**Pike County Public Library**

**Here For You!**







**2018-2023**

**Long Range Plan**

**Approved 11/2017**

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**Here for you now and in the future!**

Emerging technology, shifting demographics and a new cultural landscape have irrevocably steered the Pike County Public Library toward a new model of service that will more adeptly meet evolving patron needs and position the Library as the heartbeat of our community. The Library is eager to evolve in ways that optimize its value to the community. “Community driven” and “community centered” are guiding principles that ensure the Library is “Here for you now and in the future!”

We have been deeply heartened by the sincere outpouring of interest in this process. This plan is the result of a vigorous, analytic, and sometimes passionate series of conversations by community members about the future of the Pike County Public Library. This plan will guide the Library’s efforts over the next five years through the goals and initiatives written within.

Our ability to successfully execute this plan will depend on various financial factors and community support. The Pike County Public Library will adapt to emerging demands thoughtfully and boldly, while seeking opportunities that benefit patrons.



**Mission**

***To inspire learning and fun for all while preserving our history.***

The Pike County Public Library’s (PCPL) began in March 2017, under the guidance of PCPL’s director and library board of trustees. Library consultants Rob Cullin and Kimberly Bolan of Kimberly Bolan and Associates, LLC facilitated the process.

**The Process**

PCPL’s strategic planning process included the following key areas:

1. Data Gathering and Analysis. Beginning in April 2017, the consultants gathered and analyzed a variety of library and community data. The library was provided with a variety of deliverables including benchmark, demographic, and collection analyses.
2. Stakeholder Input. Stakeholder input was collected by the consultants through focus groups and community forums held May 17-19, 2017 across all three locations and an online survey. Stakeholder sessions included the general public, community leaders, senior citizens, students, staff members and the board of trustees. Participants included frequent library users and infrequent/non-users and ranged in ages and backgrounds. Overall, 126 residents participated in the discussions. In addition to the stakeholder sessions, an online survey captured responses from 46 residents.

The stakeholder input sessions and online survey explored several topics, including customer service, youth services, adult and senior services, programming, outreach, technology and digital services, creativity services and spaces, the website and mobile access, meeting space, collections and resources, marketing, facilities, and overall 21st century public library trends. Detailed summaries of all stakeholder feedback and online survey results were provided in separated documents to PCPL’s leadership at the Strategic Retreat. All stakeholder input, data analysis, and follow-up exploration work led to the strategic focuses, goals, and investments outlined later in this document.

1. Strategic Planning Retreat. With all the data gathering analysis input complete, the consultants held a half day Strategic Planning Retreat on June 3, 2017. During the retreat, the consultants along with a team of library staff, board members, and community members established key strategic areas, goals, and required investments. This input was developed into the contents of this document, which provides a path to results through a plan PCPL can live, breath, and readily implement on a day-to-day basis.

**The Library Comparison with Other Libraries of Similar Size**

Kim Bolan and Associates prepared a chart that benchmarked the Pike County Public Library against other Indiana Public Libraries serving similar populations. The chart reported the following:

* The percent spent on collections was 12% with an average of the comparisons falling around 12.6%
* Employed about the same Staff FTE as peers.
* We held more programs than our peers by roughly 480; however, we saw a much lower attendance rate.
* The public computer use was half of what the peer libraries saw and our WiFi users trended much lower.
* The library visits were about half of that of our peers with our annual open hours somewhat comparable.
* The library holdings were comparable; however, the circulation rates were only roughly a third of the peer libraries average.
* The average square footage of the peer libraries was 18,000 with ours at roughly 9,000.

**Assessment of Facilities, Services and Operations**

**Facilities**: The library system is located in Pike County Indiana serves a population of 12,845. The main branch, built in 2012, is located in Petersburg at 4,000 sq. ft. The branch in Winslow was built in 1996 with a square footage of 2,000. The Otwell branch is 2,500 sq. foot and was built to its current size in 2008.

