



Hampton Bays Public Library Long Range Plan of Service

2019 – 2023

**HAMPTON BAYS PUBLIC LIBRARY
LONG RANGE PLAN OF SERVICE
2019-2023**

INTRODUCTION

In keeping with our mission, the Library must be responsive to the evolving needs of its patrons and the community at large. Changes in the way information is made available to people and in the way they access it requires new approaches to Library services. This Plan is intended to provide the Library with direction and vision for the next five years while staying true to its traditional core values.

METHODOLOGY

This five-year plan was prepared by the Board of Trustees of the Hampton Bays Public Library. The Board created a community survey as part of the planning process. The survey of the community was mailed to every household in Hampton Bays and East Quogue. Copies of the survey were also available in the Library and on the Library's website. All quantifiable survey results were analyzed using a statistical program. Comments were considered separately. The Board reviewed and discussed the results and a draft plan was prepared based on those discussions.

**LONG RANGE STRATEGIC PLANNING COMMITTEE
Hampton Bays Library Board of Trustees 2019**

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LIBRARY OVERVIEW

The Hampton Bays Library Association held its first meeting in 1922. The Association operated out of a number of locations over the years until the Hampton Bays Public Library opened with a provisional charter in 1960 in a rented storefront on Main Street. In the same year, the Association sold a piece of property and purchased the present site at the corner of Ponquogue Avenue and Argonne Road. In 1962, the NY Telephone Co. donated and moved a portion of their old building to the Ponquogue Avenue lot. The building was expanded several times over the following years.

On March 20, 1970, the Hampton Bays Public Library received its Absolute Charter from the New York State Board of Regents for and on behalf of the State Education Department. The library is governed by a seven member Board of Trustees dedicated to the mission of providing high quality library services at a reasonable cost to the community. The Board acts in accordance with the By-Laws, which are reviewed annually. In addition to providing full library services to the residents of the Hampton Bays School District, the Hampton Bays Library serves the residents of the East Quogue School District with all of their library needs on a contractual basis. According to the 2010 census, the combined population is 18,360. The library is principally funded by property taxes. Additional sources of revenue include the annual contract payment for East Quogue membership, fines, fees, donations and bequests. The Friends of the Hampton Bays Library raise money for the library through their bookstore in the library's basement, special fundraisers, author luncheons and more.

The Hampton Bays Public Library property includes parking. It is situated in an inviting, idyllic setting surrounded with grasses, beautiful trees, plants and outdoor benches. The Hampton Bays Public Library is an inviting, fully accessible public building that is the informational, cultural and recreational center of the Hampton Bays Community. The library is in walking distance to the Hampton Bays Public Schools, and the nearby shopping center as well as the train station and Suffolk County bus stops. In 2003, the

Hampton Bays Public Library completed a renovation and expansion project that increased it to its current size of approximately 20,000 square feet. In October of 2006, a new Teen Services Department opened in a previously unfinished area in the lower level.

The Hampton Bays Public Library offers a broad selection of materials including books, magazines, music, audio books, and DVDs, as well as electronic databases and a vast collection of free downloads of eBooks, audio books, music and videos.

At the end of 2018, the Library had 12,288 registered cardholders, and community members came to the library 147,747 times! The Library had a physical collection of over 80,958 physical items including books, magazines, music, audio books, and DVDs. Additionally, shared resources through the Suffolk Cooperative Library System include many electronic databases and a vast collection of free downloads of eBooks, audio books, music and videos.

The Library has more than 30 public computers, and free wireless access throughout the building. We offer color and black and white printing, copy machines, fax service, and scanners.

The library provides a wide variety of programs for community members of all ages. In 2018, the Library offered 1,727 program sessions attended by 24,055 patrons! A friendly, competent, and professional staff is available to assist patrons seven days a week excluding holidays. Visiting the Hampton Bays Public Library or the library's web site provides visitors with a world of information. We are proud to serve the residents of Hampton Bays and East Quogue.

LIBRARY MISSION STATEMENT

The Hampton Bays Public Library serves our community by providing educational, cultural, technological and recreational resources for lifelong learning.

Library Service Standard

The Library uses the following standards to define its public service priorities:

1. **Safety First:** Library patrons must feel safe when they visit the Library and use its services.
2. **Privacy and Respect:** Library patrons must feel assured that their privacy will be protected and that their concerns and beliefs will be respected.
3. **Courtesy:** Library patrons will be treated courteously and with dignity.
4. **Accuracy:** Library staff will always strive to provide patrons with current and accurate information.

