

# Meredith Public Library Long Range Plan 2020-2022

## **Mission Statement**

The Meredith Public Library's mission is to be the cultural heart of Meredith; a gathering place where community members can acquire and share knowledge.

## **Library Vision for the Future**

The Library will be a community gathering place, an informational hub, a center for recreational resources, a promoter of literacy and a depository for local history. It will be a safe place where patrons and staff will feel comfortable to be themselves.

## **Goals and Objectives**

### Building

**Goal Ia: Residents of Meredith will have access to as many library resources as possible during the library building renovation/expansion project.**

- Requests to close the library during construction will be analyzed and discussed with the building committee to be sure they are kept to a minimum and for as short a period of time as possible.
- Safety procedures will be developed with the building committee to ensure patrons and staff are kept safe during construction.
- Milestone will have the Fire Chief approve entrances and egresses into the building during the entire construction process.
- The construction time line will be analyzed so that library classes, lectures and events will continue during the construction process either on site when it is safe to do so or offsite.
- Online activities that were successful during COVID-19 library closure will continue during construction.
- Milestone will present a plan to the building committee showing how noise will be minimized during the construction process.
- The physical collection will be analyzed so that the most popular items will be available during the construction process. If storage of the physical collection is necessary, the least popular items will be stored first.
- Maintenance issues necessary to daily operation of the library will be attended to during the construction process.
- During construction, if certain parts of the library need to be closed, the staff prioritize which levels of service will need to be curtailed.

**Goal 1b: Residents of Meredith will have access to a clean, modern, well-maintained library building.**

- A new maintenance plan will be created based on the needs of the renovated facility.
- Once construction is completed, invite the community to share in ideas on how to maximize the new space to meet community needs.

Public Relations

**Goal 2: Residents will be made aware of the services and resources that the library provides and will have a means to communicate what they feel the library should be doing in the future.**

- Update Library Logo.
- Update Library Website.
- Update Library Mission Statement and Vision, if needed.
- Publish weekly articles in the *Meredith News* about the library.
- Rollout a new PR campaign for library services once construction is completed.
- Survey residents annually about library services, and especially when construction is completed.
- Analyze ways of reaching the community about library services beyond social media, newspapers and library newsletters.
- Keep the public updated with library construction happenings monthly via the newsletter and press releases.
- Plan a grand opening gala
- Analyze the benefits of changing library hours and what is feasible with the current staff.
- Create a plan and policy to offer new meeting room access to the community during times the library is closed.

Technology

**Goal 3: Library users will have access to current information technology and will feel comfortable using this technology.**

- Wifi range will be extended to reach library outdoor areas while minimizing the ability for neighbors to connect.
- Consider adding Mobile hotspots, Kindles and other mobile technology for patrons to check out and take home.
- Analyze ways to allow patrons to print wirelessly in a simple and economic manner.
- Equip the media room and large meeting room with the latest technology to assist in business and other types of meetings.
- Analyze ways of reaching the community to increase library technology assistance outreach.
- Research meeting room software to manage room reservations.
- Provide Charging stations throughout the building
- Provide Self check-out machines

## Collection Development

**Goal 4: Library users will have a fresh, contemporary and vibrant library collection in all media formats.**

- Complete major weeding project before collection needs to be moved during construction process.
- Analyze each collection for potential shortcomings and plan to purchase items to fill these gaps.
- Determine how collections should be organized in the new space:
  - Dewey, Bisac or mix for Nonfiction.
  - Current fiction designations: Cozy, Fiction, Paperback, Large Print, or something different?
  - Should current organizations of new and recent materials be used in the new setup?
  - Should we consider organizing by genre?
- Consider what if any new virtual services should be permanently added to collection budget such as streaming services.
- Determine 2022 budget based on needs of expanded building
- Continue updating collection to meet community needs/desires.
- Survey the community on the collection. Where are we falling short?
- Utilize increased space in offering new display opportunities.
- Analyze what types of items are being ordered via ILL to determine where there might be collection gaps.
- Do more with Readers' Advisory.