The landscaping layout at Petersburg and Winslow have lasted beyond their normal length of time. With the rocks having washed away, the irrigation lines have pushed through to the surface. The foliage is overgrown and pouring out of the area and the markers have pushed up higher than the ground. It is time to create a new landscape master plan and work in phases to develop outdoor spaces conducive to enjoyment.

Storage space and organization continue to plague the system. Updating and creating space with the use of shelving, weeding and reallocation will only become a higher priority as time goes on. The need for more office, study and meeting spaces need to be addressed through expansion or remodeling as funds and community allow over the next five years.

**Services**: PCPL continues to offer high quality services in the areas of programming, the collection and patron services. We have added a new fax, copy, print and scan machine which is more energy and toner efficient. The faxes move quicker and the copies are crisp. Each branch now has a self-check computer and coin op copiers. Print release stations options are being explored.

Adding technology into the programming will be welcomed additions. Maker spaces, robotics, gaming as well as VR are being explored. Finding teens to volunteer or college students to host these events will be key. Enthusiasm from staff will help to spread the word. We continue to offer programming for children through adult ranging from crafting, to story time to technology time.

Launch pads and Playaway technologies have recently been added to the collection along with video games and board games to check out will be added soon. We have expanded the number of TV series DVDs that we offer due to the increased circulation in the genre. We continue to provide large print materials and audio books for those in need of them. We have signed up for over 100 authors books to be automatically sent to us as soon as one is published from them. This has helped with keeping the collection current with popular authors and titles. We are planning to look into leasing as well as automatic series ordering.

**Operations**: PCPL maintains and updates general operating, personnel, and administrative policies and procedures to ensure cohesive library operations and excellent patron service. The Library Director carries out the daily operations of the library and the policies as adopted by the board. The policies are reviewed and updated at regular board meetings and the Bi-Laws are reviewed every three years.

**Strategic Focus Areas**

**Exceptional Resources**

Goal: To deliver the necessary and desired resources to the Pike County Community.

Investments:

* Deliver new and creative technologies to expand the horizons of the community.
* Increase staff training on new technologies and related services
* Focus collection development on popular materials
* Access and continually balance the collection budgets and strategies across all locations
* Evaluate alternative new book acquisition models (e.g. leasing)

**Community Awareness**

Goal: To expand awareness and usage of Pike County Public Libraries.

Investments:

* Deploy sufficient library resources to actively engage the community inside and outside of the building.
* Explore new and improved approaches in marketing library services, including targeted approaches, social media advertising, and increased word-of-mouth.
* Work collaboratively with schools to increase library awareness to families.
* Develop strategies for creating a positive conversation about the library within the communities of the county.

**Community Engagement**

Goal: To deliver exceptional programming and service inside and outside library walls.

Investments:

* Expand connections and service partnerships throughout the community.
* Extend competency to job and career assistance for adults.
* Expand adult programs in new and creative ways (e.g. languages, field trips, include food).
* Explore ways to serve the southern 25% of Pike County (e.g. pop-up services, bookmobile, remote pickup/drop-off of materials, etc.).
* Focus on customer-friendly approaches to service delivery and policies.
* Increase the use and development of volunteers to provide assistance in all service areas.

**Functional and Appealing Library Spaces**

Goal: To increase library visits and use across all locations.

Investments:

* Develop a thorough Facility Assessment and Expansion Plan with a conceptual goal of 16,000 square feet of library space across the existing three library buildings.
* Add quiet areas and meeting/study spaces at all locations.
* Create a space for teens at the Petersburg Branch and at Winslow and Otwell as space allows.
* Expand and enclose the Genealogy area at Petersburg Branch to create a quiet study space within the library.
* Address parking concerns at Winslow Branch.

