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| Long Range Plan |
| 2019-2023 |
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Prepared by: Library Director Kristine Wright and the Long Range Plan Committee
Approved: November 12, 2018

**Vision**

The Brook Iroquois Washington Public Library is a community centered, content driven library dedicated to being a vital part of the community’s educational and recreational foundation. We are focused on honoring history as we lead our patrons into the future.

**Mission**

The mission of the Brook Iroquois Washington Public Library is to serve and enrich our community by promoting reading, providing information access, and encouraging literacy and learning.

**Community Overview, Needs, and Goals**

Our community overall is a traditional, conservative group with a strong agricultural background. Serving nearly 1,700 people across two townships, 51.25% of the population currently holds a library card. The community has seen a significant decrease in area businesses over the years; however the unemployment rate has seen a slight, but steady, decrease. There is a 15.3% poverty level in the service area with 62.3 % of the population working inside of the county and 16.6 % of the population with a college degree.

The service area population is mostly white, non-Hispanic; however there is an increasing population in the Hispanic group, especially among the library’s registered users. This group is in need of a specific set of resources that they could benefit from, and the library needs to determine what those are and do their best to meet those needs.

The population is a majority of families with children. This calls for a need of a strong youth services department. There is also a large group of middle-aged to senior patrons as well which would benefit from resources geared toward their needs. The George Ade Nursing Home is located in the Library’s service area, and they are in need of programming and resources for their residents.

With the steady decline in area businesses, the library needs to look into resources that existing businesses might need, as well as resources that might aid new startups. Finally, given the state of the average income of the service area population, the resources that are going to be provided need to come at no-cost, or low-cost if necessary, to the community.

The community members themselves have reported a need for technology assistance resources, free and diverse recreational opportunities, and a welcoming, home-like atmosphere that they can utilize on a regular basis.

Our community is full of beneficial organizations with great opportunities for its residents, but they need to find a way to better collaborate in order to provide cohesive services to its members and public awareness of these services and opportunities. We need to ensure that all of the diverse interest groups of the population are being served sufficiently, and that the community has a dedicated, comprehensive resource offering relevant, reliable information about these organizations, opportunities, and resources.

**Assessment of Current Facilities, Services, Technology, and Operations**

Having reviewed our current facility, it has been decided that the library is in need of more square footage to adequately meet the needs of our community. Our services have steadily increased over the last few years, but there is still plenty of room for growth and improvement. Our technology overall is more than adequate for our needs, however over the next few years there are several things that will need to be upgraded and replaced. Our operations have continued to develop and evolve to meet the demands of the community, but this is a constantly changing cycle that needs to grow as we do.

**Summary of Key Components of the Long Range Plan**

The following goals, objectives, and performance measures are the result of the Long Range Planning Committee’s in-depth examination of our current facility, services, technology, operations, and collection. These are the goals and plans deemed necessary to keep our Library up to date and vital to our community.

**FACILITY**

**Goal 1:**Our building needs more space to meet the needs of the community and to meet the growth of the library.

 ***Objective 1.1:*** Board members and staff will evaluate the current physical space

*Performance Measures:* a) Board members will take field trips to other libraries
 b) Director will gather input from staff
 c) Board members and staff will assess current space usage
 d) Explore property lines and potential growth options
 e) Investigate efficiency of current elevator
 f) Investigate new drop box options
 g) investigate ways to improve shelving options for the following sections:
 1. Young Adult
 2. Inspirational Fiction
 3. Audio Books

 ***Objective 1.2:*** Establish community room open to the public

 *Performance Measures:* a) Contact other community groups to assess need for a community room
 b) Discuss equipment and space needs with program coordinators to ensure needs are
 met
 c) Investigate community room usage, standards, and rules of other area libraries

 ***Objective 1.3:*** Evaluate functionality of current space

 *Performance Measures:* a) Evaluate need for staff space
 b) Evaluate need for office space
 c) Evaluate need for storage space

**Goal 2:** We will be more accessible to patrons with disabilities.

 ***Objective 2.1:*** Install electronic handicap doors where possible

*Performance Measures:*a) Explore door optionsb) Compile installation estimates from various companies
c) Project completion deadline: July 1st, 2020

