

100 Tinkham Lane
Harrisville, Rhode Island 02830

<http://www.jmslibrary.org>

Long-Range Plan

July 1, 2013 – June 30, 2018



Submitted September 6, 2013

LIBRARY VISION STATEMENT

The slogan of our library is “Cornerstone of the Community.” The library strives to be an integral and vibrant center for our community. The Jesse M. Smith Memorial Library will continue to provide access to diverse materials, services and programs in an atmosphere which encourages the free flow of ideas to educate, entertain, enrich and inform the residents of the Town of Burrillville. The library will continue to serve as the community's principle resource for reference, and special emphasis will continue to be placed on supporting students at all academic levels and on stimulating the interests of young children to develop an appreciation for reading and learning. The library will continue to strive to acquire up to date technology that will allow patrons access to the latest in educational, informational and recreational services.

PLAN OBJECTIVE & EVALUATION STATEMENT

This plan is intended to serve the library as we continue in the transition from being a small library, to being a medium-sized library with an expanded purpose, function and responsibility in the community. This plan will be reviewed annually to assess the progress being made in meeting goals.

COMMUNITY ANALYSIS

Burrillville is a rural/suburban community in the northwest corner of Rhode Island. Historically, it was an agricultural and textile manufacturing town consisting of 13 distinct villages, each of which grew up around its own mill. Today, Burrillville is primarily a “bedroom community” with the majority of residents employed outside of the town. There are some small manufacturing and service industries located within the town, but the town’s primary revenue source is residential taxes.

According to the 2010 census, Burrillville’s population is 15, 955. 97.1 percent of the population is white, and other groups are represented at ½ percent or less. 74.3 percent of the population is over 21. The median age is 42.4 years. The two largest population centers are the villages of Pascoag, which has historically been the commercial center, and Harrisville, which is the seat of local government.

76.5 percent of the population resides in owner-occupied housing. There are three major senior housing complexes and several nursing homes. Numerous rental housing units exist in town including a substantial number of units in the newly renovated Clocktower Apartment Complex which is part of the Stillwater Mill Center in which the library is located.

The town has many outdoor recreational facilities available to the public. Residents and visitors alike enjoy three state owned forest recreation areas, and numerous ponds and lakes that provide an abundance of fishing, boating, canoeing and swimming areas. The town also contains a bike/walking path, a skateboard park for local youth, two golf courses and a number of sports fields. The Town lacks other types of public and family entertainment facilities.

The library is located in the village of Harrisville. The library is on a main traffic route and within walking distance of the town’s high school, two elementary schools, the newly renovated Clocktower Apartment Complex and two major senior centers. The Harrisville Post Office, Town Hall and a community theatre are all proximate to the library. The library river walk, a performance area for community entertainments, connects with Harrisville Village’s other park spaces creating a large public campus.

GOALS & OBJECTIVES

❖ GOAL: ENSURE PROPER FUNCTIONING OF LIBRARY BUILDING

- **OBJECTIVE: Assess building security**

Strategies for Implementation:

1. Verify security system for materials is functioning on monthly basis starting in 2013
2. Obtain funding by 2016 for additional security cameras in critical areas such as Children's Department, main stairwell and front exterior

- **OBJECTIVE: Assess emergency preparedness**

Strategies for Implementation:

1. Review annually and update the Disaster Plan as needed
2. Provide staff training on any updates to Disaster Plan at annual staff day
3. Work with town emergency agencies to provide staff training and support. Biannual fire drills starting in 2014
4. Locate funding and install back-up generator by 2016

- **OBJECTIVE: Ensure all building systems are functioning properly**

Strategies for Implementation:

1. Implement Preventative Maintenance Plan including monthly, quarterly, and annual maintenance reviews of electrical & lighting systems, HVAC system, water system and elevator starting in 2013

- **OBJECTIVE: Maintain building condition**

Strategies for Implementation:

1. Begin annual cleaning of heavy traffic carpet areas and flooring on rotating basis starting in 2013
2. Begin annual washing of windows starting in 2013