**Statement of Community Needs and Goals**

Currently the population of Pike County has declined around 2.7% since the 2010 census. However, with the new interstate interchange as well as community work with economic development initiatives, that may change. The majority of the population served are the “Blue Sky Boomers”, (26%) lower middle class boomers living in remote town and country homes, and “Autumn Years”, (14.4%) those older, middle class couples and singles living comfortable lives in rural towns. While the largest age group will continue to be those ages 45 to 54, the age group that will experience the largest increase in the coming years is those 60 and older.

A series of community stakeholder sessions were conducted for the Pike County Public Library May 17 – 29, 2017. Overall, 126 people attended these sessions. In addition to the stakeholder sessions, an online survey was conducted May 17– July 22, 2017. 45 surveys were completed.

Below is a summary of community needs and goals from the in-person community sessions.

**General Sentiments:**

* At a high level, most people like the library and are happy with the direction it is now

headed as compared to the turmoil in the past.

* Many see the library as more than a place for books and see it as an educational and

cultural center for the communities of Pike County.

* The residents of Otwell (who turned out in large numbers for their community’s

session), were quite concerned about their branch library being closed.

* There were several attendees across the forums who expressed concerns about how

their tax dollars were being deployed by the library.

* It was noted by several that Winslow’s adjoining building is an eyesore and limits

visibility of the library from the main road.

**Customer Service:**

* Overall, the customer service at all 3 locations is good and is valued by the

community.

* A few people at Otwell felt that there might not be the right alignment of staffing to

the busiest hours of the library.

* In general, the self-service options do not seem to be highly valued or used by the

community.

**Youth Services:**

• Young Children

* Most participants felt the library is doing a good job serving younger

children, but also feel that pre-teens and teens are not well served.

* Those involved with Otwell’s new charter school see the library as a key

element in the success of its students.

* At Petersburg, there was a strong sentiment that younger children need a

separate "play/active space" space away from adult/reading areas.

• Teens

* Almost all participants recognize there is a lack of positive activities and

places for teens and middle school kids within the county.

* A poignant example of this were the recent deaths of young people in

the county involved in recreational accidents.

* Petersburg may have the biggest issue in this area driven by its larger

population). *NOTE: Petersburg has some space on the lower level /*

*basement that could be repurposed to address this community concern.*

* The pre-teens and teens who participated in focus group

sessions were very interested in a dedicated youth space at

the Petersburg library.

**Adult Service:**

* There was interest in all 3 communities for more comfortable spaces, seating, etc.

that would encourage people to come to the libraries and stay awhile.

* + This might also be encouraged with an available coffee option delivered

through a simple Keurig type offering.

* Also, several said they are interested in programming that brings people together.
* Intergenerational programming was also mentioned multiple times.

**Outreach:**

* One noteworthy idea was having the library provide books to local police and

sheriffs to go along with the existing Teddy Bear program. The idea came from a

local police officer who attended one of the sessions.

* The Purdue Extension was brought up numerous times as a potential library partner.

Several said this should be a key priority.

* The idea of utilizing volunteers to offer homebound delivery was discussed and seen

as a positive idea.

* Little Free Libraries were mentioned a few times. Also, possibly as a Scouting

partnership.

**Programs:**

* Most participants saw the library as a place to attend programs.
* However, most also felt that the library should focus its resources on programming

for youth and work with volunteers, program contractors, and partner organizations

to deliver adult and senior programming.

**Technology & Digital Services:**

* Nearly everyone agreed that the library plays a vital role in making technology and

the internet available to the community.

* The lending of laptops within the library was frequently discussed. It was noted it

would be a way to expand computer usage in the library, but with the same or even

less dedicated physical space.

**Meeting Spaces:**

* Most attendees felt that meeting space at the library is needed and critical.
* Most felt it is insufficient throughout the 3 locations, even at Petersburg.
  + Note: Otwell and Winslow do not have meeting spaces though it was

discussed how some flexible furniture and perhaps dividers could be

used to create ad-hoc meeting spaces.

**Collections:**

The topic of library collections was heavily discussed in all sessions. There were

KEY issues that were consistently and often passionately discussed:

Local History/Genealogy

* This collection is highly valued by the community.

