

Howland Public Library

Strategic Plan 2020 – 2023

Mission Statement

We strive to be a library that is integral to the lives of all residents and is responsive to our community's changing needs. The Howland Public Library provides free and equal access to information, education, enrichment, and personal growth experiences. Our goal is to enrich our community by facilitating life-long learning and to promote social responsibility through collaborations which encourage innovative solutions to personal, community, and social issues.

Vision Statement

Our library strives to create and sustain deeper connections within our community. By listening and fostering communication, we will continually evolve to meet the needs of our community.

Core Values

We embrace the core values of the American Library Association and the Library Bill of Rights, specifically the following:

- **Education and Life-long Learning:** We promote the creation, conservation, and enhancement of a learning society. We endeavor to provide programs, materials, and information that will allow patrons to grow in mind, body, and spirit.
- **Access:** We endeavor to have all information resources, regardless of technology or format, equally accessible to all library users.
- **Social Responsibility/The Public Good:** We recognize our broad social responsibility to the community. We support efforts to inform and educate the public.
- **Intellectual Freedom:** We uphold the values of intellectual freedom and resist efforts to censor library resources.

Howland Public Library

Theme 1: Community members require access to technology and technology services that are relevant and functional.

Goal 1: Ensure that community members have access to current and functional technology.

Objective 1: Upgrade physical technology, including computers and printers.

Year	Action	Responsibility	Resources & Allies
2020	The library will purchase replacements for at least fifteen computers.	Director	<ul style="list-style-type: none">• Search for grants• Technology budget• Mid-Hudson Library System
2021	The library will purchase printers that will allow for patrons to scan and color print.	Director	<ul style="list-style-type: none">• Search for grants• Technology budget• Technology Services Librarian• Mid-Hudson Library System
2022	The library will examine the service of air printing and/or remote printing.	Technology Services Librarian	<ul style="list-style-type: none">• Technology budget• Mid-Hudson Library System• Director• System libraries who offer this service already

Results:

- By the end of 2020 we will replace at least fifteen computers. By the end of 2021 patrons will be able to independently scan documents, and patrons will be able to independently print color documents. By the end of 2022 a decision will be made regarding whether we will offer air printing/remote printing.

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Goal 2: Expand Technology services to support our mission of providing lifelong learning.

Objective 1: Create lifelong learning experiences in the area of technology.

Year	Action	Responsibility	Resources & Allies
2020	The library will increase adult technology classes to have a minimum of one class per month.	Technology Services Librarian	<ul style="list-style-type: none">• Technology budget• Mid-Hudson Library System
2021	The library will increase adult technology classes to have a minimum of three classes per month, with topics based on patron input.	Technology Services Librarian	<ul style="list-style-type: none">• Technology budget• Mid-Hudson Library System• Patrons
2022	The library will seek community partners and outside organizations to pair with in order to expand our offerings.	Technology Services Librarian	<ul style="list-style-type: none">• Outreach staff member• Community groups• Outside organizations (NYLA, ALA, SENYLRC, etc.)

Results:

- There will be twelve adult technology classes in 2020. There will be thirty-six adult technology classes in 2021 and the topics will be based on patron input/questionnaires. In 2022 there will be a minimum of one program that involves a community partner.

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Goal 3: Continue to expand our “Library of Things” to include technology items.

Objective 1: Purchase technology items based on community input to expand our “Library of Things.”

Year	Action	Responsibility	Resources & Allies
2020	The library will purchase hotspots to lend to patrons.	Director	<ul style="list-style-type: none">• Technology budget• Head of Tech Services• Head of Circulation
2021	The library will purchase items based on community input (looking towards ipads, mice, flash drives, laptops etc.)	Technology Services Librarian	<ul style="list-style-type: none">• Technology budget• Head of Tech Services• Head of Circulation

Results:

- By the end of 2020 the library will have three hotspots available for patrons to check out. In 2021 the library will ask for input from the public about what they would like available for check out and make purchases based on that input. We will have a minimum of three new technologies/technology-based items to check out.

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Theme 2: Community members require a building that meets their needs.

Goal 1: Obtain professional assessment on the status of the physical building.

Objective 1: Secure an experienced professional to submit an evaluation of the physical building and service spaces.

