FIVE-YEAR STRATEGIC SERVICE PLAN

2024-2028

Audrey Pack Memorial Library

169 West Rhea Avenue

Spring City, TN 37381

The Audrey Pack Memorial Library connects and enriches lives in our community by providing equitable access to diverse cultural and educational experiences. We celebrate imagination, promote creativity, connect people, and encourage lifelong learning.

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INTRODUCTION

The Audrey Pack Memorial Library by serving the educational needs of the citizens of Spring City and surrounding community of northern Rhea County is a critical component of the Ocoee River Regional Library. The present plan of service builds upon our previous five-year plan, 2021-2026. This 2024-2028 was developed by the Audrey Pack Memorial Library Director in conjunction with the Board of Trustees. It provides an ambitious strategic plan of action for the Library Director, staff, trustees, and local government officials.

MISSION

The Audrey Pack Memorial Library connects and enriches lives in our community by providing equitable access to divers, cultural, and educational experiences. We celebrate imagination, promote creativity, connect people, and encourage lifelong learning.

VISION

Our community is the heart of our Library. Therefore, we strive to be a library that is integral to the lives of all residents, and responsive to the community's changing needs through excellence in collections, programs, and services.

COLLECTION

GOAL: *AREA RESIDENTS WILL BE PROVIDED UP-TO-DATE RESOURCES IN A VARIETY OF FORMATS, BOTH PHYSICAL AND DIGITAL.*

OBJECTIVES:

- By the end of each fiscal year:

  - Increase total collection by 5%;

  - Investigate the feasibility of adding new subscriptions for databases and/or other resources;

  - Weed 5% of the library's collection to assure that the collection remains current and relevant;

  - Continuously seek patron recommendations for the library's collection;

  - Identify popular trends in print and digital materials and purchase accordingly;

  - Explore non-traditional library collections for possible purchase;

  - Evaluate collection for cultural, ethnic, religious, economic, and gender diversity.

TECHNOLOGY

GOAL**:** *SUPPORT THE TECHNOLOGY NEEDS OF THE COMMUNITY; ADAPTING SERVICES AS NEW TECHNOLOGY BECOME AVAILABLE.*

OBJECTIVES:

- Maintain and update current technology, replacing outdated technology every two years;

- Identify emerging trends in technology that further the library's technology goals;

- Seek grants and other funding for new technology;

- Evaluate effectiveness of existing technology and identify areas for improvement;

- Annually evaluate how the wireless needs of the community are being met by the library and implement changes as appropriate;

- Offer technology skills class each quarter;

- Develop and implement a technology advancement plan to assure the library maintains, replaces, and appropriately adds technology;

- Assess and expand staff technology training.

SERVICES

GOAL: *AREA RESIDENTS WILL CONTINUE TO BE MADE AWARE OF EXISTING SERVICES THAT THE LIBRARY PROVIDES TO ASSIST THEM IN THEIR PERSONAL LIVES, AT WORK, AT SCHOOL, OR RECREATION.*

OBJECTIVES:

- Provide free entertainment, recreational reading, access to technology; and opportunities to explore and create;

- Publicize library services and programming on a wide variety of platforms;

- Develop and implement programming to be held within the community.

Current library services include:

Tennessee Electron Library (TEL)- A virtual library that you can be accessed from a home computer, school computer lab, or smartphone – anywhere with an Internet connection.

Allows access to over 400,000 electronic resources including magazines, scholarly journals, podcasts, videos, e-books, test preparation materials, federal census records, Tennessee primary source materials, and more.

Libby (TN R.E.A.D.S.)- A free app where you can enjoy eBooks, digital audiobooks, and magazines from your public library.

Public Wi-Fi- Free to community users to access both personal technology and library technology. The library's public Wi-Fi is available outside of business hours.

Reader's Advisory- Staff provided service that helps readers find appropriate recommendations based on their interests, reading level, and other factors.

Tennessee Boater Safety Exam- If you are a Tennessee resident born after January 1, 1989, and operating a boat with more than 8.5 horsepower, then you need the certification.

