<div align="center">

Westville – New Durham Township Public Library
Long Range Service Plan
2019-2023

</div>

Library Mission Statement:

To provide lifelong learning and enrich the lives of the community by providing access to informational, educational, and recreational resources.

Our Library Values:

We will demonstrate expertise in accessing information. We will provide all library services with excellence. We will continue to foster cooperation with the community and local schools. We will practice responsible stewardship of available resources.

Our Goals:

To continue to provide up-to-date materials, products, and services to the community.

Community Need: Patrons of all ages require the most accurate resources from their community library. Children and young adults of the community require current information to help further their education.

> Objective 1: Evaluate and purge collection of books and periodicals monthly.
> Objective 2: To check community "wish list" and request cards when doing material orders.
> Objective 3: To offer reading programs for children/young adults during the summer and increase attendance each year.
> Objective 4: To meet or exceed Indiana Library standards.
> Objective 5: To keep the community informed of what the Library is doing by creating press releases.
> Objective 6: To have more programming available year round.

Strategies:
- Weeding out of date materials and replacement with newer versions.

- Increase funding and advertising for the summer reading program.
- Encouragement of patrons to voice opinions on what materials the Library is lacking.
- Making sure patrons know about the wish/request list.
- Posting flyers and handouts about upcoming programs and posting on social media.
- Contact Westville Schools and the Westville Indicator with press releases.

Evaluation:
- Regularly survey the community in regards to Library collection.
- Compare program attendance with previous years.
- Regularly check Indiana Library standards and verify compliance.

To provide the community with trained and motivated staff.

Community Need: Adult patrons commonly require staff assistance when using our computers. Younger patrons can require staff assistance and knowledge when researching in the Library. All patrons need staff help to find the materials they are searching for or get material recommendations.

Objective 1: To provide staff with training opportunities. Goal of at least two per year.

Objective 2: To provide a helpful and informative employee handbook that is evaluated regularly.

Objective 3: To provide staff who are educated in the latest advances in Hoopla, Evergreen, SRCS and other digital resources.

Objective 4: To have Library Director earn the required number of LEUs to maintain certification.

Strategies:
- Hold staff training.
- Review handbook and Library policies with employees at training meetings and upon hire.
- Search for and attend Library education (LEU) classes regularly.
- Regularly educate staff of new features of Evergreen, Hoopla, SRCS, etc.

Evaluation:
- Monitor for staff improvement after implementing staff training.
- Review employee handbook regularly with Library Board.

Operate and maintain a facility based on the changing role of the Library.

Community Need: Patrons often use the Library for a lengthy period of time per visit. They expect the Library to be a friendly, safe, and comfortable environment. Families will often spend time at the Library researching school projects or enjoy one of our craft programs. Without a well maintained and furnished area this would not be possible.

Objective 1: Provide an inviting Library setting that meets patrons' needs.
Objective 2: Manage existing resources to achieve maximum benefits.
Objective 3: Create a safe and inviting place for children to read, play, and study.
Objective 4: To continue to improve the Library building as needed cosmetically and structurally.

Strategies:
-Regularly check the building, furniture, shelfing etc. for any signs of wear or damage.
- Follow building assessment to create an improvements schedule and continue repairs to Library.
- Replace worn-out, old tables and chairs with new ones.
- Add sign out front for increased visibility.
- Assess Juvenile and Teen areas and look into creating a hangout space for this age group.
- Maintain and update basement area as needed for community meetings.

Evaluation:
-Assess Library furniture each year to make sure it is being well maintained.

To investigate and implement the latest technology appropriate for our Library

Community Need: Patrons of all ages require that the Library have the most up-to-date resources for their usage. Students require the computers to be readily available for school work. Adults use the computers for job seeking, taxes, or just general communication on a regular basis.

Objective 1: To maintain our current computers and tablets and update or purchase more when needed.
Objective 2: To maintain a current Library website that is helpful to patrons.
Objective 3: To provide computer help for patrons who need assistance using the internet or computers.
Objective 4: To continue to look into technology grants for the Library.
Objective 5: To continue to use laptop lab for education classes and programs.

Strategies:
-   Update Library website regularly.
-   Keep anti-virus and other programs current on computers.
-   Perform regular computer maintenance.

Evaluation:
-   Monitor website usages through hit counter.
-   Annually access computer usage and whether or not improvements are needed.
-   Assess attendance at laptop lab classes.

To collaborate with community partners

Community Need: The Library is important to school-age patrons for being a safe place for them to go after school since we are only a short walk away. The community appreciates access to our meeting rooms for the large numbers of groups that we host each month. Parents expect the Library to be

up-to-date on the research and reading projects of the community school system.

