

New Hartford Public Library

Long Range Plan

2025-2030

1. Purpose

To establish a set of goals and objectives that creates a framework for the New Hartford Public Library's future. This Long-Range Plan will provide a guide for actions necessary to meet these goals.

2. Mission Statement

The New Hartford Public Library strives to be the center of community activity and identity by providing access to available resources and opportunities to further the educational, informational, recreational, and cultural pursuits of the residents of the Town of New Hartford and the Mid-York Region

3. Process

The development of the 2025-2030 Long-Range Plan began with an appointment of a Long Range Planning Committee consisting of a number of 4 Library Trustees and the Director. The assumption was that these individuals are experienced with both the management and operations of the library and would also have an understanding of the community that they serve. (The Director will solicit input from the staff to assure that we capture all of the known patron issues.)

Gathering the community's input is crucial in creating and updating our Long Range Plan. In order to accomplish this goal, the Committee will revisit and update a previously used survey. This updated version will be posted on the library's website, social media platforms, published in The Town Crier, distributed in paper form in the library, exhibited on display screens throughout the Library and at all community outreach events. A QR code will also be created for ease of use and sharing.

The survey consists of 27 questions with a variety of response formats. Topics covered by the survey include services provided by the library, assessment of the library's interior and exterior facilities, technology, programs, and demographics.

After a period of two months, responses will be gathered and the data reviewed to help ensure that our Library's current Long-Range Plan continues to reflect the Community's wishes.

4. Long Range Goals and Objectives

4.1 Buildings and Grounds

Goal: Maintain our physical space so that it is safe, clean, welcoming, and suitable for programs and services.

Objectives: Create a safe environment for library users.

1. Maintain interior spaces
 - Provide on-going maintenance and repair to include professional cleaners, repainting of interior, replacing of carpeting, upgrading of interior surveillance.
 - Maintain building systems per contractual agreements (HVAC, sprinkler systems and fire alarms).
 - Schedule and maintain inspections of elevator, fire extinguishers, and electrical system.
 - Provide maintenance staff with proper equipment and tools.
 - Periodically review space and function allocations to reflect community needs and demands.
2. Maintain building envelope
 - Develop a schedule for routine maintenance of building including replacements or repairs as necessary.
 - Consider creation of canopy at upper entry with placement of security cameras at public entrances,
 - Provide for periodic cleaning of building exterior.
3. Maintain exterior grounds
 - Schedule annual restriping and sealing of parking areas.
 - Check walks for frost heaves.
 - Periodically repaint/repair garden structures.
 - Arrange with Town for snow removal and lawn maintenance.
 - Anticipate future repaving of roadway and parking areas.

4.2 Collection

Goal: Strive to develop a collection that is reflective of the needs and wants of the community we serve.

Objectives:

1. Provide access to materials in current and emerging formats.
2. Provide opportunity for patrons to exercise their right to access constitutionally protected information.
3. Support patrons in their journey to be lifelong readers. (See Programming)
4. Select materials to support the library's mission.
5. Improve access to materials through reorganization and weeding the collection as necessary.
6. Monitor monthly and annually those services, which lend themselves to statistical analysis: circulation, discards, and patron requests.

4.3 Community and System Collaboration

Goal: Establish the New Hartford Public Library as a focal point and resource for the community by forming strong partnerships with individuals, public and governmental agencies, community groups, educators, and businesses.

Objectives:

1. Work with the Town towards opening the Library on Wednesdays.
2. Elicit community feedback on issues or potential services.
3. Continue strong links with NHCSD, preschools, Town of NH, and various special interest groups in the community to promote programs and services.
4. Prepare periodic newsletters in addition to the annual reports that are distributed and/or presented to governmental officials, media and public.
5. Create and implement shared calendars of events with neighboring libraries.

4.4 Programming

Goal: Seek to be a source for quality instruction and programs to support both individual and community growth.

