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| Leominster Public Library, Leominster | FY2020 |
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Goal #1: Build upon existing strengths to support changing community needs.

| Objectives | Actions | Timeframe for Activity | By Whom |
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| Create a welcoming, inspiring, and accessible environment for all patron, staff, & volunteers. | Implement procedures and services to ensure the Library is a safe place. | By June 2020 | Director, Trustees, Mayor and City Council |
| | Explore applying for an LSTA grant to expand upon services for English language learners. | February 2019 | Staff, Administration |
| | Improve wayfinders and navigation tools. | By June 2020 | Administration, Staff |
| | Pursue establishing the Library as a free Summer Lunch location. | July 2019 | Staff, Administration |
| Optimize core services and programs. | Outreach at 3 different community organizations. | Ongoing | Administration, Outreach Coordinator |
| | Host monthly English Conversation Circle programs. | January 2019 | Administration, Programming Coordinator, Programming Committee |
| | Improve public access to local historical and genealogical materials, services, and resources. | September 2019 | Administration, Historical and Genealogical Librarian, Technology Librarian |

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| | Increase the Cormier Center's open hours. | By June 2020 | Administration, Young Adult Librarian, Staff, Mayor, Trustees |
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| Objectives (if included in current Long-Range Plan) | Actions | Timeframe for Activity | By Whom |
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| Continue to build and offer vibrant, current and relevant collections. | Expand the Library of Things collection to include technology. | July 2019 | Administration, Staff |
| | Improve and expand upon the existing foreign language materials to reflect the diversity of the community. | February 2019 | Assistant Director, Outreach Coordinator |
| | Shift all non-fiction to the Penthouse floor of the Library to improve wayfinding. Shift remaining collection on second floor to meet the needs of patrons. | By June 2020 | Administration, Staff |

Goal #2: Embrace Innovation, Technology, and creativity.

| Objectives (if included in current Long-Range Plan) | Actions | Timeframe for Activity | By Whom |
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| Develop new spaces, programs, and services fostering innovation and creativity. | Explore creating a room devoted to audio and video recording and editing. | By June 2020 | Technology Librarian, Administration, Staff |
| | Explore, evaluate, and purchase tools to support creativity, art, technology, and science. | Ongoing | Administration, Program Committee, Technology Librarian |

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| Maintain and update Technology infrastructure. | Create and adopt a Technology Strategic Plan for the Library. | March 2019 | Technology Librarian, Administration |
| | Make needed updates and upgrades to the server, wiring, and wifi system. | June 2019 | Technology Librarian, Administration |
| Implement new Technologies | Evaluate and purchase emerging technology options to improve patron and staff digital experiences. | June 2019 | Technology Librarian, Administration |
| | Investigate adding a self-checkout station for patrons. | By June 2020 | Administration, Staff |
| | Purchase technology to support roving reference within the Library building. | June 2019 | Technology Librarian, Administration |
| | Continue to work on creating a new Library website and app. | By June 2020 | Administration, Staff |

Goal #3: Promote learning at all ages and stages of life.

| Objectives (if included in current Long-Range Plan) | Actions | Timeframe for Activity | By Whom |
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| Support informal learning opportunities for everyone. | Implement passive programming, displays, and experiences within the Library building. | By June 2020 | Staff, Program Committee |

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| Support formal learning opportunities for students of all ages. | Offer classes on technology, information instruction, and specialized skills. | By June 2020 | Technology Librarian, Program Coordinator, Staff |
| | Create programs based on continual feedback from patrons. | Ongoing | Program Coordinator, Program Committee, Staff |
| Engage, serve, and empower teens. | Create programs based on continual feedback from teens. | Ongoing | Young Adult Librarian |

Goal #4: Increase Library's presence in the Community.

| Objectives (if included in current Long-Range Plan) | Actions | Timeframe for Activity | By Whom |
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| Extend the delivery of services and programs beyond the physical walls of the Library. | Investigate bringing the physical collection to outside groups and organizations. | June 2019 | Outreach Librarian, Assistant Director, Staff |
| Increase participation in community events. | Attend at least 4 City-wide events. | By June 2020 | Outreach Librarian, Assistant Director |
| Raise community awareness of what the Library has to offer. | Appear on the Mayor's TV show, and the local WLPZ radio station. | By June 2020 | Outreach Librarian, Administration, Staff |
| | Investigate creating a Library podcast or radio show. | By June 2020 | Technology Librarian, Staff |

Goal #5: Foster Community Engagement.

| Objectives (if included in current Long-Range Plan) | Actions | Timeframe for Activity | By Whom |
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| Formalize partnerships with new and existing organizations. | Identify potential partnerships with local businesses and area non-profits. | By June 2020 | Outreach Librarian, Assistant Director |
| Raise community awareness of what the Library has to offer. | Create a brand and logo based on the Library's mission and vision. | By June 2020 | Administration, Staff |
| Support community conversations. | Promote and publicize use of library spaces for community use. | By June 2020 | Technology Librarian, Program Coordinator |
| Increase volunteer opportunities. | Explore formalizing the volunteer program, including available duties. | By June 2020 | Administration, Staff |

Goal #6: Implement initiatives keeping the Library relevant and vibrant.

| Objectives (if included in current Long-Range Plan) | Actions | Timeframe for Activity | By Whom |
|--|--|-------------------------------|-----------------------|
| Provide exceptional customer service to patrons. | Analyze barriers to service, and take steps to remove them. Explore ways of making the patron experience easier and more simple. | Ongoing | Administration, Staff |
| | Cross-train staff in all departments. | Ongoing | Administration, Staff |
| | Send at least 4 staff members to local or national Library conferences. | By June 2020 | Administration, Staff |

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| Investigate innovative staffing models and job descriptions. | Evaluate and redesign existing Historical/Genealogy Librarian position. | March 2019 | Administration |
| | Explore adding a part-time position to cover Information Desk hours. | June 2019 | Administration |
| Secure the Library's financial sustainability. | Improve communication with community about financial needs in order to support the Library's mission and vision. | Ongoing | Administration, Staff |
| | Create a Capital Plan and Policy for the Building Fund | June 2019 | Administration, Trustees |
| | Migrate Building Fund Monies from Community Fund to Abbey Capital | June 2019 | Administration, Trustees |
| Formalize assessment of Library's Strategic Plan | Review annual Action Plan with staff and Trustees. | January 2019 | Administration, Staff, Trustees |