



Milton Public Library 5 Year Plan

October 2013 – October 2018

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Overview

A vibrant and growing community like Milton, Vermont deserves a great library, but the definition of a great library in the 21st century is a shifting concept. Changes in how people access and use information, interact with one another, and in the tools and capabilities needed to operate effectively in today's society require an evolving approach to the services and resources that the Library provides. This plan has been developed to guide the Library over the next five years as it strives to honor this change while also preserving those traditional services and qualities that the Milton community appreciates.

Our research and the community and staff feedback was used to develop a new kind of strategic plan. It focuses less on items that can be easily checked off a list (such as “organize the storage areas”) and more on creating real organizational changes that reflect the community's needs and interests. The plan provides a clear and realistic direction and is designed to build on the strengths of the Library. Moving forward, the Plan will be used to guide the Board of Trustees in developing policy and by the Library Staff to inform their planning and work activities.

The product of an 8 month, participatory, information-gathering process, this 2013-2018 Strategic Plan is a roadmap for the Milton Public Library Board of Trustees to develop policy and for the Library staff to plan and carry out on-going and new library operations.

The Library Trustees and staff agreed on the need to articulate a comprehensive framework that both encompasses the Library's current services and provides future direction for rapidly evolving changes in accessing and using information.

In brief, the Strategic Plan comprises four major goals:

1. The Library as a Community Hub

Offer easy access and relevance of all spaces, both physical and virtual. Since 1898, Milton has worked to build and keep a library for its residents. We are proud of that history and the vital role we play as a center of community life. We work every day to make a difference. We help people when they are in need. We work with other community groups to strengthen this place we call home. We bring people together to share ideas and build connections.

2. Promote and Provide Literacy and Access

Deliver easy access for patrons of all ages in a variety of formats. People have been questioning the future relevancy of the public library for many years, but the public

library they remember, the one they imagine they are mourning, is already dead. We are far more than a repository of books. We are an incubator of ideas. We are an access point for new technology. We are a warm space filled with friendly faces who want to help you. We are an adaptive organization that recognizes and embraces change.

3. Encourage and Strengthen Youth Literacy

Support literacy development for children from birth to high school. We will be a model resource for children's development of reading, educational exploration, and mental recreation. We want children to grow up with a love for the written word. We want to encourage collaboration with other community organizations and resources to strengthen Youth Literacy programs and material resources available through the Library.

4. Provide Opportunities for Lifelong Learning

Develop Lifelong Learning opportunities online and through collection development. Learning is not confined to a classroom or the workplace. The library's doors are open to people of all ages and learning styles. We want students to succeed. We want adults to find what interests them and share their ideas with others. We want people to learn, connect and have fun in an open environment that encourages creativity, thoughtful reflection and relaxation.

Mission Statement, Core Values, Goals and Priorities

Mission Statement:

The Milton Public Library is a center for learning and leisure, a gathering place, and a source of community pride. We strive to fulfill patron needs for information and entertainment materials; endeavor to meet the learning needs of patrons on topics related to work, school, and personal life; encourage learning and intellectual growth from the earliest ages; and foster an atmosphere of intellectual freedom in the American tradition of liberty.

Core values:

LEADERSHIP

We inspire our community and the library profession to excel.

INNOVATION

We create a dynamic environment for learning and discovery.

TEAMWORK

We celebrate the diversity of our experiences and build connections among staff and within the community.

SERVICE

We help people.

COLLABORATION

We share our talents and build partnerships to strengthen our community.

ACCOUNTABILITY

We take responsibility for delivering on our commitments and for the stewardship of our materials and spaces.

FUN

We engage people in experiences that surprise and delight.

PASSION

We love the Library, we love Vermont, and we love what we do.

