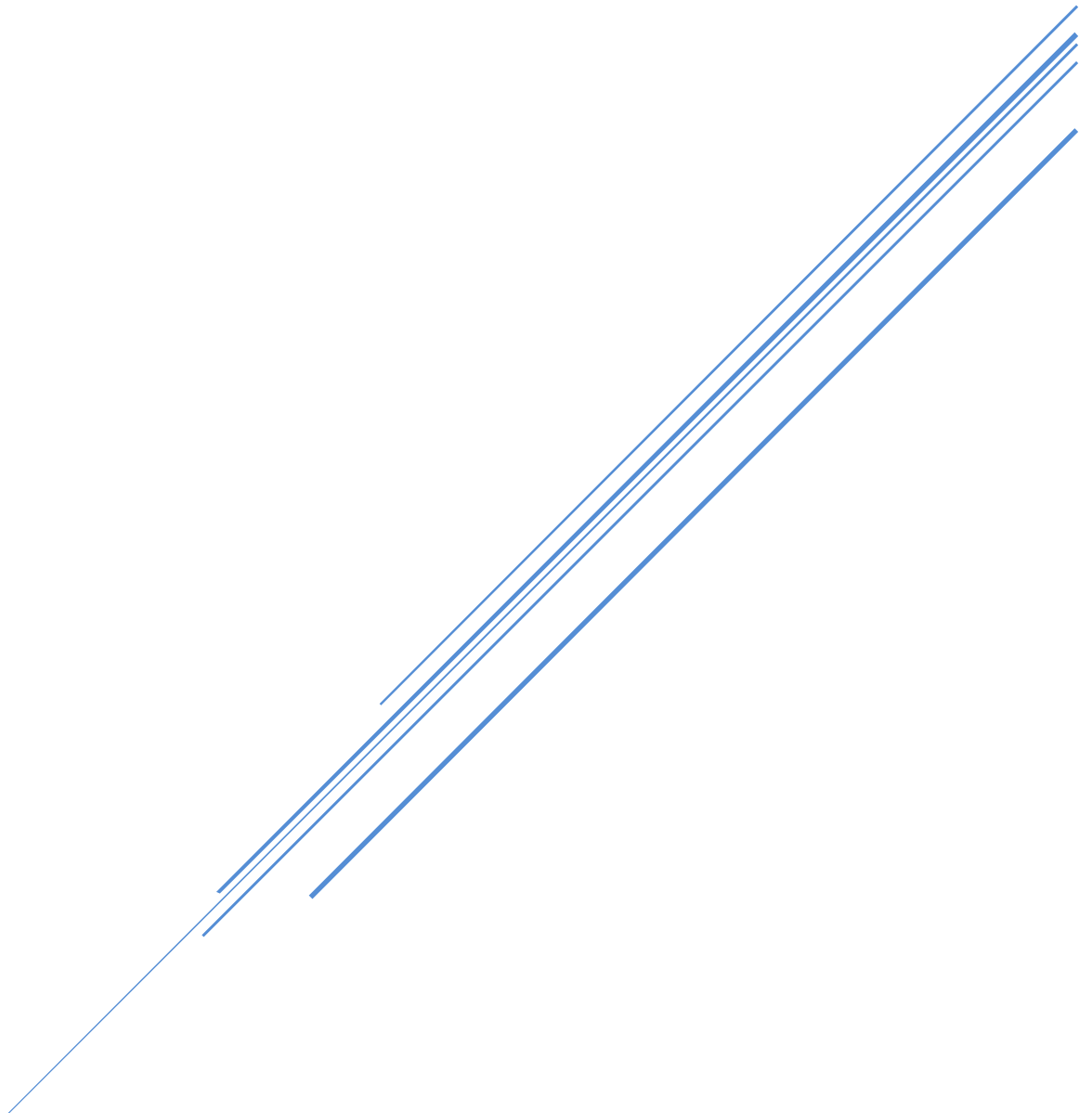


HEMPSTEAD PUBLIC LIBRARY

Plan of Service 2022-2025



Hempstead Public Library

Plan of Service

2022-25

Mission Statement

To provide an environment and opportunities for lifelong learning, recreation and personal growth for all residents.

