

# Gloversville Public Library

# Plan of Service

## 2019-2021



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[gloversvillelibrary.org](http://gloversvillelibrary.org)

Approved by the Gloversville Public Library Board of Trustees: **6/18/2019**

## Introduction

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Developing this plan of service began with meetings with focus groups over a 12-month period to gather input from the community about their views, hopes, and vision for Gloversville as a community.

Forum participants painted a picture of Gloversville as a community defined by its resolute determination. They described the importance of celebrating Gloversville's rich history, while looking ahead to a future abundant with potential. Yet, the participants did not gloss over the difficulties facing the community. They acknowledged, and even embraced, the challenges ahead.

In August 2018, using the data gathered during the forums, Library staff and Board members held meetings where they created a new a mission statement.

Following the creation of the mission statement, a group of three Library staff members and three Board members began meeting to draft goals for the plan of service. These goals are designed to support the mission statement, and they are focused on the services provided by the Library and the sustainability of the Library. In turn, the goals are supported by more specific objectives and tasks.

The result of this process is a strategic plan that seeks to fulfill the Gloversville Public Library's mission statement and meet the needs of the community as identified during the initial focus group meetings.

To be effective, the plan needs to be a living document. The Board of Trustees and staff commit to using it as a guide and reference for resource allocation and implementing the Library's mission. It will also need to be reviewed, evaluated for effectiveness, and adapted over its life. Additionally, it is important to follow-up with the community, especially with those who have participated in focus groups, to keep them aware of how the plan is being implemented and updated.

The plan is accessible on the Library's website, posted on the Library's bulletin board, and available from staff and Board members.

## About the Library

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Gloversville Public Library is a school district public library chartered in 2005 to serve the residents of the Gloversville Enlarged School District. It is the successor to the Gloversville Free Library (1888-2005) and the Levi Parsons Library of Gloversville and Kingsborough (1880-1888).

The Gloversville Public Library is chartered by New York State to serve the population of Gloversville Enlarged School District, a population of 19,244 per the 2010 Census. The Library also extends its services to the surrounding communities. The Library currently employs eight full-time and six part-time staff members. It is open 45 hours, five days per week during the summer, and six days per week during the rest of the year.

In November 2018, the Library completed an extensive renovation of its historic 1904 Carnegie building. The renovation retained the building's historic architecture, while modernizing its mechanical, plumbing, and electrical systems. The changes also resulted in full accessibility to all four floors and dramatically increased the availability of community spaces within the building.

