Flower Memorial Library Long Range Plan
2026-2029

BUILDING AND GROUNDS

Goal: Use professional space planning recommendations to guide future facility improvements and ensure the library's physical environment supports current and emerging community needs.

Activity 1: Review and evaluate the library space planning consultant's report to determine priorities for implementation.

- Who's responsible: Library Director, Board of Trustees
- Target Finish: 2029
- How to Measure: Board discussion and identification of short term and long term facility improvement priorities based on the consultant's recommendations.

Goal: Create a Makerspace for community use inside the library.

Activity 1: Use the New York State Construction Grant to fund the design and construction of a Makerspace on the second floor of the library.

- Who's responsible: Library Director, Board of Trustees, Library Staff
- Target Finish: 2026-2027
- How to Measure: Construction grant has been approved, design, and construction of Makerspace will be completed

Activity 2: Provide new technologies and hobbyist activities within the Makerspace

- Who's responsible: Library Director, Library Staff
- Target Finish: 2027 and ongoing thereafter
- How to Measure: Survey the community, focus groups, measure the popularity of activities offered

Activity 3: Provide staff and community members with adequate training on all technologies and hobbyist activities available in the Makerspace.

- Who's responsible: Library Director, Library Staff
- Target Finish: 2027 and ongoing thereafter
- How to Measure: offer educational training classes

Goal: Preserve and enhance the library's historic infrastructure to ensure safe, efficient operations, and to protect culturally significant features for future generations.

Activity 1: Replace library loading dock

- Who's responsible: Library Director, City Engineers, City Planning Department
- Target Finish: 2026
- How to Measure: Construction will be completed and will ensure compliance with accessibility, safety, and operational standards.

Activity 2: Repair and restore historic fences/balustrades

- Who's responsible: Library Director, City Engineers, City Planning Department

- Target Finish: 2026
- How to Measure: Construction will be completed and will ensure compliance with accessibility, safety, and operational standards.

Activity 3: Repair and restore historic water fountains with mechanical and electrical components to ensure functionality while preserving original design

- Who's responsible: Library Director, City Engineers, City Planning Department
- Target Finish: 2026
- How to Measure: Construction will be completed and will ensure compliance with accessibility, safety, and operational standards.

Goal: Ensure the long term preservation, protection, and accessibility of the library's artwork collection as part of our cultural and historical stewardship.

Activity 1: Implement preservation and protection measures

- Who's responsible: Library Director, Board of Trustees
- Target Finish: Ongoing
- How to Measure:
    - Schedule routine inspections to track condition changes over time.
    - Train staff in basic care and preventative preservation practices
    - Budget annually for conservation, maintenance, and potential restoration efforts.

Goal: Maintain and modernize library facilities to provide a safe, accessible, and welcoming environment for all patrons and staff.

Activity 1: Replacement of 1975 addition roof

- Who's responsible: Library Director, City Engineers, City Planning Department
- Target Finish: 2027
- How to Measure: Roof replaced with no structural issues post construction

Activity 2: Update carpeting and flooring throughout the library

- Who's responsible: Library Director, City Engineers, City Planning Department
- Target Finish: 2028
- How to Measure: Flooring and carpeting installed as planned.

Activity 3: Renovate and modernize bathrooms

- Who's responsible: Library Director, City Engineers, City Planning Department
- Target Finish: 2029
- How to Measure: Bathrooms updated to meet accessibility and safety standards.

Goal: Improve site accessibility and connectivity by expanding the library roadway and parking infrastructure to enhance traffic flow, safety, and collaboration with municipal facilities.

Activity 1: Widen the library driveway

- Who's responsible: Library Director, City Engineers, City Planning Department
- Target Finish: 2029

- How to Measure: Driveway will be widened and traffic and safety will be improved.

Activity 2: Coordinate with City Hall to create a shared use parking lot that meets both facilities' accessibility and parking needs

- Who's responsible: Library Director, City Engineers, City Planning Department
- Target Finish: 2029
- How to Measure: Parking lot extension will be completed including paving, signage, lighting, and pedestrian pathways that support safe, seamless access between buildings.

CENTRAL LIBRARY – From NCLS Central Library Plan of Service

Goal: Expand and Improve Reference and Information Services offered to Member Libraries and Patrons.

Activity 1: Publicize reference services provided by Central Library programs to other libraries within the North Country Library System.

- Who's responsible: Library Director, Librarians
- Target Finish: Ongoing
- How to Measure: reference questions answered, publicity created (eg. CL Newsletter).

Activity 2: Promote the use of webpage/phone/email/social media, in person methods for submitting reference questions.

- Who's responsible: Library Director, Librarians
- Target Finish: Ongoing
- How to Measure: reference questions answered, publicity created

Activity 3: Evaluate and make suggestions for purchase of databases that would enhance reference services.

