



**HAMPTON BAYS
PUBLIC LIBRARY**
Navigating a Sea of Information

Hampton Bays Public Library Long Range Plan of Service

2024 – 2029

Approved by the Board of Trustees February 20, 2024

HAMPTON BAYS PUBLIC LIBRARY / LONG RANGE PLAN OF SERVICE 2024-2029

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

The Board of Trustees of the Hampton Bays Public Library prepared this five-year plan. Goals for future service were based on written and verbal suggestions from the public, program feedback and awareness of emerging trends in public library services. This plan will be reviewed annually.

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 2020 census, the combined population is 20,785. 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 beautiful trees, perennial landscaping 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. Also located on the lower level, is our popular Book Store "Twice Sold Tales", which has been operating for decades.

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 2022, the Library had 11,006 registered cardholders, and community members came to the library 73,888 times! The Library had a physical collection of over

82,183 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, movies, magazines, music and videos, and now also includes a “Library of Things.”

The Library has more than 40 public computers, and free wireless access throughout the building and parking lot. 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 2022, the Library offered 1,510 program sessions attended by 14,015 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 newly updated 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, 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 support to groups and individuals on a variety of topics. Technology support includes assistance in learning about technology options and troubleshooting common issues.

Collections

The Library will maintain a collection of popular general interest materials, both fiction and nonfiction, representing a broad range of viewpoints. 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 available bi-lingually as budget resources allow. Non-traditional items such as museum passes, puzzles, bike locks, wi-fi 'hot spots', kindles, etc are included as part of circulating 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 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 current software programs.
- Wi-Fi throughout the building and the parking lot.
- Color and black & white printers and copiers and a new 3-D printer.
- Scanners
- Free fax service once new technology has been set up.
- Assistive technology for the visually impaired

- Circulating Kindle devices
- Access to Libby digital collections including eBooks, audio books in addition to sources for online access to research databases, homework help, ancestry research, music, movies, magazines, test prep and more.
- Patrons with Hampton Bays library cards will have remote access to Live-brary.com.
- New technologies as the budget allows and patron demand requires.
- Wireless internet access from parking lot

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 (as well as teachers and students) within its service area who fills out an application and provides the necessary proof of residency (or enrollment in HBSD). 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 from "The Library of Things;" borrow materials from other Suffolk County public libraries and access their Library card account (either in the Library or online)

Facility/Environment

The Library will maintain a comfortable, clean and safe facility that is federally mandated 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 with a plan to improve current indoor and outdoor signage as budget and/or grants allow.

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-person and virtual that incorporates education and new technologies. In accordance with the Library's policies, meeting spaces will be available for community-based, not-for-profit groups. Online program registration for these spaces is also available for convenience. .

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, citizenship classes, technological assistance, social work help, health and fitness programs, notary public services and materials (braille and talking books) for people with disabilities through the New York Public Library's Andrew Heiskell Braille and Talking Book Library.

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, outreach, tours and additional methods as budget; time; and staffing resources allow.

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, including oversight and review by an independent Professional Auditor.

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. The Library will periodically survey the community about library services (paper and online) in house and outreach as budget; time; and staffing resources allow.

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 (i.e. school district). 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.

Emergency / Health / Pandemic Response Plan (see separate plans available on both website and posted on-premise) These plans are always kept current and most require staff training and renewal training as specific guidelines mandate to ensure compliance.

GOAL 1: INCREASE USE OF LIBRARY SERVICES

OBJECTIVES

Optimize the patron experience by identifying and addressing their Library needs

Increase patron awareness and use of electronic resources

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

Promote awareness of Library programs in order to increase attendance

Increase circulation of Library materials

STRATEGIES

-Solicit feedback from patrons to better inform staff of patron needs via surveys. -Provide opportunities for patrons to comment on services and make suggestions for changes via survey, suggestion box and website.

- Continue to offer educational workshops and online tutorials and include survey and other feedback opportunities

- 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 as budget; time; and staffing resources allow.
- Continue to monitor compliance with ADA with goal towards more than 'federally mandated' initiatives as budget and/or grants allow.
- 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 as necessary

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

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 TASC assistance.
- Support Literacy Volunteers of Suffolk County as a tutoring location as long as it is a viable group.

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

- Continually encourage and 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
- Expand materials collection: fiction, non-fic, audiobooks in Spanish, Hispanic/LatinX films and TV Shows as budget allows. -

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

OBJECTIVES

Promote team building and increase staff awareness of emerging trends in libraries (funded by library)

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

STRATEGIES

- Encourage staff attendance at educational workshops, especially for librarians to meet the mandatory NYS requirements (60 hours every 5 years) (funded by library) as time and budget allows.
- Encourage full-time professional staff to attend one major conference every few years (funded by library) as time and budget allows.
- Continue to offer an annual staff development day which includes team building
- Provide professional publications in print and online where available.
- Have staff meetings at Director and Department Head level monthly, as time allows.
- Promote scholarship opportunities for teen staff as budget and/or grants allow or Friends-funded.

- 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 PLAN THAT REFLECTS THE CHANGING ROLE OF THE LIBRARY BUILDING

OBJECTIVES

STRATEGIES

Maintain emergency preparedness

- Establish a safety committee
- Provide emergency preparedness training for all staff
- Yearly emergency preparedness training
- Install additional security cameras as needed.
- Need glow-in-the-dark directional signs, emergency exit info on all doors
- go over employee manual every year. Make sure all departments have updated manual and policies each year

Reconfigure existing space to encourage group collaboration and engagement

- Investigate the possibility of rearranging current spaces to accommodate the maximum number of patrons
- acquire easily moveable furniture for space reconfiguration as budget and/or grants allow.

Improve ease of locating Library materials

- Review Library signage

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

- Reference the current engineering report to address building needs
- Maintain and periodically review the current annual preventative maintenance schedule

Embrace environmentally friendly initiatives when possible

- Use green cleaning products, where appropriate
- Consider the environment when making purchasing decisions “Calculate purchasing costs (monetary and environmental) for the impact on the environment. Wherever possible, make the purchase for the lowest environmental impact.” as budget allows.
- Purchase recycled products without sacrificing quality if available and cost effective
- Install a water bottle filling station for patrons
- Monitor landscaping products to ensure an environmentally responsible program for maintaining grounds

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

OBJECTIVES

Pursue additional means of revenue

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

Educate the community of the fiscal needs of the Library

Create new community partnerships

STRATEGIES

- Explore grant opportunities
- Develop fundraising campaigns in addition to our established yearly community Annual Appeal and other ad-hoc opportunities
- 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 add debit/credit/PayPal giving on website, as IT/website budget allows
- Explore stable, secure investment avenues
- Investigate the establishment of an endowment or foundation to ensure sustained financial support
- Update website to include annual fiscal reports.
- Solicit corporate sponsorship for special events and purchases as well as donations of services and materials i.e. Chamber of Commerce; Canoe Place Inn etc.