

STRATEGIC OBJECTIVES AND YEAR 1 ACTION STEPS

The Denville Public Library will spend a majority of its resources on collections, technology, staff and facilities in support of the following selected service priorities and strive to achieve the stated objectives by following the action steps in Year 1 of our plan. Action steps for years 2 and 3 will be developed by staff in partnership with the Library Board of Trustees.

I. Access to Resources and Information Literacy

Through the guidance of knowledgeable library staff, an up-to-date collection of professionally selected research materials in many formats, and access to high speed Internet access, residents will be empowered to locate, evaluate and use information. Trained staff will help users develop skills to use information and technology to meet their needs, including instructional programs, one-on-one reference services, and user-friendly technology.

Objective 1

Meet the technology needs of library visitors by providing robust wireless service throughout the building.

Action Steps:

1. Continue to provide and maintain free wireless access within the Library's physical building.
2. Follow recommendations by M.A.I.N. regarding updates to the wireless network.
3. Provide adequate training for reference staff and director to maintain and troubleshoot the wireless network.
4. Provide a mobile device charging station for patrons.
5. Continue to use the firewall recommended and managed by MAIN to secure the library's network.
6. Continuously evaluate whether download and upload speeds are meeting the needs of our patrons.

Objective 2

Provide a sufficient number of well-maintained public computers, software and printers that are accessible to all.

Action Steps:

1. Follow M.A.I.N.'s guidelines for replacing PCs and its recommendations for updating software, hardware and printers.
2. Follow M.A.I.N.'s recommendations for improvements to our technology infrastructure to increase speed and reliability.
3. Continue to update print/time management system so that it is the most current version.
4. Ensure that the public copier is functioning properly and meeting the needs of the community.

5. The Information Services Librarian will perform updates that are not regularly scheduled and deep cleaning on all PCs at least every four months and in accordance with any recommendations from M.A.I.N.
6. Purchase 12 new laptops for program and class use.
7. Continue to provide wireless printing.
8. Continue to provide a scanner for public use.

Objective 3

Anticipate patron demand for new technology, information resources, and the latest trends in the delivery of library service.

Action Steps:

1. Staff should stay abreast of new technologies by reading journals and participating in technology classes/lectures sponsored by M.A.I.N., LibraryLinkNJ, the NJ State Library and other organizations as they pertain to the Library.
2. Continue to integrate technology into children's programs, including preschool storytimes, art, tech, and science classes for children, tweens, and teens, and programs for children with special needs.
3. Ensure free and easy access to adult, teen and children's ebooks and downloadable audiobooks and databases by providing links on the website and access and instruction within the library building.
4. Provide technology for both entertainment and educational purposes for children using iPads, laptops, smart television, Makey Makey kits, e-textiles, and Snap Circuits in programming.
5. Denville will have a representative on the Circulation, Digitech, MAYS (youth services), Technical Services and Adult Services Committees of M.A.I.N.
6. The Library will act as an early adopter for new technologies when appropriate for our community – taking into consideration patron recommendations, spacing needs, staffing needs and budgetary restrictions.
7. Investigate Apple Business Manager for management of future iPads.
8. Investigate Bluetooth scanner and printer for use at outreach events.
9. Move file backup from the server to the cloud, through Gmail.
10. Continue to expand Family Maker Night activities to incorporate new technologies.

Objective 4

Offer training classes and programs for residents on current and emerging technologies and software to meet their informational and recreational needs.

Action Steps:

1. Continue to provide Tech Connect and one-on-one assistance for technology devices.

2. The Library will continue to offer at least two training classes per year on the website or digital products offered through the library.
3. Provide evaluation sheets at the end of classes and use suggestions from attendees to plan future classes.
4. Classes and programs will be marketed through print and online resources, as well as placing materials at Cooks Pond, St. Francis, Town Hall and the Senior Center and through presentations to community groups.
5. Provide at least two classes a year on the current genealogy database.

Objective 5

Ensure that the Library's website is current and easy to navigate and provide patrons with regular and ongoing opportunities to learn to use the online catalog, proprietary databases and web-based applications to meet their informational needs.