Vision Statement

The Hempstead Public Library is dedicated to offering the community a safe and accessible environment conducive to lifelong learning, personal enrichment and fulfillment, and recreation.

Our Board of Trustees and staff are committed to working together to serve a diverse population, to respond to the changing nature of technology and library services, and to excellent stewardship of both the physical and financial assets entrusted to the library.

Values

- Trust, integrity, accountability
- Leadership
- Dynamic, responsive and respectful customer service
- Teamwork/collaboration
- Inclusivity

Introduction

This represents the third plan of service that the Library has created. Many of our goals and objectives have been, and continue to be, realized.

Much has changed in these past few years – rapidly growing diverse multicultural and multilingual population, delivery of information and entertainment through new and different types of technology and changing patterns of library use.

Despite these changes, the mission and goals of the library remain the same. This new plan will help us to continue the job we are doing, only better and more efficiently. Our goals include: basic literacy and building and facility efficiency.

Goals and Objectives

Goal 1

Plan for Renovated and Expanded Library

To continue to evaluate and increase the functionality and efficiency of the facility

Evaluate existing library building

Evaluate parking and other access requirements

Conduct an assessment of library space for staff and patron needs, including user accessibility, shelving, seating, technology and needs to support anticipated population growth and changing demographics

Goal 2

Basic Literacy and Pursuit of Knowledge

Continue offering services in the Adult Learning Center that meet the changing and growing needs of the community. These services include more basic literacy training, an expanded ESL component to serve the quickly growing Spanish speaking population, citizenship training, TASC preparation and digital literacy training

Expand partnerships and collaborations with community agencies in the provision of literacy and educational services.

Provide business and career information to non-English speakers, assist those individuals with job searches, applications and other aspects of the employment process.

Promote the Adult Learning Center to the community through the use of different social media platforms

Acquire and promote software platforms to assist with Adult Learning Center needs

Provide social workers on-site to provide information and referral services to patrons

Provide virtual instruction

Goal 3

Use technology to maximize information access and continually improve efficiency of operations.

Continually evaluate technology plans and digital resources to ensure that all possible applications of technology are being used in the delivery of information

Delivery of information, both, in the library and remotely through the utilization of all appropriate technologies.

Expand Wi-Fi access out into the community that will be available 24/7

Make the library a 24/7 resource with digital resources and technologies available to the community

Revamp the library website to meet with modern technology needs and communicate effectively with the community

Continually monitor the library website to meet changing needs

Use social media to market and communicate with patrons through technology.
Share information, access and sources of entertainment and instruction

Select, organize and maintain a quality collection of digital resources, providing information, education and recreation

Provide state-of-the-art technology for the staff

Provide support for continuing education and professional development for all staff

Goal 4

Service to underserved populations – focusing on Teen/Young Adult (ages 12-18)

Provide services and resources to young adults designed to support their educational and developmental needs, enhance personal growth and promote beneficial connections with each other and the larger community

Increase young adult staff and budget

Expand and continue the Teen Advisory Group

Collaborate with local agencies in the provision of services to teens and young adults

Provide outreach to the young adult community through mobile library locations

Increase social media presence and promote young adult programs and content

Select, organize and maintain a quality collection of digital resources, providing information, education and recreation, specific to a teen and young adult audience.

Create an area specifically for young adults with computer access and other services.

Goal 5

Job and career information

All people served by the Library will have access to help in their job and career searches, as well as access to resume help and information on career opportunities

The Job Information Center will help, both, unemployed and under-employed patrons in their career search

The Job Information Center collection will be updated annually. The collection includes print materials (books and study guides), civil service listings and job announcements and digital materials (career and resume databases).

Maintain a network of local agencies and collaborators working on job and career development

Offering programming, both virtual and in-person, on career related issues (resume preparation or how to obtain a civil service job, for example)

Use social media to connect with the community and share relevant career guidance and job information

Evaluation

Annually review library policies and revise as needed

Review program attendance to determine future programming

Respond to patrons' changing needs for library hours balanced with fiscal realities

Conduct surveys as needed to provide assessment of needs

Annually review long range plan of service to ensure the development of operating objectives that support this plan

Maintenance of social media – outreach, statistics

Maintenance of digital resources and databases – statistics to determine usage of resources

This plan is subject to review annually.