        Objective 1: To maintain the facility as a safe haven for Westville Public Schools as according to written agreement.

        Objective 2: To continue to work with Westville Public Schools by having the available resources for the Accelerated Reading program and e-learning.

        Objective 3: To continue to allow non-profit community groups and organizations use of Library facilities.

        Objective 4: To continue to work with Purdue University Northwest to promote early literacy with the Library Sprouts program.

Strategies:
- To communicate regularly with the school librarian about school projects and programs, including the Accelerated Reading program and e-learning.
- Educate all new staff about the safe haven agreement with the school system and regularly go over it.
- Post meeting room schedule online and have it available for community usage as much as possible.
- Maintain reciprocal agreement with LaPorte County Library.
- Continue to offer Accelerated Reading testing at the Library and look into offering extended hours on e-learning days.

Evaluation:
- Regularly check Accelerated Reading list with our collection and make sure we are as up-to-date as possible.
- Compare community meeting room usage each year
- Annually make sure the Library is meeting all necessary requirements to be the school's safe haven.

Assessment:

The Library has achieved many of the previous objectives set forth by the 2014-2019 long range plans. These are highlighted here:

<u>Goal: Providing materials and services for the community</u>

- We have increased the number of summer reading program participants each year.
- We created a book club for adults in February 2016.
- In May of 2016, we joined SRCS a state wide resource sharing site that allows patrons to get materials sent to our Library from many different public and academic libraries.
- Since September 2016, students of Westville Schools can now test for the Accelerated Reading program at the Library through a partnership between the Library and the school.
- In October of 2016 we started to offer Hoopla for our patrons to use for e-books, movies, music and other electronic content.
- Since the beginning of e-learning in 2018, the Library offers Westville students the ability to complete their e-learning using Library computers or tablets.
- In November 2018 we switched on the ability for items to "auto-renew" for our patrons if they are not on hold of another patron.

Goal: To have trained/motivated staff

- The Library Director has her certification level 4 and continues to achieve LEUs to maintain that certification.
- Staff has been trained on each Evergreen update and on internal controls.
- The Library Board received training in July of 2017 on board responsibilities.

Goal: To maintain the Library facility.

- The Library was assessed in September of 2016 and a list of repairs and improvements were made from that list. While all improvements have not yet been completed, many have including: repair of electrical issues, broken window repairs, front door facing Main St replaced, main floor of the Library painted, parking lot resealed, parking lot light improved, and roof repaired.
- We have also tested the building for mold to ensure the safety of our patrons in October of 2018.

Goal: To implement the latest technology.

- In 2016, we got four new computers through the Net Literacy to update some of our older computers.
- In summer of 2016, we received a grant for a laptop lab that we use for the computer classes as well as fun activities like Minecraft.
- In October of 2016, we started to offer Hoopla for our patrons to use for e-books, movies, music and other electronic content.
- In January 2017, we updated our copier and our internet service to provide faster and better service for our patrons.
- In August 2017, we purchased tablets with a grant for Accelerated Reading testing for Westville students.
- In April 2018, we started to use Square so that our patrons could use credit or debit cards to pay for fines and fees as needed.
- In September 2018, we used a LSTA grant to purchase Ozobots for a STEM program at the Library.
- In 2018, we started to offer computers and tablets for students to use on e-earning days.

Goal: To collaborate with the community.
- In July of 2014, we established a Local Reciprocal Borrowing Covenant with LaPorte County Public Library which allows patrons to visit and use both Libraries.
- We hosted a centennial celebration for our Library, in August of 2015, that the community was able to participate in.
- We did a "Food for Fines" program with Tri Kappa to collect food for those in need.
- We continue to work with Purdue Northwest for our Library Sprouts program and we work with the local schools for Accelerated Reading Testing.
- The Library has a weekly post in the Westville Indicator of upcoming events and new materials at the Library.

Financial Resources and Sustainability:

Our Operating Fund budget is based on funding from property taxes, excise taxes, and local income taxes. We expect these sources of funding to continue in the foreseeable future. Our Library Improvement Reserve Fund (LIRF) is also funded by these sources, as we move funds as needed from our Operating Fund. We receive a riverboat tax draw twice a year and that is put into our Riverboat Fund until needed. We also receive gifts and

donations to the library throughout the year and those are put in a separate Gift Fund. We rely on the Gift Fund for summer programming and other events. The Library has received grant funding in the past, both as a lump sum and as a reimbursement style grant. The Library Director and Trustees review our current finances monthly at the Library Board meeting.

Approved and adopted by the Westville-New Durham Township Library Board of Trustees on September 17, 2019.