

Our Vision

The Mount Pleasant Public Library will be a vital part of the community of Mount Pleasant and Pleasantville; it will provide free and open access to the ever-changing world of ideas; it will be an ongoing center of learning, and a place of welcome human connection for residents of all ages.

Our Mission

The Mount Pleasant Public Library is a warm and welcoming center of discovery: through books, media and programming we connect people to ideas, and to each other, in order to enrich their lives and the overall life of the community

Our Values

Respect:

For our patrons, for our staff, for our volunteers.

Inclusion:

All members of our community are welcome, and we will make changes, when necessary, to make sure all feel welcome.

Innovation:

We will be aware of, and respond to, changes in our community and to the changing needs of our community.

Welcoming:

We will endeavor to be warm and welcoming to all who visit the library and to make those visits a positive experience.

Creativity:

We will be innovative and creative in finding ways to solve problems and meet the needs of our community.

Listening:

When members of our community speak to us, we will listen.

The Library's Long-Range Plan of Service is a document that details how the Library plans to realize the Vision of the Library Board, as detailed in the Library's Vision, Mission, Values policy.

The Vision of the Library was developed by the Board after an extensive community based strategic planning process. Since it was adopted, in order to ensure that it remains relevant, the Library has engaged in several collaborative processes with the community, including a Pre-teen Plan of Service in 2018, a review of Children's Services in 2019 and a community survey in 2022.

In addition to these formal processes, the Library's staff and trustees continually engage with members of the community, and key service metrics are regularly reviewed and evaluated.

The Plan itself is organized by key functional areas and departments. Each section explains the objective of that particular functional area or department, how that objective is realized and future goals.

The document is a living document. It will be formally updated a minimum of once per year, or more often if warranted. We have all learned from the Covid Pandemic that flexibility and responsiveness a prerequisite for any successful organization.

The Library is holistic, and all staff and departments work together in a collaborative way. Almost every major initiative is cross-departmental. As a result, some of the Library's future goals may appear in more than one area.

Board of Trustees

Objective

The Board establishes the Library's vision, hires the Library Director, monitors the effectiveness of the Library, exercises fiduciary responsibility and represents the Library in the community.

Tactics/Tools

The Board meets monthly during the year. Committees are established, on as needed basis, to investigate specific issues and to make recommendations to the full Board. The Board works closely with the Administration team. The primary tool for the Board is the development, and continual review, of policies.

Goals/New Initiatives for 2023 and future years

- Work with the Town Engineering Department to realize the vision contained in the Master Plan
- The Library will seek to improve its visibility in the unincorporated areas of the Town
- Revise Collection Development/Materials Challenge Policy
- Revise Community Use of Facilities Policy
- Create Trustee Education Policy
- Create Conflict of Interest Policy
- Create Whistleblower Policy

Administration

Objective

The Admin Team works closely with the Library Board and oversees daily Library operations to ensure that the operations are aligned with the Vision of the Library.

Tactics/Tools

- The Director and Assistant Director work closely together, meeting on a daily basis.
- The Assistant Director takes the lead in overseeing the daily operations of the Library, while the Director focusses more on strategic issues and relationships with the Board and municipalities.
- The Director and the Assistant Director are familiar with each other's duties so that either can step in for the other when necessary.

Goals/New Initiatives for 2023 and future years

- Audit of safety procedures, plan for staff training, update Library Safety Plan
- Re-institute regular onsite staff meetings
- Work with the Board of Trustees to develop new policies
- Work with the municipalities to develop a plan for the implementation of the Master Plan

Human Resources Administration

Objective

To ensure that the Library has high quality employees that help the Library to achieve its mission, and that those employees are treated in a respectful manner and work in a safe and empowering environment.

Tactics/Tools

- Terms and conditions of employment are governed by NYS Civil Service regulations and the CSEA agreement.
- The Library works closely with the Town Comptroller's office to ensure that the handling of all administrative aspects of HR is done in an efficient and accurate manner.
- Annual performance appraisals are performed to ensure that employees have an opportunity to share information with the Library and that supervisors can review the employee's performance (salary is not connected to the appraisals).

