



# Plattekill Public Library

## *Public Plan of Service 2021- 2026*

### Executive Summary

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The 2021 – 2026 Long Range Public Plan of Service provides a roadmap for the Plattekill Public Library for the next five years. This is a living document utilized by the organization’s board, staff, and volunteers to define the mission and goals for the Library as well as a plan to deliver high quality services to the community. As it’s a “Living” document it has the ability to be adjusted based on the community needs, library trends and ongoing environment within the community and the nation as a whole.

The Board of Trustees of the Plattekill Public Library are responsible for all financial decisions regarding the Library’s budget which includes the amount set for the tax levy and how those funds are spent. The Board is also responsible for employing a qualified Library Director to oversee the staff and day to day operation of the Library. Board Members also make up the committees which propose ideas to the Board to be voted on. A vote by the Board of Trustees is the final determination on all matters regarding the operation of the Library.

### Mission Statement

The mission of the Plattekill Public Library shall be to promote a lifelong appreciation for reading and other forms of learning. The library will strive to meet the educational, informational, cultural, professional, and recreational needs of the growing and diverse community it serves.

### Summary of Goals

Over the next five years, the Board of Trustees of the Plattekill Public Library will look to improve our patrons experience while visiting our Library. This will be accomplished through an array of improvements including the implementation of new programs for all categories of patrons, continued training of staff, adjusting the budget to increase funding for new popular programs, making structural and cosmetic improvements to the current Library building and grounds, provide a safe and learning environment for our patrons and begin the process of deciding how to expand the usable space of the Library, be it through an addition on the current building or a new building.

## Current Environment

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### Budget

The current budget, approved by the Board, has allowed the Library to run smoothly, providing necessary funding for all expenditures related to the operation of the Library. This year adjustments were made to budget line items after reviewing the prior year. This was to bring the dollar amounts needed for each line item into line with what was actually spent.

### Facility

The current facility is an older but still sound structure that needs some cosmetic and structural improvements. The utilities all need upgrades and the building is not currently ADA compliant. The grounds are in good shape, but need some clearing and grooming.

The current facility does not accommodate all the needs of the Library. The Board will actively pursue an agenda to promote, provide advice, gather information and present the possibilities of expanding the facility.

### Staffing

The library has a full-time director and three full-time library clerks. There are seven part-time clerk positions. Based upon a forty-hour work week there are 7.5 full time positions. The library is open 49 hours a week.

## **Technology**

The library has Wi-Fi, 6 staff computers, 4 public computers, 4 printers and a large screen TV for presentations and movies. We also have two chrome books for patrons and staff to use.

## **Activities/Programs**

The library offers a wide variety of programs available to all segments of the community.

## **Community**

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### **Demographics**

According to the 2010 Census the population of Plattekill is 10,499.

The median age is 39.7. 91% of homes owner occupied. The community is diverse with a large Latino community.

### **Economic**

The Town of Plattekill is a vibrant growing community. It is within commuter distance of several economic hubs including Newburgh and New Paltz. New York City is only an eighty mile commute.

### **Political factors**

The Library Board and Director are in good communication with the Town of Plattekill Board. The library has no budget increase for 2021 and had a 1.5% increase in 2020.

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## Library History

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The Library building was originally a primary school, which was closed as a school by the Wallkill School District in June, 1973, whereupon the Plattekill Reading Center moved into the building and began paying rent to the district. In 1982, the district deeded the property to the Town for the Reading Center.

A **Provisional Charter**, number 18,649 was granted by the Board of Regents of the University of the State of New York on March 23, 1984 to incorporate

"Anna Madariaga, Janis Stock, Don Fried, Emilie Rappleyea, Elizabeth McClellin, David Gregory, Zena Taylor, Joseph Reigada and Kristine Abramson and their associates and successors in office as a free association library, in accordance with the vote establishing the same, under the corporate name of **Plattekill Library**, to be located in Modena, county of Ulster, state of New York."

An **Absolute Charter**, number 20,422, was granted on April 14, 1989.

In 2002, the 30th anniversary of the Library, a public vote on making the library a public institution directly under the control of the residents of the Town of Plattekill passed by 143 to 84 votes. The library became a public library on **January 1, 2003**.

## Strategic Planning Process

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The Plattekill Library Board planning committee, reached out to the community with an online survey. Information was gathered to receive the community's feedback on what the Library offers. Additionally questions were provided to better understand how the library can serve the needs of the community going forward.

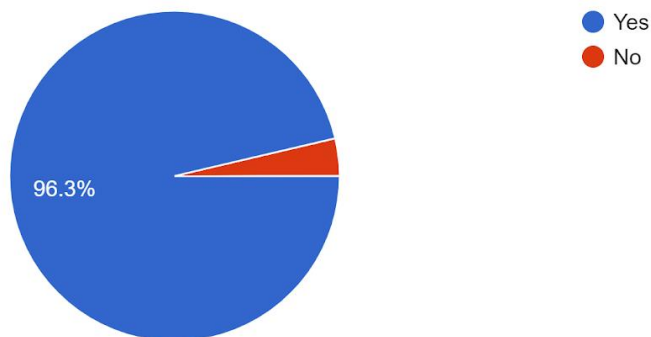
The Library received 136 survey responses. The responses and summarization to the questions are as follows:

### SURVEY RESULTS

#### 1. GENERAL

Do you have a Library card?