Reference Services

The Library is committed to providing patrons with a variety of means to access a broad collection of informational, educational, and recreational materials, both in the library and online. A staff of professional librarians is available and equipped with the resources necessary to assist patrons in accessing information and materials, and facilitating their research. Librarians provide Tech support to groups and individuals on a variety of topics.

Collections

The Library will maintain a collection of popular general interest materials, both fiction and nonfiction. The collection will be intended for the enrichment of all patrons. The collection will include books in regular and large-print format, periodicals, movies and music in current physical formats as well as downloadable collections. The Library will add materials in new formats to its collections when appropriate. All materials will be periodically evaluated and updated to reflect emerging technologies.

The Suffolk Cooperative Library System provides support and additional services including training and educational workshops, special collections, the Long Island Talking Book Library and more.

Computers and Technology

The Library will provide a broad array of computer and technology services. These services will include public access to:

- Computers with internet access and various software programs.
- Wi-Fi throughout the building.

- Color and black & white printers and copiers
- Scanners
- 3-D printer
- Fax service
- Assistive technology for the visually impaired
- Access to Livebrary.com online collections including eBooks, audio books, music, databases, study help, and research tools
- Patrons with Hampton Bays library cards will have remote access to Livebrary.com.
- New technologies as the budget allows and patron demand requires.

Circulation

The Library will lend materials to patrons who live within the Library's service area or those qualified for direct access and/or interlibrary loan. The Library will follow the direct access and/or interlibrary loan rules set forth in the *SCLS Resource Sharing Code* and will comply with all sections of New York State Department of Education NYCRR 90.3. The Library will issue a Library card to any resident within its service area who fills out an application and provides the necessary proof of residency. Patrons with Library cards will be able to request, reserve and renew materials, access a list of Library holdings (either from the Library or online), borrow materials from other Suffolk County public libraries and access their Library card account (either in the Library or online).

The Library will maintain a comfortable, clean and safe facility that is fully ADA accessible to all community members. The Library offers accessible bathrooms. The facility will include workspace for individuals, small groups and large groups as well as a community art gallery. The Library facility is large and modern enough to support the items listed within this plan of service. Library signage will be clear, up-to-date and easy to understand.

Staff

The Library will employ a friendly and helpful customer service oriented staff that will include professional librarians and support staff, including bilingual staff to serve our

Spanish-speaking patrons. Staff members will be well informed about the Library's services, programs and policies. Staff development will be encouraged and facilitated through opportunities for professional growth and training.

Programming

The Library will offer a wide variety of programming for patrons of all ages. In accordance with the Library's policies, meeting spaces will be available for community-based, not-for-profit groups.

Additional Services

The Library will offer a number of additional services to the community. These will include, but are not limited to reader's advisory, interlibrary loans, community outreach, homebound delivery, ESL and citizenship classes, and materials (braille and talking books) for people with disabilities through the National Library Service and Literacy Volunteers of America training.

Promotion of Library Services

The Library will inform the community about its services and programs through a regularly published newsletter, its website, social media, Library signage and additional methods.

Fiscal Responsibility

The Library recognizes and acknowledges the important responsibility to taxpayers to be prudent and accountable with the community's investment in the Library. The Library will develop and utilize an array of financial procedures and internal controls to ensure that all Library funds are well managed and well spent. Those procedures will be reviewed annually and, when appropriate, modified to reinforce their purpose.

Responsiveness

The Library will strive to be responsive to community needs and requests. Budgetary, facility and staffing constraints may prevent the Library from being able to fulfill all community wishes but that will not prevent the Library from studying and responding to all reasonable requests.

Cooperative Partnering

The Library will attempt to maximize the community's investment by cooperatively sharing services where appropriate and cost effective with neighboring libraries and other public service institutions. The Library will maintain a membership in the Suffolk Cooperative Library System (SCLS) and take full advantage of the many services that SCLS provides to member libraries.

Library Plan of Service Review

The Library Board of Trustees will review and reaffirm the Plan of Service on a regular basis. The review process will include an evaluation of current services, financial and policy reviews, and feedback from the Library staff.