- Who's responsible: Library Director, Librarians
- Target Finish: Ongoing
- How to Measure: Attendance at CLAC meetings, databases reviewed.

Activity 4: Create instructional aids, online tutorials, social media posts, and offer courses in database instruction and any other system resources that will benefit the libraries or patrons.

- Who's responsible: Library Director, Librarians
- Target Finish: Ongoing
- How to Measure: Documentation created, classes offered

Goal: Maintain and Add to Central Library Collection

Activity 1: Purchase adult nonfiction materials for the entire library system, including core collection items, and items requested by any libraries in the system using library requests, review sources, circulation, etc. as criteria for purchase.

- Who's responsible: Library Director, Librarians
- Target Finish: Ongoing
- How to Measure: Items purchased and/or added

Activity 2: Weed Central Library collections based on space concerns, importance to the collection, circulation and condition.

- Who's responsible: Library Director, Librarians
- Target Finish: Ongoing
- How to Measure: Items weeded and/or replaced.

Goal: Support and Facilitate Lending Between Member Libraries

Activity 1: Ensure that all Central Library materials are easily accessible to all members of the system including physical access through adequate stacks and access via Interlibrary loan.

- Who's responsible: Library Director, Interlibrary loan staff and other library staff
- Target Finish: Ongoing
- How to Measure: Items sent via Interlibrary loan. Stacks maintained.

Activity 2: Ensure that all library staff members are trained and have access to information regarding Interlibrary Loan.

- Who's responsible: Library Director, Interlibrary loan staff and other library staff
- Target Finish: Ongoing
- How to Measure: Training classes offered, attendees.

COLLECTION DEVELOPMENT - GENERAL

Goal: Maintain and Add to Other Collections

Activity 1: Purchase materials, including core collection items, and items requested by any libraries in the system using library requests, review sources, circulation, etc. as criteria for purchase.

- Who's responsible: Library Director, Librarians
- Target Finish: Ongoing
- How to Measure: Items purchased and/or added

Activity 2: Ensure that all materials are easily accessible to all members of the system including physical access through adequate stacks and access via Interlibrary loan.

- Who's responsible: Library Director, Library Staff
- Target Finish: Ongoing
- How to Measure: Items sent via Interlibrary loan

Activity 3: Weed collections based on space concerns, importance to the collection, circulation and condition.

- Who's responsible: Library Director, Library Staff
- Target Finish: Ongoing
- How to Measure: Items weeded and/or replaced.

MARKETING AND OUTREACH

Goal: Provide a board- approved, written annual report to the community detailing the library's progress in meeting its mission, goals, and objectives.

Activity 1: At the end of each fiscal year, prepare and distribute the board approved Annual Report to the Community with access online and in print.

- Who's responsible: Library Director, Board of Trustees, Library Staff
- Target Finish: Yearly at the end of the fiscal year
- How to Measure: Report to the Community available in print and online. Copies mailed to local organizations, city officials, etc.

Goal: Increase awareness of the services and programs provided by the library in order to create and maintain partnerships with other educational, cultural or community organizations.

Activity 1: Continue to pursue Outreach opportunities with local organizations and cultural and educational institutions to inform the public regarding library services.

- Who's responsible: Library Director, Board of Trustees, Library Staff, Friends of the Library
- Target Finish: Ongoing
- How to Measure: More traffic, more circulation, more program attendance

Activity 2: Develop surveys for programs to determine how participants find out about our programs and to gather feedback about the quality of programs as well as suggestions for improving programs.

- Who's responsible: Library Director, Librarians
- Target Finish: Ongoing as needed
- How to Measure: Surveys developed, distributed and information analyzed.

Activity 3: Promote awareness of library programs and resources using social media.

- Who's responsible: Library Director, Library Staff
- Target Finish: Ongoing
- How to Measure: Likes, sharing, etc.

TECHNOLOGY

Goal: Maintain a website that provides public access to services and information about the library.

Activity 1: Maintain a current list of programs and services available to the public on the website.

- Who's responsible: Library Director, Library Staff
- Target Finish: Ongoing
- How to Measure: Website hits measured. Website updated weekly or daily if necessary.

Activity 2: Maintain local governance information on the webpage including library bylaws, long range plan, board minutes, policies, budget, annual report to the community, list of board members, etc.

- Who's responsible: Library Director, Library Staff
- Target Finish: Ongoing
- How to Measure: Website hits measured. Website updated weekly or daily if necessary.

Goal: Ensure equitable access to free computer and internet resources for all community members.

Activity 1: Maintain and update public computers, printers, and essential software.

- Who's responsible: Library Director, Librarian III

- Target Finish: Ongoing
- How to Measure: Consistent or increased computer and printer usage and positive patron feedback.

Activity 2: Evaluate and adopt emerging technologies to enhance patron access
- Who's responsible: Library Director, Library Staff, NCLS IT Staff
- Target Finish: Ongoing
- How to Measure: Patrons are able to access the new and updated technologies they need, as reflected in usage data and patron inquiries.

