

Bartholomew County Public Library

Long Range Plan 2012-2015

Mission Statement

The mission of Bartholomew County Public Library is providing resources for life-long learning and enjoyment.

Vision

Bartholomew County Public Library will be recognized for excellent service in anticipating and meeting the needs and desires of the community.

Every resident will want a library card when he or she discovers the variety and timeliness of materials, technology, and programs that are available to borrowers.

Current status

Library services are provided 24 hours a day via in-house collections and remote resources including online databases and downloadable ebooks, audio books, and music. Via the online catalog, users can place holds on circulating or on-shelf items. Users can access their accounts and do renewals online. Unmediated interlibrary loan is available both in-house and remotely.

The Main Library is open 69 hours each week year round and 72 hours per week from October through April when Sunday hours are added. Hope Branch is open 52 hours weekly The Bookmobile is on the road approximately 35 hours each week.

During 2010, circulation totaled 1,128,001 items including 13,173 interlibrary loans. 53,334 adults, 9,916 teens, and 13,362 children were registered borrowers. 1,271 programs were presented with a total attendance of 25,053 persons of all ages. Reference assists totaled 142,313, and online database uses totaled 12,154. 24,797 holds and requests for new purchases were processed. Home page unique visitors totaled 111,500 with home page hits of 329,587.

The public has access to 38 computers at the Main Library plus 10 more at Hope Branch. Wireless Internet access is available throughout the Main Library and Hope Branch. Use of public computers (not including the wireless network) was 86,406 during 2010.

Current Internet access via fiber at the Main Library and a T-1 line at Hope Branch are adequate for current bandwidth needs. The internal wireless networks at Main Library and Hope Branch need to be expanded as uses of wireless and hand-held devices grow.

The Main Library facility was completed in 1969 with an addition of 13,000 square feet in 1987. While up-to-date services, collections, and technology have been added, many of the furnishings are more than 40 years old. The Main Library staff has tripled in size since 1969, and more staff work spaces are needed. Despite annual upkeep, the brick plaza and steps are deteriorating, and the landscaping needs to be refreshed.

Hope Branch Library was completed in 1998, and the facility is in good repair with minor refreshment needed for the furnishings.

A new Bookmobile has been ordered and should be delivered during fall 2011.

Community Assessment

A community survey concerning BCPL services, resources, buildings, and suggested future enhancements was conducted from May through early July 2011. The survey could be completed online or on paper and was promoted through more than fifty community organizations and public locations.

Most of the questions were comment/essay format, and the survey objectives were to:

- Determine how often facilities and services are used.
- Learn which circulating materials are most widely used.
- Determine which library services are the most popular.
- Ask about the importance of Sunday hours.
- Discern what barriers may prevent the public from using library services.
- Determine which collections need to be enhanced.
- Discover what programming should be added.
- Learn what additional computer instruction classes should be offered.
- Solicit comments and suggestions about library facilities.
- Ask about the importance and suggested sites for additional branches.
- Inquire about suggested Bookmobile stops.
- Add email addresses to the BCPL e-newsletter list.
- Provide a final opportunity for survey-takers to offer other comments.

Staff members also participated in their own survey to elicit suggestions concerning services, training, and facilities.

Further insights about community needs were gained through staff participation with local organizations, businesses, chambers of commerce, the Literacy Task Force and Heritage Fund of Bartholomew County, school corporations and colleges.

Using the BCPL facebook page, questions and comments about programs and policies can be posted by the public and answered by staff.

Awareness and knowledge gained from all of these activities have been employed to determine the BCPL long range planning goals that follow.

Bartholomew County Public Library Long Range Goals

Goal 1: Support BCPL mission "Providing resources for life-long learning and enjoyment".

- A. Commit adequate funding for the purchase of materials and for staffing of services.
- B. Expand and maintain collections of circulating items.
- C. Maintain state-of-the-art technology for the public and for staff functions.
- D. Provide the most popular and economically feasible hours of in-house service.
- E. Increase the number and variety of online resources which are available 24/7.

Goal 2: Provide financial resources and sustainability.

- A. Maintain the Operating Fund at the maximum allowable tax rate.
- B. Budget LIRF monies to upgrade facilities, achieve repairs, and purchase equipment.
- C. Retain the Rainy Day monies for support of unexpected opportunities.
- D. Rely on the France Carr Memorial fund to support staff continuing education fees.
- E. Seek LSTA and private grants in support of the library's mission.

Goal 3: Comply with standards.

- A. Achieve the highest level of compliance with Indiana Public Library Standards
- B. Continue to make all facilities accessible via ADA compliance or accommodation.
- C. Comply with all federal and state standards for Equal Opportunity hiring.
- D. Maintain compliance with CIPA Children's Internet Protection Act.

Goal 4: Evaluate BCPL policies and make them known to the public.

- A. Continuously assess policies to provide equitable services to all users.
- B. Identify and alter policies that impede customer friendly service.
- C. Continue to add PDF files of library policies and action plans to the BCPL web site.