*Consultants Note: Given Pike County’s size, the amount of square*

*footage currently dedicated to this collection initially seemed*

*excessive. However, the high usage and extreme level of pride in this*

*collection by the community justifies the square footage. In fact,*

*given the usage level, the area is likely undersized.*

New Materials

* There were a lot of misperceptions about the current lack of what the

community considers “new materials.”

* Many community members in Otwell and Winslow were upset

and feel their branches are being short-changed on new

materials.

* Overall, it was clear that there is a huge desire for having new,

and readily available items in all 3 locations. This is clearly a

priority.

* Many expressed their appreciation and “love” of the Evergreen Interlibrary

Loan System

* Users appreciate the ability to gain access to materials beyond Pike

County Public Library’s collections.

**Marketing:**

* As with all other public libraries that KBA has worked with, PCPL has issues with

marketing and community awareness.

* This lack awareness is most severe when it comes to programming.
* Even general awareness of library services and offerings is low even with

active users.

* Most focus group participants felt that, given the small communities served by the

three locations, word of mouth marketing is critical. Many commented that the

library’s marketing activities should focus on strategies that help generate word of

mouth awareness.

* Many participants felt a more targeted marketing approach is warranted.

**Other/General:**

* There were a few people who spoke to a lack of quiet space in the 3 libraries.

*Consultant’s Note: Given the size of the three libraries, this is a difficult topic*

*to address, but it should be kept in mind. One suggestion for Petersburg is to*

*re-work the Local History/Genealogy area so it can also serve as a quiet area*

*perhaps using acoustic panels or some flexible wall system.*

* Some thought and discussion should be given to how and if the library partners with

the new Otwell Charter school.

* Storage is an issue and will continue to be an issue especially if the lower level of

Petersburg is transformed into public space. One option is to consider external

storage solution (sheds, containers, etc.).

* Many participants mentioned the need for collaboration spaces at the libraries. The

needs here seem to vary, so flexibility in a solution(s) should be a priority.

**Collaboration**

The Pike County Public Library System will maintain membership within the Evergreen Consortium and provide free interlibrary loan services. The library will continue to lend and borrow materials via the statewide and other local reciprocal borrowing agreements. The library will continue to seek out opportunities to provide materials for patrons including SRCS. The Library will continue with outreach to local schools, senior centers and assisted living facilities. Whether bringing programs, materials or silent auction items, these types of collaborations build stronger communities.

The Pike County Public Library System will continue to seek out partner organizations to provide support to patrons. The addition of Work-One weekly as well as job and community fairs participation will be key. The need to continue to support local businesses and maintain membership in the local chamber is beneficial to everyone. Attending local meetings and participating on county committees should continue to be a priority for administration and staff.

**Ongoing Annual Evaluation Process**

The Board of Trustees, Library Director and staff will study the goals, investments and measures of success outlined in the 2018-2023 Long Range Plan, and will strive to implement future activities and initiatives in line with the initiatives held within. Whether examining collection development options, reorganizing public service areas, expanding teen services, or increasing community collaboration, the implications for staff, collections, facilities, and technology resources will be closely examined before decisions are made.

In 2018, library employees will receive a copy of the 2018-2023 Long Range Plan, and during staff training days, learning/training opportunities will be implemented to help further the direction of 2018-2023 Long Range Plan. An online copy of the 2018-2023 Long Range Plan will also be available on the website.

Before an annual Library Board review of the 2018-2023 Long Range Plan, the director and key administration staff will complete progress reports on prior and current year long-range goals and objectives. The Library Board will review and/or revise/update the plan annually before the end of the first quarter of the calendar year at a regular board meeting, providing direction for the next calendar year based on the Plan.

