

Troy Public Library
Long Range Plan of Service

Vision: The Troy Public Library is the valued portal for information and community enrichment within and beyond its walls.

Mission: The mission of the Troy Public Library is to collect, preserve and make available library material, services and facilities to serve the informational, educational, recreational and cultural needs of every member of our community.

Principles/Values: We will

- Prudently manage the resources provided by the community through taxes, grants, and donations
- Be responsible stewards of Library facilities and of archival and printed materials while investing in newer formats and technologies
- Advocate for free, open, and responsible access to information and its wide dissemination and sharing while respecting user privacy
- Be inclusive of all segments of the community, enabling self-help and lifelong learning.

Medium-term Goals (5 years):

Service:

1. Work toward transforming the Library into a network of community centers that serve as a focal point for neighborhood and citizen involvement
 - A. Establish a task force made up of staff, board members and representatives from the community to determine building needs.
 - B. Complete a building action plan for existing buildings with recommendations for additional or alternate branch locations.
 - C. Launch a capital campaign based on the building action plan.
 - D. Search both private and government grant sources for recommended construction needs.

2. Respond to patron and community needs as regards acquisition of materials, programming, and service offerings within budget constraints
 - A. Maintain materials budget at a minimum of 12% of the overall operating budget.
 - B. Revise book selection and collection development policy.
 - C. Continue to weed the collections.
 - D. Continue to monitor collection statistics to determine the ongoing needs of the community.
 - E. Conduct a community survey to assess service needs.
 - F. Provide a wide variety of programming for all ages and interests.

Environment:

3. Provide a safe, secure, and comfortable environment for staff and patrons.
 - A. Provide for air conditioning at the Main Library
 - B. Improve visibility at the Main Library by providing security camera equipment.
 - C. Provide for adequate maintenance staff to keep buildings clean and in good repair.
 - D. Upgrade maintenance equipment and tools.
 - E. Prioritize and revise maintenance projects list seasonally.
 - F. Assess building accessibility including parking in all locations
 - G. Repaint interior of Main Library and Lansingburgh Branch
 - H. Repair skylight at Lansingburgh Branch Library
 - I. Maintain an annually updated capital improvements list
 - J. Utilize programs like Make a Difference Day and volunteers when possible on major building clean-up and grounds projects.

4. Pursue strategies to offer modern physical facilities for individual and group activities and programs
 - A. Initiate a program to improve signage at the Main Library
 - B. Move administrative offices to the basement and utilize first floor space for AV materials.
 - C. Monitor the library's compliance with the Americans with Disabilities Act and seek funding for additional physical plant modifications as necessary.

Administration:

5. Adopt, expand, and maintain technologies that assist the Library in its mission
 - A. Provide for staff, equipment and other resources to introduce patrons to new technologies, and to provide for classes in basic computer education and the use of online services.
 - B. Increase the number of computers at all locations for internet access and related tasks for all patrons based on demand.
 - C. Maintain a wireless network for public use.
 - D. Replace current microfilm equipment with updated equipment.
 - E. Pursue transferring existing microfilm to digital format so that local newspapers become available on the internet.
 - F. Increase the acquisition of library materials in electronic format to meet demand.
 - G. Review and upgrade all staff computers and software.

6. Ensure that the staff has the skill and resources to provide top quality library service
 - A. Provide the resources necessary for all staff to take advantage of staff development opportunities such as workshops, seminars and classes in new technologies.
 - B. Review personnel manual and revise as necessary.
 - C. Revise the salary schedule and employee benefit package to be more competitive in our region.
 - D. Schedule annual staff development days.

Outreach and Resources:

7. Increase the visibility and recognition of the Library in the community
 - A. Increase use of social networking sites to publicize the library
 - B. Participate in community activities such as the Victorian Stroll, the Farmers Market, and community wide parades.
 - C. Continue the newsletter 4 times per year and expand distribution by sending it by e-mail to additional library patrons.
 - D. Increase attendance by staff and members of the Board of Trustees at community meetings
 - E. Continue to evaluate the library's web site to provide for easy access to library information
 - F. Offer special programs and events for all ages
 - G. Continue to notify media of all special programs and events
 - H. Prepare and distribute an annual report to the media, government officials and the general public.
 - I. Promote the library's services by speaking to community organizations, schools and others and by joining community groups.

8. Ensure that the Library has adequate public funding for its operations
 - A. Construct realistic annual budgets and request increases from the voters as needed.
 - B. Pursue legal recourse if necessary to establish the principle that the Troy Public Library District be made whole by the City of Troy.
 - C. Continue to search for government grants and program support.

9. Organize to access private resources for the advancement of the library program of service
 - A. Apply annually to local, regional and national foundations for grants to fund special needs.
 - B. Utilize externally funded programs such as senior aides and local college intern programs to stretch staff dollars.
 - C. Continue the library's Buy-A-Book program.
 - D. Continue to seek support from the Friends of the Troy Public Library for special programs and needs.
 - E. Launch a program to attract new members to the Friends
 - F. Complete a long range plan for the foundation.

10. Collaborate with other community organizations to achieve efficiencies and further our mutual interests.
 - A. Continue our shared government documents relationship with RPI.
 - B. Establish a partnership with both the Lansingburgh and Troy school districts to increase the awareness of library services and to better build collections that will augment the local curriculum.
 - C. Maintain a high level of participation in Upper Hudson Library System affairs.

*Approved by the Board of Trustees
March 15, 2011*