

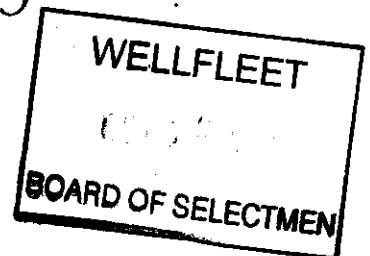
Appendix 12

Wellfleet Public Library

- 1. Excerpts from long Range Plan, 2008 – 2012**
Goals and Objectives



Wellfleet Public Library
Long Range Plan
2008-2012



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**Wellfleet Public Library
Long Range Plan 2008-2012**

GOAL 1

Library users will have access to a full range of library and information services developed to serve their needs and will be actively assisted and instructed in their use by a well-trained and supportive staff

Objective 1: Expand staff training in providing instructional assistance to patrons.

Activity: Use available online exercises to learn new uses of technological interfaces beginning January 2008

Activity: Hold two in house user-services based training sessions for staff each year utilizing the services of CLAMS and SEMLS.

Activity: Provide time for each staff member to take off-site continuing education courses to advance their skills on a continuing basis.

Activity: Meet for group sessions on a quarterly basis to enhance staff knowledge of Web sources and share helpful hints, problems and experiences

Activity: Develop and offer traditional instructional programs and Web-based tutorials to educate users in locating, evaluating and using information effectively.

Objective 2: Strengthen patrons' awareness of available traditional and on-line resources.

Activity: Offer workshops about online services and activities in a small group setting four times a year beginning January 2008.

Activity: Develop a Power Point guided tour of services and resources available through the Wellfleet Public Library website by May 2008.

Activity: Create an e-mail subscriber list for patrons who ask to receive events notices and other current information by December 2008.

Activity: Provide a Technology Help Desk several hours a week offering assistance in using the Web beginning January 2009.

Activity: Offer on-going classes for beginning computer users, with special attention to older residents.

Objective 3: Implement the concept of user-centered change.

Activity: Utilize the results of a Customer Satisfaction survey to institute new services beginning January 2008.

Activity: Design a means of two-way online communication with the Library by November 2008.

Activity: Implement customizable and participatory services in response to patrons' expressed needs by January 2009

Activity: Actively solicit on-going patron response and evaluation of all Library services by September 2009.

Activity: Strengthen opportunities for self-service in the Library by January 2010

Activity: Implement a system (such as Library Thing) that allows patrons to comment on and evaluate books through the CLAMS catalog entry.

Objective 4: Regularly assess and evaluate services

Activity: Form a Technology Committee (a subcommittee of the Board of Trustees) to meet annually and evaluate the Library's technological preparedness and make suggestions for change beginning January 2008. This committee will consist of 5 members, one a trustee, two staff member and two drawn from the community.

Activity: Actively solicit patron response and evaluation of all Library Services through an annual survey.

Activity: Design a feature, "Talk to the Library," on the Library website to encourage comments and suggestions about library services and collections.

**Wellfleet Public Library
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GOAL 2

Improve the ability of the current library facility to meet the emerging and diverse needs of the community.

Objective 1: Assess current and evolving space needs of the library

Activity: Staff and trustees meet to evaluate space needs in terms of programming and technology. January 2008

Activity: Utilize responses from a user survey to obtain community feedback as a guide for altering current space to meet the expressed needs of library patrons. January 2008

Objective 2: Develop plans to renovate, re-configure and expand the Library facility to create improved space for technology, reference, young adults and other services as determined by space needs study.

Activity: Work with regional consultants and architect to develop short term and long range plans for improved interior space use. February 2008

Activity: Determine funding needed to make improvements in the Library facility. February 2008

Activity: Implement short term interior space reconfiguration by June 2008

Activity: Utilize funding from Equal Access grant and Serving Tweens and Teens grant received in 2007 to create a Young Adult area by April 2008.

Activity: Submit an application to the MBLC for a planning and design grant in 2009.

Activity: Seek funding through budget and other sources to make improvements to the library facility. January 2009

Activity: Carry out facility improvement plan by December 2012

**Wellfleet Public Library
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GOAL 3

Teens in Wellfleet will use the library as a safe gathering place to complete homework, socialize, read and participate in teen appropriate programs and activities developed with their input. Teens and their families will feel supported by participating in programs at the library.

Objective 1: Establish a Teen Advisory Board (TAB) to represent the local teen population, set the direction for teen acquisitions, programming and services, and advise on the creation of a young adult space in the library

Activity: Host a teen open house for prospective TAB members. Jan. 2008

Activity: Convene first meeting of TAB and choose dates and time for regular meetings. Feb 2008

Activity: Create a charge or charter for TAB. Mar. 2008

Activity: Develop a method to elicit ideas from teens in the community. Mar. 2008

Objective 2: Develop and implement programs for teens in collaboration with the TAB and the teen population of Wellfleet.

Activity: TAB will present a minimum of four programs per year.

Activity: Design tools to evaluate programs and activities. June 2008

Activity: Establish Young Adults in Library Service (YALS) group of volunteers to assist in several aspects of library service. Mar. 2008

Activity: Redesign and expand the Teen Pages on the Library website so that it is a secure and safe site created by and for Young Adults in the community. May 2008

Objective 3: Create a warm and welcoming Teen Space in the library.

Activity: Define space to be used. Jan. 08

Activity: TAB working with Youth Services Librarian will contribute recommendations for furnishings, décor and electronics for the space. Jan. 2008

Activity: Utilizing grant funds, library trust funds, and funding from the Friends of the Wellfleet Libraries, purchase furnishings and equipment for the Teen Space. Feb. 2008

Activity: Set up and celebrate new Teen Space. April 2008

Activity: Offer a staff workshop about issues facing Young Adults today and provide training in appropriate expectations and boundaries to help staff maintain a positive and affirming attitude so they will interact with Teens effectively and with comfort in the library. April 2008

Objective 4: Develop and implement parenting programs for parents of teens.

Activity: Institute a support group for parents of teens. Oct. 2008

Activity: Hold at least one meeting per year with outside specialists on issues confronting parents of teens.