Action Steps:

1. Continue to provide a website that is user friendly, visually appealing, and viewable on mobile devices. Update in a timely fashion in response to current trends and website design standards.
2. Provide access to programming, registration, and services through Library website and e-newsletters.
3. The Information Services Librarian will perform regular maintenance and updates to make sure all features of the website are working correctly and will update weblinks and databases in a timely fashion.
4. Change the website to utilize encryption to provide a more secure site.
5. Provide classes and workshops that teach Library users how to negotiate the online catalog, proprietary databases and web-based applications available through the Library, holding at least one per quarter.
6. Create handouts and self-directed tutorials that explain how to use the online catalog, proprietary databases and web-based applications.

Objective 6

Provide in-house continuing education opportunities for staff in order to advance their technical skills and meet established technology competency standards.

Action Steps:

1. Training at least once a year for Polaris, the databases offered and the website.

2. Encourage staff to attend at least one training/classes/lectures/webinars provided by M.A.I.N., LibraryLinkNJ, NJ State Library and other resources that are applicable to the Library and its patrons.
3. Take advantage of any training opportunities offered by M.A.I.N. in the Denville Library.
4. Provide all staff with training on new technologies or products.

Access to Resources and Information Fluency
Success Measures for Year 1

- Library staff and/or volunteers will offer a minimum of five training opportunities per month including weekend and evening hours on social media, computer software, online databases and other downloadable media.
- At least one staff member on duty will be capable of addressing wireless network problems and assisting patrons with downloading media on their mobile devices.
- The use of downloaded content such as 3M Cloud Library and RB digital will increase by 10%.
- Each staff member will complete two hours of technology training per year.

II. Create Young Readers: Literacy from Birth to Age 18

Children and Young Adults will have materials, services, and programs designed for their age group that stimulate their imagination, encourage learning, and engage them in the world of reading, starting as infants and continuing through high school to help them succeed in school and become lifelong readers.

Objective 1

Establish the Denville Public Library as the community center for early literacy programs designed for young children, their families and caregivers that encourage a love of reading and engage their imagination.

Action Steps:

1. Provide storytime and craft activities for preschoolers of all ages, including baby lapsit, toddler movement, and preschool storytimes. There will be seven sessions of at least five weeks in length held five times a year.
2. Support the natural curiosity of young children by engaging them in creative “stepping stone” programming, including music, movement, dance, art, as well as programs in science, technology, engineering and mathematics (STEM).
3. Use traditional and non-traditional storytelling mediums (digital, print, flannel boards, puppets, etc.) to share books, stories, songs, rhymes, and fingerplays with children and build early literacy skills.
4. Provide entertainment programming to stimulate creativity, including live theatre, concerts, animal programs (including Read to a Dog), and pop culture activities (including themed storytimes like Star Wars and Disney characters).
5. Schedule programming on different days and times, including Saturdays, weekday evenings, and after hours, to better accommodate the schedules of working caregivers.
6. Continue to focus on the value of free programming for our youngest patrons to ensure that the Denville Public Library remains a vital community center for years to come.
7. Encourage collaborative play to develop creativity, the sharing of new ideas, the development of relationships, and personal growth and self-esteem.
8. Create new life-sized games (Candy Land, Dino Land, etc.) to provide children with interactive and immersive learning experiences.
9. Provide appropriate storytime activities and programs for children with special needs, including sensory processing issues. Sessions will be held quarterly within the Library along with special education class visits to the Library and outreach sessions to local schools, as requested.

Objective 2

Continue to develop the collections in a variety of formats to support the educational and recreational needs of the children and teens of Denville.

Action Steps:

1. Integrate emerging technology and digital formats into circulating library collections.
2. Ensure that non-fiction, both recreational and educational, remains a central component of collections. Utilize publisher representative visits, preview boxes, and library journals to select quality non-fiction materials.
3. Attend publishing preview events and webinars; read library-oriented and pop culture journals and magazines; and utilize bestseller lists to enhance collection development methods.
4. Cull collections to maintain timely information and updated materials, using standard techniques and practices.
5. Ensure that non-fiction collections include browsable, engaging materials to expose children to new ideas, including books on subjects like magic, sports, world records, pop culture, etc.

6. Maintain collections that contain diverse books, allowing for children and teens from different backgrounds and life experiences to see themselves represented and valued in collection materials. Recognize all diverse experiences, including (but not limited to) LGBTQ+, Native, people of color, gender diversity, people with disabilities, and ethnic, cultural, and religious minorities.

Objective 3

Offer programs to school-aged children that strengthen their reading skills and stimulate their creativity and imagination.