Year	Action	Responsibility	Resources & Allies
2020	Continue to research consultants and meet with Directors who have completed construction projects recently for their input and insight.	Director	<ul style="list-style-type: none">• Board of Trustees• Mid-Hudson Library System• Directors (in and out of system)
2020	Choose an expert consultant based on Director/System recommendations to provide expert opinions about the building and space.	Director	<ul style="list-style-type: none">• Board of Trustees• Mid-Hudson Library System• Directors (in and out of system)
2021	Share professional reports with the community.	Director	<ul style="list-style-type: none">• Board of Trustees• Community members

Results:

- By the end of 2020 we will have conducted enough research to make a decision about which professionals to seek out, and will hire them to provide professional reports. By 2021 those reports will be shared with the community.

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Goal 2: Obtain input from community members regarding the physical space, needs, uses, and future aspirations for the library.

Objective 1: Working in conjunction with professionals, conduct discussions with the community.

Year	Action	Responsibility	Resources & Allies
2020	Work with professionals to plan focus groups with staff and community regarding the library and the needs of the community.	Director	<ul style="list-style-type: none">• Consultants/professionals• Board of Trustees• Community members• Community groups/leaders
2021	Conduct focus groups.	Director	<ul style="list-style-type: none">• Consultants/professionals• Board of Trustees• Community members• Community groups/leaders
2021	Share the findings of those focus groups with the community.	Director	<ul style="list-style-type: none">• Consultants/professionals• Board of Trustees

Results:

- By the end of 2020 we will have planned a series of focus groups with staff and community. By 2021 those discussions will be conducted, and the results shared with the community.

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Theme 3: Community members want a safe and walkable city with safe spaces for all people.

Goal 1: Collaborate with community organizations to increase young adult programming outside the library and offer more diverse types of programming.

Objective 1: Create more youth programs for teens to have safe activities outside of school.

Year	Action	Responsibility	Resources & Allies
2020	Identify partner organizations to collaborate with.	Young Adult Library Assistant	<ul style="list-style-type: none">• Community partners• Youth Services Head• Director
2021	Implement schedule of offsite programs.	Young Adult Library Assistant	<ul style="list-style-type: none">• Community partners• Youth Services Head• Director
2021	Seek grants from community groups.	Young Adult Library Assistant	<ul style="list-style-type: none">• Community partners/Beacon Arts• Youth Services Head• Director

Results:

- By the end of 2020 we will have identified partners to collaborate with in the community. By 2021 a minimum of one program will be conducted with a partner outside the library. By 2021 the library will have applied for a minimum of one grant to support these goals.

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Goal 2: Meet with city officials to share findings from Community Conversations regarding pedestrian safety.

Objective 1: Arrange a meeting with officials to review concerns over pedestrian and street safety such as speeding, crosswalks, parking, signage, etc. and determine if the library can play any role in this area moving forward.

Year	Action	Responsibility	Resources & Allies
2020	Contact city officials and arrange to meet with them at a council meeting.	Director	<ul style="list-style-type: none">• Board of Trustees• Beacon City Council
2020	Give a presentation on findings of our Community Conversations in regard to pedestrian and street safety.	Director	<ul style="list-style-type: none">• Board of Trustees• Beacon City Council

Results:

- By the end of 2020 we will have met with the proper officials and will have reported our findings.

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Goal 3: Host safety programming at the library.

Objective 1: Host more safety programming to allow information on safety to be available to all people in the community.

Year	Action	Responsibility	Resources & Allies
2020	Explore with city officials and patrons what safety programs the library can host.	Adult Services Librarian	<ul style="list-style-type: none">• City officials• City first responders• Director• Patrons
2021	Host a safety-based program at the library.	Adult Services Librarian	<ul style="list-style-type: none">• City officials• City first responders• Director• Other Librarians
2022	Collaborate with community partners to have a safety-focused program outside the library.	Adult Services Librarian	<ul style="list-style-type: none">• City officials• City first responders• Director• Other Librarians

Results:

- By the end of 2020 we will have identified which programs to host in the library and who our partners will be. By 2021 we will have hosted a minimum of one program that centers on safety. By 2022 we will have collaborated to host a program outside the library. Success will be if we have a minimum of fifteen participants in the program, and over fifteen in 2022.

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Theme 4: Community members want communication to be transparent, accessible, and centralized.

Goal 1: Provide opportunities in the library for community members to meet their local government officials.

Objective 1: To create opportunities in the library to allow the community members to meet with representatives in a more relaxed and accessible venue.

