



West Hurley Public Library

2022-2027 Plan of Service

Mission Statement

The mission of the West Hurley Public Library is to collect, preserve, and make available library materials in print and electronic formats to serve the recreational, informational, educational, and leisure needs of the chartered community. The West Hurley Public Library is committed to supporting a lifelong enjoyment of reading and learning.

General Goals

The library will address the recreational, informational, educational, and leisure interests of the chartered community through the selection and acquisition of library materials, the provision of reference and reader's advisory services, and the offering of library programs.

Access

The library staff is sensitive to the needs of a varied population and provides services and library materials within the limits of the budget. The library's collection is accessible through signs, displays, and adequate shelving. Patrons receive timely responses to reference/information questions. Interlibrary Loan requests are filled in a timely manner. The library is adequately staffed and is open at times convenient to individuals and families.

Children

Children and their families/caregivers are offered a variety of high-quality library materials in print and electronic technologies. These materials are chosen to stimulate reading and learning. The library plans and conducts a Summer Reading Program. The library plans and conducts children's story hour programs.

Communication

The meetings of the Library Board of Trustees are open to the public. The library uses various media to communicate with the public including print and electronic methods. The library responds to complaints and suggestions from its patrons in a timely manner.

Community Services

The library provides fax and photocopy services at a reasonable cost during library hours. The Library offers patrons an interesting mix of informational, cultural, and recreational programs and events.

Popular Materials/Resources

Patrons are provided with an attractive, current, and balanced collection of library materials for recreation and self-enrichment.



Resource Sharing

The library participates in the Mid-Hudson Interlibrary Loan services and the Southeastern New York Library Resources Council.

Physical Facility

The library provides a clean, safe, attractive, and welcoming place for library patrons and its collections, programs, and services.

Technology

The library reviews new technologies and to determine which of these technologies can be used to provide new and improved services to patrons.

Specific Goals

Stable, Secure and Adequate Funding

Goal Statement: West Hurley will maintain stable, secure, and adequate funding in the “Tax Cap” environment.

Intended Results:

- Follow the procedure outlined in the Election Committee Steps Document
- Inform the budget committee of any goals which require funding

Evaluation Methods:

- Ongoing review and analysis of funding options
- Periodic Board review of economic conditions and funding strategies

Library Building

Goal Statement: West Hurley will maintain clean, organized areas for study, programs, and educational play while maintaining space for traditional collections.

Intended Results:

- Evaluate space needed for emerging collections
- Make sure the meeting areas are flexible enough for different groups
- Investigate the need for Zoom conference equipment
- Create an outdoor seating space
- Maintain a current facility plan.
- Budget and plan for maintenance of facility.

Evaluation Methods

- Survey performers and staff about the usefulness of meeting areas
- Respond to suggestions by users about library spaces
- Library Board Building Committee will report regularly to Library Board

Library Materials and Collection Development

Goal Statement: West Hurley will maintain and develop collections designed to meet the needs of the community, considering new technologies and formats in addition to traditional formats.

Intended Results:

- Keep collections up to date in critical areas
- Make the best use of library funds
- Reallocate library funds as necessary to accommodate new formats
- Provide adequate access to popular items and new formats and technology
- Analyze collections for gaps in critical areas
- Experiment with “Library of Things”
- Investigate a Little Free Library in community

Evaluation Methods:

- Response and consideration of patron requests for materials
- Alternate annually between a review of adult and children’s materials by Library Director
- Track usage statistics for different collections

Programs for Life-Long Learning

Goal Statement: West Hurley will provide the community with a variety of programs and materials to support learning opportunities.

Intended Results:

- Develop Local History events and collections
- Create partnerships with local organizations such as the West Hurley Fire Department, the Town of Hurley, and the Hurley Public Library
- Offer a variety of program opportunities
- Utilize the Friends of the Library Group to develop ideas and funding
- Investigate the popularity of Museum Passes

Evaluation Methods

- Attendance at programs
- Anecdotal responses from community

Technology

Goal Statement: West Hurley will provide the community with up-to-date computers, software, Internet access, and other new technologies as they become available.

Intended Results:

- Make best use of library funds
- Keep technology assets up to date
- Maintain a technology plan

Evaluation Methods

- Ongoing review of and response to anecdotal comments to ensure continuous improvement
- Maintenance of a computer error log to develop solutions for ongoing problems

Public Information and Communications

Goal Statement: West Hurley will provide greater public awareness of library services, library funding, and other library issues.

Intended Results:

- Notify the community of events and resources on social media
- Maintain an up-to-date calendar of events
- Review and update the website regularly
- Distribute a regular e-newsletter
- Consider a printed event postcard in the spring
- Update directional signage in the library
- Investigate the purchase of a digital sign for Route 375 with the West Hurley Fire Department

Evaluation Methods

- Ongoing assessment of the effectiveness of communication methods and initiatives
- Ongoing review of and response to anecdotal comments to ensure continuous improvement
- Number of communication methods attempted

Training

Goal Statement: West Hurley will meet or exceed the NY State Minimum Standards for trustee and staff training.

Intended Results:

- More effective library
- Better customer service

Evaluation Methods

- Trustees will either take an authorized workshop with the Mid-Hudson Library System or complete a Self-Assurance Form.
- Staff will complete two technology workshops per year.
- Staff will have an opportunity to request training during their annual evaluation