Library Goals and Priorities:

It is the goal of the Milton Public Library to:

- Provide its patrons with access to quality collections of educational, inspirational, and recreational materials, which foster the enlightenment of ideas, the encouragement of good citizenship, and the enrichment of personal lives.
- Be a central agency for disseminating reliable information, recreation, or inspiration among the people through the use of literature, videos, compact discs, online databases, and other media and technology.
- Contribute to and promote the growth of knowledge.
- Continually seek the needs of the community and our patrons, and to provide programs of service to meet such needs, and to cooperate with other organizations, agencies, and institutions which can provide programs or services to meet community and patron needs.
- Be aware of the changing roles and forms of information and develop the collection with those resources in mind.
- Meet Vermont Department of Library standards

2013-2018 MPL Strategic Plan Goals and Objectives

Goal #1: The Library as a Community Hub

A. Physical spaces

Objective 1: To maintain the open, uncluttered and easily accessible environment of the library through collection weeding, space utilization, and collection organization.

Objective 2: Provide organizations and people with multiple and meaningful ways to connect to the Library and each other. Offer a convenient, pleasant and unique experience.

Activities:

- Promotion, branding and marketing of community room;
- Maintenance of Library furnishings for a wide range of age groups;
- Community room sign up software/scheduling system;
- Computer usage sign in software;
- Continuous marketing of library materials and offerings throughout the Library (utilize unused spaces).

B. Virtual Spaces

Objective 1: Increase use of online library resources

Objective 2: Tie physical and virtual space usage together for patrons and staff.

Activities:

- Promotion, branding and marketing of online library resources (online databases, Listen Up! Vermont);
- Maintenance and updates of Library websites through usability surveys;
- Community room sign up software/scheduling system;
- Computer usage sign in software;
- Offer patrons workshops to educate them regarding online and physical library resources;
- Offer patrons tutorial brochures regarding online resources.

Goal #2: Promote and Provide Literacy and Access

Objective 1: Promote and provide opportunities for people to learn, connect and have fun in an open environment that encourages thoughtful reflection and relaxation.

Objective 2: Empower staff through training opportunities which give them the knowledge to become information access experts.

Activities:

- Complete inventory of physical materials and assess strengths and weaknesses of the collection and services (organization of children's books, location of DVD and audio book materials);
- Assess the sustainability of increased/changed library hours;
- Continue to offer recreational reading in all formats to promote access;
- Continue to offer a variety of visual and audio media;
- Offer educational opportunities and artistic experiences such as concerts, exhibits for all ages, classes, lectures and workshops in close collaboration with the Town of Milton's Recreation department;
- Actively promote these services and programs and the ties to the collection.

Goal #3: Encourage and Strengthen Youth Literacy

Objective 1: Birth to Pre-school: Young children and their caregivers will have resources and programs to support early literacy skills needed to succeed in kindergarten and beyond.

Objective 2: Ages 6-13: Children will have resources and programs to support literacy skills and provide opportunities for socialization and recreation.

Objective 3: Teens: Teens will have access to safe and constructive environments with diverse programming and collections that promote literacy, creativity, and encourage teens to view the library as a welcoming place they will continue to use as they grow into adults.

Activities:

- Track results of pre-school outreach and new baby teas;
- Track attendance at story times and other programs;
- Continue to provide comprehensive collection of books and other media formats for birth through high school and continue to provide infant, toddler, and preschool story and craft times throughout the year;
- Build tie ins to existing afterschool programs;
- Actively promote online services for children; continue to offer materials access to children unable to reach the library and those without online access to reading materials;
- Offer life skills opportunities (driver's education, financial planning, college entrance information, etc.) and increased programming (gaming, movies, crafts, reading clubs, etc.) for teens both online and within the library;
- Continue and increase collaboration with outside organizations to strengthen and promote youth literacy and library usage.

Goal #4: Provide Opportunities for Lifelong Learning

Objective 1: Have at least one staff member available to assist patrons with technology resources and online services.

Objective 2: Provide programs and online resources that provide opportunities for lifelong learning.

Activities:

- Offer tutorials and orientations within the library to instruct patrons on how to use lifelong learning products available in the library (Universal Class, Listen Up Vermont, databases);
- Increase educational programs for students and adults that encourage patrons of all ages to use the library resources.