Activity 3: Seek grants and alternative funding sources to support technology improvements.
- Who's responsible: Library Director, Librarian III
- Target Finish: Ongoing
- How to Measure: Number and amount of grants or supplemental funding secured for technology upgrades.

Goal: Work to improve Digital Literacy in our community.

Activity 1: Library Staff will offer technology and digital literacy workshops both in person and virtually and one-on-one technical assistance to patrons.
- Who's Responsible: Librarians
- Target Finish: Ongoing
- How to Measure: Number of library patrons attending workshops or trained.

Goal: Protect computers and server infrastructure from viruses, hackers, ransomware, etc.

Activity 1: Ensure computer antivirus software is up to date.
- Who's Responsible: Library Staff
- Target Finish: Ongoing
- How to Measure: Antivirus software purchased as needed and updated monthly

Activity 2: Work with NCLS and other vendors to identify potential threats and best practices.
- Who's Responsible: Library Director, NCLS IT Staff
- Target Finish: Ongoing
- How to Measure: Training classes

Activity 3: Ensure staff are trained in ways to protect information through training, password changes, etc.
- Who's Responsible: Library Director, NCLS IT Staff
- Target Finish: Ongoing
- How to Measure: Training classes

TRAINING:

Goal: Ensure staff training is current.

Activity 1: Provide current training topics for the All Staff Training day in January with a focus on technology topics, social and economic topics in the area, and information sources.

- Who's responsible: Library Director, Library Staff
- Target Finish: Ongoing
- How to Measure: Staff is trained in all aspects of serving the public.

Activity 2: Provide opportunities for staff to receive advanced training at NCLS, NNYLN, NYLA, ARSL, PLA or via webinars, etc.

- Who's responsible: Library Director, Library Staff
- Target Finish: Ongoing
- How to Measure: Staff continue to meet or exceed minimum training requirements

PROGRAMMING

Goal: Increase overall library use and expand programming to serve all age groups while reflecting the evolving needs and interests of the community.

Activity 1: Assess community needs through diverse data sources including surveys, census, and input from community partners.

- Who's responsible: Library Director, Library Staff
- Target Finish: Ongoing
- How to Measure: Survey results and community feedback inform new or updated programs that directly address identified needs.

Activity 2: Increase Outreach to local libraries, non-profit organizations, businesses, and other community groups or clubs through presentations, partnerships, programming, and public engagement activities.

- Who's responsible: Library Director, Library Staff
- Target Finish: Ongoing
- How to Measure: Increased number of outreach presentations, programs, and visits; partnerships requests; and collaborative activities.

Activity 3: Identify opportunities to enhance and diversify programming offerings

- Who's responsible: Library Director, Library Staff
- Target Finish: Ongoing
- How to Measure: Growth in program attendance, increased number of programs, and broader representation of the age groups and interests served.

GENEALOGY

Goal: Enhance and expand genealogy resources and services to support patrons in researching family history and local heritage.

Activity 1: Update and organize genealogy collections by adding new resources in both print and digital, provide staff training to assist patrons, and offer genealogy workshops.

- Who's responsible: Library Director, Genealogy Volunteers, Librarians
- Target Finish: Ongoing

- How to Measure: Increased use of genealogy resources and participation in genealogy programs.

Goal: Ensure that there is adequate staffing for the Genealogy Department

Activity 1: Enlist more Genealogy volunteers
- Who's responsible: Library Director, Genealogy Volunteers, Librarians
- Target Finish: Ongoing
- How to Measure: Increased number of volunteers and/or volunteer hours.

Activity 2: Create a plan for staffing if volunteers are not available
- Who's responsible: Library Director, Librarians
- Target Finish: 2027
- How to Measure: Plan for staffing created

FUNDING:

Goal: Establish a stable, diversified, and sustainable funding model that ensures the library can reliably support its services, facility needs, and long term strategic priorities.

Activity 1: Diversify revenue streams by exploring grants, endowments, and sponsorships.
- Who's responsible: Library Director, Board of Trustees, Friends of the Library
- Target Finish: Ongoing
- How to Measure: Count newly acquired grants and sponsorships per year.

Goal: Strengthen communication with city leadership to ensure informed decision making about library funding and operational needs.

Activity 1: Maintain an active and collaborative relationship with the City Council Liaison to the library.
- Who's responsible: Library Director, Board of Trustees
- Target Finish: Ongoing
- How to Measure: The liaison demonstrates consistent awareness of library priorities and emerging issues through regular communication and participation in library discussions.

Activity 2: Provide timely and comprehensive information to the city council and newly elected members.
- Who's responsible: Library Director, Board of Trustees
- Target Finish: Ongoing
- How to Measure: Library updates are presented in the City Managers bi-monthly update, department heads meetings, and during council work sessions. All new council members receive a library orientation and tour.