If you are a non-Tennessee resident born after January 1, 1989, and visiting Tennessee and operating a boat with more than 8.5 horsepower, you will need a boating education certification approved by the National Association of State Boating Law Administrators (NASBLA).

Copy/Fax/Scan- Business services are available to individuals for a fee.

Interlibrary Loan Services (ILL)- Interlibrary Loan is a transaction between two libraries to lend materials to each other on a short-term basis.

Curbside Checkout- Patrons may call ahead to the library to request materials which are checked out and brought to their vehicle by library staff.

One on One computer skills training- Library staff members offer group or individual skills training by appointment.

Unique Library Cards:

Silver Fox (ages 60 and older)- Extended borrowing privileges: 10 audiobooks, 35 books, 5 DVDs, and 6-week checkout.

Educators (Home School/Rhea County)- Extended borrowing privileges: 10 audiobooks, 75 books, 10 reference, unlimited ILL requests.

Digital User- Library card expiration date is 2 years for patrons using only the Libby app to access library materials.

OUTREACH

<u>GOAL</u>: *PROVIDE AND PROMOTE ACCESS TO ALL LIBRARY SERVICES TO THE COMMUNITY THROUGH OUTREACH EFFORTS.*

OBJECTIVES:

- Expand relationships that build community and support the Library's mission;

- By the end of the fiscal year, offer one technology program at a location offsite from the library;

- Library staff and board members will seek opportunities to attend community events once a year to make new community connections;

- Explore opportunities to provide programming at local community schools that support curriculum and school initiatives;

- Increase coordination efforts between Trustees, Friends of the Library, and Library Foundation.

PROGRAMS

<u>GOAL</u>: *OFFER PROGRAMS THAT MEET A RANGE OF AGES AND INTERESTS THAT ENCOURAGE LIFELONG LIBRARY USERS.*

OBJECTIVES:

- Continuously evaluate and implement programs that support learning initiatives, literacy, and encourage imagination for patrons of all ages;

- Offer four continuing education classes per year;

- Provide opportunities for all patrons to experience art and music;

- Establish one virtual program per year.

- Create and implement programming that highlights languages other than English, i.e., sign language, Spanish.

- Increase Summer Reading Program attendance by 10% per year.

- Implement after hours Teen program by 2026.

FACILITY

GOAL: *PROVIDE RESIDENTS WITH AN ACCESSIBLE SAFE SPACE THAT CAN PROVIDE RECREATIONAL READING, ACCESS TO TECHNOLOGY, FREE ENTERTAINMENT, OPPORTUNITIES TO EXPLORE AS WELL AS CREATE AND THAT IS WELCOMING AND ACCESSIBLE TO ALL CITIZENS.*

OBJECTIVES:

- Provide additional outdoor seating;

- Continue to evaluate the library layout and implement changes that permit more efficient and effective use of the physical space;

- Evaluate existing floor space and plan to create a public-use meeting/study room;

- Continue to coordinate facility needs with the Spring City five-year planning cycle so that needed replacements and updating can be accomplished.

STAFF

GOAL: *HIRE AND RETAIN A SUFFICIENT NUMBER OF APPROPRIATELY TRAINED EMPLOYEES TO PROVIDE SERVICE EXCELLENCE TO ALL LIBRARY USERS.*

- Provide library hours monthly to allow for APML staff to meet with Library Director;

- Evaluate and update Library Director and Library Assistant job descriptions to reflect the current needs of the library;

- Increase the total number of part-time hours to 35.

- Review current training needs and if needed, update the current staff training plan.

PERIODIC ASSESSMENT AND UPDATE

GOAL: *EVALUATION OF THE FIVE-YEAR STRATEGIC SERVICE PLAN WILL BE AN ONGOING PART OF ITS IMPLEMENTATION.*

OBJECTIVE:

- By the end of each Annual Year 2024 through 2028, the APML Board of Trustees and the Library Director will carefully examine progress toward meeting each goal through implementation of its objectives and based on information available may update or revise the strategic plan.