Action Steps:

1. Provide science, technology, engineering and mathematics (STEM) programs including science, tech, robotics, and math. Programs can have a practical or entertainment focus -- breakerspace, LEGOs, paper circuits, Scratch coding, the science of bubbles -- and still allow for learning.
2. Foster collaboration, teamwork, group skills, problem solving, and open communication among program participants and between participants and Library staff in a safe and non-judgmental environment. Create a lasting relationship between young patrons and the library.
3. Provide art, writing, and music programs that allow for free expression and freedom of choice. Maintain a focus on process-oriented outcomes as opposed to fixed result outcomes.
4. Continue to allow for non-traditional, “out of the box” programming and be open to trying new techniques and approaches to foster informal learning (for example, gardening).
5. Provide programs that are solely for entertainment (for example, bubble shows) using both paid performers and original programs created by Library staff.
6. Focus on family programming, including crafts, theatre, concerts, live animals, Family Maker Night, Family Game Night, Diwali Celebration, parent/child paint night, and Family Astronomy Night, in which multiple generations can participate together.
7. Create programs that encourage children to become engaged and responsible members of their community, including Kindness Club, Earth Day, and recycling/gardening programs.
8. Allow programming for children to explore the world beyond Denville, including learning about other cultures through art, music, and language. Examples include bilingual storytime sessions in Spanish and English, Dancing Around the World, Day of the Dead art, and Diwali Celebration.
9. Maintain a continuing commitment to providing free, quality programming for young patrons.
10. Host a comic-con with local vendors, performers, and activities.
11. Circulation staff will support all activities planned by the children’s department in an informative and welcoming manner.

Objective 4

Expand partnerships with local schools, preschools and organizations that provide services to children and teens and increase the number of young library card holders.

Action Steps:

1. Maintain relationships with local public and private schools, attend school fairs and activities, and participate in Read Across America day.
2. Reach out to schools and ask to participate in Back to School night activities.
3. Conduct regular outreach to local elementary schools, including First Grade book readings and Hour of Code sessions.
4. Provide access to resources for homeschooled students.
5. Conduct outreach to local preschools and Early Head Start and create traveling, fine-free library collections.
6. Host a preschool fair featuring local preschools and affiliated programs.
7. Share flyers, e-news, and library information with local public and private schools.
8. Maintain Summer Reading Program with raffle prizes and rewards to ensure that children continue to read over summer breaks from school. Promote Summer Reading Program with visits to each grade / class in both local elementary schools.
9. Provide an adequate number of copies, both in print and digital formats, of required school summer reading books.
10. Allow for children's room interns with special needs. Interns ages 18 and older must successfully complete a background check in compliance with our policy manual.

Objective 5

Implement library programs and events that will attract and engage teens to ensure their continued use of the library through middle school and high school.

Action Steps:

1. Conduct summer teen volunteer program for Denville residents in grades 7 and higher and limited school year volunteering, as needed.
2. Provide programs that foster creativity and independent thought and ensure that programs are process oriented to encourage free expression.
3. Offer regular after hours Teen Nights, Teen Lock-Ins, and Teen Interactive Movies to allow tweens and teens to learn, create, socialize, and play in a safe, supportive environment.
4. Provide free advanced copies of tween and teen books in a designated area in the Teen room.
5. Evaluate the current staffing needs and what will be required to implement more programs for this age group.

6. Circulation staff will support all activities planned by the children's department in an informative and welcoming manner.

Create Young Readers: Literacy from Birth Through the Age of 18
Success Measures for Year 1

- There will be at least eight new children's programs added for the year.
- There will be at least one Tween/Teen Program offered each month.
- The library will obtain at least 90% of the New York Times Bestsellers Lists for Picture Books, Series, and Children's Fiction and Teens.
- Provide at least four in-library programs per year for children with special needs.

III. Making Informed Decisions and Getting Facts Fast: Health, Wealth and Other Life Choices

Residents will have someone to answer their questions on a wide array of topics of interest as well as the resources they need to identify and analyze risks, benefits, and alternatives before making decisions that affect their lives.

Objective 1

Provide a broad collection of library resources in different formats to meet the needs of patrons seeking information on a variety of topics.

Action Steps:

1. Attend publishing preview events and webinars; read library-oriented and pop culture journals and magazines; and utilize bestseller lists to enhance collection development methods.
2. Circulation staff will inform reference and children's staff if they locate areas with outdated information or a lack of resources available on a particular topic.
3. Continue to offer a balanced collection of print materials to answer patron's informational questions about a wide variety of topics.
4. Continue to purchase downloadable ebooks and audiobooks to meet the needs of the community.
5. Monitor the collection for usage, currency and appeal using traditional library practices.

