

Wantagh Public Library
Long Range Plan of Service

Adopted by the Board of Trustees on May 18, 2015

The Wantagh Public Library is located on the south shore of Long Island. The community consists primarily of single family homes and is within commuting distance of New York City. It is a school district public library chartered to serve a population of 17,808 according to the 2010 census. The current library building was erected in 1970. When the community passed the bond the Board promised the community their organizations would be able to use the meeting room. As a result the Community Room is very busy between Library and community meetings. This has fostered a close relationship with these organizations.

The Wantagh Public Library Vision Statement as adopted by the Board of Trustees on April 20, 2015 is:

The Wantagh Public Library aspires to be the center of information and discovery in the community. Through innovative programming, relevant collections and responsive services, its goals are to support lifelong learning and the joy of reading and to enrich, entertain and educate residents of all ages and cultures.

The Revised Mission Statement as adopted by the Board of Trustees on April 20, 2015 is:

The mission of the Wantagh Public Library is to provide the community with outstanding resources, programs and services to encourage intellectual curiosity and a love of learning. The Library values the Wantagh Community and is committed to providing a clean and inviting building, well organized, up-to-date collections, professional staff and interesting programs and services.

Financial/Budget

Goal 1: To present the community with a responsible, lean budget while providing the community with a collection, programs and services that makes the Library an important part of their lives.

Activity 1-1a Request the necessary reports from the Board Treasurer and Director to gain the knowledge necessary to prepare a budget.

Activity 1-1b Keep informed about legislation regarding the financial requirements of the Library including the tax cap and the efficiency plans.

Goal 2: Exercise fiduciary responsibility for the use of public funds.

Activity 2-1a Review financial reports presented to the Board each month.

Activity 2-1b Review bank reconciliations and bank statements each month.

Activity 2-1c Require reports of the Treasurer and Director at least monthly to make sure proper procedures are followed.

Activity 2-1d Hire a responsible accounting firm to perform a yearly audit.

Community Outreach

Goal 1: Meet with community organizations, the school district and houses of worship to exchange information and increase awareness of existing library programs and services.

Objective 1-1: Learn more about the community through these meetings to determine how the Library may improve its programs, services and collection to encourage library usage.

Activity 1-1a: Schedule meetings with 3 or 4 organizations per year. In order to prevent duplication of services and identify needs that might be better provided by library resources and personnel.

Activity 1-1b: Brainstorm ways to improve the Library's programs, services and collection in response to community input.

Objective 1-2: Increase attendance at Library programs by 3%.

Activity 1-1a: Review current marketing of Library programs and brainstorm ways to improve marketing including the webpage, news media flyers and the Event Calendar.

Activity 1-2b conduct a survey of the community to learn what interests and programs would improve attendance.

Technology

Goal 1: Increase technology based services to the residents.

Objective 1-1 Offer e-readers with pre-loaded books for circulation.

Activity 1-1a: Contact other libraries to learn from their experience in lending e-readers so we can determine how many and which e-readers to purchase.

Activity 1-1b Purchase e-readers.

Activity 1-1c Write procedures for e-reader lending.

Activity 1-1d Set up accounts for downloading books and download.

Activity 1-1e Train staff on e-reader use where necessary.

Objective 1-2 Provide computer training to help patrons breach the digital divide.

Activity 1-2a Contract with outside company to provide training in a classroom atmosphere.

Activity 1-2b Provide one-on-one Internet and productivity software assistance on an ad hoc and appointment basis.

Goal 3: Update the Library website

Objective 1: Reevaluate content to improve functionality.

Activity 1-3a Highlight resources the library currently offers – e-books, databases, program calendar.

Activity 1-3b In response to feedback from the community examine the need for expanding the Library's website resources.

Goal 4: Replace computers on a regular basis.

Objective 1: To provide up-to-date computer service to the community by replacing computers every 4 -5 years.

Activity 2-1a Replace computers on a regular basis with the \$5,000.00 budgeted by the Board of Trustees each year.

Goal 5: Make purposeful, user friendly technology accessible to caregivers and children in our community.

Objective 5-1a: Provide patrons with circulating hand held devices pre-loaded with educational apps

Activity 5-1a: Review the different products on the market that provide this service

Activity 5-1b: Determine available budget resources

Objective 5-1a continued

Activity 5-1c: Decide what subjects and levels the apps should address

Activity 5-1d: Purchase device

Activity 5-1e: Develop procedures for circulating devices

Activity 5-1f: Decide on cataloging procedures

Collection Development

Goal 1: Provide a collection of materials that meets the educational, recreational needs of the community.

