

April 21, 2004

Approved by Board of Trustees

Woodridge Public Library **Long Range Plan FY05 - FY09**

Introduction

Soon to begin its seventh year as an expanded high-tech facility, Woodridge Public Library continues to maintain a personal touch environment. Focus groups convened for this long range plan consistently ranked the friendliness and helpfulness of the staff as the major factor that differentiates WPL from other libraries. This as well as statistics and ongoing comments – written and oral – describe a library that is in touch with the community and is doing its job well.

Nurturing this fine relationship remains at the heart of this new long range plan.

Mission

Woodridge Public Library is a vital, welcoming, and trusted community resource, serving the common good by providing an opportunity, through its collections and services, for all residents to learn, enjoy, explore, grow, and dream.

In order to fulfill this mission, Woodridge Public Library will:

Goal I

Maintain the existing productive and friendly staff/patron relationship.

- A. ✓ Use evaluations to recognize excellent service to library patrons. (Ongoing)
- B. ✓ Schedule all public service staff to attend at least one workshop on customer service every two years. (Ongoing)
- C. ✓ Provide access by phone to a real time human voice during all hours of service. (Ongoing)
- D. ✓ Continue existing liaison activity with elementary and secondary schools serving Woodridge children. (Ongoing)
- E. ✓ Participate in local organizations and committees. (Ongoing)
- F. ✓ Maintain good working relationships with other taxing bodies. (Ongoing)
- G. Identify and cooperate in developing special interest groups. Identify and assist in developing two of these groups by close of FY06.

Goal II Increase community awareness of library.

- A. Provide current information about library materials, resources and programs through an electronic newsletter. (FY06 - FY07)
- B. ✓ Continue to publish and distribute *Library Leaves*. (Ongoing) Investigate adding a program calendar page to the newsletter. (FY05)
- C. Hold a Library Open House twice each year. (Ongoing) **Had one actual Open House, have had National Library Week refreshments**
- D. ✓ Increase number, visibility, and overall effectiveness of displays. (FY05 -FY06)
Bought 5 wooden display units and added Power Wall.
- E. Increase distribution of library promotional materials in the community. (FY05 - FY07)
- F. ✓½ Utilize the public access cable channel to advertise programs and services. (FY05 - FY07)
- G. ✓ Create a highly visible central site for library program information. (FY05)

Goal III Improve access to library materials and services.

- A. ✓ Develop space utilization plan for Adult/YA Audiovisual materials. (FY05)
Implement plan. (FY06 - FY07)
- B. ✓ Review existing classification practices. (Ongoing)
- C. ✓ Promote and expand homebound delivery. (FY05 and FY06)
- D. ✓ Insure that all public workstations are in good working order. (Ongoing)
- E. ✓½ Provide scheduled OPAC instruction for patrons. (Ongoing) **Opted out of classes to provide point of use instruction; may need to return to classes**
- F. ✓ Provide pro-active assistance to library patrons who are using workstations or browsing in stacks. (Ongoing)
- G. ✓½ Provide 24 working hour turnaround of materials from check-in to shelving. (Ongoing)
- H. ✓ Develop a plan for a wireless network. (FY05 - FY06)
- I. ✓ Create two sit-down stations for OPAC users in Adult/YA Dept. (FY06)

Goal IV Build collections that respond to community interests; introduce the community

to new ideas, concepts, and aesthetic experiences; and foster the excitement of learning and the pursuit of knowledge and discovery.

- A. $\sqrt{\frac{1}{2}}$ Continue to strengthen collections for minorities, young adults, new speakers of English, and New Adult/YA Readers. (Ongoing)
- B. $\sqrt{}$ Continue to monitor new and emerging formats – eg. E Books and MP3 – to determine usefulness for WPL residents. (Ongoing)
- C. $\frac{1}{2}$ Use a variety of methods to determine patron interest in collections. (Ongoing) **We listen to patron comments and use suggestion forms, but we don't do surveys.**

Goal V

Provide current, accurate, and useable information in a timely and encouraging manner in response to patron inquiries. The method of inquiry includes but is not limited to in-person, phone, FAX, Email, and TTY.

- A. $\sqrt{}$ Use existing and new technologies to increase patron access to information services. (Ongoing)
- B. $\sqrt{}$ Increase currency and accuracy of information by developing a replacement system for rapidly changing reference areas. (FY05)
- C. $\sqrt{}$ Maintain accessibility to information through well functioning equipment. (Ongoing)
- D. $\sqrt{}$ Increase awareness of reference services. (Ongoing)

Goal VI

Offer programs that enable residents to make more informed decisions; enrich their lives and stimulate their interest; and foster the habit of lifelong learning through reading, listening, and viewing.

- A. $\sqrt{}$ Implement a minimum of two new programs for children during each year of the plan. Evaluate new programs as well as existing programs to determine if there is enough interest for continuation. (Ongoing)
- B. $\sqrt{}$ Implement a minimum of two new programs for young adults during each year of the plan. Evaluate new programs as well as existing programs to determine if there is enough interest for continuation. (Ongoing)
- C. $\sqrt{}$ Implement a minimum of two new programs for adults during each year of the plan. Evaluate new programs as well as existing programs to determine if there is enough interest for continuation. (Ongoing)
- D. $\sqrt{}$ Implement a minimum of two new technology programs during each year of the plan. Evaluate new programs as well as existing programs to determine if there is enough interest for continuation. (Ongoing)

Goal VII Staff the library with highly qualified people.

- A. ✓ Provide competitive salaries and benefits. Continue merit based remuneration system. (Ongoing)
- B. ✓ Provide abundant opportunities for professional growth, improving skills, and networking with staff from other libraries. (Ongoing)
- C. Write a Development Plan for all positions. (FY05 - FY06)
- D. ✓½ Review and revise, as needed, job descriptions for all positions. (FY08)
- E. ✓ Provide bi-annual staff meetings, one of which will be a day long staff institute. (Ongoing)
- F. ✓ Maintain a constructive work environment where employees can thrive – an environment characterized by open communication, mutual respect, and good will. (Ongoing)
- G. ✓ Investigate a Volunteer Program. (FY05)

Goal VIII Maintain a facility that is safe, clean, comfortable, functional, and aesthetically pleasing.

- A. ✓½ Correct water infiltration problem in window walls. (FY05)
- B. ✓ Evaluate interior lighting needs, specifically in Children's around the main desk area and in YA, with the intent in both areas of increasing candle power to recommended levels. (FY05)
- C. ✓ Evaluate existing cleaning to determine if improvements or additional work is needed. (Ongoing)
- D. ✓½ Update Fixed Asset Replacement Schedule. Schedule to include detailed technology inventory. (Annual)
- E. ✓ Purchase new chairs for Meeting Room. (FY07)
- F. ✓½ Investigate cost of black out curtains and a Smart Screen for Meeting Room (FY06)
- G. ✓ Update and maintain a Technology Plan for the Library. (FY05)
- H. Develop a plan for expanding use of the Library's Technology Training Room. (FY07)

Goal IX Insure that there is revenue sufficient to fund library operations including the Long

Range Plan.