

**Woonsocket Harris**

**Public Library**

**Five-Year Plan**

**July 1, 2019 - June 30, 2025**

## **Mission Statement**

In an effort to meet the demands of a diverse urban community, the Woonsocket Harris Public Library seeks to become an interactive resource center that responds to the educational, informational, cultural and recreational needs of the Blackstone Valley.

## **Community Needs**

The challenge to the Woonsocket Harris Public Library is to meet the needs of a dynamic, diverse, urban community. The city's total population of 41,186 represents a slight decline over the last decade. It consists of households at varying income levels, educational levels and ethnicities. Children enrolled in local schools represent 23 percent of the population. 29 percent of residents are 62 or older and are a vibrant force in the community. 60.5 percent of residents are employed while the unemployment rate is close to 4.0 percent. The city's minority population stands at 22.3 percent, with the Hispanic/Latino population representing the largest group at 14.2 percent. 22.9 percent of residents speak a language other than English, 9 percent speak Spanish.

Of particular importance to the community served by the Woonsocket Harris Public Library are the needs for: free access to the internet, programs and materials to aid residents working to improve their technology skills, programs and materials to help with basics such as health, housing and employment, programs and materials to aid residents working to improve their literacy skills, curriculum support for students enrolled in local schools, local history materials for genealogy research, educational materials for home-schooled children and adult life-long learners, and exposure to the arts, culture and entertainment.

## Goals and Objectives

### **Goal 1: To provide excellent library services to meet the informational and recreational needs of our community**

#### Objectives:

- a. Will develop and conduct a survey of library users and nonusers to discover areas of satisfaction and dissatisfaction with library services (2019)
- b. Will maintain computer labs to allow patrons access to the internet and to online databases (2019-2025)
- c. Will annually assess the need for additional computers for patron use and pursue funding sources if more are needed (2019-2025)
- d. Will continue a volunteer program to recruit and train volunteers to help staff with library projects (2019-2025)

### **Goal 2: To provide excellent collections which meet the informational and recreational needs of our community**

#### Objectives:

- a. Will review and revise our Collection Development Plan (2020)
- b. Will audit workflow in the Technical Services Department to improve turnaround time from when item is ordered to its appearance on the shelf (2020)
- c. Will review and revise Technical Services Procedure Manual annually (2019-2025)
- d. Will weed the collection on a regular basis per the results of the Collection Development Plan review (2019-2025)
- e. Will inventory all the library collections annually (2019-2025)
- f. Will devote a portion of the budget to maintain the CD and DVD collections (2019-2025)
- g. Will devote a portion of the budget to increasing the size of the Spanish language print and media collections (2019-2025)
- h. Will devote a portion of the budget to increasing the size of the electronic resources collection (2019-2025)

**Goal 3: To provide excellent Reference services to meet the informational needs of our community.**

Objectives:

- a. Will review and revise the Reference Collection Development Plan (2019)
- b. Will develop a plan for preservation and maintenance of our local history collection and pursue funding to implement it (2020)
- c. Will continue to subscribe to genealogy databases (2019-2025)
- d. Will investigate other online databases and nonprint sources through free trials and subscriptions and pursue funding sources for those found worthy of purchase (2019-2025)
- e. Will implement real-time reference service via internet (2020)
- f. Will implement technology training programs (2019-2025)

**Goal 4: To provide excellent library services to children, teens and their parents**

Objectives:

- a. Will review and revise the Juvenile and Young Adult Collection Development Plan (2020)
- b. Will offer a minimum of 40 preschool story times per year (2019-2025)
- c. Will offer a minimum of 20 toddler time programs per year (2019-2025)
- d. Will offer a minimum of 10 family programs per year (2019-2025)
- d. Will offer a minimum of 10 programs for elementary school children (2019-2025)
- e. Will offer a minimum of 5 technology training programs for elementary school children (2019-2015)
- f. Will offer a minimum of 20 programs for middle school and high school aged children (2019-2025)
- g. Will offer a minimum of 5 technology training programs for middle school and high school children (2019-2025)
- h. Will devote a portion of the budget to increasing the size of the juvenile and young adult Spanish language print and media collections (2019-2025)

- i. Will devote a portion of the budget to increasing other media collections for children and families including: DVDs, kits, books on CD and e-books (2019-2025)
- j. Will devote a portion of the budget to increasing the size of the educational toy collection (2019-2025)