136 responses

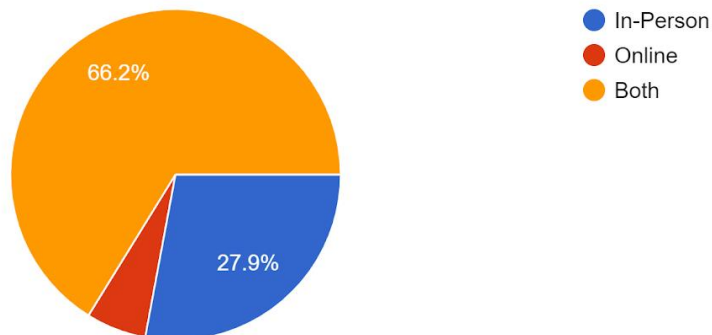


# PLATTEKILL PUBLIC LIBRARY

## Public Plan of Service 2021- 2026

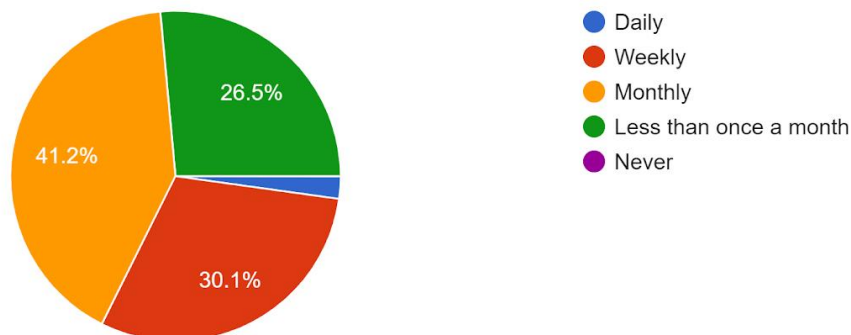
How do you access the Library?

136 responses



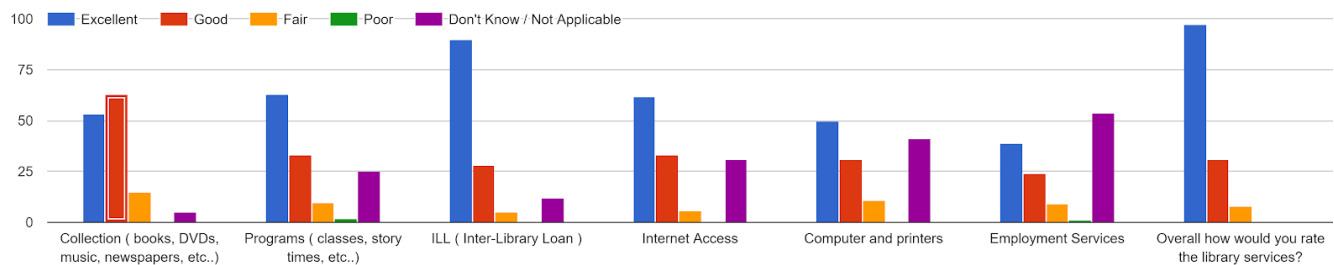
On average, how often do you visit the Library?

136 responses



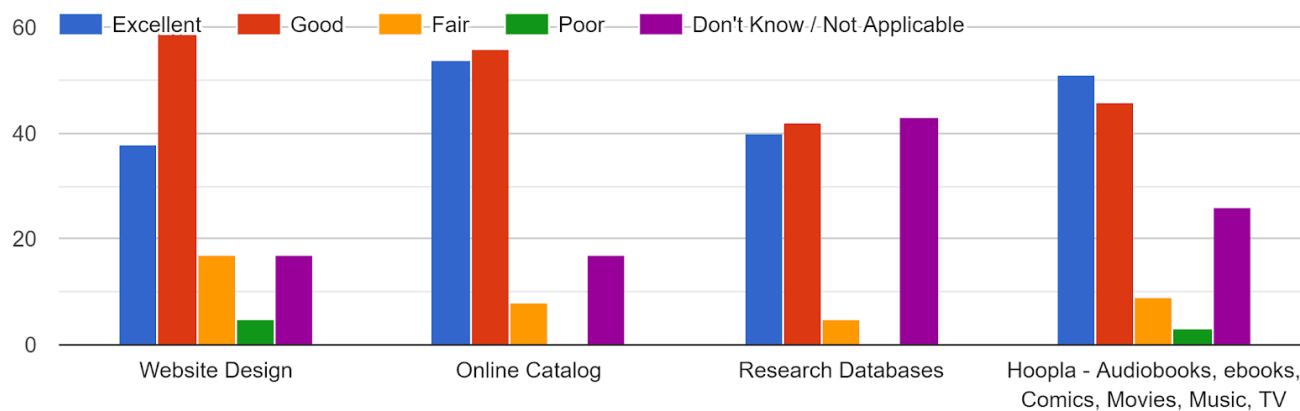
## 2. Library Services

How would you rate each of the following services?



