WABASH CARNEGIE PUBLIC LIBRARY

2017-2019 LONG RANGE PLAN (including technology plan component)

It is the mission of the Wabash Carnegie Public Library to provide service of excellent quality to all residents and taxpayers of the library district in order to meet the cultural, educational, informational, and recreational needs of the community.

COMMUNITY NEEDS AND GOALS

Wabash Carnegie Public Library has been serving the City of Wabash and the surrounding area since 1903. The library has seen substantial growth since its beginning at 188 W Hill Street in many ways including services and technology. The library district is within city limits of Wabash and serves a population of approximately 10,500. The library also serves residents in the remaining area of Noble Township and other parts of Wabash County.   Residents or property owners not within the limits of the City of Wabash by State Law are non-residents of the Wabash Carnegie Public Library district.

The city of Wabash's population as with many rural areas in our State has an aging population. Wabash has a number of assets that most cities its size does not have such as the Honeywell Center and work of the Honeywell Center Foundation. Although manufacturing industry has decreased over the past decade, Wabash has witness a substantial growth in cultural, art, and historical related community events and organizations, such as the Charley Creek Arts Fest, Wabash County Historical Museum, etc. As Wabash works on growing its industrial and business spheres, the city and county has become a major destination for people with interests in art and culture.

The library serves people with various backgrounds and interests. The library has a very strong and dedicated staff. There is a part of the library's patronage that are avid readers and one of the library's strengths is providing a current and update reading collection. Another area of strength is the computer and Internet access that the library provides to people in our community. This is especially important as computer technology has become an essential component to everyday life. Collections and programming for children are strong aspects of the services provided by the library. Children's programming at the library is well-received in the community.   The library is

also making strides in reaching out to the community and being a proactive partner with other entities. As mentioned before, Wabash has outstanding cultural and art ties that the library needs to continue to engage and partner with.

The main challenges the library faces are a critical need for additional space in some form and the continued advancement of technology. Space is greatly needed for additional office space, adding more shelving for the library collection, more user-friendly space for teens, and a community type room. Additional space is important element or factor in growing library services. The other main challenge is technology. Technology continues to change and advance. While the library might not be at the forefront of those changes, it is crucial that the library knows about them and adapts to its best ability so new technology is being used to enhance library services for customers effectively.

The challenge of the library is continue how to keep us relevant in people's lives. We want this to be a destination for residents and visitors in our community. As our adult programming theme states, Wabash Carnegie Public Library is "Where your Imagination meets Knowledge." The library wants to be an active resource to our community. The long-range plan works to continue the excellent service already provided, be a destination, and identify areas of growth in our relevancy for our customers.

Library Board

The Wabash Carnegie Public Library is governed by Library Board of Trustees. The Library Board is composed of seven (7) members. The Board members are appointed as follows: two (2) by School Board, Wabash City Schools; one (1) by School Board, Metropolitan School District of Wabash County; one (1) by Wabash County Commissioners; one (1) by Wabash City Mayor; (1) one by Wabash City Council; and one (1) by Wabash County Council.

Library Staff

The Wabash Carnegie Public Library has 10 full time staff plus 9 part-time staff. The number of part-time staff can vary depending on needs in regards to Student Assistants.

Description of Library Building

Name: Wabash Carnegie Public Library

Constructed: 1903 with addition in 1972

Space occupied: 13,500 ft.

Location: 188 W Hill Street, Wabash IN 46992

Technology available: 3 Wireless hubs, 19 public computers system wide, 1 fax machine, 2 copiers with one that serves as scanner

PURPOSE

The purpose of this long range plan is to advance the mission of the library over the next 3 years (2017-2019).

OPERATIONAL STANDARDS

1. PERSONNEL: To provide courteous and efficient service through an adequate number of competent and well-trained staff.

2. ACCESS: To locate all library materials, information, and services in a convenient location so they are easily accessible to the public.

3. COLLECTIONS: To provide a workable collection of standard works of permanent value, special collections of local interest, and popular materials of contemporary significance, in a variety of formats.

4. INFORMATION SERVICES: To provide convenient access to accurate and useful information of current and historical interest.

5. ADULT PROGRAMS: To attract adults to the library through public programs and special events.

6. YOUTH SERVICES: To provide stimulating materials, programs, and services that will foster life-long learning in children and young adults.

7. PUBLIC RELATIONS: To foster a broad base of community support for the library.

8. FACILITY & EQUIPMENT: To provide an attractive, functional, and accessible facility to meet the community's library service needs.