Goals/New Initiatives for 2023 and future years

- Support and encourage staff to pursue professional development opportunities
- Explore an expanded role within the organization for the Human Resources Consultant

Facilities

Objective

Maintain facilities and grounds that are safe, accessible and able to support current library services.

Tactics/Tools

- A team of three custodians to provide coverage seven days a week at the Main Library and to provide support for the Branch Library
- A facilities consultant to assist with maintenance of the building and to make recommendations for improvements
- Monthly meetings with the Town Engineer
- A comprehensive set of preventive maintenance programs that utilize firms and individuals with expertise in their fields

Goals/New Initiatives for 2023 and future years

- Continue to maintain the Main Library so that is safe and accessible
- Evaluate and eliminate superfluous equipment and supplies in the Lower Level of the Main Library; reconfigure existing storage spaces
- Finish drainage project to ensure lower level lobby is dry
- Landscaping project on Romer Avenue to improve appearance and add trees
- Work with the municipalities to develop a plan for the implementation of the Master Plan

Information Technology

Objective

To create a robust and secure IT infrastructure across two locations that supports the needs of staff and the public.

Tactics/Tools

- The Library's IT infrastructure is hybrid: there is physical equipment at both locations and also a wide range of SAAS (software as a service) contracts. All physical equipment is owned by the Library.
- The consultants that the Library works with provide not only support service but also advise and assist the Library in the design of its IT infrastructure.
- Security and reliability are major factors in the design and development of the Library's systems.

Goals/New Initiatives for 2023 and future years

- Ongoing digitization of the Library's local history collection
- Explore mapping software for Library's catalog
- Develop new homepage
- Explore new service initiatives for the public, including hot spot lending and laptops for the public

Collection Development

Objective

In addition to popular and in-demand materials, the Library offers a wide range of materials, representing diverse viewpoints, across a wide range of platforms to make them as accessible as possible to patrons.

Tactics/Tools

- Library maintains accounts with Baker and Taylor, Inghram, and Midwesttapes for the purchase of books, audiovisual materials, and digital materials. Individual librarian accounts ensure efficient selection, purchasing and processing.
- Librarians are responsible for their area of the collection, which includes purchasing new items, maintaining items in that collection, and discarding items as appropriate.
- Admin team makes decisions on formats.

Goals/New Initiatives for 2023 and future years.

- Create new collection Development Policy and Materials Challenges Template
- Develop a philosophy and guidelines for materials selection at the Branch
- Evaluate non-book media at both locations and develop a plan to reduce collection
- Reduce collection of nonfiction and fiction print at the Main Library to make existing collections more accessible and user friendly

Technical Services

Objective

To process all incoming new material in a timely manner, following guidelines specific to the Library's organization of materials and system-wide circulation parameters.

Tactics/Tools

- All Technical Staff receive specific training on catalog module of Evergreen ILS to add materials to the system.
- Up-to-date Evergreen template book outlining item-specific processing to ensure labeling of book is aligned with catalog and consistent across individual collections.
- Up-to-date, comprehensive collection development policy

Goals/New Initiatives for 2023 and future years

- Updated Evergreen template book outlining item-specific processing
- Expand environment-friendly procedure for discarding materials at the Main Library to the Branch Library

Library Circulation

Objective

To provide outstanding customer service to our patrons in person at the Circulation Desk and on the phone, supporting the library's mission as a warm and welcoming center for the community.

Tactics/Tools

- The circulation team handles all aspects of patron accounts: registration of new library cards, answering questions, solving patron account problems, and checking materials in and out.
- The department manages the holds shelves and the flow of materials in and out of the library to and from other member libraries.
- The staff reshelve returned items and continuously read shelves to ensure that materials may be located efficiently by staff and patrons.

Goals/New Initiatives for 2023 and future years

- Refresher courses in customer service and how to handle difficult patrons
- Semi-annual staff meetings to share information about the Library and to focus on topical issues

Branch Library

Objective

Per the 1965 Agreement

"Due to the remoteness of portions of the TOWN from the proposed library site, it is contemplated that additional branch public library buildings may be required to serve the convenience of the rapidly growing population in the TOWN."