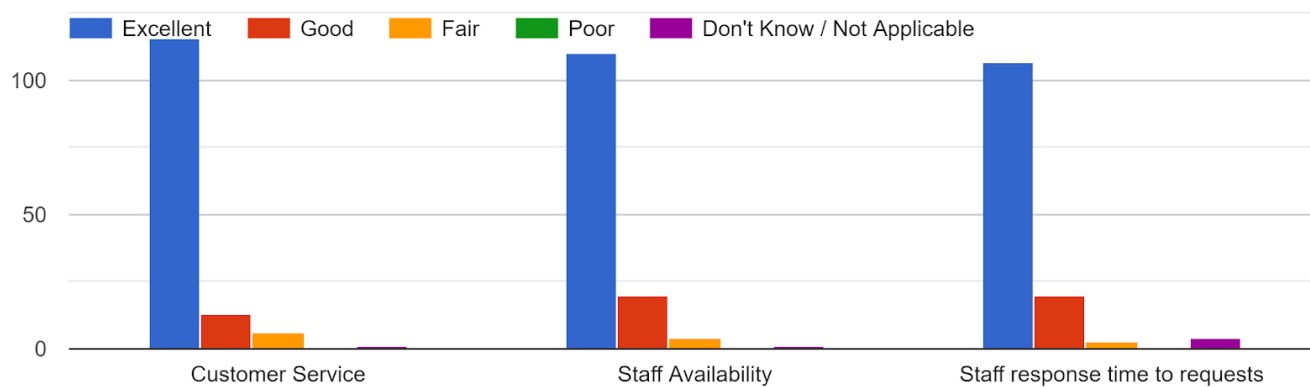
## 3. Online Services

How would you rate each of the following services?



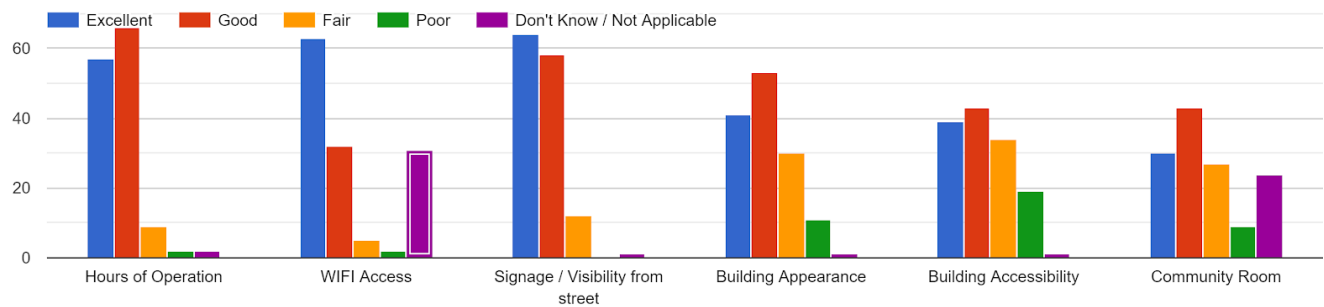
## 4. Personnel Services

How would you rate each of the following services?



### 5. Facilities

How would you rate each of the following services?

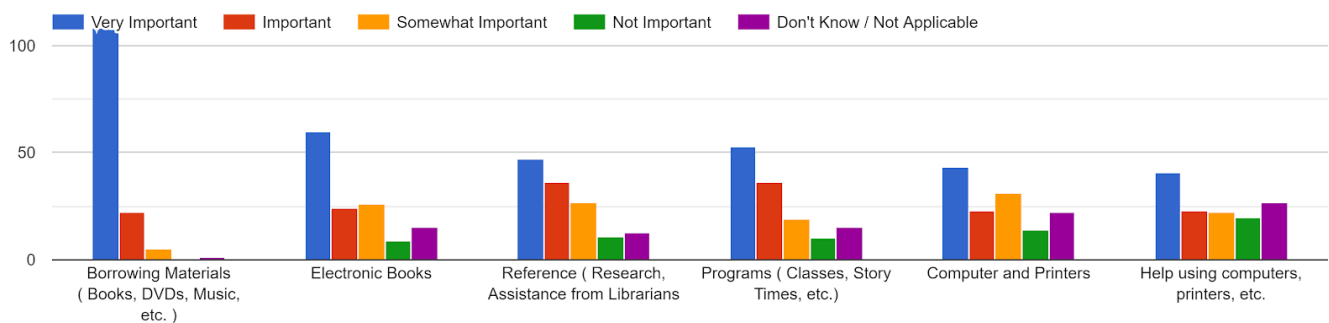


*How could we further improve the current facilities?*

Residents responded to this question with the majority of the responses concerned around the facility. Most respondents would like improved accessibility, ADA compliance with wheelchair access as well as improved spaces for community and programs.

### 6. Importance

Please Select how important each of the Library Services are to you?