## Mission Statement

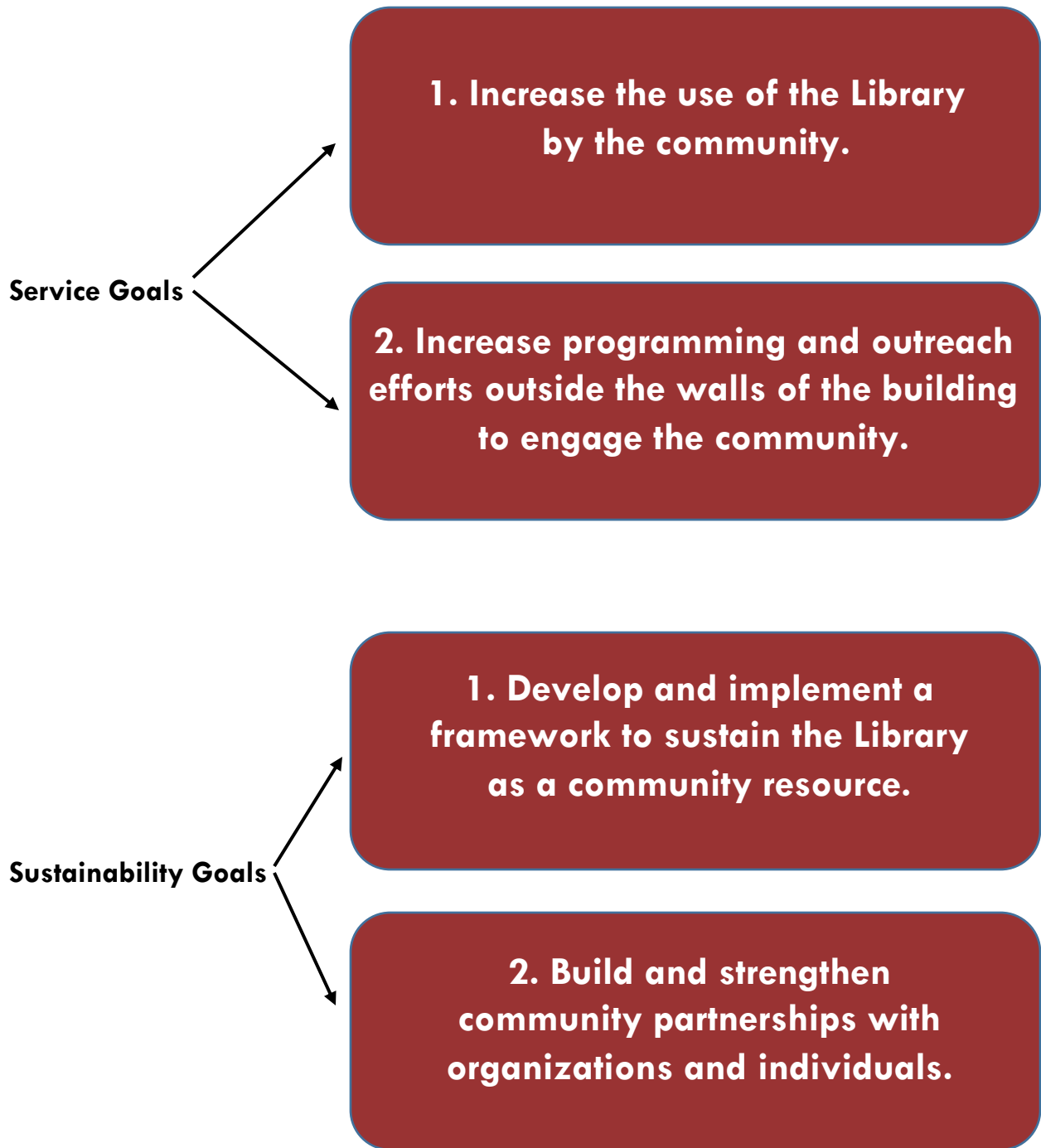
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***Your library:  
a gathering place  
where you can learn,  
grow, and enjoy.***

## Goals

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Four goals were created to support the mission statement. Two of these goals are focused on services provided by the Library, and two are focused on sustainability of the Library.



## **Service Goal One – Objectives & Tasks**

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### **Increase the use of the Library by the community.**

Objective: Evaluate existing Library programs and services.

- Task: Key program staff will meet three times per year to review, assess, and modify in-house programs and services.

Objective: Develop new Library programs and services.

- Task: Develop and implement two new in-house programs or services that meet the needs of underserved populations in the community.

Objective: Provide space for local community programs and meetings.

- Task: Inform community groups of the availability of spaces through advertising, social media, and tours, including the development of a virtual tour.

Objective: Provide a dynamic collection of information and recreational reading in a variety of formats in accordance with the Library's Collection Development Policy.

- Task: Develop and implement a schedule to evaluate the use and effectiveness of the Library's collection. This will include the addition and removal of materials.
- Task: Investigate new formats for the collection and adjust resources to accommodate the community's shifting consumption.
- Task: Investigate cost-saving options for the procurement of materials.
- Task: Investigate a program for the donation of materials.
- Task: Continue work with the Documentary Heritage and Preservation Society for New York for the development of and access to local history resources.

## **Service Goal Two – Objectives & Tasks**

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### **Increase programming and outreach efforts outside the walls of the building to engage the community.**

Objective: Increase the number of Library programs offered off-site.

- Task: Key program staff will meet three times per year to review, assess, and plan for off-site programs and services.
- Task: Develop and implement one new off-site program or service that meets the needs of an underserved population in the community.

Objective: Maintain a presence at community events.

- Task: Attend at least six community events per year.
- Task: Attend two to three public events in the year 2020-2021 for the Town of Broadalbin and the Mayfield School District.
- Task: In 2021, conduct a survey of Broadalbin and Mayfield residents to gauge the feelings of the population in regard to Gloversville Public Library and its services.