6. Promote the Library's digital resources through social media, the Library's website, outreach, one-on-one training and formal Library workshops.

Objective 2

Ensure all patrons have the opportunity to find print resources quickly and easily and the means to get accurate and reliable answers to their questions from highly trained reference providers.

Action Step:

1. Encourage staff to attend at least one workshop, webinar or program to further enhance their Reference skills.

Objective 3

Provide programs that will educate patrons about making successful life choices on topics such as health, education, finance and careers.

Action Steps:

1. Provide yoga, fitness, and movement programs for people of all ages.
2. Use existing programming, including storytime sessions, to develop life skills, including social skills, following directions, good manners, respect for self and others, developing friendships, working in groups, and raising self-esteem.
3. Provide hands-on cooking and nutrition programs.
4. Integrate safety training into existing programming, using resources from our local police and fire departments. Examples would be storytime with a police officer or supplementing storytime with teddy bear clinic.
5. Utilize resources, programming, gardening, Kindness Club, and partnerships with local Scouts to help young people of all ages become more responsible community members and more engaged global citizens.
6. Provide at least six programs per month for adults on topics such as health, education, finance and careers.
7. At the end of each adult program, do a short evaluation asking for additional areas of interest for possible programs.
8. There will be a representative from the Denville Library on the Adult Services - Programming Sub-Committee of M.A.I.N.
9. Encourage staff to attend professional development workshops/webinars on adult programming.

Objective 4

Emphasize library resources that will lead patrons to information about making informed life choices.

Action Steps:

1. Create bookmarks or brochures highlighting library databases and print resources to assist in leading patrons to information about making informed life choices.
2. Create and maintain monthly displays to highlight print resources to assist patrons in making informed life choices.
3. Utilizing standard collection development practices continue to select and deselect library resources to assist patrons in making informed life choices.
4. The Information Services Librarian will continue to curate and maintain the weblinks portion of the Library website to highlight internet resources for patrons to make informed life choices.

**Making Informed Decisions and Getting Facts Fast: Health,
Wealth and Other Life Choices**
Success Measures for Year 1

- At least six new adult programs will be held in the year.
- The average publication date of items in the Adult Non-fiction collection will not be more than 10 years old.
- At least 60 programs will be held on topics such as health, education, finance and careers.
- At least one new topic for weblinks will be curated on a quarterly basis.
- Items in the adult 600's collection will circulate an average of at least two times per year.

IV. Satisfy Curiosity and Stimulate Imagination: Providing Library Materials and Programs for Entertainment and Lifelong Learning

Residents who want to enhance their leisure time, to explore topics of personal interest and to continue learning throughout their lives will find the resources and programs they want in a wide range of traditional and emerging formats.

Objective 1

Establish the Library as the center of cultural life in Denville Township by developing library programs and exhibits that will appeal to library users with a variety of interests and backgrounds and enable them to connect in conversations about books and culture.

Action Steps:

1. Maintain a commitment to providing free, quality programs.
2. Continue to focus on diversifying the interests and expanding the worldview of residents through art, music, reading, writing, and free expression to expose them to new cultures.
3. Provide dance and movement programs for all ages.
4. Provide music programs that allow for both listening to music and creating music and musical instruments.
5. Engage young people with art in different mediums, including painting, pottery, drawing, writing, video game making, and theatre. Allow for the presentation of student art works to the larger community, including using the Library website and social media. Provide opportunities for collaborative art projects, like preschool painted murals and Stick-Together mosaic art.
6. Allow young children to expand their imaginations through regular storytime sessions and special appearances by costumed characters.
7. Focus on process-oriented activities that reward creativity and free expression instead of forcing children to create a project (art, writing, crafts, etc.) with a required specific outcome.
8. Coordinate at least six special events and celebrations for library-related holidays, national holidays and observances each year. (Examples include Blind Date with a Book for Valentine's Day and Presidential Trivia Night for President's Day.)
9. Celebrate Pride Month (June) with at least one activity for young people and their families.
10. Participate in Denville BID's annual Lunar New Year celebration.
11. Where appropriate create a coordinating list of related library resources. Provide this list at the program and online via the Library website or other social media sites such as Pinterest.
12. Create and share via social media annual Veterans Day Tribute featuring local veterans, living and deceased.
13. At the end of each adult program do a short evaluation asking for additional areas of interest for possible programs.
14. Offer at least thirty library programs per year at off site locations when possible. (Book groups at local restaurants, senior residence, storytimes at lake communities, programs in

the Community Room at Town Hall, activities at Denville events such as Green Fair and Spring into Downtown Denville, etc.)