Year	Action	Responsibility	Resources & Allies
2020	Connect with officials to gauge willingness and availability to participate.	Community Outreach Library Assistant	<ul style="list-style-type: none">• City officials• Local government representatives• Director
2020	Begin forums for citizen discussions with local government officials at the library.	Community Outreach Library Assistant	<ul style="list-style-type: none">• City officials• Local government representatives• Director
2021	Explore the option of integrating a virtual aspect to the forums.	Community Outreach Librarian	<ul style="list-style-type: none">• Technology Services Librarian• Mid-Hudson Library System IT• Director

Results:

- By the end of 2020 we will have started a forum for citizens to meet with local officials at the library, a minimum of once a month. Success will be a minimum of one person attending for more than fifty percent of the sessions. By the end of 2021 we will have evaluated if there is an option to add a virtual component to these meetings.

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Goal 2: Increase community information on the website.

Objective 1: Make changes and additions to the website to offer more information and connections to local community groups.

Year	Action	Responsibility	Resources & Allies
2020	Increase community links on website for local non-profit groups, community calendars and online community information forums.	Community Outreach Library Assistant	<ul style="list-style-type: none">Community partnersDirector
2020	Create a more prominently placed link to Community page on library's home page.	Community Outreach Library Assistant	<ul style="list-style-type: none">Mid-Hudson Library System
2020	Increase awareness of Burbio and other community calendars through eNewsletter and social media.	Community Outreach Library Assistant	<ul style="list-style-type: none">Mid-Hudson Library System

Results:

- By the end of 2020 we will have created a more prominent link to our community page on our website. We will have posted about Burbio on our social media a minimum of one time, and in our eNewsletter a minimum of one time. We will add at least 3-5 new links or connections to other community organizations.

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Theme 5: Community members want to maintain the welcoming and diverse community that exists while exploring new opportunities to make connections.

Goal 1: Increase the number of adult programs that allow for social interaction.

Objective 1: Create a program that will be a social gathering for community members.

Year	Action	Responsibility	Resources & Allies
2020	Plan, publicize and hold a social “block party” event in the library.	Adult Services Librarian	<ul style="list-style-type: none">• Other Librarians• Director• Community Partners
2021	Host the event again, with a new theme.	Adult Services Librarian	<ul style="list-style-type: none">• Other Librarians• Director• Community Partners
2022	Assess the value of holding this social event at the library.	Adult Services Librarian	<ul style="list-style-type: none">• Director• Patrons

Results:

- By the end of 2020 we will have hosted one social gathering. Success will be if ten people attended. In 2021 we will host the program again. Success will be if fifteen people come to the event. In 2022 we will have conducted an evaluation of this program with the patrons and staff.

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Goal 1: Increase the number of adult programs that allow for social interaction.

Objective 2: Increase the number of adult programs that encourage “natural” interaction such as group puzzles, drop-in gift wrapping during the holidays, and group viewing of Olympics.

Year	Action	Responsibility	Resources & Allies
2020	Host one new social program.	Adult Services Librarian	<ul style="list-style-type: none">• Director• Community members
2021	Host two new social programs.	Adult Services Librarian	<ul style="list-style-type: none">• Other Librarians• Director
2022	Host three new social programs. Assess the success.	Adult Services Librarian	<ul style="list-style-type: none">• Other Librarians• Director

Results:

- By the end of 2020 we will have hosted one social gathering. Success will be if ten people attended. In 2021 we will host two social events. Success will be if fifteen people come to both events. In 2022 we will have conducted an evaluation of these programs with the patrons and staff.

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Goal 2: Seek partnerships with community organizations to expand art exhibits that highlight diversity.

Objective 1: Seek community connections to bring more diversity to art exhibits, especially in the area of youth community involvement.

Year	Action	Responsibility	Resources & Allies
2020	Investigate and seek out partnerships in the community.	Community Outreach Library Assistant	<ul style="list-style-type: none">• Community Partners• Director• Other staff
2021	Host new art exhibits.	Community Outreach Library Assistant	<ul style="list-style-type: none">• Library staff• Community partners
2022	Expand the number of new, diverse, and youth oriented art exhibits.	Community Outreach Librarian	<ul style="list-style-type: none">• Community partners

Results:

- By the end of 2020 we will have located and made connections with new community partners. By the end of 2021 we will have hosted at least one new art exhibit. By the end of 2022 we will have hosted at least three new exhibits.