Goal 5: Create efficiencies and cost-savings by updating procedures.

- A. Encourage staff to suggest cost-saving methods.
- B. Acquire new technology to enhance staff work flow.
- C. Enhance electronic resources that can be accessed by simultaneous users 24/7.
- D. Seek the lowest prices from the best vendors for supplies and equipment.

Goal 6: Seek user input concerning current and future services, programs, and facilities.

- A. Determine what services are expected and which are most popular with the public.
- B. Discover what barriers may prevent the public from using library services.
- C. Continue the use of surveys and public sessions to gauge user satisfaction.
- D. Annually update and publish the Long Range Plan.

Goal 7: Attract and maintain a highly skilled and responsive staff.

- A. Seek employees with computer knowledge and foreign language skills.
- B. Provide supervisor feedback for all staff.
- C. Encourage suggestions about policies and procedures to improve services.
- D. Determine the best methods and uses for annual performance evaluations.

Goal 8: Provide staff development and ongoing acquisitions of new skills.

- A. Encourage and provide in-house training and webinars.
- B. Continue to provide funding for conferences and other training.
- C. Investigate the use of in-service days or required staff training sessions.
- D. Create opportunities for staff cross training with other departments and services.

Goal 9. Enhance staff communication and amity.

- A. Develop a schedule of regular goal-oriented department and staff meetings.
- B. Convert the staff online Personnel, Policies, and Procedures documents to PDF files.
- C. Replace the current staff shared files with an intranet.
- D. Encourage participation in Staff Association activities.

Goal 10: Promote materials and services.

- A. Promote services via print, radio, e-newsletter, displays, facebook, YouTube.
- B. Provide programs for local organizations, businesses, and schools.
- C. Implement smartphone applications for catalog searching and other services.
- D. Revamp the library web site for simpler use by the public.
- E. Continue to take part in local civic, business, education events.

Goal 11: Encourage and increase borrower registrations.

- A. Offer on-the-spot borrower applications at all BCPL programs and presentations.
- B. Consider using the library web site to initiate borrower applications.
- C. Cooperate with schools to register every student for a borrower's card.
- D. Encourage use of the Public Library Access Card and reciprocal arrangements.

Goal 12: Maintain and develop an excellent collection of circulating materials.

- A. Select a balanced and varied collection of circulating resources for all ages.
- B. Provide speedy ordering, cataloging, and processing of new titles for circulation.
- C. Perform collection weeding and discarding on a consistent schedule.
- D. Consider replacing or augmenting more print resources with digital versions.
- E. Adopt new digital formats as they become available.

Goal 13: Make circulation processes more efficient.

- A. Encourage the use of email notices for borrowers.
- B. Install cash registers with SirsiDynix e-commerce applications.
- C. Begin accepting credit cards for payments of fees and print charges.
- D. Introduce the use of automated checkout stations.
- E. Investigate RFID for checkout/checkin and security of materials.

Goal 14: Increase programming for all ages.

- A. Increase the number of programs provided while maintaining quality.
- B. Develop more programming for teens.
- C. Enhance Reading Clubs for all ages at all library locations.
- D. Create more book discussion groups for all ages.

Goal 15: Enhance reference services.

- A. Broaden the use of roaming reference staff to assist borrowers at the Main Library.
- B. Highlight reader's advisor resources in-house and online.
- C. Continue to promote library resources that are essential to economic development.
- D. Enhance the use of the Indiana Room collection at the Main Library.
- E. Promote Interlibrary Loan as a means to expand the BCPL collection.
- F. Evaluate the replacement of print reference resources with electronic resources.
- G. Consider the use of live on-line reference assistance.

Goal 16: Assist borrowers in accessing new technology.

- A. Assist users of public computers, wireless devices, scanner, copier, and faxing.
- B. Teach borrowers how to make the best use the Enterprise/Symphony enhancements.
- C. Continue to provide computer classes for all ages.
- D. Promote the use of online databases.
- E. Assist with the use of microfilm and microfiche at the Main Library.
- F. Assist borrowers who are learning to do Overdrive downloads and use e-readers.

Goal 17: Update the furnishings and floor plans at Main Library and Hope Branch.

- A. Replace carpeting, window treatments, computer stations, and chairs as needed.
- B. Brighten the Main Library Children's Services area.
- C. Create an inviting location for the Teen Collection at the Main Library.
- D. Update the Continuous Book Sale area at the Main Library.
- E. Provide adequate staff work spaces and furnishings.
- F. Consider providing a coffee shop type area at the Main Library.
- G. Install better signage and way-finding tools.

Goal 18: Update the infrastructure and grounds at Main Library and Hope Branch.