Tactics/Tools

- Almost all regularly scheduled staff work part of their schedule at the Branch; a librarian is assigned to the Branch for 5 out of 8 shifts Monday through Thursday.
- Librarians oversee the collection at the Branch according to Collection Development Guidelines
- Regular children's storytimes are held at the Branch

Goals/New Initiatives for 2023 and future years

- Create a distinct Branch collection development policy
- Explore creating access to materials for patrons during off-hours
- Weed collection and open up floor-place in order to make the Library more flexible

Children's Services

Objective

The Children's team aspires to provide an inviting space for all age groups (Birth-Grade 6 and Caregivers) which fosters curiosity, independence, and a love of reading and learning.

Tactics/Tools

- The Head of Children's works with Children's Librarians to create a monthly plan for displays, passive programs, and layout for both locations.
- Library Aware and Canva are utilized to create cohesive and inviting displays. The Head of Children's also maintains shelf lists for each regular display and posters/display items for repeated use.
- Staff reference desk with specialist staff as much as possible

Goals/New Initiatives for 2023 and future years

- Utilize our monthly plan to create a year-long plan for displays.
- Evaluate how patrons learn about our services and determine the best strategies to promote them to the community.
- Evaluate non-print media.
- Continue to invest in weekend programming for families

Young Adult Services

Objective

Provide an inviting space for young adults (grades 5-12) which encourages a love of reading and learning.

Tactics/Tools

- The Young Adult Librarian coordinates with Children's and Marketing Librarians on a cohesive monthly plan for displays, passive programs, and layout for both locations.
- The Young Adult Librarian will work with the Marketing Librarian on promotion of the teen area. Library Aware and Canva are utilized to create cohesive and inviting displays.
- The Young Adult Librarian also maintains shelf lists for each regular display and posters/display items for repeated use.
- The YA Librarian will be a presence during the afterschool period and will engage with students to encourage positive behavior and spread awareness of YA programs and services.

Goals/New Initiatives for 2023 and future years

- Hire a new Teen Librarian (or librarian-in-training).
- Increase number of programs aimed at teens.
- Utilize our monthly plan to create a year-long plan for displays.
- Evaluate how teens and their families learn about our services and determine the best strategies to promote them to the community.
- Pro-actively engage with local schools.

Adult Services

Objective

To connect patrons with materials, library services, and technology in an inclusive and friendly manner and maintain a space where patrons of all ages and needs can work comfortably together.

Tactics/Tools

- The customer-centered philosophy of the Adult Services department drives the selection and development of services and programs
- Services are promoted in print, online and through staff interaction with the public.
- Collections are highlighted through monthly themed shelf displays, and display of promotional materials where appropriate help patrons orient themselves to the collection.

Goals/New Initiatives for 2023 and future years

Improve accessibility:

- Investigate Stack Map digital platform for interior mapping of the library
- Add real-time message/chat software for virtual reference
- Transition away from desktop public computers to laptops for use on site
- Expand on technology lending program to include hotspots

Services

- Develop higher visibility of Readers' Advisory service.
- Revive home delivery program by promoting in partnership with Village and Town agencies and designating a librarian to manage this program
- Create a dedicated business support meeting room with a printer/scanner/copier, whiteboard, table and chairs

Programming

Objective

The Library presents in-house and virtual programs to children, teens and adults. The purpose of the programming is to further the mission of the Library: promoting a love of the written word, creating a sense of community, making connections between the Library and the community and enriching people's lives through educational and entertaining events.

Tactics/Tools

- When possible, we run storytimes for children four mornings a week
- We also offer a variety of programs for all youth age groups across afternoons, evenings and weekends
- Adult programs are mostly run during the evening or on Saturday
- We are currently utilizing a mix of on-site and remote programming for adults
- When possible, we make our facilities available to local community groups

Goals/New Initiatives for 2023 and future years

- Continue to invest in weekend programs for families
- Continue to explore the right balance between in-person and remote programming
- Increase programming for young adults

Communications & Marketing

Objective

To share library services and initiatives with our community and to create community partnerships.

Tactics/Tools

In 2023 it is anticipated that a new marketing librarian will be hired and the system of communications and outreach will be fully reviewed and formalized.

Goals/New Initiatives for 2023 and future years

- Hire a new marketing librarian
- Have Board create a Communications and Marketing Policy
- Create a procedure manual for communications for use by staff
- The Library will seek to improve its visibility in the unincorporated areas of the Town