15. Highlight popular culture and trends by offering programs that cater to these trends such as television or movie fan based programming, craft programs, etc.
16. Use Content Carousel on the Library's website to feature titles. These can be for popularity or theme related.

Objective 2

Enhance the scope of library offerings by developing mutually beneficial programs in partnership with local clubs, organizations and retailers.

Action Steps:

1. The director or a designee will attend at least nine club/organization meetings a year.
2. Offer at least two lectures by a community group to be held within the library. (E.g. Sustainability Committee could come and speak on an environmental topic.)
3. Communicate with groups to find out what they would like to learn about and try to provide programming and resources to meet those needs.
4. Continue to solicit prizes and donations from local businesses, sports teams, and cultural centers for Summer Reading Program.
5. Continue to investigate and apply for grant funding and explore alternative funding sources, including Amazon Wishlist, town-financed events and resources, Donation Match website, etc.
6. Hold at least one session per year of children's Kindness Club at St. Francis.
7. Investigate forming a partnership with Denville Moms Club.
8. Continue to provide assistance by selling tickets and/or providing a spot for collecting items for local organizations trying to better the community.
9. Publicize community events on Burbio, the community calendar linked on our website, and through our social media.
10. Partner with local agencies and support services in Denville Township and Morris County to provide programs of interest to adults.
11. Offer at least five lectures a year by a community business.

Objective 3

Build collections in a variety of formats that fulfill the community's desire for popular culture and social trends, ensuring that patrons' recreational needs are met and enabling them to expand their imagination.

Action Steps:

1. Continue to have staff monitor standard collection development tools (journals, websites, etc.) to meet demands.

2. Continue to purchase downloadable ebooks and audiobooks through our digital services provider.
3. Research streaming music and video content suppliers and see whether these are items that can feasibly be added to our digital collections.
4. Increase the budget for DVDs, including foreign language films, and audiobook purchases.
5. Maintain fiction collections that encourage children to take new adventures, including genre fiction, Sci-Fi, fantasy, mystery, etc.
6. Annually review and update collection development policy to reflect changes in publishing and customer preferences and adjust the budget to reflect those changes as an ongoing process.
7. Continue to evaluate collection using standard collection development tools to update and maintain the collection.
8. Evaluate the formats being provided using patron feedback and current industry standards for preferred format and adjust buying patterns.
9. Investigate the possibility of utilizing leased books for high demand titles.

Objective 4

Assist patrons in the selection of their next book, movie or music by promoting readers' advisory services and creating a browser-friendly environment.

Action Steps:

1. Study bookstore displays and information gained from Transforming the Stacks presentation to provide engaging displays.
2. Provide recommendations on books and resources as requested.
3. Market readers' advisory tools such as NoveList.
4. Encourage patrons to sign up for BookNews which lists new titles coming out in various subject areas.
5. Shelve new materials promptly as they are returned.
6. Create a personalized readers' advisory service (online or print) for patrons.
7. Provide readers' advisory training for all staff.
8. Continue to create readers' advisory materials such as shelf talkers, booklists, etc. and publish on the Library's website, social media and in-house.
9. Maintain and update leveled reading guide for young people, which offers fiction and non-fiction book suggestions divided by Fountas and Pinnell reading level. Offer print copies in the Children's room and digital access via our website.
10. Continue to explore breaking out specific collections or series in the Children's room, as was done with the Who Was? books and Easy Reader Non-Fiction.
11. Create tutorial for patrons on how to use NoveList and other readers' advisory tools to find their next book, movie or music.
12. Continue to create library displays on rotating topics highlighting the Library's resources and collections.

13. Create a trial run of Children's book bundles (picture books and non-fiction) for checkout by patrons.

Objective 5

Effectively market library programs and services to increase library use by Denville adults.