The success of PCPL’s Strategic Plan will come from ongoing implementation and evaluation. Fundamental areas include:

* A thorough understanding of the plan as well as active involvement in implementing the plan by staff and the board of trustees
* Frequent and ongoing communication between administration and staff and between PCPL’s staff and the community they serve
* Frequent and ongoing communication between PCPL’s staff and its community
* Active collaboration between PCPL’s board of trustees, administration, staff, outside organizations, and the community

**Financial Resources and Sustainability**

Even with the war on coal and the coal fired industry, our local economy has remained fairly stable. Financial resources are reported in annual reports to the state (e.g., Gateway). Property caps have added uncertainty to a once stable revenue stream and made budget planning less predictable.

Like other government units, PCPL continues to adjust when faced with budget reductions large or small.

As openings in staff positions occur, each position is evaluated, with internal adjusts made, to provide the highest level of service within existing funds. As the revenue stream allows, PCPL has a long-term goal to strive to maintain capital in the bank account at a level with at least a six-month reserve. The library will reserve Rainy Day funds for future expansion and/or renovation projects as needed and begin to build up LIRF funds for innovative technologies and needed.

The Library is using the state provider for internet and therefore eligible for funds from the Technology State Grant to supplement internet services and applies for E-Rate deductions as well. The Library’s operating budget is used to fund all other technology resources unless local or state grants can be secured. The budget is always reviewed prior to new services being added ranging from technology to programming to training and everything in between.

Anticipated library funds to allow for development of resources and services based on the direction of the 2018-2023 Long Range Plan are subject to modification depending on budget reductions due to tax caps and other unforeseen circumstances.

**One Year Implementation Plan**

**Pike County Public Library**

**2018-2023 Long Range Plan**

**Library Staff Brainstormed Actions to Achieve Goals**

Library staff members have been involved throughout the process. They have provided valuable insight into the evolving usage patterns and preferences of Pike County residents. Library staff reviewed and discussed the results of the Strategic Plan to devise a focus for 2018. Within the four goals, broad focuses of the library’s efforts over the next three to five years were crafted. During the staff training day in September, a SWOT analysis was done. Staff had the opportunity to suggest specific, practical action steps the library could use to reach each goal. The core team then used the action steps to complete the strategic plan narrative and devise a one-year implementation plan.

**Goal 1: To deliver the necessary and desired resources to the Pike County Community.**

*1A. Deliver new and creative technologies to expand the horizons of the community.*

* 1. Continue to investigate and experiment with e-content delivery systems
  2. Consider Launch Pads for young patrons
  3. Update and expand the audiobook selection for all ages

*1B. Increase staff training on new technologies and related services.*

1. Provide orientation, ongoing training and support to ensure fluency
2. Explain changes in depth in the staff blog
3. Have Head Clerk continue to visit the branches weekly and ask questions about concerns and give training as necessary

*1C. Focus collection development on popular materials.*

* 1. Sign up for services that send new releases as they are published
  2. Sign up for series continue services to send next in series
  3. Ask patrons which authors and subjects they are interested in following

Outcome Goal 1: A quality collection that meets the needs and expectations of the community well maintained by knowledgeable staff shown through increased circulations.

**Goal 2: To expand awareness and usage of the Pike County Public Libraries.**

*2A. Deploy sufficient library resources to actively engage the community inside and outside of the building.*

* 1. Have a representative attend county and city meetings
  2. Attend and become involved in Chamber events
  3. Continue programming for all ages including in house and outreach

*2B. Explore new and improved approaches in marketing library services, including targeted approaches, social media advertising and increased word of mouth.*

* 1. Expand cooperation with sports advertising packages
  2. Continue quarterly calendar and expand usage of Google calendar
  3. Coordinate social media content across the library’s platforms

Outcome Goal 2: Happy and informed traditional and non-traditional library users as well as non-users through increased library card holders.