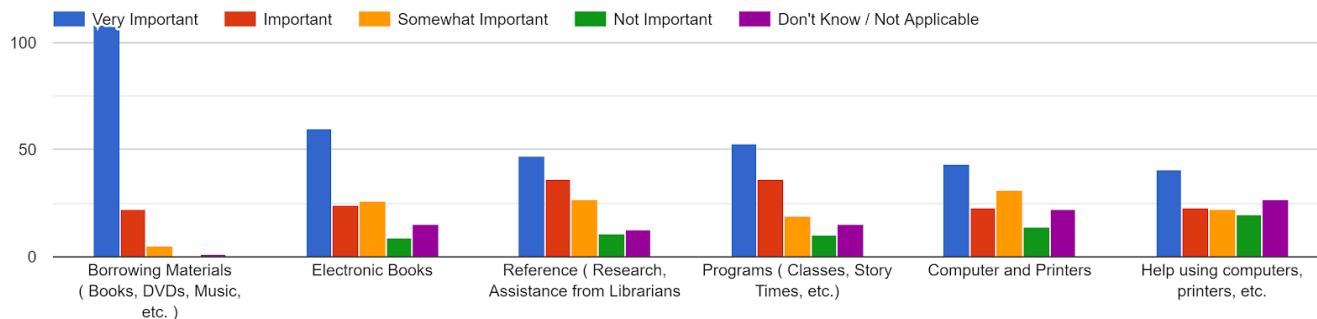




# PLATTEKILL PUBLIC LIBRARY

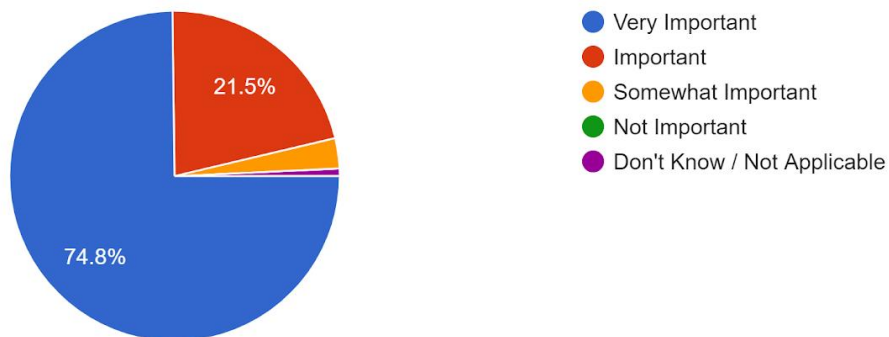
## Public Plan of Service 2021- 2026

Please Select how important each of the Library Services are to you?



Overall, how important is the Library to you and your family?

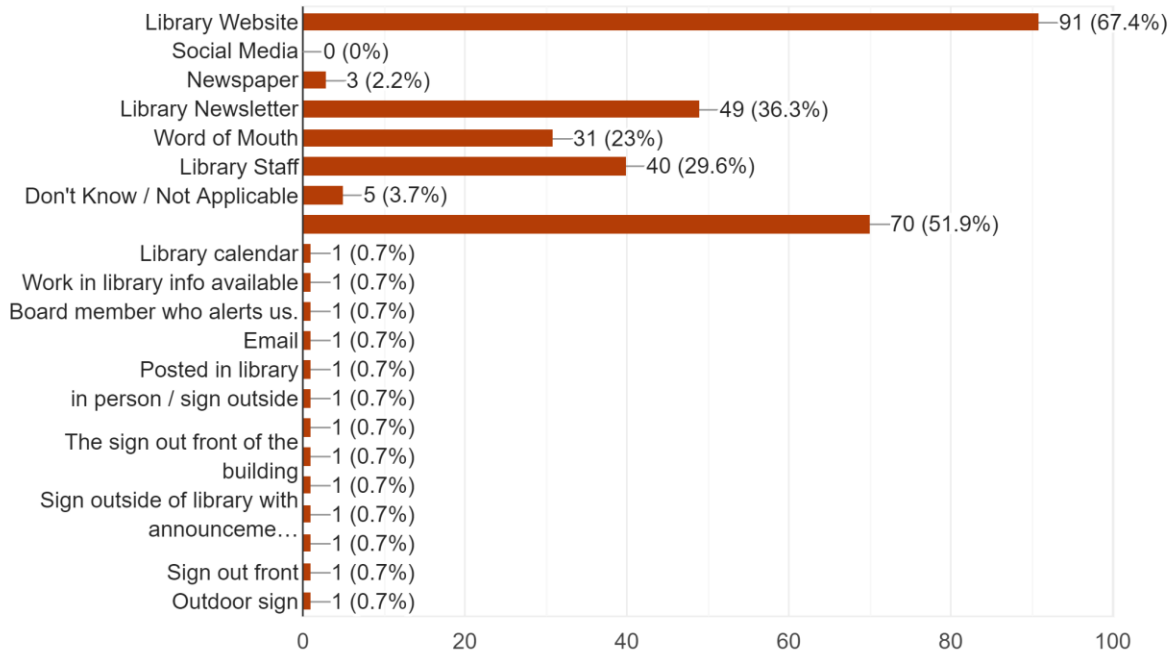
135 responses



### 7. Opinion

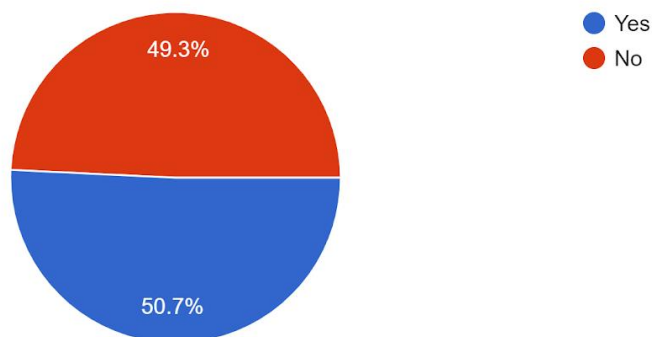
How do you typically find out about library programs? Check all that apply

135 responses



Are you aware of all the programs the Library Offers?

