

# New Hartford Public Library

## Long Range Plan

2019-2024

### **1. Purpose**

To establish a set of goals and objectives that creates a framework for the New Hartford Public Library's future. This Long Range Plan will provide a guide for actions necessary to meet these goals.

### **2. Mission Statement**

The New Hartford Public Library strives to be the center of community activity and identity by providing access to available resources and opportunities to further the educational, informational, recreational, and cultural pursuits of the residents of the Town of New Hartford and the Mid-York Region

### **3. Process**

The development of the Long Range Plan began with an appointment of a Planning Committee consisting of Library Board of Trustees and staff members. The assumption was that these individuals are experienced with both the management and operations of the library and would also have an understanding of the community that they serve.

In order to gather the community's input, the Committee developed a survey that was posted in the Library's website, social media platforms, The Town Crier, and distributed in paper form in the library and at all community outreach events.

The survey consisted of 27 questions (multiple choice and short answer). Topics covered by the survey include services provided by the library, assessment of the library's interior and exterior facilities, technology, programs, and demographics. One hundred and twenty responses were collected over a 5-month span.

Long Range Planning Committee

Board of Trustees Participants

Ylva Cortright

Virginia Emmert

Kathleen Jarrett

Andrea Lynch

Jay Winn

## Staff Participants

Amy Benson  
Anne DuRoss  
Ashlyn Samargia  
Roy Senn

## 4. Long Range Goals and Objectives

### 4.1 Buildings and Grounds

**Goal:** Maintain our physical space so that it is safe, clean, welcoming, and suitable for programs and services.

**Objectives:**

1. Maintain interior spaces
  - Provide on-going maintenance and repair to include professional cleaners, repainting of interior, replacing of carpeting, upgrading of interior surveillance.
  - Maintain building systems per contractual agreements (HVAC, sprinkler).
  - Schedule and maintain inspections of elevator, fire extinguishers, and electrical system.
  - Provide maintenance staff with proper equipment and tools.
2. Maintain building envelope
  - Develop timeline for maintenance of building including replacement of doors to the outside, creation of canopy at upper entry, placement of security cameras at public entrances, cleaning of building, replacement of roof, etc.
3. Maintain exterior grounds
  - Schedule annual restriping and sealing of parking areas.
  - Check walks for frost heaves.
  - Periodically repaint/repair garden structures.
  - Arrange with Town for snow removal and lawn maintenance.
  - Anticipate future repaving of roadway and parking areas.

4. Create a safe environment for library users.
5. Periodically review space and function allocations to reflect community needs and demands.

## **4.2 Collection**

**Goal:** Strive to develop a collection that is reflective of the needs and wants of the community we serve.

**Objectives:**

1. Provide access to materials in current and emerging formats.
2. Provide opportunity for patrons to exercise their right to access constitutionally protected information.
3. Support patrons in their journey to be lifelong readers. (See Programming)
4. Select materials to support the Library's mission.
5. Improve access to materials through reorganization and weeding the collection as necessary.
6. Monitor monthly and annually those services, which lend themselves to statistical analysis: circulation, discards, and patron requests.

## **4.3 Community and System Collaboration**

**Goal:** Establish the New Hartford Public Library as a focal point and resource for the community by forming strong partnerships with individuals, public and governmental agencies, community groups, educators, and businesses.

**Objectives:**

1. Work toward opening the Library on Wednesdays.
2. Elicit community feedback on issues or potential services.
3. Continue strong links with NHCSD, preschools, Town of NH, and various special interest groups in the community to promote programs and services.

4. Prepare periodic newsletters in addition to the annual reports that are distributed to governmental officials, media and public.
5. Create and implement shared calendars of events with neighboring libraries.

#### **4.4 Programming**

**Goal:** Seek to be a source for quality instruction and programs to support individual and community growth.

**Objectives:**

1. Offer wide variety of high quality programs and materials to meet the needs and interests of all age levels.
  - Areas might include STEM/STEAM programs, teen services, yoga, speakers in various areas of interest, community forums, computer training, cultural presentations, children’s programs, more adult activities including walking, etc. All listed came from our survey.
2. Encourage participation and input from the community through surveys, social media, email, and open communication **concerning** program ideas.
3. Explore new avenues to keep patrons and residents informed of programs and events.
4. Continue to work with young adults to create a collection and programming that reflects their needs.
5. Maintain the Teen Readers’ Advisory Group.

#### **4.5 Staffing/Personnel/Trustees**

**Goal:** Provide excellent customer service with friendly, helpful, knowledgeable staff.

**Objectives:**

1. Identify and respond to customer service as it relates to staff and patron interactions.
2. Review and update policies as needed.
3. Review Personnel Manual annually and revise as needed.
4. Hold staff meetings on a regular basis to keep staff well informed.

5. Conduct staff evaluations annually. Schedule meetings with employees to review.
6. Analyze professional development resources available within the Mid-York System.
7. Create and implement an orientation program for Trustees.
8. Review and analyze security procedures.

#### **4.6 Technology**

**Goal:** Pursue technologies to meet the informational and educational needs of our community.

**Objectives:**

1. Support the staff by keeping information technology up to date and in working order.
2. Maintain public information technology. The public should have every expectation that the library's equipment is working and is compatible with technology encountered at school, work or home.
3. Provide staff technology training. Perform regular needs assessments of staff to guide in the planning of appropriate staff training.
4. Develop technology replacement schedule.
5. Analyze use and content of Library's website and social media platforms and update as needed to meet the community's needs.
6. Explore grants and other financial resources to augment technology needs.

#### **4.7 Finance**

**Goal:** Ensure our financial sustainability by creating diverse ownership of the library throughout the community, practicing strategic management and optimizing our resources.

**Objectives:**

1. Request sufficient municipal funding for the annual operating budget to allow the library to provide a collection, resources, and programs to meet the community's needs.
2. Research and evaluate options for additional funding.
3. Provide education and information to the community regarding budget needs utilizing community newsletter and other publications.

## **5. Going Forward**

In this Long Range Plan, eight (8) goals were established. Each of these goals was expanded into a number of objectives. Guided by their combined expertise and the community responses to the 27 question public survey, the Long Range Planning Committee developed these objectives.

Going forward, specific actions that would fulfill the objectives listed in this document must be identified. Since any desirable action can only be accomplished within the confines of a budget, such actions by necessity would require prioritization and would be placed on a timeline according to those priorities and budget expectations.

The following steps are recommended:

1. Identify actions to meet our defined objectives.
2. Prioritize actions considering budget constraints.
3. Build a time line for those actions and their priorities.
4. Review budget and consider options for additional funding as needed.
5. Continue to assess and evaluate the needs of the library's patrons, and the community.

## **Appendix**

Survey Questions

Results

Approved: December 19, 2018