Objectives:

1. Offer wide variety of high-quality programs and materials to meet the needs and interests of all age levels. Areas might include STEM/STEAM programs, teen services, yoga, speakers in various areas of interest, community forums, computer training, cultural presentations, children's programs, more adult activities including walking, etc.
2. Encourage participation and input from the community through surveys, social media, email, and open communication concerning program ideas.
3. Explore new avenues to keep patrons and residents informed of programs and events.
4. Continue to work with young adults to create a collection and programming that reflects their needs.
5. Maintain the Teen Readers' Advisory Group.

4.5 Staffing/Personnel/Trustees

Goal: Provide excellent customer service with friendly, helpful, knowledgeable staff.

Objectives:

1. Identify and respond to customer service as it relates to staff and patron interactions.
2. Review and update policies as needed.
3. Review Personnel Manual annually and revise as needed.
4. Hold staff meetings on a regular basis to keep staff well informed.
5. Conduct staff evaluations annually. Schedule meetings with employees to review.
6. Analyze professional development resources available within the Mid-York System.
7. Create and implement an orientation program for new Trustees.
8. Support the Director in obtaining skills/knowledge in areas where she feels she needs additional training.
9. Maintain service hours that are convenient to the public
10. Review and analyze security procedures.

4.6 Technology

Goal: Pursue technologies to meet the informational and educational needs of our community.

Objectives:

1. Support the staff by keeping information technology hardware and software up to date and in working order.
2. Maintain public information technology. The public should have every expectation that the library's equipment is working and is compatible with technology encountered at school, work or home.
3. Provide staff technology training. Perform regular needs assessments of staff to guide in the planning of appropriate staff training.
4. Develop technology replacement schedule.
5. Analyze use and content of Library's website and social media platforms and update as needed to meet the community's needs.
6. Collaborate with the Town to obtain adequate funding that will annually allow us to review our current technology and provide emerging/evolving technology with programming and instruction to support the community in acquiring new skills for sharing information.
7. Consider hiring an IT staff member to maintain technology and support patrons and staff

4.7 Finance

Goal: Ensure our financial sustainability both long and short term by creating a wide ranging and diverse support for the library throughout the community, practicing strategic management and optimizing our resources.

Objectives:

1. Obtain sufficient municipal funding for the annual operating budget to allow the library to provide a collection, resources, adequate staff and programs to meet the community's needs and expectations.
2. Partner with the Town through efforts to supplement municipal funding within legal limits.
3. Research and evaluate methodology to access and utilize legacy funds at the Community Foundation to provide enhancements to support the library's mission.
4. Provide education and information to the community regarding budget needs utilizing community newsletter and other publications.
5. Create and maintain an effective working relationship with the Friends to assure that their efforts are focused in ways that provide the most benefit to our long-range goals.

4.8 Library Development

Goal: Ensure that our vision for the future is in line with other successful libraries

Objectives:

1. Retain the services of a consultant to assess the library's physical environment, programs, personnel, Board/Director relationship and to make recommendations for our financial direction for the future.
2. Support research and exploration that will help us to create our vision of an Ideal Library.

Going forward

In this Long-Range Plan, eight (8) goals were established. Each of these goals was expanded into a number of objectives. Guided by their combined expertise and the community responses, the Long-Range Planning Committee developed these objectives. Specific actions that would fulfill the objectives listed in this document must be identified. Since any desirable action can only be accomplished within the confines of a budget, such actions by necessity would require prioritization and would be placed on a timeline according to those priorities and budget expectations.

The following steps are recommended:

1. Identify actions to meet our defined objectives.
2. Prioritize actions considering budget constraints.
3. Build a time line for those actions and their priorities.
4. Review budget and consider options for additional funding as needed.
5. Continue to assess and evaluate the needs of the library's patrons, and the community.

Long Range Planning Committee

Virginia Emmert Trustee
Daniel Kunze Trustee
Heather Mowat Trustee
Ray Philo Trustee
Jay Winn Trustee
Anne DuRoss Library Director

Approved by The NHPL Board of Trustees Date: 4/17/2024