134 responses



## ***What Programs are you most interested in?***

Respondents indicated they are interested in instructional classes, children programs, health and fitness, self-defense and community events.

## ***What Programs have you participated in?***

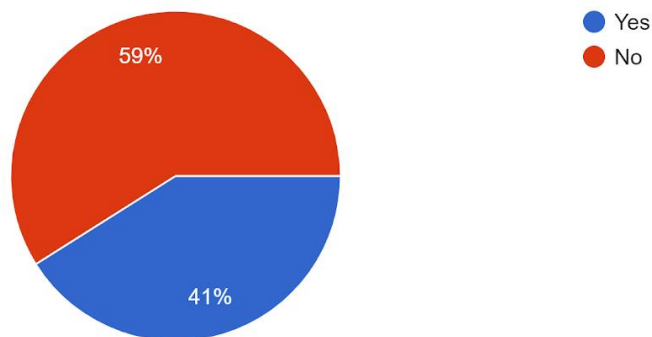
Respondents indicated they had participated in most of the programs offered by the Library and enjoyed the variety of the programs.

## ***What Programs would you be interested in that are not currently offered?***

Respondents indicated they would be interested in self-help programs, crafts, physical activities and creative programs.

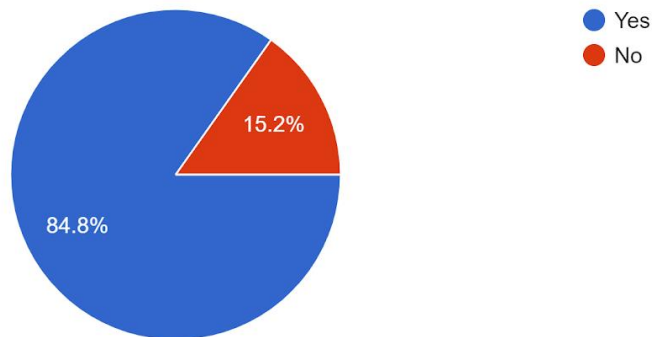
Have you utilized the Computer Services at the Library?

134 responses



Are there a sufficient number of computers available?

112 responses



### ***What additional Computer Services would you like to see?***

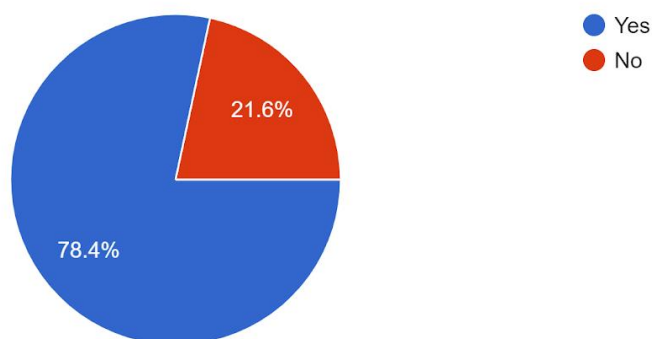
Respondents indicated that they would like to see upgraded equipment, more equipment available, improved equipment, and additional learning programs. Surprisingly a number of individuals responded that they have not utilized the computer services but this could be due to the availability of home based computers and new technology.

### ***What additional Technology would you like to see?***

Respondents indicated they would like additional equipment such as smart boards, e-readers, more audio books and a smart TV in the community room.

Do you utilize the library website?

134 responses

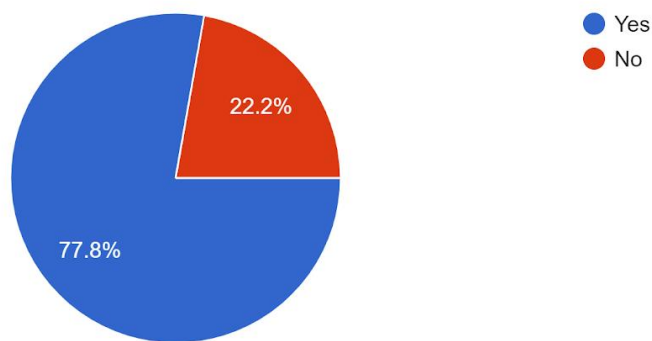


### What services do you utilize most from the website?

Respondents indicated they utilized e-books, reserving and requesting books/audio/movies, checking on monthly activities, hours of operation, and the Inter-Library Loan program. Hoopla was a popular service utilized by the respondents. Additional respondents indicated the web site was not easily navigated and needed improvement.

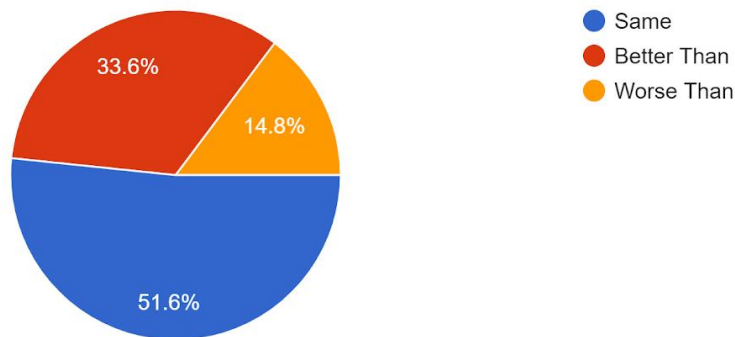
Have you visited other local libraries?