9. ADMINISTRATION & GOVERNANCE: To effectively manage the library's resources to achieve the highest quality of public library service within given funding limitations.

4 Goals to assist maintaining and enhancing these Operational Standards over the next three years (2017 to 2019).

Goal #1

Customers of Wabash Carnegie Public Library will see increased use of technology to meet monetary transactional and information needs.

Objective #1

Circulation and transactional processes for customers to be more in line with technology capabilities today.

Strategy #1 Adopt credit card/debit card/electronic related capabilities for customers for fees, prints, copies etc.

Strategy #2 Learn what the other libraries are doing technology wise with these services through conferences and networking that might enhance what is offered to our customers.

Resources Required

Staff time

System for credit card/debit card/electronic capabilities

Banking assistance in some form

Training

Evaluation

# use of credit card/debit per transaction	Change per year	Increase %

Objective #2

Improve technological process, library wise, as much as can be; such as, adding wireless printing.

Strategy #1 Identify 2 or 3 major technology related needs from customers by survey to complete in next 2 to 3 years.

Strategy #2 Provide needed training for staff in order to reach these customer's needs.

Resources Required

Staff time

Survey

Training

Evaluation

Technology need identified   When started   When completed

Goal #2

Customers of Wabash Carnegie Public Library will become more aware of the library; also, library resources will become more relevant to them.

Objective #1

Increase both circulation and program attendance by 3% each year (combined).

Strategy #1 Utilize new web page to gain more interest.

Strategy #2 Increase advertising of library resources and services by 5% each year.

Strategy #3 Continue programming that the library does for all ages.

Resources required

New web site

Advertising funds

Evaluation

number of attendance/visits   # Circulation transactions   Change per year   Increase %

Objective #2

Create job responsibilities or position that manages the role of marketing, social media, adult programming, outreach to community, etc. to help attract customers.

Strategy #1 Define position of such nature in regards to overall responsibilities.

Strategy #2 Define how new position would fit within the organitional chart.

Resources required

Staff time

Job descriptions and defining

Evaluation

*Utilize same evaluation as in Objective #1 of Goal #2.

Goal #3

Increase use of additional space that will help to enhance library services and resources to customers.

Objective #1

Determine ways of creating more space without enlarging the physical structure of the building.

Strategy #1 Explore what other libraries of similar size have done to expand space.

Strategy #2 Talk with other organizations on their ways of increasing space.

Strategy #3 Study feasibility of a satellite or separate location for specific library programming, space purposes, etc.

Resources required

Staff time

Other libraries' feedback

Evaluation

<u>Identify additional space</u>	<u>Purpose of</u>	<u>Frequency of Use</u>

Objective #2

Revisit the possibility of adding physical space to the building by adding on.

Strategy #1 Ensure current physical space is fully repaired in terms of water damage, leaks, etc.

Strategy #2 Re-exam the plan by MKM for possible addition.

Resources required

Staff time

Plans by MKM to review

Evaluation

Evaluation

*Utilize same evaluation as in Objective #1 of Goal #3

Goal #4

Continue for the Wabash Carnegie Public Library staff to be even more knowledgeable and diverse in skills and training for assisting customers.

Objective #1

Provide as much training and learning opportunities for staff as possible.

Strategy #1 Provide all staff opportunities to attend conferences and events that provide professional learning opportunities.

Strategy #2 Provide opportunities for staff teach each other tools and skills.

Strategy #3 Have at the minimum 2 in-house training opportunities for staff each year.

Resources required

Staff time

Funds for training and professional development

Evaluation

# of training opportunities	#of staff participate	Change per year	Increase %

Objective #2

Provide more opportunities for staff to be involved in the community the library serves.

Strategy #1 Have staff be involved in community programs such as the Leadership Development class.

Strategy #3 At least two type of library programming off site per year such as the Bicentennial Celebration at Paradise Springs.

