

Library Strategic Plan: March of 2015-February of 2017

The purpose of this strategic plan is to improve the Library's structure as an organization, to improve the systems that the Library uses, and to improve service to the public. This is a short-range, strategic plan that achieves substantial goals. At the end of this strategic plan either another short-range strategic plan or a long-range strategic plan will be implemented.

The plan is organized as follows:

- ❖ Section A: Mission , Vision, and Values
- ❖ Section B: Strategic Goals and Objectives
 - Strategic Organization Improvement
 - Goal 1: Retain and remunerate qualified library staffing
 - Goal 2: Greater effectiveness for the Library as a community resource.
 - Strategic Systems Improvement
 - Goal 3: Improve telecommunications and the technology at the Library used by staff and the general public.
 - Goal 4: Make the complete library building American with Disabilities Act (ADA) compliant.
 - Strategic Services Improvement
 - Goal 5: An interior redesign of library space to improve user access and experience at the Library in a changing and evolving information environment.
 - Strategic Services Improvement
 - Goal 6: Greater accessibility to the services of the Library for the public.

Section A: Vision, Mission, and Values

Vision

The Hagan Memorial Library will become the educational and cultural center of East Haven. The library will:

- Become the informational hub of the community
- Stay abreast of current trends and new technologies
- Recognize and respond to community needs
- Create and maintain a comfortable library environment, easy to use and accessible to all.

Mission Statement

The Hagan Memorial Library is the center for community enrichment and as such it seeks to provide information, resources and programs for lifelong learning as well as to improve to the quality of life of East Haven residents by providing a top notch collection of materials in multiple formats, current technology and cultural opportunities.

Library Values

- Equitable access to information, ideas, and creative works
- Intellectual freedom and diversity of opinion and cultures
- Lifelong learning and the love of reading.
- Responsiveness to community demands
- Excellence in service

Section B: Strategic Goal and Objectives

Strategic Organizational Improvement

Goal/Objectives 1: Retain and remunerate qualified library staffing.

- Objective 1.1: Provide regular wage increases for all library staff that are equitable.
- Objective 1.2: Continue to provide full-time employees with health insurance
- Objective 1.3: Provide continuing education opportunities to all library staff for knowledge and improved performance
- Objective 1.4: Set the pathway for the future transition to new management and leadership at the Library.

Goal /Objectives 2: To establish the Library's track record as a community institution in order to evaluate itself and to communicate what it is doing to others.

- Objective 2.1: Issuing an Annual Report to the Community that shows financial data and statistical performance measures. See the attached Annual Report to the Community for FY 2013-14. This started with FY 2013-14 and will continue in successive FYs (i.e. FY 2014-15 and FY 2015-16)
- Objective 2.2: The Plan of Service (see attached) will generate specific quantitative data and qualitative assessments. This will start with FY 2014-15 and with FY 2015-16 with annual departmental reports (Children's Services, Services to Adults, Young Adult Services, Local and Reference Services, Technical Services, and Circulation Services), leading to a larger annual document that will be generated by the Library in addition to the Annual Report to the Community.
- Objective 2.3: A Library Trustee attends 3 Town of East Haven Council Meetings per year to report to the Town Council about information and activities at the Library.

Strategic Systems Improvement

Goal/Objectives 3: Improve telecommunications and the technology at the Library used by staff and the general public.

- Objective 3.1: Upgrade computer technology cabling for better receipt/transmission of data, which is necessary for improved services and for the growth of the Library. External cabling will be to upgrade to fiber optic cabling, and internal cabling will be to upgrade to Category 6 cabling
- Objective 3.2: Expand leasing arrangements for computers to staff computers and for current computing technology for the public such as Chromebooks. This eliminates out-of-date technology in favor of a regular cycle of replacement for up-to-date technology, and brings productivity and effectiveness to public and staff computer use.
- Objective 3.3: Upgrade telephone system, which is of mid-1990s vintage, for better library service.

Goal/Objective 4: Make the complete library building American with Disabilities Act (ADA) compliant.

- Objective 4.1: Make the library building Americans with Disabilities Act (ADA) compliant, starting with the public elevator by find funding for and the carrying out of a building study to provide, recommendations, specifications, and costs to make the complete library building ADA accessible.

Goal/Objective 5: An interior redesign of library space to improve library user access and experience.

- Objective 5.1: Start with the redesign of the space containing the Library's collection of materials, then move to redesigning study, technology, and social space for users.

Strategic Services Improvement

Goal/Objective 6: Improved services for the public at the Library to meet changing and evolving community and informational needs.

- Objective 6.1: Increase library public service hours.
- Objective 6.2: Have a full time Teen Services/Young Adult Librarian.
- Objective 6.3: Better financial support for the current library programming offered to the public and to increase financial support for more library programming offered to the public.

Approved by the Board of Trustees on March 18, 2015

Approved Revision by the Board of Trustees on February 18, 2016