135 responses



How does Plattekill Library services compare to other Libraries?

122 responses



### What services offered at other Libraries would you like to see at Plattekill?

Respondents indicated they would like to see improvements to the facility, additional programs and workshops, larger collections, local history, repair café, and an improved website.

### ***What do you value most about the library?***

Respondents indicated they value the services and information provided at the Library, the sense of community and support as well as the helpful staff. They value the Library as a community hub for the opportunity to get together share ideas, provide information and the technological access.

### ***How could the library or its services be improved, if at all?***

The majority of the respondents indicated they would like to see improved facilities, expanded programs and events, supplemental education programs, and improved technologies.

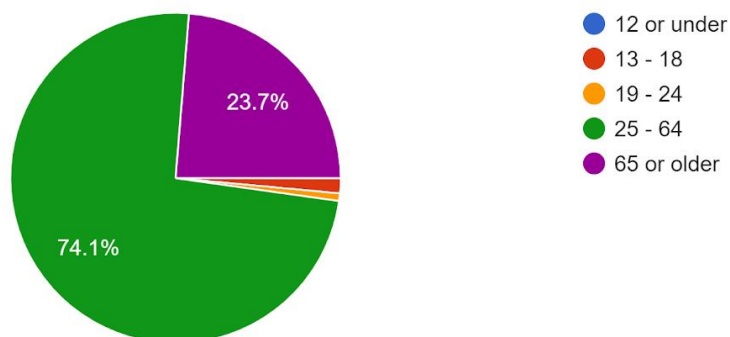
### ***How does the library benefit you or the community?***

The majority of the respondents felt the Library offerings and services was a great benefit to the community. The availability of the material, community room, kids programs, copying and printing services as well as the online availability.

## 8. MISC

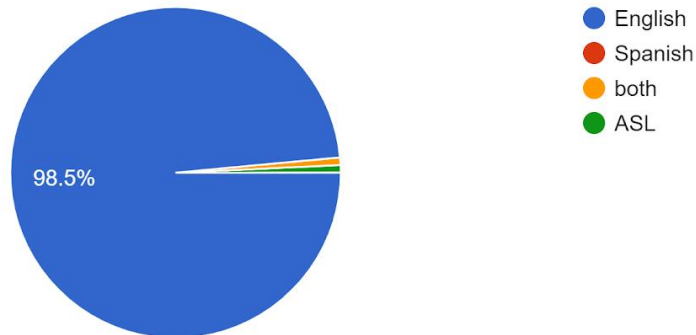
How old are you?

135 responses



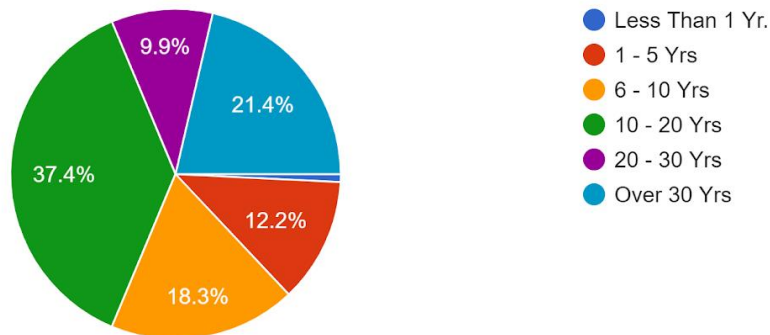
What is your preferred Language

136 responses



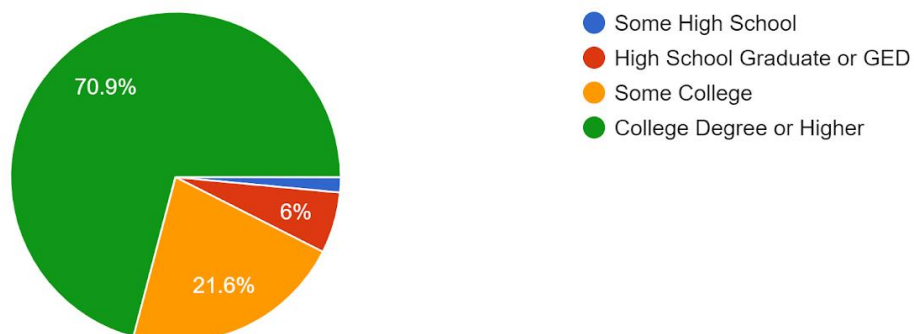
How long have you been a resident of Plattekill

131 responses



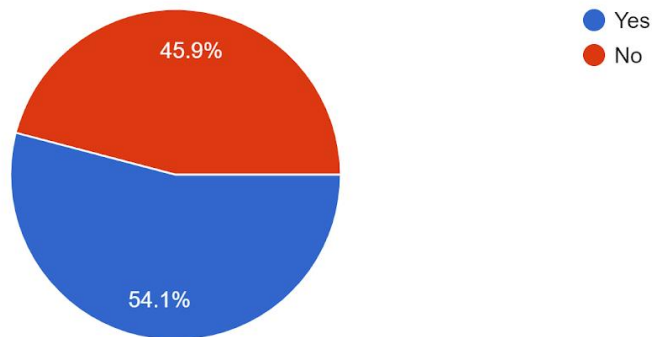
What is the highest level of education you have completed?

