL will be open and accessible with predictable hours to Carlisle residents throughout the year.

- 1 The GPL will minimize the impact on library patrons and staff by carefully considering hour reductions in the face of budget reductions.

Objective B. The GPL will ensure the building is adequately staffed and properly functioning to be open as scheduled to the public.

- 2 The Library will close to the public in the following scenarios: severe weather conditions, mandate, or shortage of public water supply, heat, or power. Town hall and police will be notified of closings.
- 3 The Library will have at least 3 staff members present in the building to be open to the public for regular service. Special functions after hours must have one staff member (custodian), Trustee, or Designee present as an emergency contact.+
- 4 Special library events involving minors should have a ratio of at least 1 to 10, adults to minor.

Objective C. The GPL will maintain the building and equipment through regular assessment, preventative measures, and appropriate long-term and disaster planning.

- 1 Library Director with Trustees quarterly will tour building conditions and update regularly on condition.
- 2 Long Term Capital Requirements Committee will be invited to tour facility annually.
- 3 Building plan will be updated 2 times a year with funding information.
- 4 Disaster Plan will be completed and updated annually.

Objective D. The GPL environment will be well lit, aesthetically pleasing, clean, and comfortable for library users and staff.

- 1 Library management, including its board of trustees, will work with the public schools, appropriate town committees, and town officials to assure that, on days of early release from the Carlisle schools, the growing population of students who use the library building and its grounds, do so with respect and care for the facility, staff, and all patrons of the library and its services.
- 2 Adequate supplies and resources will be available for custodians to maintain quality of building.+
- 3 Adequate resources available for upkeep or replacement of furniture.+
- 4 A solution for stagnant or extreme building temperature during changeover times of the year (fall and spring) will be researched and tested.+

Objective E. The GPL will assess, improve, and enhance the library spaces and technology to meet the needs of the library users and library staff.

- 1 Extant shelving will be regularly reassessed for most effective use of spaces for visitors, volunteers, and staff.
- 2 Space use for media, new titles, and periodicals will be reassessed.
- 3 Staff will attend workshops on digital media and will pursue additions to the collection.
- 4 Furniture and space use throughout 1st and 2nd floor, emphasis on young adult area, will be updated as part of the Equal Access grant and Manton Foundation grant to encourage best use of space and collections.

Goal V. The GPL will provide excellent professional public services and strive to meet or exceed users' expectations.

Objective A. The GPL will provide a high level of public service in a friendly, helpful, and effective manner.

- 1 Annually update the circulation procedures manual and discuss circulation needs at all staff meetings, with an emphasis on courteous and effective service.
- 2 Discuss ways to recognize coworkers through peer award annually.
- 3 Annual staff gathering will be held to recognize contributions of all staff.

Objective B. The GPL will continue to be efficient, effective, and responsive to Carlisle's needs through development and implementation of operations, financial management, procedures, and policies.

- 1 Invite opinion and dialogue through suggestion box and regular communications.
- 2 Consider short and long term needs of all aspects of library through annual updates of the Long Range Plan.
- 3 Pursue funding from the Endowment for long-term library enhancement needs.

Objective C. Library staff will be supported and encouraged to pursue professional development opportunities appropriate to their responsibilities.

- 1 Staff working over 20 hours, will attend 2 professional meetings a year.
- 2 Staff will be encouraged to attend 1 professional meeting a year.

Goal VI. The GPL will effectively evaluate and use telecommunications, information technology, and emerging technologies to improve and provide better library services.

Objective A. The GPL will develop the knowledge and proficiency of library staff with current and emerging information technologies to better serve the public.

- 1 **The Library will hire a Staff Librarian to actively manage and plan for library technology needs, working closely with the Director.**
- 2 Library staff will attend MVLC key users group meetings and NMRLS programs regarding new technologies at least 6 times a year.

Objective B. The GPL will select, organize and maintain a quality collection of electronic materials that will provide a basis for patron information, educational, and recreational needs.

1 Library will maintain currency with multimedia formats by assessing community needs and gauging popular demand on a quarterly basis.

Objective C. The GPL will provide and continue to improve access and services through maintenance and appropriate upgrades of software, technology equipment and infrastructure.

- 1 Work with the library network, region, to implement appropriate enhancements to further functionality of library systems.
- 2 The Library website will serve as an ever-present portal to information, providing 24 hour access to the library. It will be updated weekly.
- 3 The Library will update its working technology plan annually to guide purchasing decisions.