

# Gloversville Public Library

# Plan of Service

2024 - 2028



58 East Fulton Street • Gloversville, New York  
phone: 518-725-2819 • email: [gpl@mvl.info](mailto:gpl@mvl.info)  
[gloversvillelibrary.org](http://gloversvillelibrary.org)

Approved by the Gloversville Public Library Board of Trustees: **February 20, 2024**

## Introduction

---

Over the past year, Gloversville Public Library, in partnership with Mohawk Valley Library System (MVLS), created this Plan of Service designed to help the Library meet the needs of the community it serves. This plan also seeks to enhance the connections between the Library and the community. A similar process was used to develop the previous Plan of Service back in 2018.

Developing this Plan of Service began by conducting multiple workshops with dozens of participants. The first workshop was conducted with Library trustees, followed by other workshops that included Library staff, Friends of the Gloversville Public Library, senior citizens, teachers, school administrators, non-profit organizations, faith leaders, and others.

The purpose of the workshops was not just to obtain feedback on the Library. Rather, participants shared their feedback on the state of the community as a whole, along with their dreams for the future of their community. Taking this approach allows the Library to identify the needs of the community and tailor this Plan of Service to best meet those needs.

Workshop participants described a community that had changed significantly over the last five years. This is not surprising, especially considering the impact of a watershed event like the pandemic. There was more emphasis on community diversity and the need to connect with a wide variety of groups and individuals. Just as they did five years ago, workshop participants identified the importance of the community's rich history and deep roots. They also acknowledged, and continued to embrace, the challenges ahead.

Using the data gathered during the workshops, Library staff and Board members held a series of meetings where they created new vision and mission statements, goals for this Plan of Service, and specific objectives and tasks designed to achieve those goals.

The result of this process is a strategic plan that seeks to fulfill Gloversville Public Library's new vision and mission statements and meet the needs of the community as identified during the initial community workshops.

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 implementation of the Library's vision and 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 workshops, to keep them aware of how the plan is being implemented and updated.

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



## About the Library

---

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

The Library is chartered by New York State to serve the residents of the Groversville Enlarged School District, a population of 18,436 per the 2020 Census. Geographically this includes the city of Groversville, along with the town of Bleecker and parts of the towns of Caroga, Johnstown, and Mayfield. The Library currently employs 10 full-time and eight part-time staff members. It is open 45 hours per week, 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 and award-winning 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.

## **Vision Statement**

---

***Gloversville Public Library:  
strengthening our roots and  
cultivating community growth.***

## **Mission Statement**

---

***Continually collaborating to  
weave inspiration, education,  
and engagement into the  
fabric of our community.***

## Goals

---

Four goals were created to support the vision and mission statements.

**1. Ensure the Library is active and relevant in reflecting our diverse and evolving region.**

**2. Develop and nurture a web of collaboration throughout the community by working with existing partners and making new connections.**

**3. Serve as a marketplace of ideas for all.**

**4. Strengthen and adapt the operational framework for sustaining and growing the Library in the community.**

## Goal One – Objectives & Tasks

---

### Ensure the Library is active and relevant in reflecting our diverse and evolving region.

- OBJECTIVE: Increase the Library’s attendance at community events to improve outreach and show Library commitment to the community.
  - TASK: Participate in at least four major events per year, ideally one per quarter, targeted toward the Library’s service population.
  - TASK: Promote the Library at other events, ideally 15 – 20 times per year.
  
- OBJECTIVE: Provide Library services and programming offsite in partnership with other community or regional stakeholders.
  - TASK: Connect with leaders and stakeholders from the Towns of Bleecker, Caroga, Johnstown, and Mayfield to explore Library services in these outlying areas within the service population.
  - TASK: Establish pop-up libraries in areas away from the Library building.
  - TASK: Explore the possibility of establishing a Bookmobile and/or Techmobile.
  - TASK: Connect with seniors, unhoused/underhoused individuals, and underserved populations through coordination with senior centers, shelters, social services, and other appropriate organizations and locations.
  
- OBJECTIVE: Evaluate non-material services and resources to ensure their relevance to residents, local businesses, and other community entities.
  - TASK: Design a rubric to evaluate services and discontinue or reconfigure those that are not effective or well-used, while researching and considering new ones.
  - TASK: Establish regular social services provider “open office hour” visits by partnering with one of the mental health or social services providers in our region.
  
- OBJECTIVE: Increase efforts to develop programs of interest to all members of our community, including those not previously well-represented, such as, but not limited to, minorities, the creative community, intergenerational families, and non-library users.
  - TASK: Plan quarterly “Family Day” events, for all ages, with special family-oriented activities, to promote the Library as a family gathering place.
  - TASK: Develop a plan for use of the Library’s gallery space, to showcase local artists.

## Goal Two – Objectives & Tasks

---

### **Develop and nurture a web of collaboration throughout the community by working with existing partners and making new connections.**

- **OBJECTIVE:** Continue working with current partners to meet their needs and increase our efforts to be relevant in a diverse and changing population.
  - **TASK:** Check in at least once a quarter with groups with whom the Library is already partnering to assess accomplishments and plan for the future.
  