134 responses



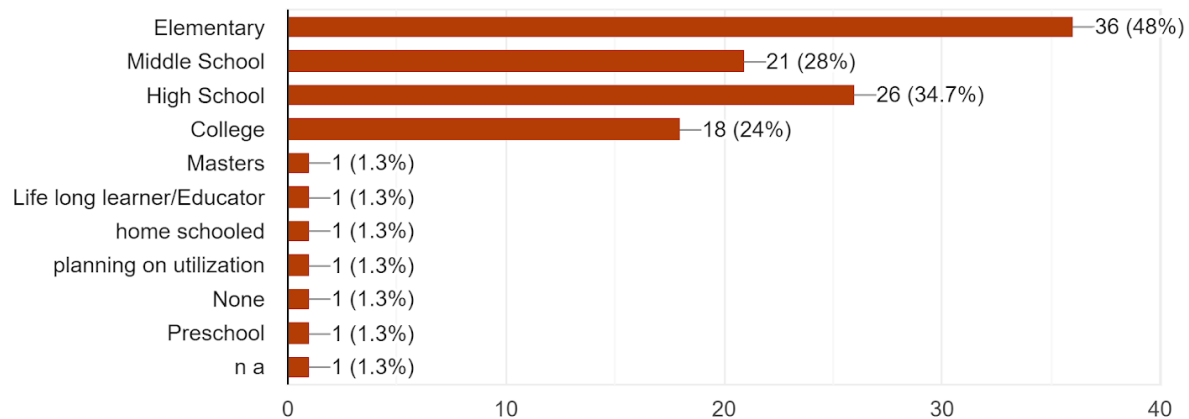
Is there a student in your household that utilizes the Library?

135 responses



If Yes, What school level are they attending?

75 responses





## Plan of Service

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The Plattekill Public Library (PPL) intends to offer services to the community in order to promote literacy, education, entertainment, learn or improve skills and offer a sense of community. PPL will provide a place for residents to gather for community groups, research, and participate in programs to promote these goals.

In order to meet the needs of the community and satisfy our mission statement and respond to the outreach to the community the following goals and objectives will be an integral part of the Library's plan.

### **Personnel**

**Goal:** PPL will encourage and develop strong personnel in our staff, volunteers, partners and board members, who embody the values of our organization and who will develop and promote our mission statement.

### **Objectives:**

1. Ensure Plattekill Public Library has adequate staff and expertise to address the current and emerging trends in the public libraries and our community.
2. Cultivate leadership within our staff and volunteers to address, provide and implement services based on the community needs.
3. Ensure volunteers abide by the Library's mission and objectives in providing community needs based on our stated goals.
4. Board of Trustees will provide leadership and perform their responsibilities as defined in the Trustee Bylaws in an open and ethical manner and be active advocates of the library's mission statement.

### **Activities:**

1. Provide training and opportunities to develop expertise in public library trends and community programs.
2. Work with Mid-Hudson Library System (MHLS) to cultivate leadership within our staff and Board members.
3. Provide access to other training and opportunities for library staff.
4. Work with volunteers to facilitate programs and services in meeting their stated goals.

5. The Board will continue to work with the community, MHLS and NY State personnel as well as attend programs and training in order to perform their responsibilities.

### **Evaluation Methods:**

1. Ongoing review of library staff to ensure the needs of the Library and stated goals are met.
2. The Board and Director will work to ensure staff and volunteers are meeting the community needs.
3. Ongoing review of programs and opportunities to better enhance the stated goals.
4. Internal review and audit of the Board as well as public feedback in any open discussion during public board meetings.

### **Long Term Sustainability**

**Goal:** Ensure the Public's investment in Plattekill Public Library is maximized through efficient use of public tax dollars in order to maintain the long term sustainability of the Library and its services.

### **Objectives:**

1. Utilize Tax Dollars wisely for the benefit of the Library and its programs to better facilitate the community needs.
2. Ensure Public's investment will provide for the long term sustainability of the Library and its programs.
3. Provide information to the public and meet all transparency in order to continue to develop a partnership and trust with the community.

### **Activities:**

1. Maintain and develop ongoing budgets with adherence to fiscal policies to manage and maintain responsible spending.
2. Develop long term sustainability plans as it pertains to policy, facilities, programs, and investments into the community.
3. Continue to provide financial reports, public plans, and budgetary constraints to the public via regularly scheduled board meetings and information on the public website.

### **Evaluation Methods:**

1. Review ongoing budgets as provided by the Financial Committee and adjust spending as needs arise within the context of an Annual Budget plan.

2. Review plans and policies to ensure they provide for the ongoing sustainability of the Library and programs.
3. Review and provide a forum for feedback from the community at board meetings and the public website.

### **Facilities and Public Space**

**Goal:** Provide the community with welcoming and safe spaces for large and small meetings, quiet study environments as well as space for research, public programs, informational meetings and creative sessions. In addition, provide outdoor areas utilizing the Library grounds for social gatherings, outdoor programs and community events.