## **Sustainability Goal One – Objectives & Tasks**

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### **Develop and implement a framework to sustain the Library as a community resource.**

Objective: Develop and implement a Communications Plan.

- Task: Review, evaluate, and adjust current methods of communications.
- Task: Create communications tasks and assign them to appropriate individuals, including the possibility of hiring new personnel.
- Task: Develop a specific Library vote communications package.
- Task: Evaluate and adjust the Communications Plan for effectiveness on an annual basis.

Objective: Evaluate and update existing governing documents, and develop new ones as needed.

- Task: Develop a Sexual Harassment Policy by September 2019 in accordance with New York State Law.
- Task: Review and update the Library Bylaws by December 2019.
- Task: Maintain a list of policies and their past and future review dates, with reviews being conducted every three years.
- Task: Complete the current round of policy review.
- Task: Complete the development of the Emergency Management Plan.

Objective: Identify and create a system of Library staff and Board development.

- Task: Develop and implement a staff orientation and training program, including an annual staff development day.
- Task: Develop and implement a Board orientation and training program.
- Task: The Personnel Committee will update the Library Director evaluation process, including the establishment of a timeline. Changes to the evaluation process will be reported to the Board of Trustees.
- Task: Review and complete a detailed list of the treasurer's monthly, quarterly, and annual tasks, duties, and financial procedures.

Objective: Strengthen the Library's relationships with the Friends of the Gloversville Public Library and the Gloversville Library Foundation, Inc.

- Task: Identify and develop potential volunteer opportunities for the Friends.
- Task: Review the Plan of Service with the Friends and the Foundation.
- Task: Work with the Foundation to establish an annual appeal.

Objective: Ensure that the Library building and its grounds are kept up-to-date and are well-maintained.

- Task: Develop a schedule and checklist to track the required inspections of facilities and equipment by outside contractors and agencies to comply with regulatory, safety, and warranty requirements.
- Task: Secure contracts with appropriate vendors to complete required inspections and maintenance.
- Task: Develop and implement annual, semi-annual, seasonal, and monthly inspections or reviews of the buildings and grounds by the Building and Grounds Committee.
- Task: Begin the development of a Disaster Response Plan.

Objective: Develop and implement a budgetary process to reflect the changes in Library services.

- Task: Create a budget process timeline.
- Task: Identify the factors that have an impact on the budget.
- Task: Review and update funding levels for the specific line items in the budget to reflect the changes in Library services, as well as long-term and short-term goals.
- Task: Review staffing levels and wages.
- Task: Develop a tracking system for the Program Committee budget and grants.
- Task: Determine the role of grants in funding the Library's mission.
- Task: Develop a plan to ensure sustainable use of the Library's capital project grant funds.

## **Sustainability Goal Two – Objectives & Tasks**

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### **Build and strengthen community partnerships with organizations and individuals.**

Objective: Share information with and capture feedback and ideas from patrons attending Library programs and meetings.

- Task: Develop a database of program attendees.
- Task: Develop mechanisms for collecting and using feedback for future planning.
- Task: Provide updates to the Library's community partners.

Objective: Establish relationships with groups and organizations not currently served by the Library.

- Task: Connect with organizations that are already doing big things in the community.
- Task: Conduct six presentations per year to outside community groups.
- Task: Conduct four Library tours per year.
- Task: Develop and implement a plan for one-to-one advocacy with community leaders.

## **Plan Evaluation & Community Follow-Up**

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The Library will review this plan annually in August with the Board of Trustees. Staff from Mohawk Valley Library System will be available to serve as facilitators for the annual review of the Plan of Service. Board of Trustees committees will review the plan twice a year from the perspective of their committee roles. Additionally, the Library will review the plan with staff members during a staff development day.

Any updates or changes to the plan will be identified during these annual reviews, and an updated plan will require approval by the Board of Trustees.

Communication with the community about the plan is also important. During year one, it is necessary to follow-up with those individuals who have previously participated in forums or who have provided their feedback about the plan. These updates can be accomplished through email, newsletters, website posts, social media, newspaper articles, and group presentations.