**Goal 5: To develop excellent library staff empowered to carry out the library's mission**

Objectives:

- a. Will review and revise our Policies and Procedures Manual (2020)
- b. Will annually review and revise employee job descriptions (2019-2025)
- c. Will conduct annual performance evaluations (2019-2025)
- d. Will encourage all staff to attend or participate in continuing education programs such as those offered by the state's Office of Library and Information Services and Ocean State Libraries (2019-2025)
- e. Will encourage all staff to become members of local and national professional associations and attend their conferences (2019-2025)
- f. Will provide an in-house continuing education and training session for staff at least once a year (2019-2025)

**Goal 6: To provide varied programs to meet the needs of the community's diverse population**

Objectives:

- a. Will offer at least 2 health programs per year (2019-2025)
- b. Will offer at least 3 craft programs per year (2019-2025)
- c. Will offer at least 3 informational sessions/lectures per year (2019-2025)
- d. Will offer at least 2 entertainment or music programs per year (2019-2025)
- e. Will offer at least 2 programs per year that reach out to a specific population within our community (2019-2025)
- f. Reference Department will offer at least 4 jobs related programs per year (2015-2019)

- g. Reference Department will offer at least 2 genealogy programs per year (2019-2025)

**Goal 7: To maintain an excellent building and grounds**

Objectives:

- a. Will annually review and revise routine maintenance schedules and implement with custodian (2019-2025)
- b. Will implement maintenance schedule for carpet cleaning, repainting of interior walls, repairing/replacing furniture (2019)
- c. Will assess Capital Improvement needs annually and pursue funding and implementation when necessary (2019-2025)
- d. Will review and revise Disaster Readiness Plan annually (2019-2025)

**Goal 8: To respond to the need for literacy education in the community**

Objectives:

- a. Will continue to provide office/teaching space to Project Learn in the library building (2019-2025)
- b. Will develop, pursue funding for, or partner with another agency to implement a juvenile literacy program (2020)
- c. Will develop, pursue funding for, or partner with another agency to implement a family literacy program (2020)

**Goal 9: To promote the library as an educational and cultural center in the community**

Objectives:

- a. Will publish and distribute a monthly newsletter and electronic newsletter describing library activities, collections and issues (2019-2025)
- b. Will maintain and promote the library's web site (2019-2025)
- c. Will advertise the availability of the library's meeting rooms for use by community groups (2019-2025)
- d. Will exhibit the work of local artists and artisans (2019-2025)
- e. Will maintain an active social media presence (2019-2025)

- f. Promote the use of our Studio Rhode Creation Lab for tech training, programming and as a maker-space (2019-2025)

**Goal 10: To foster relationships with City Schools**

Objectives:

- a. The Children's and Young Adult Librarians will continue meeting with the public school librarians (2019-2025)
- b. The Children's and Young Adult Librarians will continue to participate in the development of the School Department's summer reading lists (2019-2025)
- c. The Children's and Young Adult Librarians will develop contacts with specific teachers, such as department heads, within the city's schools (2019-2025)
- d. The Children's and Young Adult Librarians will conduct school visits to promote library services to students and teachers (2019-2025)
- e. The Children's and Young Adult Librarians will offer tours of the library to local schools (2019-2025)
- f. The library Administration will develop and maintain contacts with the School Department (2019-2025)

**Goal 11: To collaborate with community organizations a city government**

Objectives:

- a. Continue as a partner in the Woonsocket Health Equity Zone (2019-2025)
- b. Pursue grant opportunities in collaboration with community partners (2019-2025)
- c. Increase visibility in the community by increasing outreach opportunities (2019-2025)
- d. Use our social media presence to promote the activities of our community partners along with our own (2019-2025)
- e. Pursue opportunities for library staff to be involved with our community partners by serving on boards and committees (2019-2025)



## **Evaluation Procedure**

In December of each year, the Director, Assistant Director and Department Heads will evaluate our progress in meeting that year's objectives. If we fail to accomplish an objective we will evaluate why and attempt to accomplish the objective at a later date. We will also evaluate the objectives for the upcoming year and plan our budget request accordingly.

In June of each year, the Director, Assistant Director, Department Heads, and the Board of Trustees will attempt to identify any new goals and objectives that should be added to the plan; or any changes that must be made in the plan based on the evaluation made in December.