## Services to Young Adults

**Goal 5: Teens will view the library as a safe and welcoming place that supports their special interests and developmental needs, invigorates their interest in reading for pleasure, and helps to build skills for life-long learning.**

- Train teens to volunteer weekly at the Tech Bar
- Create partnerships with Inter-Lakes Middle and High Schools
- Teen computer area will be separate from the adult area and monitored by library staff when occupied.
- Work with the teens to help design new Teen area.
- Create a homework space and seek a volunteer to assist in homework help. Add peer to peer tutoring.
- Research summer reading software

## Services to Children

**Goal 6: The library will provide children of all ages with an array of materials and a variety of programs and spaces that foster a love of reading and intellectual inquiry.**

- Create partnerships with Inter-Lakes Elementary school
- Create partnerships with local daycares
- “Library shelves” in places in the community where kids might go
- Keeping existing programs and expand them.
- Add hands-on programming offered by community members. (touch a truck during construction and a story time.)
- Create a toy library for circulation

## Services to Adults

**Goal 7: Adult residents will have access to a collection of current and popular materials and to a variety of workshops and lectures that stimulate thought and expand knowledge.**

### **Collection Access**

- Analyze patron circulation habits to curate a collection to local needs.
- Increase access to genealogical materials in the library by analyzing digitizing opportunities, in particular the *Meredith News* and NH Ref books in public domain that have not been previously digitized.
- Create a better exposure to the oral histories.
- Create a Library of things (cake pans, instruments, recreational items, fishing poles, tools, crafting, etc.)
- Start a seed swap; ask volunteers in the community to host gardening events

### **Workshops and Lectures**

- Increase facilitated library classes and events by 10% by 2022.
- Incorporate volunteers, particularly in the Maker Space to teach hands on classes and activities.
- Promote small business in the community by letting them teach classes and do demonstrations
- Promote local artists and host openings. Host a contest to have one design a mural for the library.
- Provide spaces and help facilitate community programs hosted by community members.
- Create “how-to” programs such as fixing a toaster, etc.

## **Outreach and Individualized Patron Assistance**

- Analyze Homebound Delivery Service and see if there are ways of reaching the members of the community who might benefit from the service through partnerships with other organizations.
- Outreach to other community organizations and (such as New Beginnings, Veterans, Social Work, Food Pantry, Garden Club, charities) offering partnerships with the library
- Survey the community to find out if there is a need for access to more online materials and programs such as expanded streaming services or online author chats.
- Find ways to promote beyond the traditional means Interlibrary Loan Service in the community and use ILL to fill in gaps in the collection.
- Provide genealogical assistance with weekly set hours for appointments and drop-ins
- Increase “tech-help hours” by including a set time for drop-ins.
- Analyze ways to do more outreach in the community in areas that our underserved or may have trouble getting to the library.
- Provide Digitization services; set up times for a volunteer or staff member to work with patrons.
- Provide space to access games, puzzles, newspapers, etc.

## Staffing

### **Goal 8: Staff will have the skills and support to assist patrons with all technology, reference and readers’ advisory needs.**

- Determine possibility of paid time off for part-time staff.
- Incentivize professional development (for example paid time off or pay increases for each level of paraprofessional certification)
- Reconfigure staffing needs after library construction as needed.

## Trustees

### **Goal 9: The Library Trustees will become more proficient at understanding and advocating library needs.**

- Meet the trustees on Website and social media
- Trustees make strides to get to know the staff
- All trustees should have a library card and use it
- Each trustee should attend at least one adult and one youth library event per year.
- All trustees should have an understanding of library funding, where it comes from and how it's budgeted.
- Advocate for the library within the community.
- Continue to have two-way communication between the Library Trustees and the Select Board.
- Each trustee should attend at least one workshop, conference or webinar per year related to trustee leadership including advocacy.
- Create an environment that encourages everyone to speak up at meetings.
- Each Trustee should try to attend at least one event in the community annually and promote the library.
- Each trustee should join the Friends of the Library within thirty days of becoming a trustee and attend at least one of the Friends fundraising events annually.
- Have a full compliment of library trustee alternates at all times.