**Goal 3: To deliver exceptional programming and services inside and outside library walls.**

*3A. Expand connections and service partnerships throughout the community.*

* 1. Continue to work with Work One to provide services
  2. Find connections at Vincennes University to add services including tax preparation or GED classes or expand proctoring options
  3. Connect with local schools to provide tours or teach information literacy classes

*3B. Expand adult programs in new and creative ways.*

* 1. Bring in outside authors or presenters of interest to patrons
  2. Add informative lifestyle programming
  3. Add elements of competition or goal reaching programming

*3C. Increase the use and development of volunteers to aid in all service areas.*

* 1. Work with area school clubs for students needing volunteer hours to come and shelve or work on projects
  2. Work with senior center to find daytime volunteers to shelve or take items to homebound
  3. Locate other civic minded organizations to find volunteers: scouts, 4H, etc.

Outcome Goal 3: Delighted patrons provided with sought after programming by a knowledgeable and customer driven staff revealed through increased program participation.

**Goal 4: To increase library visits and use across all locations.**

*4A. Develop a facility assessment/expansion plan.*

* 1. Consider adding meeting space at Winslow
  2. Develop a Teen space at Petersburg
  3. Consider space and stack arrangement at Otwell

Outcome Goal 4: Welcoming, useful and engaging spaces which benefit Pike County residents of all ages and demographics seen through increased gate counts.

**Technology Overview**

**Executive Summary**

The Pike County Public Library provides access to computer technologies and digital/electronic information and services as part of the library’s broader mission to inspire learning. The Library strives to be the information hub for the community and provide current and high-speed technologies with access to the internet. Providing this access is vital to our rural community and lessens the impact of the continuing digital divide. The Pike County Public Library strives to move forward with new technologies in order to provide necessary current and future services in a cost effective and sustainable manner. The Library is both a physical space as well as an informational portal, where residents will be able to access the Library 24 hours a day, 7 days a week, through its website, electronic resources as well as services and programs.

The library will continue to investigate new technologies as they become available, equip our staff and patrons with the best technology tools and training we can provide, and provide quality hardware and software ensuring patrons and staff have what is needed to strengthen their digital presence now and into the 21st century.

This plan is intended to guide the technological development in the Library for the five years. It will support the mission statement, stimulate thought and discussion about the technological needs of our community, provide structure for planning and budgeting and meet the requirements for all state and federal requirements regarding computers and technology.

**Current State of Technology**

Technology plays an important role in fulfilling the Pike County Public Library’s mission. From the digital security cameras that enable the library to provide a safe environment for both patrons and staff to public access workstations. The library maintains 17 desktops available for public use plus 1 laptop used for outreach and instruction. All of our computers have internet access and run on either Windows 7 or 10 and have Microsoft Office. WiFi is also available throughout all three branches. Access is controlled by PC Reservation and Deep Freeze ensures patron information is wiped nightly. The Library maintains 13 staff computers and three dedicated servers with one battery backup. ENA is providing 15Mbps of fiber service to the Library system.

We also have three AWE Learning Center computer stations that were purchased in 2017. In 2017, a variety of Launchpad Tablets were purchased. These have touch screens and come preloaded with kid friendly, learning apps and movies. They can be used with or without internet access in the home. Finally, three Envision ware self-check stations were added in 2017 to allow patrons the option to check out materials without waiting for a clerk.

The Pike County Public Library is a member of the Evergreen Consortium, providing an integrated library system for patrons and staff. Databases such as SRCS, Overdrive, Hoopla, Inspire and Heritage Quest are also sources for materials that the library provides. Three X-Box 360 were added in 2017, along with access to check out video games in a variety of formats. Three large screen T. V’s purchased in 2017 allow patrons to play the video games during program times.

**Replacement Schedule**

The Pike County Public Library technological services are critically tied to the Library’s mission. This technology plan is dynamic in that evaluation is on-going by the director and staff. New products and equipment become available periodically; therefore, software and equipment routinely undergo upgrades. This being the case, staff members are constantly evaluating what the library offers patrons and assessing the effectiveness of current services. Consideration of technology not currently in use at the library shall be addressed as needed.