- A. Relocate the Reference area chiller units from the ceiling to the roof.
- B. Establish a plan to replace incandescent bulbs with energy-saving bulbs.
- C. Upgrade Main Library hot decks and consider use of solar panels to generate heat.
- D. Create a welcoming plaza area at the Main Library.
- E. Make the Main Library children's area terrace inviting and useful for programming.
- F. Upgrade exterior steps and railings.
- G. Improve the parking lot with signage and lane markings at the Main Library.
- H. Retain and enhance the auxiliary rental space at Hope Branch.

Goal 19: Maintain and upgrade electronic equipment and networks.

- A. Maintain well-functioning and protected servers.
- B. Provide state-of-the-art computers for public and staff use.
- C. Expand the use of the wireless networks at the Main Library and Hope Branch.
- D. Maintain SirsiDynix software and make best use of enhancements.
- E. Plan for expanded Internet bandwidth at the Main Library and Hope Branch.
- F. Maintain up-to-date presentation equipment in meeting rooms.
- G. Replace the staff "Share" files with a staff intranet.
- H. Update the phone systems.

Goal 20: Maintain the Bookmobile and expand its services.

- A. Continue to provide reading clubs for all ages and consider added programming.
- B. Explore options for Bookmobile connectivity to the SirsiDynix system.

Goal 21: Consider establishing new branches.

- A. Assess areas of the county with substantial housing and business growth.
- B. Study benefits and outcomes of spreading services and staff into multiple locations.
- C. Consider benefits and outcomes of renting facilities or building permanent branches.

Goal 22: Support and expand Talking Books services.

- A. Better promote the service to readers with visual and physical challenges.
- B. Assess space needs as the service transitions from cassettes to digital books.
- C. Adjust maintenance support as mailed items are replaced with digital services.

Goal 23: Support Business Office tasks and responsibilities.

- A. Maintain and enhance automated systems for bookkeeping and payroll.
- B. Expedite and predict supply needs for departments.
- C. Streamline procedures for handling memorials, gift donations, and funded collections.

Goal 24: Maintain a thorough Disaster Response and Recover Plan.

- A. Update the plan as needed.
- B. Promulgate the plan among staff members and facilities.

Goal 25: Increase Library Trustees' knowledge of BCPL endeavors and successes.

- A. Continue written reports and efficient use of meeting time for well considered actions.
- B. Invite board members to participate in continuing education opportunities.

Goal 26: Promote the activities of the Library Associates.

- A. Assist the Library Associates in attracting eager board members.
- B. Support Library Associates committees and annual fund drive.
- C. Create additional volunteer opportunities.

Goal 27: Support the Columbus Indiana Architectural Archives.

- A. Continue to provide housing and technical support for the Architectural Archives.
- B. Assist visitors using the Archives when CIAA volunteers and staff are not available.

Goal 28: Support the Visitors Center (building owned by BCPL).

- A. Maintain excellent working relations as the owner of the Visitors Center building.
- B. Oversee outdoor maintenance for the Visitors Center grounds and parking.
- C. Make tour maps and information available to visitors when the VC is closed.

Goal 29: Network and share resources with other Indiana public libraries.

- A. Retain the reciprocal arrangement with Edinburgh Wright-Hageman Public Library.
- B. Investigate reciprocal sharing with contiguous county library systems.
- C. Continue to promote and enable the use of Interlibrary Loan.
- D. Seek shared programming opportunities among neighboring libraries.
- E. Continue staff attendance at ILF roundtables and annual conferences.
- F. Continue to pay expenses for all staff to attend ILF District 6 Conference annually.

Goal 30: Maintain partnerships with local education providers.

- A. Continue to grant borrowing privileges to anyone who attends an in-county school.
- B. Continue to grant borrowing privileges for in-county academic institution students.
- C. Provide library materials and subject collections in support of curriculum.
- D. Provide technology via use of public computers and/or the wireless network.
- E. Offer computer skills classes and database skills classes.
- F. Host class visits and provide library orientation at the Main Library and Hope Branch.
- G. Visit schools to promote library reading clubs and services.
- H. Maintain cooperation with Bartholomew Reads–Bartholomew Co Literacy Task Force.
- I. Pursue shared programming and grants and Community Book Read projects.

Goal 31: Provide services to local organizations and agencies in Bartholomew County.

- A. Create shared programming opportunities for in-library events.
- B. Continue to make free meeting space available to not-for-profit organizations.
- C. Maintain and give instruction for grant-finding databases for use by not-for-profits.
- D. Schedule visits by not-for-profit directors to demonstrate online databases.
- E. Provide outside programs for local organizations' meetings.

Goal 32: Collaborate with local businesses.

- A. Maintain print and database resources concerning business and investments.
- B. Offer instruction in the use of BCPL databases.
- C. Support business hiring by providing job training and testing databases.
- D. Provide programs for professional clubs.
- E. Pursue continuing gift funding from local professional clubs.
- F. Shop locally, whenever possible, to obtain library supplies, equipment, and services.
- G. Solicit prizes for reading clubs in exchange for sponsor listings.
- H. Maintain active memberships in Columbus Area and Hope chambers of commerce.