- **OBJECTIVE: Review/revise policies at least annually**

❖ **GOAL: IMPROVE CUSTOMER SERVICE**

- **OBJECTIVE: Provide customer service training for staff**

Strategies for Implementation:

1. Dedicate staff day biannually to customer service training
2. Explore cost of biannual customer service training workshops

- **OBJECTIVE: Solicit customer input to improve customer service**

Strategies for Implementation:

1. Conduct online and paper patron survey at least every 3 years

- **OBJECTIVE: As finances allow, increase staffing levels to reflect larger building and increased use of building, collection and programs to decrease wait times and expand programming**

- **OBJECTIVE: Investigate methods to streamline patron interaction with circulation functions**

Strategies for Implementation:

1. Purchase self-check-out module by 2016
2. Install drop off slot at circulation desk to ease returns by 2013
3. Create menu for telephone system by 2014
4. Investigate RFID technology

❖ **GOAL: IMPROVE LIBRARY COLLECTION DEVELOPMENT AND COLLECTION MAINTENANCE PRACTICES**

- **OBJECTIVE: Update Materials Selection Policy by 2014**

- **OBJECTIVE: Continue routine collection maintenance**

Strategies for Implementation:

1. Continue weeding initiative for all collections
2. Continue Dewey Revision Initiative
3. Update date sensitive subject areas on a rotating basis
4. Continue Repair Initiative
 - a. Review basic repair techniques with all staff annually at scheduled semi-annual staff training sessions
 - b. Have circulation staff clean and perform minor repairs during routine handling of materials
 - c. Assign Circulation III regular hours to accomplish repairs

d. Promote patron education of the proper care of library materials through newsletters, handouts, posters

- **OBJECTIVE: Streamline processing procedures to keep backlogs at a minimum and get materials to patrons faster**

Strategies for Implementation:

1. Train additional Circ III staff to do data entry during off-desk periods to eliminate processing backlogs by 2013
2. Train additional Circ III staff in repair methods to clear backlogs of materials to be cleaned and repaired

- **OBJECTIVE: Increase funding for collection development**

Strategies for Implementation:

1. Increase budget line items for books, DVDs and electronic materials as budget allows. Plan to develop separate line items for adult, children's and young adult materials
2. Pursue grants to fill in gaps in children's, young adult and adult collections

- **OBJECTIVE: Diversify Audio-Visual Collection to reflect changing technologies and meet patron requests**

Strategies for Implementation:

1. Expand DVD collection. Explore new media for movies
2. Increase support of downloadable audio books and e-books. Promote E-zone service through web page, training and posters

- **OBJECTIVE: Maintain and expand a circulating museum pass collection**

Strategies for Implementation:

1. Continue to seek alternative funding sources (donations, grants) to supplement budget for these items
2. Promote museum passes

- **OBJECTIVE: Continue to develop and maintain local history collection**

Strategies for Implementation:

1. Continue to maintain files and indexing of local information
2. Seek grant funding and alternative funding sources to supplement budget for purchase of local history resources.
3. Continue project to enter all local history monographs into OSL database

4. Seek cooperation with local schools and historic preservation groups to expand and utilize collection
5. Investigate digitization of collection to provide web accessibility
6. Investigate the feasibility of offering Ancestry.com

❖ **GOAL: IMPROVE ACCESS TO TECHNOLOGY AND PROMOTE DIGITAL LITERACY**

▪ **OBJECTIVE: Maintain library technology plan**

▪ **OBJECTIVE: Upgrade technology on a rotating basis annually**

Strategies for Implementation:

1. Develop a schedule of computer maintenance/upgrade. Acquire funding to conform to Ocean State Libraries(OSL)' move to virtual desktop infrastructure (VDI)
2. Explore additional funding for new technology including grants, and work to increase the budget line to ensure adequate funds for an equipment replacement schedule

▪ **OBJECTIVE: Develop Digital Literacy initiative for all ages**

Strategies for Implementation:

1. Initiate monthly computer instruction classes by 2014. Investigate computer instruction for children including home schooled children
2. Initiate bimonthly patron E-zone training by 2014
3. Promote digital literacy for non-library users through newspapers, social media, and outreach to community centers including schools and elderly housing