Action Steps:

1. Advertise programs and services on the website, through e-newsletters, on social media, and in the print and online newspapers.
2. Continue to provide Denville residents first access to registration.
3. Attend meetings of local organizations to discuss library programs and services.
4. Participate in community activities.
5. Participate in the Library's email campaign to promote digital collections.
6. Consider and evaluate the possibility of creating a part-time position to market the library programs and services.
7. Keep the digital/social media policy up-to-date for reaching current and new patrons via the website, social networking and newsletters.
8. Provide articles or other contributions to the local newspaper about library events and resources monthly.
9. Maintain a brochure about the Library for new residents and realtors.

Satisfy Curiosity and Stimulate Imagination: Providing Library Materials and Programs for Entertainment and Lifelong Learning

Success Measures for Year 1

- Library subscribers will receive at least one electronic newsletter from the Library's adult and/or youth services departments each month with information about the Library's collections and programs.
- Youth services will send one electronic newsletter per week during the Summer Reading Program.
- Use Instagram Stories and Facebook Stories at least four times per month to share information about Library collections and programs. Boost at least one Facebook post per month.
- Staff will make presentations to local community groups on these topics at least nine times in a year.
- Program evaluations completed after each adult program will show a customer rating of Good or above by 75% of those who completed the survey.

V. Visit a Comfortable Place: Physical and Virtual Spaces

Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.

Objective 1

Encourage frequent visits to the Library by reviewing the Library's hours and days open and continuing to provide superior customer service that is friendly, warm, knowledgeable, and inviting.

Action Steps:

1. Staff members will continue to provide friendly, knowledgeable service.
2. Patrons will be greeted upon entering the building and offered assistance as needed.
3. Patrons will be reminded at checkout of other services the library provides. (E.g. digital collections, backpacks and museum passes)
4. Work with the staff to create a standardized phone greeting.
5. Maintain open lines of communication with caregivers and children in person and through electronic means. Respond quickly to feedback, concerns, and questions. When possible, try to accommodate all children who wish to attend a program, within capacity limits.
6. If needed and when feasible, move programs to a larger space (Town Hall Community Room, local schools, entire Library building after hours) to allow for increased community participation at events.
7. Explore increased use of "drop-in" Youth Services programs, including large community and Summer Reading events, to reduce or eliminate possible barriers to attendance.
8. Provide a suggestion box.
9. Learn the names of children, tweens, and teens who regularly attend programming or volunteer at the Library.
10. Foster supportive, non-judgmental relationships with young people.
11. Ensure that library policies and procedures are customer focused.
12. Conduct annual customer service training workshops for staff.

Objective 2

Explore ways to create additional meeting, program and quiet study space for residents of all ages.

Action Steps:

1. Continue working with the architect on plans for an addition.
2. Once a price is determined, evaluate whether fundraising efforts will be needed and what those will be. Also, consider a Foundation.
3. Explore grant opportunities for construction projects.

Objective 3

Evaluate the existing space and floor plan for children and teens in order to create a welcoming environment that is conducive to learning, interacting and having fun.

Action Steps:

1. Create more open floor space in the children's room to allow for expanded movement, play, and family bonding.
2. Investigate more study areas in the children's room so that children and their peers and/or caregivers can work collaboratively. Increased tables will also allow for passive programming, "make and take" projects, etc.
3. Continue to provide technology in the children's room and teen area for both educational and recreational purposes.
4. Create spaces that better physically and emotionally accommodate children and teens with special needs, including sensory processing issues.
5. Provide safe, inclusive spaces for LGBTQ+ children and teens and continue to create inclusive programming and displays.
6. Investigate purchasing furniture in the children's room that provides greater comfort for older caregivers and caregivers with physical impairments or disabilities.
7. Investigate providing more shelving in the teen area so that the collection is easier to see and use.
8. Contact space planners to discuss reorganizing the children and teen spaces.

Objective 4

Consider ways to provide easier access to library services to patrons living south of Route 10.

Action Steps:

1. Continue to provide programming closer to Route 10.

Objective 5

Investigate options to providing additional parking space and/or improving the safety of the current parking lot to reduce accidents.

Action Steps:

1. Reevaluate layout of the parking lot with town officials and experts.

Visit a Comfortable Space: Physical and Virtual Spaces
Success Measures for Year 1

- The Library will provide at least five programs per year at a community location that is closer to residents that live near Route 10.
- Each staff member will complete two hours of customer service training per year.
- Library public service policies will be reviewed and updated where necessary to ensure that they are customer focused and provide a welcoming environment.