

COLD SPRING HARBOR LIBRARY

PLAN OF SERVICE

Introduction: The Cold Spring Harbor Library serves as a community center, serving patrons of all ages with a wide variety of services, including print and online resources and in-person and virtual programs. This document outlines a variety of goals designed to improve library service to the community. Areas for goal setting include Children's, Tween, Teen and Adult departments, technology, community outreach, marketing, staff development and building improvements.

Our Mission: to serve and promote the informational, cultural, educational, and recreational needs of our community. We create a welcoming environment with a friendly, competent staff and introduce children and adults to the joys and rewards of reading and using their Library. We use appropriate technologies and provide new resources to meet changing community needs. We provide services that help assure all members of the community equal access to information. We reach out to the community to build cooperative relationships, promoting a sense of ownership in the Library.

Goals:

Children's Programs:

- Offer children's programs live and record them for viewing at patron's convenience
- Expand/develop Family programming

Children's Collection:

- Continue to update and build emergent readers and fiction collections
- Promote online reference collections & Brainfuse

The Underground (Teen Room):

- Establish a makerspace
- Collaborate with school Art Department on displays

Teen/Tween Programs:

- Hold more intergenerational programs--teens working with children and seniors
- Have the Teen Library Council create programs for teens
- Expand Tween programming & increase amount of tween feedback
- Use programs to increase awareness of Teen resources, including Hoopla, Lynda & Brainfuse

Adult Programming:

- Increase the number of environmental programs

Adult collection:

- Use county library system's circulation data to assist with budgeting and selection

Outreach:

- Create partnerships with local organizations to hold annual cosponsored events such as food drives, clothing or electronics collections, and community awareness events, such as a volunteer fair.
- Make adult cultural and instructional programs accessible to disabled or homebound patrons by recording live programs.

Marketing:

- Increase community awareness of library programs and services by building enrollment in our email marketing list.
- Increase promotion of titles/genres of books and media with increased use of social media, signage and displays
- Increase promotional "tie-in" of our collection with programs and events to increase circulation of materials.

Technology:

- Update patron and staff equipment (desktops, iPads, laptops)
- Launch new website

Building:

- Review safety features and continually strive to make the building as safe as possible for staff and patrons
- Upgrade furniture or other items as necessary
- Evaluate current use of physical space and examine design options for improvements and flexibility to overall layout

Staff Development:

- EAP programs twice a year
- Healthy Wellness Week annually
- Maintain a conference rotation for staff

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