Due to the rapid pace of change and financial constraints, technology is updated on an as needed basis. Desktop computers will be replaced every four years. Printers and scanners will be replaced as needed or as workflow necessitates. Resources will also be reviewed annually and updated incrementally with a complete review scheduled every three years.

**Technology Mission**

The Pike County Public Library will work to meet patron and staff needs for efficient and consistent access to electronic/digital information and services utilizing effective technology services and resources.

**Technology Goals**

Goal 1: Public Services - Develop and implement electronic resources to effectively meet the needs of the Pike County community.

* Annually evaluate and implement or renew online database subscriptions, including: Evergreen, Overdrive, Ancestry and Hoopla, that meet the needs of the community for patrons.
* Update to Windows 10 for all public and staff computers to ensure patrons and staff have the most up to date windows experience.
* Update Microsoft Office software for public and staff computers and keep versions current.
* Add device charging stations throughout the three library locations.
* Expand library technologies to include makerspace type equipment.
* Provide patron driven information literacy and technology instruction.
* Review, revise and post Computer and Internet Policy annually.

Outcome: Increased patron use of and satisfaction with library computer technologies and access to electronic/digital information & services.

Goal 2: Staff Services - Provide electronic resources that allow staff to carry out work functions effectively and efficiently.

* Evaluate printers and related technologies/ hardware to increase performance, productivity and efficiency.
* Utilize technology to minimize the use of paper and provide quicker access to documents and information.
* Maintain a training program so staff can perform effectively in their own jobs and can provide knowledgeable assistance to the public.

Outcome: A well trained staff and efficient use of resources will raise confidence and create an environment for excellent customer service.

Goal 3: Electronic and Web Services - Select, organize and maintain a quality web presence which will provide a basis for community information, education, recreation and historical preservation.

* Maintain, improve and expand the website following State Standards with information: check links quarterly, review usage quarterly, redesign as necessary for better user experience.
* Expand use of social media: Facebook, Instagram, Twitter, Snap Chat. Try to connect platforms including Wowbrary to other media outlets.
* Plan and implement projects to collect and make local history available in electronic formats to increase accessibility and help preserve the collection.
* Explore other methods, e-newsletter, blogs, videos, to distribute information concerning library materials to new audiences.

Outcome: Improved patron access, knowledge and use of library collections and programs.

Goal 4: Facilities and Equipment - Provide technology resources to support the objectives of the library.

* Update our file server backup options.
* Update and consolidate our server hardware environment including reducing server equipment.
* Continue hardware replacement plan based on State Standard requirements.
* Purchase two desktops to be ready for installation upon hardware failures.
* Develop an inventory spreadsheet to track and streamline technology usage and lifespan.

Outcome: Increased stability within our IT environment including protection of files and hardware reliability.

**Professional Development Strategy**

A continued commitment to staff development is critical to ensure the library is able to provide 21st century services. With that in mind, we encourage all staff to participate in training workshops, conferences, and other continuing library advancement education opportunities. The Board budgets sufficient funds for department heads/supervisors to participate in professional development opportunities and memberships.

Three staff training sessions are scheduled per year. During these days, staff refresher training is employed as well as covering new policies and procedures. Reviewing the integrated circulation systems and new technologies are main components. A positive learning environment is fostered through open lines of communication and the sharing of knowledge of team members. The Head Clerk visits the branches twice a week to share and discuss any new training or technology that may be of concern to the clerks.

As with many rural communities, a large percentage of the library’s patrons and staff have limited experience with technology and require support, assistance, and training. Technology skill is a component of staff annual evaluations. Employees have access to several online technologies related resources and are highly encouraged to expand their skills. Staff who are earning LEUs are supported in their efforts as they earn regular and TLEUs as required.

**Approval of the Plan**

After attending The Plan Retreat and the draft plan being presented to the Board of Trustees in October, the board approved the 2018-2023 Long Range Plan in November 2017. Following approval, the plan was submitted to the Indiana State Library to fulfill one of the requirements of the Public Library Standards, was posted to the library’s website and shared widely.