Resources required

Staff time

Community connections and partnerships

Evaluation

# of Community Programs	#of staff participate	Change per year	Increase %

CURRENCT STATE OF TECHNOLOGY

Computer Hardware & Supporting Equipment

CURRENT STATE OF TECHNOLOGY

Computer Hardware & Supporting Equipment

35 personal computers – 23 public (15 for internet access); 12 staff

9 laptop

Printers – 1 Ink Jet, 2 Officejet, 9 Laser; 1 all-in-one

Xerox Copy WorkCenter 5225 (copier/printer)

Minolta Konica C368 (copier/printer/fax

Servers- 2 File servers, HP Proliant ML 350; 2 Rack servers, Dell Poweredge R310 (Polaris); 1 File server, HP DL 140; 1 Net server, HP, E800, Datto

Watchguard Firebox

Eset Smart Security 4

Back UPS

Patch panel, network switches

Fiber Optic (6.5 router and hub (ENA)

1 digital projector

3 wireless routers

1 MS 6000 MK II-Digital Microfilm Reader

Minolta Micro SP2000 – Digital Microfilm Reader

Brother Intelli Fax 2820

11 stationary phones

1 mobile phone

3 phone lines

Software:

Cassie Reservation Software, MS Word 2010, MS Office 2010, MS Word 2010, MS Office 2010, Corel WP 2000, Internet Explorer, Printmaster Platinum, AVC Accounting and Payroll Software, Tax Products, Microsoft Outlook, various games and other software.

Needed replacements in three years: phone system, computers due to age; other needs still be determined or ongoing

3 Technology Goals to support the previous 4 goals to maintain and enhance operational standards

Goal 1:

Explore current and upcoming technology to address some needs from a customer services and staff perspective.

Strategies:
1) Evaluated and implemented any technology needs for customer's use of debit or credit cards; have system determined and in place by 2017 with 2018 and 2019 to evaluate.

2) Evaluated and implemented wireless printing for customers; have system determined and in place by 2017 with 2018 and 2019 to evaluate.

3) Evaluate the library's current phone system and if upgrade is needed; have determination in 2017 and perhaps implemented in 2018; and reviewed in 2019.

4) Implement the library's new web site; fully in place by early 2017.

Goal 2:

Utilize technology, such as laptops, to build on and explore ways to enhance professional learning and skill training.

Strategies:

1) Utilize laptops through LSTA grant to lead classes both for in-house training and learning; all three years; ongoing.
2) Utilize webinars to learn per update with new technologies and how to implement to our library services: all three years; ongoing.
3) Attend technology type seminar and meetings to learn new trends and software that might enhance our services: all three years; ongoing.

Goal 3:

Continue to work with IT consultants to maintain good IT support and protection of system and needed upgrades.

Strategies:

1) Collaborate with IT consultants that the library's computer and hardware and software is safe from hacking along with complying needed requirements such as the Neighborhood Children's Internet Protection; all three years; ongoing.

2) Cooperate on schedule of computer and software per individual computers to make sure services continue to customers; all three years; ongoing.
3) Continue to monitor library technology systems and replace/upgrade as is needed; all three years; ongoing.

Projected Technology Budget for 2017 to 2019

	2017	2018	2019
Hardware & Software	$47,350	$49,718	$52,204
Supplies	$12,500	$13,125	$13,782

*An additional $72,500 would be available per LIRF each year if needed.

Wabash Carnegie Public Library Automation Plan

For cataloging, the library utilizes and plans on continuing copy cataloging with software and technology through two main vendors. The vendors are Baker and Taylor and Polaris Library Systems (Circulation system). The library utilizes MARC records through titles added primarily through Baker and Taylor's Title Source 360.

In utilizing MARC records, the library also follows guidelines of RDA (Resource Description and Access). The library utilizes primarily the Dewey Decimal Classification schedule to select call numbers for its library items to be borrowed.

The library will continue the above procedures for the duration of this Long Range/Technology Plan.

CONCLUSION

The Director with assistance of library staff will be responsible to carry out the objectives and goals as outlined in this plan. The following measures will be taken:

1.   The Director will update the Board of Trustees on progress per plan and will review the plan at the beginning of each year (in January or February of that particular year).

2.   The Director with the staff will review the plan at least once and year and review what progress on the goals/objectives have been made.

3.   The Director will review and revise the Long Range/Technology plan if needed and will review such changes with the Board of Trustees. The Director will also provide the State Library with any changes to the Technology or Automation Plans.

4.   The Director and Board of Trustees will review this Long Range/Technology plan near the end of its three year cycle in preparation for the creation of a new Long Range/Technology plan.

FINANCIAL RESOURCES AND SUSTAINIBILITY

The library will continue to utilize allocated tax money is receives yearly along with monies from endowments and donations received to meet these goals and sustain services to the best of the library's ability.

EVALUATION PROCESS

Annual review and evaluation:

The Library Board will conduct annual review with Director evaluate the process of these objective and goals. This will provide opportunity for Board to evaluate current status and to make changes as needed.

Approved by Board of Trustees

11/15/16