 ***Objective 2.2:*** Investigate better parking options for our facility

*Performance Measures:*a) Talk to town officials about need for parking
b) Talk to surrounding land owner about purchase potential
c) Incorporate findings into expansion plans

**Goal 3:** We will create a more modern and welcoming atmosphere for our patrons.

 ***Objective 3.1:*** Create a variety of comfy reading areas that appeal to all ages

*Performance Measures:*a) Re-evaluate the current facility’s layout and usage
b) Investigate efficiency of current furniture and potential needs
c) Investigate off-site storage for some original furniture pieces

***Objective 3.2:*** Replace existing shelving to improve functionality, safety, and visual appeal

*Performance Measures:*a) Visit other libraries to investigate different shelving styles and uses
b) Talk to other librarians as to the functionality and wish lists for their shelving
c) Research pricing and distributer options

**TECHNOLOGY**

**Goal 4:** Our staff needs updated technology resources to improve efficiency and better serve our patrons.

***Objective 4.1:*** Investigate new printing technologies with a focus on wireless printing

*Performance Measures:*a) Talk with other libraries about their equipment
b) Director will attend vendor demonstrations at local conferences and bring in vendors to give demos in house
c) Survey patron demand and usage for certain technology needs
d) Board members will evaluate specifics between buying and leasing units

 ***Objective 4.2:*** Investigate print management software

*Performance Measures:*a) Collaborate with Netlink Technologies on their experience with different options and recommendations for our specific needs
b) Library staff will talk with other libraries about their equipment
c) Director will attend vendor demonstrations at local conferences and bring in vendors to give demos in house

***Objective 4.3:*** Investigate alternative ILS options

*Performance Measures:*a) Special focus will be given to tech support options and updates that are offered by the vendors that are considered
b) Library staff will talk with other libraries about their equipment
c) Director will attend vendor demonstrations at local conferences and bring in vendors to give demos in house
d) Director will select 3 final options and involve staff in the final decision

**Goal 5:** Our library will offer more technology based patron services.

***Objective 5.1:*** Investigate the need and demand for new types of loanable technology

*Performance Measures:*a) Talk to the local school about technology trends that they see and recognize a demand for
b) Talk to the local churches about technology trends that they see and recognize a demand for
c) Investigate loanable hot spots
d) Poll the community for demand of tablets, e-readers, and laptops for loan

***Objective 5.2:*** Investigate new types of in-house use technology services

*Performance Measures:*a) Staff will reach out to other area libraries to inquire about their new technology offerings
b) Director will investigate 3D printers
c) Staff will investigate the need and options for lamination services

***Objective 5.3:*** Offer more technology based workshops for patrons

*Performance Measures:*a) Offer workshops featuring any new technology offerings from the library to better help the patrons understand the technology that is offered
b) Staff will attend trainings to learn about new technology available
c) Staff will poll the community to investigate what topics and technologies are desired

**Goal 6:** Our library will strive to improve the overall health of the community.

 ***Objective 6.1:*** Offer more health based services

 *Performance Measures:* a) Staff will work with Purdue Extension to schedule nutrition based programming
 b) Programmers will find local experts to lead new types of programming
 c) Look into space needs and ways around space restrictions
 d) Programmers will put special focus on fitness programs and activities

 ***Objective 6.2:*** Improve public’s awareness and capabilities on emergency training

 *Performance Measures:* a) Invite public safety personnel to lead public workshops on various safety topics
 b) Host CPR trainings
 c) Have certain staff members gain certification in basic emergency training

**SERVICES**

**Goal 7:** Our library will broaden the cultural awareness of the community.

 ***Objective 7.1:*** Minimize language barriers in the community

*Performance Measures:*a) Collection Management department will focus on building the foreign language offerings
b) Programmers will offer regularly scheduled ESL classes
c) Staff will offer series of programs and displays focused on different world cultures

**Goal 8:** Our library will find ways to draw in currently underserved demographic areas of our population.

 ***Objective 8.1:*** Identify the needs of the underserved demographic groups of our community

 *Performance Measures:* a) Programmers will offer relevant programming for “New Adults” group
 b) Director will better collaborate with nursing home officials to improve relations
 c) Staff will identify and promote resources available to low income residents

