

# Plan of Service

## MARGARET REANEY MEMORIAL LIBRARY Plan of Service

This plan will provide overall guidance to Margaret Reaney Memorial Library (MRML) trustees, administration and staff via goals, objectives and activities to accomplish the stated mission.

### **Mission Statement**

MRML provides the community access to an educational, recreational and cultural facility. From the sharing of books, to story hour, to genealogical research, to art appreciation, to the museum of local and regional history MRML demonstrates commitment to providing an on-going educational experience for our immediate and greater community.

### **Goal #1**

**To ensure that patrons and supporters have equal access to library facilities and services.**

**Objective: Provide patrons with comfortable, attractive and safe facilities.**

Activity: Ensure that the library building and grounds, including sidewalks, are well maintained, clean and seasonably comfortable.

Activity: Improve exterior landscaping.

Activity: Monitor and upgrade, when necessary, the security/fire system.

Activity: Prepare a disaster plan.

Activity: Develop an operations manual to be used by and for the education of the staff.

**Objective: Provide hours to the public that are both sufficient and efficient.**

Activity: Periodically review the current schedule both through formal survey and informal anecdotal comments.

Activity: Post the scheduled hours on the front door, the library's blog, social media sites, traditional print resources and make copies available to patrons.

**Objective: Improve library service to people who cannot, or do not come into the library on a regular basis.**

Activity: Increase outreach opportunities to individuals and institutions by publicizing home delivery and Internet based services.

Activity: Increase opportunities to community groups and organizations by offering tours, providing off-site programs for general and targeted audiences and making the library available as a meeting site.

Activity: Regularly update the library blog and actively post service and event announcements via email, social media outlets and traditional print resources.

Activity: Set up off-site special collections exhibits in secure, public places.

## **Goal #2**

**Ensure that the public receives the best possible service from the library's status as a member of the Mohawk Valley Library System.**

**Objective: Keep trustees, staff and patrons abreast of current system projects.**

Activity: Participate in as many system services and programs that staff time can accommodate to better leverage local financial resources; ie MRML's participation with group buying for AV and electronic resources.

Activity: Continue to provide staff with training to keep them up to date vis a vis the circulation system and online catalog.

Activity: Offer individual assistance to the public in the use of the patron access catalog (PAC).

Activity: Provide training on using available research databases

Activity: Create "how to use" handouts and "ask for help" signage near the public access computers

Activity: Regularly update the library blog and actively post service and event announcements via email, social media outlets and traditional print resources.

## **Goal #3**

**Provide resources to support life-long learning and literacy opportunities.**

**Objective: Incorporate continuing advances in technology to supplement and compliment traditional services.**

Activity: Provide individual, introductory computer training.

Activity: Provide introductory training on MS Word.

Activity: Provide introductory Internet training.

Activity: Maintain a schedule for updating public and staff computers.

Activity: Provide WiFi.

**Objective: Provide adult patrons with current, high interest recreational and reference materials in a variety of formats.**

Activity: Purchase via professional journals and reviews.

Activity: Purchase via community trends with consideration given to patron suggestions.

Activity: Continue participation with system-based consortium buying for audio books, ebooks and DVDs.

Activity: Promote library card signups with non-users.

**Objective: Support adult literacy initiatives.**

Activity: Provide tutoring space and resources for the **Herkimer County BOCES GED** program.

Activity: Support **Literacy New York** with resources and tutoring space.

Activity: Promote library card signups with non-users.

**Objective: Provide children, parents, caregivers and educators with materials, programs and services to encourage a love of reading and learning.**

Activity: Sponsor and promote family library card signups twice a year; in conjunction with the annual school open house and again in the spring during **National Library Week**.

Activity: Work with teachers and school library staff to support the school curriculum.

Activity: Prior to the start of the school year, host a luncheon open house for teaching staff and administrators.

Activity: Offer rotating deposit book collections to elementary classrooms and families.

Activity: Encourage teachers to provide curriculum guidelines so that special order materials can be available in a timely fashion.

Activity: Purchase via professional journals and reviews.

Activity: Purchase via community trends with consideration given to patron suggestions.

Activity: Continue participation with system-based consortium buying for audio books, ebooks and DVDs.

Activity: Provide weekly literature based programs for children age two and under and children ages three to five.

Activity: Continue to add to the Parenting Collection.

Activity: Provide tutoring space.

**Objective: Develop programs for children and adults that emphasize the enjoyment and value of literature, music, local history and the performing and visual arts.**

Activity: Provide a regular schedule of adult book discussions.

Activity: Develop and provide a forum for an online book discussion.

Activity: Develop and provide a forum for parent/child book discussions.

Activity: Annually plan a minimum of six arts based programs/ performances/workshops appropriate for adult, children or multigenerational audiences.

Activity: Provide a guide to the painting and sculpture collections.

Activity: Purchase portable display “walls” to provide for the display of the library’s artwork off site as well as the work of visiting artists.

#### **Goal #4**

**Foster a greater sense of community.**

Activity: Maintain contact information for village, town, chamber of commerce and school officials

Activity: Maintain contact information for civic, social and religious organizations.

Activity: Provide a bulletin board for community announcements.

Activity: Encourage the staff and trustees to participate in community events.

Activity: Maintain birth, marriage and obituary indexes for the Courier-Standard-Enterprise.

Activity: Develop a “**Good Reads**” logo to promote staff and patron favorites.

Activity: Provide rotating deposit collections to local businesses.

Activity: Keep abreast of topics and concerns being addressed on social media sites and, when appropriate, provide direction, clarification, or additional information.

#### **Goal #5**

#### **Maintain the in-house museum and monograph reference collections reflective of the history of the greater St. Johnsville area and the Mohawk Valley.**

Activity: Require the Museum Committee to annually review their **Collections Management Policy**.

Activity: Purchase, or accept by donation, materials appropriate to add to the local history/genealogy reference collection.

Activity: Plan, at a minimum, two public programs a year, off-site whose focus is relevant to the museum collections.

Activity: Task the Museum Committee with exploring ways to make the collections available to homebound patrons, non-library users and non-local residents.

Activity: Provide a visitor’s guide outlining, in broad terms, the special collections in each of the museum rooms and the local history/genealogical reference collection.

Activity: Regularly update the library blog and actively post service and event announcements via email, social media outlets and traditional print resources.

**This Plan of Service was adopted, replacing prior plans, March 25, 2013.  
Weaver/Salvagni/Carried**