#### **Objectives:**

1. Provide a clean clutter free environment with accessibility to the public, meeting ADA compliance standards.
2. Provide space and resources for local groups to meet and provide media and technology to facilitate their activities.
3. Provide safe space and resources for programs of all ages.
4. Provide space for tutors and other one on one services
5. Provide quiet study areas for community members as well as group meetings to facilitate group research and development.
6. Provide outdoor areas for group events and programs.

#### **Activities:**

1. Utilize feedback from survey and community to develop an expansion plan to improve and remodel building space to meet the community needs as stated in the Objectives.
2. Improve and update existing building infrastructure including needed heating, wiring, insulation, air quality as defined in the above mentioned plan.
3. Work with architect/designer to explore plans for expansion of Library facilities.
4. Develop and implement plan to bring Library up to ADA standards and compliance.
5. Improve and update community room with furniture and equipment to facilitate community programs as defined within the expansion plan.
6. Provide updated technological infrastructure.
7. Explore and develop a Capital Campaign for the expansion plan.
8. Expand storage space for Library equipment.

9. Enhance and cleanup outside areas and provide areas for group events and outdoor programs.
10. Work with volunteers and community members to provide safe outdoor learning programs and events.

### **Evaluation Methods:**

1. Review and evaluate plan for expansion and improvement of Library facilities.
2. Review recommendations for critical infrastructure replacements and improvements.
3. Periodic community survey's and feedback to gauge community interest in improvements and expansion.

### **Library Programs, Collections and Workshops**

**Goal:** Maintain the quality of current literacy programs, collections and workshops as well as expanding the number and types of programs based on the community needs. Programs will be educational, cultural, informational and recreational. Additionally raise public awareness and improve attendance at these programs.

### **Objectives:**

1. Update current programs and provide safe space to continue offering programs to the community.
2. Improve and expand Collections in order to meet community needs.
3. Expand programs based on community feedback.

### **Activities:**

1. Collaborate with community groups and other local libraries to expand and improve programs and attendance.
2. Utilize and improve Library resources to expand reach of programs to the community utilizing existing Library space and online workshops.
3. Reach out to community volunteers to offer programs that our current staff and volunteers lack expertise in.
4. Utilize current technology to offer online and virtual programs via the Library website.
5. Pursue Grants and donations to defray costs and fund expansion of programs.
6. Enhance website and utilize social media to improve public awareness.

## **Evaluation Methods:**

1. Review current programs and evaluate attendance and effective utilization of Library resources.
2. Periodic community feedback on current programs via survey's and website.
3. Provide area in Library and website for suggestions and recommendations for improvement to current programs and future programs.

## **Marketing and Public Awareness**

**Goal:** Improve Community awareness to the programs, services and facilities Plattekill Library offers in order to increase participation in Library materials, programs, workshops and events. Additionally increase utilization of the Library facilities for community gatherings and groups.

## **Objectives:**

1. Improve and redesign current Library website.
2. Improve our social media outlets, online media and print resources.
3. Ongoing participation in community events and gatherings.
4. Train and develop staff to develop public outreach programs.
5. Expand programs with local colleges and schools.

## **Activities:**

1. Redesign and improve current website to promote the programs and workshops as well as ease of navigation to Library materials.
2. Increase exposure to social media outlets and online facilities.
3. Improve and expand Library participation in community events and gatherings.
4. Utilize existing staff to develop public outreach programs and social media programs.
5. Develop intern programs with local colleges and remote college students to develop and improve public outreach and awareness.

## **Evaluation Methods:**

1. Review and evaluate attendance and utilization of Library resources.
2. Periodic community feedback on current programs via survey's and website.

## **Emerging Technology and Technological Literacy Programs**

**Goal:** Provide the community with access to the latest technologies and skills based on the expressed needs of the community focusing on computer skills, employment as well as other tech constructs.

### **Objectives:**

1. Improve and expand current technology assets.
2. Improve and expand current network infrastructure to satisfy technological needs as well as provide internal security and well defined public usage.
3. Update the current website as defined on the Marketing and Public Awareness section to include technical training and resource materials.
4. Provide a technology center to enhance and develop technical training and courses for the public.
5. Introduce the community to new and emerging technology.

### **Activities:**

1. Purchase and expand current technology assets based on budgetary constraints.
2. Provide workshops and training on computer skills as well as technology workshops based on feedback from the community.
3. Develop workshops and presentations by partnering with local businesses to introduce new technologies to the community.
4. Incorporate a technology center into the Library expansion plan to facilitate growth in programs and workshops.
5. Design develop and utilize outside consultants as needed to design and implement the Library web site.
6. Partner with volunteers, outside organizations to offer online training courses and materials.

### **Evaluation Methods:**

1. Review and evaluate current and future programs.
2. Periodic community feedback on current programs via survey's and website.
3. Community feedback on current and future plans for improvement in technology within the Library facility and website.

## Conclusion

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Plattekill Public Library staff, director and board members will utilize this 5 year long range plan as a roadmap to provide high quality services and resources to the Plattekill community. The Library will provide skilled and knowledgeable staff, updated facilities, technological resources and a committed leadership team to deliver on the Library's mission. We will provide avenues for feedback from the community as well as an annual survey in order to gauge the effectiveness of the plan.

## Acknowledgements

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We would like to acknowledge the following groups in helping to gather information and resources to provide this plan.

Plattekill Community, Friends of the Library, Plattekill Library staff, Library Director and the Plattekill Board of Trustees.