Objective 1: To have the right balance of materials in traditional and electronic formats to meet the needs of the community.

Activity 1-1a Use review journals to select materials.

Activity 1-1b Use circulation reports to learn the patterns of use.

Activity 1-1c Develop a survey for patrons to learn if the collection is meeting their needs. Implement changes based on the community's input.

Activity 1-1d Weed the collection of out-of-date, damaged materials.

Activity 1-1e Identify current trends in popular culture and purchase materials to meet those needs.

Goal 2: Provide more non-traditional materials for the community

Objective 2-1a: Increase the number of museum passes the library currently holds

Activity 2-1a Discuss usage statistics with libraries that own passes we would like to obtain

Activity 2-1b Modify museum pass brochures

Activity 2-1c Notify the community of new passes through the newsletter, webpage and social media.

Circulation

Goal 1: Circulation will provide excellent customer service to the community.

Objective 1 To lend materials to the patrons while following the Direct Access and Resource Sharing Code. Wantagh Public Library also complies with Commissioner's Regulation 90.3.

Activity 1-1a Hold regular staff meetings to provide training in customer service and to review the necessary procedures, rules and regulations.

Building

Goal 1: To continue to follow the maintenance plan set forth by SCC Construction after the major renovations in 2010 and 2011.

Objective 1: Ensure the building is a safe and inviting place for the community.

Activity 1-1a Review the maintenance plan during the budgeting process so funds are allocated for the necessary maintenance of the existing structure.

Activity 1-1b Plan the maintenance schedule and procedures needed for the building to be safe and cared for properly.

Reference Service

Goal 1; To provide professional, personalized and accurate customer service at all public service desks.

Objective 1: To treat patrons in a respectful manner.

Activity 1-1a Greet all patrons and offer to provide help.

Activity 1-1b Develop the resources necessary to meet the needs of the community.

Activity 1-1c Review best practices in customer service techniques at regular staff meetings.

Objective 2: To maintain adequate customer service oriented staff that will include professional librarians and support staff.

Activity 2-1a Review scheduling on a regular basis to determine proper coverage in all departments.

Programming

Goal 1: Plan programming to meet the needs of all ages and cultures

Objective 1: Evaluate the current programming

Activity 1-1a Obtain statistics from the online calendar for current programs to determine the most popular programs.

Activity 1-1b Survey the community to learn if there are programs they would like to add to the current program offerings.

Activity 1-1c Seek alternative sources for programming

Activity 1-1d Hire professionals to present programs

Activity 1-1e Provide more Librarian led programs.

Goal 2: To develop programming that nurtures family development

Objective2: Design and implement a multiple week parent/child workshop

Activity 2-1a Attend Family Place locations to observe classes

Activity 2-1b Purchase toys and books for children and caregivers

Activity 2-1c Hire professional speakers on different topics such as nutrition and speech development

Activity 2-1d Promote and advertise program throughout community daycare centers and Headstart offices.

Young Adult Department Goals and Objectives

Community Outreach

Goal 2: Connect with the community via social media

Objective 2-1: Improve communications with Young Adult patrons (grades 6-12)

Activity 2-1a: Create an Instagram account for the Young Adult department

Activity 2-1b: Share Library photos, program details and collection information with followers

Activity 2-1c: Review responses to posts. Learn the posts followers enjoyed to create more meaningful interaction

Young Adult Department Goals and Objectives continued

Technology

Goal 4: Offer computers/tablets for in-library use to Young Adult patrons

Objective 4-1: Improve usage and access to technology

Activity 4-1a: Connect with other libraries to learn from their experience with in-library lending of devices

Activity 4-1b: Purchase two laptops and/or tablets

Activity 4-1c: Create a policy for in-library lending of devices

Young Adult Library Services

Goal 2: Create a separate, identifiable and welcoming space for Young Adult patrons

Objective 1: Increase the number of Young Adult patrons visiting the library and using materials and services

Activity 2-1a: Rearrange library furniture and materials

Activity 2-1b: Purchase signage to distinguish the Young Adult space. Purchase teen-friendly furniture

Activity 2-1c: Have a Young Adult librarian available in the Young Adult area from 3:00 p.m. until closing on weekdays.

Programming

Objective 2: Expand Young Adult programming

Activity 1-2a: The Young Adult Librarian will meet with the Teen Advisory Board monthly to discuss teen's needs and interests

Activity 1-2b: Hire professionals to host high interest programs for Young Adults

Activity 1-2c: Collaborate with the school guidance department to promote library programs via email.

The Library Board of Trustees will review and reaffirm the Plan of Service on a regular basis, at least once a year.