

Strategic Plan – Olean Public Library

2013 - 2017

Adopted 01/16/2013

Library Materials, Services, and Programs

Goal A: Community members will utilize Library Services that meet their changing needs

Objective #1: During each year of the plan library materials circulation per capita will increase 1 %

Strategies:

Commitment to providing popular, in-demand Library Materials

Total materials expenditure will equal 15% of Library budget

Use CBA funds to enhance the Library's collection of non-fiction print and electronic resources for access by all Chautauqua-Cattaraugus Library System member libraries.

Utilize marketing techniques, advertising initiatives, community outreach, and advocacy to promote Library materials, programs, and service

Offer an annual staff training session in Readers Advisory and advocacy

Weeding of Library collections will be ongoing

Inventory of Library Materials Collection will be ongoing

Objective #2: During each year of the plan the Library will investigate, evaluate, and recommend new formats for Library Materials.

Strategies:

Utilize staff committee(s) to investigate, evaluate, and recommend new formats for all users of Library Materials

Collaborate with the Chautauqua-Cattaraugus Library System to pilot and implement new formats

Use CBA or CLD funding to purchase materials in new formats for use by all Chautauqua-Cattaraugus Library System members

Identify collections for digitization and seek project collaborations and funding

Objective #3: During each year of the Plan the Library will provide programs that address the need for digital literacy education.

Strategies:

Offer up to 5 one-on-one digital literacy tutoring sessions each week

Provide up to 8 classes and workshops that develop and augment digital literacy skills

Collaborate with New York State, the Chautauqua-Cattaraugus Library System, area Schools, and other agencies to share programs and resources.

Goal B: Children of all ages and their families will use library materials, programs, and services

Objective #1: The library will support parents and caregivers in their role as their child's first teacher.

Strategies:

During each year of the Plan the library will provide a minimum of 15 researched based, developmentally appropriate programs for children of various ages and their families.

Incorporate general and digital literacy strategies into all children's programming.

The Library will maintain a developmentally appropriate collection in a variety of formats that address the levels of development from birth.

The library will provide parenting materials and information through the materials collection and by providing a minimum of 3 parenting workshops annually.

Objective #2: The library will support the formal and informal educational and informational needs of children and their families.

Strategies:

Provide children with the same access to current information and technologies as is provided to adults.

Maintain staffed children's reference and information service.

Provide a summer reading program that serves a minimum of 400 children annually with at least a 60% participation rate.

Create opportunities for adult learners to participate with their children while enhancing their own literacy skills.

Objective #3: The library will attract new patrons and create lifelong learners and library supporters through service to children and their families.

Strategies:

Create and/or maintain library programs and services that address the changing needs of children and their families; currently by addressing areas such as core curriculum and digital literacy.

Use marketing techniques, advertising initiatives, community outreach and advocacy specifically targeted to children and their families.

Collaborate with the Chautauqua-Cattaraugus Library System, other Libraries, Agencies, Schools, and Institutions that serve children.

Pursue financial assistance from Friends of the Olean Library, Inc., other organizations, corporations, foundations, or individuals to support programming for children.

Goal C: The library will provide continuous opportunities for learning and the pursuit of personal interests and activities for patrons from birth to senior age, through materials, programs, services, and staff assistance.

Objective #1: During each year of the Plan the Library will provide programs that foster continuous learning opportunities and serve as a catalyst for civic engagement for people of all ages in the community.

Strategies:

Provide workshops, classes, and programs on topics that meet the changing needs of learners and promote the local cultural memory.

Offer Homework Help assistance onsite or online

Collaborate with Friends of the Olean Library, Inc., other Libraries, Schools, and Institutions to plan, market, and financially support programs

Provide Reference services to assist patrons in the use of library resources

Objective #2: During each year of the plan the Library will provide people with disabilities equal access to Library materials, programs, services, and staff assistance

Strategies:

Provide adaptive materials and assistive technologies including Hardware, Software, and Online resources

Provide access to services offered by the Chautauqua-Cattaraugus Library System and NYS Library for the Blind and Physically Handicapped. Collaborate with the Chautauqua-Cattaraugus Library System and other agencies in providing services to people with disabilities

Annual training for Library Staff in the delivery of services and the creation of a supportive environment for people with disabilities

Building and Facility

Goal A: The Library will be a Facility that is a safe, comfortable, environmentally responsible cornerstone of the community.

Objective #1: During each year of the Plan the Library will maintain the interior and exterior of the building while controlling energy costs.

Strategies:

Annually evaluate the condition of the Building and Grounds.

Annually review safety procedures.

Ensure that all public areas of the Library are accessible to people with disabilities

Regularly maintain the HVAC equipment

Initiate energy audits to determine additional energy conservation steps

Seek funding for energy conservation initiatives and equipment replacement.

Objective #2: By 2017 the library will create additional flexible spaces for patron interaction.

Strategies:

Continually evaluate space usage

Utilize staff committees and patron input for recommendations on space usage

Pursue financial assistance from Friends of the Olean Library, Inc., and other organizations, corporations, and foundations.

Objective #3: During each year of the plan the Library will properly maintain equipment and evaluate equipment for replacement.

Strategies:

Maintain service contracts on high value, high use equipment

Utilize staff committees to investigate, evaluate, and recommend replacement options for critical equipment needed for delivering current Library Services and for new equipment that enhances services or provides new means of delivering Library Services.

Collaborate with Chautauqua-Cattaraugus Library System to investigate, evaluate, and test new technologies.

Staffing

Goal A: Library staff will provide friendly, knowledgeable, and skilled service to Library users.

Objective #1: During each year of the plan 100% of Library Staff, Volunteers, and Board Members will have the opportunity for training and continuing education.

Strategies:

Provide financial support for attendance to workshops and conferences.

Provide ongoing training in technology and other skills relevant to the job duties and services provided.

Partner with local agencies to offer in-house training

Collaborate with Chautauqua-Cattaraugus Library System to host training programs including video conference training programs.

Objective #2: During each year of the Plan Library Staff and Volunteers will be well informed about Library policies, procedures, services, and events.

Strategies:

Meet with department heads and staff to review goals on a monthly basis

Form committees to investigate and make recommendations regarding issues that impact library services, staffing, safety, and the facility.

All department heads will meet with their staff at least 6 times each year

Objective #3: During each year of the plan the Library will provide a work environment that promotes job satisfaction.

Strategies:

Seek feedback from staff on job satisfaction

Provide job flexibility, responsibility, and opportunities for advancement

Provide well-defined job descriptions, procedures, and policies

Recognize staff achievements