GOAL 1: INCREASE USE OF LIBRARY SERVICES

OBJECTIVES

STRATEGIES

Optimize the patron experience by identifying and addressing their Library needs

- Solicit feedback from patrons to better inform staff of patron needs
- Provide opportunities for patrons to comment on services and make suggestions for changes

Increase patron awareness and use of electronic resources

- Continue to offer educational workshops and online tutorials

Increase accessibility to patrons, including those with disabilities as defined by the ADA and ADA44

- Continue and strengthen the Homebound Program through publicity.
- Explore ways of exporting Library programming through direct broadcast, web casts or other media
- Participate in outreach programs that provide community awareness
- Investigate the purchase of assistive listening devices
- Continue to monitor compliance with ADA

Promote awareness of Library programs in order to increase attendance

- Market programs and services using the Library website, social media and newsletter
- Continue to work collaboratively with other local libraries, local schools, organizations and businesses in bringing creative programming to the Library
- Continue to encourage local artists and professionals to share their skills and knowledge in a Library program format
- Develop and maintain a Library email listserv
- Continue to build and maintain relationships with local news agencies to ensure coverage of Library events and needs
- Improve signage in the Library

Increase circulation of Library materials

- Analyze circulation statistics and consider the data for future material purchases
- Expand the collection of circulating non-traditional library items

Promote literacy and education

- Develop early literacy initiatives
- Expand STEAM based programming (Science, Technology, Engineering, Arts & Math)
- Cultivate resources that support local schools' curriculums
- Ensure that local educators are aware of the Library's ability to provide students with online homework assistance, as well as access to technology and collections
- Offer age-appropriate group instruction for students in the use of the Library and online resources
- Provide resources for GED assistance.
- Support Literacy Volunteers of Suffolk County as a tutoring location

Promote and facilitate use of Library services by the Non-English speaking community

- Create a plan to recruit bilingual speakers for staff and the Library Board
- Distribute bilingual Library information
- Continue to offer and expand services for English language learners including citizenship classes

GOAL 2: SUPPORT STAFF EDUCATION IN CHANGING TECHNOLOGIES AND LIBRARY SERVICES

OBJECTIVES

Promote team building and increase staff awareness of emerging trends in libraries

Library staff in all departments must attain an appropriate level of technical proficiency

STRATEGIES

- Encourage staff attendance at educational workshops
- Continue to offer an annual staff development day
- Provide professional publications in print and online

- Job descriptions will reflect the minimum standards for technical proficiency for each Library position

GOAL 3: MAINTAIN A SAFE & WELCOMING ENVIRONMENT, WHILE DEVELOPING A PHYSICAL PLANT THAT REFLECTS THE CHANGING ROLE OF THE LIBRARY BUILDING

OBJECTIVES

Maintain emergency preparedness

Reconfigure existing space to encourage group collaboration and engagement

Improve ease of locating Library materials

Continue to address the maintenance needs of the Library building and grounds

Embrace environmentally friendly initiatives when possible

STRATEGIES

- Establish a safety committee
- Provide emergency preparedness training for all staff
- Install additional security cameras as needed.

- Investigate the possibility of rearranging current spaces to accommodate the maximum number of patrons

- Review Library signage
- Create a Library building map
- Reference the current engineering report to address building needs
- Maintain and periodically review the current annual preventative maintenance schedule
- Maintain housekeeping and cleaning standards
- Complete the LED lighting replacement project
- Track building traffic and document use of meeting rooms and Library common spaces

- Use green cleaning products
- Consider the environment when making purchasing decisions

- Purchase recycled products without sacrificing quality if available and cost effective
- Install a water bottle filling station
- Monitor landscaping products to ensure an environmentally responsible program for maintaining grounds

GOAL 4: MAINTAIN AND GROW THE LIBRARY’S FISCAL HEALTH

OBJECTIVES

STRATEGIES

Pursue additional means of revenue

- Explore grant opportunities
- Develop fundraising campaigns
- Continue to work with the Friends of the Library and institute an annual joint meeting of the Board of the Friends of the Library and the Board of Library Trustees
- Create initiatives that promote long-term gift giving, private donations and bequests
- Explore stable, secure investment avenues
- Initiate an annual giving appeal to the community

Establish a financial plan for large donations, bequests and gifts received by the Library.

- Investigate the establishment of an endowment or foundation to ensure sustained financial support

Educate the community of the fiscal needs of the Library

- Update website to include the fiscal needs of the Library
- Include fiscal information in the Library newsletter
- Establish a Library “Wish List”

Create new community partnerships

- Solicit corporate sponsorship for special events and purchases