- **OBJECTIVE:** Build new community partnerships with other groups, for example, veterans, senior citizens, teachers, parents, and groups identified during the community workshops.
  - **TASK:** Create an introductory package of materials to provide to outside organizations or groups that could become new partners.
  - **TASK:** Become an active member of the Fulton Montgomery Regional Chamber of Commerce.
  - **TASK:** Reach out to the Fulton Montgomery Regional Chamber of Commerce, Gloversville Enlarged School District PTA, Lexington Center ARC, and the New York Baseball Hall of Fame as potential new partners.
  
- **OBJECTIVE:** Establish and implement a community engagement plan.
  - **TASK:** Hold at least one community engagement workshop annually.
  - **TASK:** Have the Director, Board members, or staff hold one-on-one meetings with community leaders twice a quarter.

## Goal Three – Objectives & Tasks

---

### Serve as a marketplace of ideas for all.

- OBJECTIVE: Develop and present a wide array of programs – in-house, offsite, and virtual – that present a multitude of timely topics, perspectives, and expressions, that reflect both our region and the world around us.
  - TASK: Establish a review schedule for the staff programming team to continually evaluate program offerings, new and old, to ensure they cover diverse interests and ideas, while exploring ways to expand the content and reach of such programs.
  - TASK: Develop programming designed specifically to utilize the Library’s new outdoor space.
  
- OBJECTIVE: Establish an ongoing evaluation and inventory schedule for both print and nonprint collections to reflect changes in population and social conditions and ensure that materials span the topics, perspectives, and expressions that reflect both our region and the world around us.
  - TASK: Review, and revise as necessary, the material evaluation rubric with Librarians and Library Assistants.
  - TASK: Train Library Clerks in the duties required to assist Librarians and Library Assistants with inventory and withdrawal of materials.
  
- OBJECTIVE: Maintain the Local History Collection and increase patron use and awareness of its resources.
  - TASK: Continue to curate Local History Room materials and ensure proper care and maintenance.
  - TASK: Develop two local history programs or events per year.



## Goal Four – Objectives & Tasks

---

### Strengthen and adapt the operational framework for sustaining and growing the Library in the community.

- OBJECTIVE: Update the budgetary process to reflect the changes in Library services.
  - TASK: Identify the revenue and expense factors that have an impact on a balanced budget, with respect to long-term and short-term goals.
  - TASK: Create a budget process timeline.
  - TASK: Review staffing levels and wages ahead of the preliminary budget discussions.
  - TASK: Develop a tracking system for the Program Committee budget and grants.
  - TASK: Pursue grant funding to accomplish the Library's mission.
  - TASK: Ensure the financial stability of the Library by working closely with the Friends, the Foundation, and the Treasurer, including the Foundation's annual appeal.
  
- OBJECTIVE: Build and grow the appropriate level of staff and Board members to meet the current and future needs of the Library.
  - TASK: Ensure all staff members have at least two opportunities per fiscal year to participate in a continuing education or career development activity or event.
  - TASK: Provide institution-wide cross-training of key skills and tasks to ensure continuity of operations.
  - TASK: Continue monitoring staffing requirements and adjusting the number of employees and position duties as necessary.
  - TASK: Make Board member recruiting a part of tabling, outreach, and community events.
  - TASK: Ensure Board members meet their annual trustee education requirements.
  
- OBJECTIVE: Continue to evaluate and update existing governing documents, and develop new ones as needed.
  - TASK: Maintain a list of policies and their past and future review dates, with reviews being conducted every three years.
  - TASK: Complete the development of the Emergency Management Plan.
  - TASK: Implement a process for the annual review of the Plan of Service.

- OBJECTIVE: Ensure that the Library building and its grounds are kept up-to-date and are well-maintained.
  - TASK: Continue to monitor capital projects including planning, progression, and resolution of issues.
  - TASK: Carefully examine and complete a schedule for maintenance initiatives to ensure a sound infrastructure. This would also include being current with insurance premiums and state and local zoning requirements.
  - TASK: Continue to monitor maintenance needs and maintenance contracts including resolution of issues and the identification of recommendations to bring to the Board of Trustees.
  - TASK: Coordinate with the Friends of the Gloversville Public Library and others on ongoing Buildings & Grounds related activities including monthly grounds beautification and cleanup activities.
  - TASK: Develop a long-term plan for needed capital improvements.
  
- OBJECTIVE: Broaden the reach of the Library's public relations and marketing efforts to ensure community awareness of Library services, events, and materials.
  - TASK: Review the Library's social media posting schedule annually to ensure maximum engagement.
  - TASK: Twice a year, clarify public relations, marketing, and communications roles and responsibilities, both among staff and the Board's Public Relations Committee. Make any changes deemed necessary.
  - TASK: Continue existing public relations and marketing activities.
  - TASK: Provide Library informational brochures to reach patrons via realtors, lending institutions, businesses, and houses of worship.
  - TASK: Create a virtual tour of the Library for the Library website.
  - TASK: Establish a regular website maintenance schedule and assign at least two employees to oversee it.



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

---

The Board of Trustees will review this plan annually in August. 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 this plan twice a year and provide their feedback in advance of the August review. Additionally, the Library will review this plan with staff members twice per year.

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

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