**Goal 9:** Our library will provide new resources not currently available to the community.

 ***Objective 9.1:*** Better meet the individual needs of patrons

*Performance Measures:*a) Assess the needs of patrons on an individual level
b) Minimum of one staff member will become notary of public
c) Collaborate with school to investigate offering tutoring services
d) Collaborate with the Jasper Newton Foundation to inquire about tutors via the Senior Service Challenge

**OPERATIONS**

**Goal 10:** Our library will maintain safety and efficiency through effective policies.

 ***Objective 10.1:*** Establish emergency policy and procedures

*Performance Measures:*a) Library Board will establish a committee
b) Committee will evaluate available samples of other libraries
c) Committee will consult with appropriate local officials and authorities
d) Committee will consult and review insurance policy

***Objective 10.2:*** Create a bookkeeper position

*Performance Measures:*a) Library Board will work with the Director to divide fiscal responsibilities between Director’s position and Bookkeeper’s position to ensure internal controls and transparency
b) Library Board will set wages/compensation and adjust budget to accommodate the position
c) Director and Board will review applicants’ qualifications and applicable skills
d) Director will ensure new hire is adequately trained and understands library law and accounting

**Goal 11:** We will reduce staff turnover and encourage professional development.

 ***Objective 11.1:*** Promote team development

 *Performance Measures:* a) Director will find new ways of group communication
 b) Library staff will participate in quarterly staff development days
 c) Library Board will find ways to show staff appreciation

 ***Objective 11.2:*** Offer health benefits to full time staff

 *Performance Measures:* a) Library Board will investigate supplemental options
 b) Library Board will look into major medical options
 c) Library Board will consider providing health insurance allowance

**Goal 12:**  The library will strengthen its outside relationships.

 ***Objective 12.1:*** Establish Friends of the Library Group

*Performance Measures:*
a) Library Board will consult legal counsel
b) Find motivated volunteer(s) to spearhead project
c) Investigate relationship between other boards/directors/friends groups to see how they function together

 ***Objective 12.2:*** Investigate possible partnerships

*Performance Measures:*
a) Research to see that all surrounding townships in the area are served by a certified library
b) Investigate ways to better serve students through working with the school
c) Director and programming staff will promote community awareness and activism by working with community organizations such as the historical society
d) Director and programming staff will work with local new sources more frequently to increase public awareness

**COLLECTIONS**

**Goal 13:** We will increase the amount of resources available to our community.

 ***Objective 13.1:*** Expand offerings

*Performance Measures:*a) Director will investigate different e-book platform options
b) Director will investigate starting a Library of Things
c) Director and Library Board will investigate community needs that could be met with a Library of Things or similar program

***Objective 13.2:*** Revisit DVD Policy

 *Performance Measures:* a) Talk to other libraries about their DVD loan policies
 b) Library Board will bring our policy up to date to meet patron demand

**Financial Resources and Sustainability**

The Library Board and the Director will continue to consult with their outsourced accountant, who is well versed in library accounting, to ensure that the best possible financial decisions are being made for the library. They will investigate and use as many local and federal grant funding options as possible. They will also keep their internal controls policy up to date and ensure that it is being followed.

**Equipment Replacement Schedule**

The Library Board and the Director will continue to consult with their outsourced IT specialist on a regular basis for his recommendations on necessary equipment updates. They will also regularly walk the library floor and pay special attention to furniture, shelving, etc. to ensure that we are maintaining our equipment and replacing items when necessary. The Library Board will continue to provide a generous equipment appropriation on the budget each year to promote equipment upgrades.

**Equipment Replacement Schedule**

The Library Board and the Director will review this policy quarterly to ensure progress and make any necessary changes, additions, or adjustments.