▪ **OBJECTIVE: Increase Computer and Wireless Access**

Strategies for Implementation:

1. Explore grants to increase computer access by adding more thin clients after OSL moves to VDI
2. Explore possibility of allowing borrowing of laptop computers for use in the library
3. Develop version of website for hand-held access by 2014
4. Acquire and promote assistive technology

❖ **GOAL: INCREASE LIBRARY USE BY BURRILLVILLE RESIDENTS**

▪ **OBJECTIVE: Increase library use by senior citizens**

Strategies for Implementation:

1. Target programming specifically to seniors by 2013.
2. Advertise all adult programming at area elderly apartments and nursing facilities

▪ **OBJECTIVE: Promote library access for patrons requiring assistive devices**

Strategies for Implementation:

1. Research available assistive devices to facilitate collection and program access including vision enhancement equipment
2. Promote use of personal amplifiers
3. Promote and maintain walkers available to patrons at key service areas

▪ **OBJECTIVE: Increase public awareness of library and library services**

Strategies for Implementation:

1. Coordinate with other town and community groups to maximize attendance at, publicity for, and coverage of local community events
2. Keep public informed about new and existing library services
3. Update and promote social media presence
4. Continue to publish and email monthly newsletter. Expand email list through promotion
5. Maintain informational kiosks throughout library
6. Maintain and update library website
7. Increase newspaper publicity by issuing press releases for all programs and activities
8. Merchandize collection through rotating book displays and brochures

▪ **OBJECTIVE: Increase cooperation with local school media specialists and teachers to bring students into the library**

Strategies for Implementation:

1. Continue tours for kindergarten and first grade classes

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2. Investigate developing programs for Steere Farm, Callahan, Middle School and High School – local history resources, history day help, artist series, murals

▪ **OBJECTIVE: Expand children’s programming**

Strategies for Implementation:

1. Continue storytimes from birth to preschool
2. Continue summer reading programs for school age and preschool children
3. Continue to offer a pre-teen book club, Lego club and multi-generational knitting club
4. Develop parenting programs at least once a year by 2014
5. Develop early childhood literacy programs

▪ **OBJECTIVE: Expand adult programming**

Strategies for Implementation:

1. Expand existing Adult Summer Reading Program. Obtain grants to fund programs
2. Continue to offer book discussion group. Encourage the development of new book discussion groups
3. Offer public training sessions in OSL catalogue searching, Internet searching, e-Readers and general computer use
4. Offer local history and genealogy research seminars at least annually
5. Work with local groups and business to develop programs

▪ **OBJECTIVE: Expand YA programming**

Strategies for Implementation:

1. Add line item in annual budget for Young Adult programming
2. Develop more after school programs
3. Expand Young Adult Summer Reading Program offerings
4. Investigate the feasibility of hiring a young adult librarian by 2016

▪ **OBJECTIVE: Expand community programming**

Strategies for Implementation:

1. Continue to increase music series offerings including Coffeehouse and Riverwalk Times programming. Identify and

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obtain outside funding for these events through grants and local business sponsorships

2. Commit to library participation at all large community events such as Family Fair, Celebrate Burrillville Day, Green Festival and any events held at the Stillwater Mill Center
3. Continue to offer children's storytimes at the Burrillville Farmer's Market and Art Festival.
4. Continue to work with all businesses and nonprofit organizations located in the Stillwater Mill Center. Attend monthly meetings and work in conjunction to develop at least 4 annual large scale events to bring the community to this area.

❖ **GOAL: STAFF DEVELOPMENT**

- **OBJECTIVE: Provide continuing education and in-house training opportunities for all staff members**

- **OBJECTIVE: Increase staff cooperation**

Strategies for Implementation:

1. Develop monthly staff newsletter
2. Hold monthly department meetings

- **OBJECTIVE: Keep staff informed**

Strategies for Implementation:

1. Hold staff development days annually
2. Provide monthly staff newsletters
3. Hold monthly department meetings