**Progress and Accomplishments**

**Goal 1:** Our building needs more space to meet the needs of the community and to meet the growth of the library.

 ***Objective 1.1:*** Board members and staff will evaluate the current physical space.

7/8/19 - Director Krissy Wright met with the land owner of the parcel directly north of the Library to inquire about purchasing the ground with the intention to demolish the house and build a parking lot. The land owner initially agreed to appraisals, but backed out of the deal. Progress stalled. (1.1D) (2.2 B)

***Objective 1.3:*** Evaluate efficiency of current space.

January 2021 – Staff re-evaluated shelving options reorganized collections on the upper level to optimize space and reduce unnecessary shelving units that were causing traffic flow issues (3.2)

**Goal 2:** We will be more accessible to patrons with disabilities.

 ***Objective 2.1:*** Install electronic handicap doors where possible.

 10/30/20 – An electronic handicap door was installed at the east entrance.

 ***Objective 2.2:*** Investigate better parking options for our facility

7/8/19 - Director Krissy Wright met with the land owner of the parcel directly north of the Library to inquire about purchasing the ground with the intention to demolish the house and build a parking lot. The land owner initially agreed to appraisals, but backed out of the deal. Progress stalled. (1.1D) (2.2 B)

**Goal 3:** We will create a more modern and welcoming atmosphere for our patrons.

 ***Objective 3.1:*** Create a variety of comfy reading areas that appeal to all ages

12/9/19 – The Board of Trustees approved a motion to have Steve Bower switch all lighting to LED. This will be healthier for patron eyes, safer for our equipment, and generate significant utility savings.

***Objective 3.2:*** Replace existing shelving to improve functionality, safety, and visual appeal

January 2021 – Staff re-evaluated shelving options reorganized collections on the upper level to optimize space and reduce unnecessary shelving units that were causing traffic flow issues (1.3)

**Goal 4:** Our staff needs updated technology resources to improve efficiency and better serve our patrons.

***Objective 4.1:*** *Investigate new printing technologies with a focus on wireless printing*

6/1/2020 – Wireless printing available to patrons

2/12/21 – New staff circulation printer allows for more efficient scanning of larger document files

***Objective 4.3:*** Investigate alternative ILS options - COMPLETE

June – Staff investigated several different ILS options for a good fit with our system.

7/8/19 – Board of Trustees approved staff proposal and Insignia quote.

7/12/19 – Insignia ILS was downloaded and staff were trained on the new system.

**Goal 5:** Our library will offer more technology based patron services

***Objective 5.1:*** Investigate the need and demand for new types of loanable technology

10/1/20 - 3 types of coding robots were purchased and are available for checkout by patrons.

10/1/20 - A digital film converter and an analog film converter were purchased and are available for checkout.

10/1/20 – 1 laptop and 1 iPad are available for in-house use.

11/2/20 – 3 Chromebooks were purchased and are available for checkout by patrons.

***Objective 5.2:*** Investigate new types of in-house use technology services

10/8/19 – Collection Development purchased an iPad for patron use to offer a varied array of technology beyond the standard desktop computer. This will be more accessible for users with disabilities.

11/27/19 – Collection Development purchased a laminator to offer laminating services to the public. – 5.2 C) COMPLETE

***Objective 5.3:*** Offer more technology based workshops for patrons

2/5/20 – 2/12/20 – Staff offered Senior Tech Help classes for one on one technology support.

3/11/20 – Staff offered Digital Showcase class to teach patrons about new technologies offered by the library and how to use them.

March – June 2020 – Staff attended virtual webinars about technology during shutdown

**Goal 6:** Our library will strive to improve the overall health of the community.

***Objective 6.1:*** Offer more health based services

July – November 2019 – Programming offered a 5 part Medicare 101 series led by Don Camp of WealthCamp Advisors to assist patrons in various area of the Medicare system. (6.1 B)

Oct – Nov 2020 – Programming offered several different virtual Medicare Workshops. (6.1 B)

Oct 2020 – Krissy agreed to work with Franciscan Health’s Community Health Improvement Team to establish a community coalition that is aimed at building resilience within our community.

2021- Staff are assisting the public with COVID-19 vaccination registrations

2021 – Library PR is helping keep patrons up-to-date on the latest reliable COVID information

**Goal 7:** Our library will broaden the cultural awareness of the community.

***Objective 7.1:*** Minimize language barriers in the community

12/27/19 – Director Wright met with John Schlatter and Kitty Meyer with Center of Workforce Innovations to discuss starting ESL classes in southern Newton County. (7.1 B) (8.1)

7/1/20 – Progress had stalled due to COVID, but we are now looking into offering virtual classes

Sept 2020 – Brook Library unrolls ELL classes through Center of Workforce Innovations. (7.1 B) (8.1)

2020 – Collection Development increased purchases involving cultural diversity and inclusivity (7.1) (8.1)

Ongoing – increasing spending on bilingual and Spanish content

**Goal 8:** Our library will find ways to draw in currently underserved demographic groups of our community

***Objective 8.1:*** Identify the needs of the underserved demographic groups of our community

10/23/19 – Director Wright developed a partnership with George Ade Staff to do weekly deliveries to the home. (8.1 B) (12.2)

11/18/19 – Library awarded a JNF Grant of $1,500.00 to start a Library of Things geared at meeting needs of and bettering our community. (8.1) (13.1 B C)

12/27/19 – Director Wright met with John Schlatter and Kitty Meyer with Center of Workforce Innovations to discuss starting ESL classes in southern Newton County. (7.1 B) (8.1)

1/2020 – Director Wright is working with other libraries around the country to develop Dementia and Autism kits for loan to caregivers and nursing home staff. (8.1) (12.2)

1/13/20 – Board of trustees passed a motion to make the BIWPL fine free. (8.1 C)

3/20/20 – Director overhauled library website to feature local and state resources for those struggling during COVID-19 (8.1 C)

Sept 2020 – Brook Library unrolls ELL classes through Center of Workforce Innovations. (7.1 B) (8.1)

2020 – Collection Development increased purchases involving cultural diversity and inclusivity (7.1) (8.1)

**Goal 9:** Our library will provide new resources not currently available to the community.

***Objective 9.1:*** Better meet the individual needs of patrons

9/19/19 – Director Wright and Trustees hosted a Community Solutions Roundtable geared towards community leaders to gain insight into community needs and issues. (9.1 A) (12.2 B) (13.1 C)

10/20 – We unrolled the Library of Things to the public.

11/20 – Director became a notary of the public

**Goal 10:** Our library will maintain safety and efficiency through effective policies.

***Objective 10.2:*** Create a bookkeeper position - COMPLETE

January 2019 – Director and the trustees divided responsibilities and established compensation for the bookkeeper position. Director Wright advertised, interviewed, and hired and trained June Miller.

**Goal 11:** We will reduce staff turnover and encourage professional development.

2020 – During the COVID shutdown the staff participated in many professional development webinars and trainings.

**Goal 12:** The library will strengthen its outside relationships.

***Objective 12.2:*** Investigate possible partnerships

3/19/19 – Programming partnered with the Wash-O-Quois Museum to offer JD Rich Brook History Night (12.2 C)

9/19/19 – Director Wright and Trustees hosted a Community Solutions Roundtable geared towards community leaders to gain insight into community needs and issues. The school was adequately represented. (9.1 A) (12.2 B) (13.1 C)

10/23/19 – Director Wright developed a partnership with George Ade Staff to do weekly deliveries to the home. (8.1 B) (12.2)

January 2020 – Director Wright was appointed to the George Ade Historic Preservation Commission and voted Chair.

1/2020 – Director Wright is working with other libraries around the country to develop Dementia and Autism kits for loan to caregivers and nursing home staff. (8.1) (12.2)

Oct 2020 – Krissy agreed to work with Franciscan Health’s Community Health Improvement Team to establish a community coalition that is aimed at building resilience within our community.

Ongoing: Director Wright attends as many Council and Commissioner meetings as possible.

**Goal 13:** We will increase the amount of resources available to our community.

***Objective 13.1:*** Expand offerings

9/19/19 – Director Wright and Trustees hosted a Community Solutions Roundtable geared towards community leaders to gain insight into community needs and issues. The school was adequately represented. (9.1 A) (12.2 B) (13.1 C)

11/18/19 – Library awarded a JNF Grant of $1,500.00 to start a Library of Things geared at meeting needs of and bettering our community. (8.1) (13.1 B C)

10/20 – We unrolled the Library of Things to the public.

***Objective 13.1:*** Revisit DVD Policy - COMPLETE

5/13/19 – Boar of Trustees approved a revised Circulation Policy extending the DVD limits.