

**LONG
RANGE
PLAN
FY2018-2020**



MAHOPAC
PUBLIC LIBRARY
YOUR HOME. YOUR TOWN. YOUR LIBRARY.

LONG-RANGE PLAN

Introduction:

Mahopac Public Library is proud to provide programs, services, materials, and other resources to our patrons to enrich and transform your lives. We regularly seek opportunities to update our Library's role in meeting the changing needs of our community. This Long-Range Plan is our roadmap for the next three years, providing the strategy for how we can best serve our community from 2018 to 2020.

Long-Range Planning Committee's Goal:

"To engage with our community in a way that empowers and energizes our neighbors to define their aspirations for the future and recognize the important role the Library can play in the community. We maintain and affirm that our community is at the heart of our Library."

Methodology and Timeline:

From November 2016 through November 2017, members of the Library Board of Trustees, the Long-Range Planning Committee, the Library Director, and Library staff worked together to engage community members and community leaders, to conduct research and synthesize information, and to identify priorities. The Long-Range Plan grew from a recognition of the Library's strengths and opportunities, the aspirations of community members, the opinions of library users, and our knowledge of trends and technology. Our goal is to continue to be a vital part of your community, responding to your needs and desires for life-long learning, exploration and entertainment.

Appendices:

- Community Profile
- Library Profile/Report to the Community

Surveys:

- Community Conversation Questions
- On-line Survey

Resources:

- Pew Research Center: Libraries: <http://www.pewinternet.org/topics/libraries/>
- American Library Association: Tools, Publications and Resources: <http://www.ala.org/tools/>

MESSAGE FROM THE LIBRARY BOARD PRESIDENT

I am proud to serve on the Board of Trustees of our excellent Public Library. The professional Library staff, with generous support of the Friends of the Library, strives to respond to the needs of the community through collections, programs and services. From traditional books-on-paper to cutting-edge digital technology, as well as hands-on programs and services, Mahopac Public Library is a beloved and valuable resource for patrons of all ages and abilities.

Our community is the heart of the Library, and for that reason we reached out to patrons, residents, and local leadership to help us gather information for our next Long-Range Plan. Over 10 months, nearly 300 people participated in on-line surveys and in-person “community conversations” to help the Planning Committee, the Library Staff and the Board to set priorities and strategize our next steps. I want to thank the Long-Range Planning Steering Committee* for their months of hard work and the Library Staff for their thoughtful participation and support of the Committee’s efforts. And the biggest thanks of all goes to you, our community members, for your participation in our surveys and conversations. Mahopac is your home and Mahopac Public Library is your Library. We are grateful for your involvement and we look forward to being a part of your lives for years to come.

Sincerely,

Kristine Bunyea
President, Board of Trustees

*Long-Range Planning Steering Committee Members:

Board of Trustees:

Alice Walsh, Committee Chair
Joseph Tock
Scott Weiss

Friends of Mahopac Public Library:

Carole Garcia, President

Public Members:

Regina Morini, Board Member Emerita
MaryEllen Odell, Putnam County Executive

Professional Staff:

Michele Capozzella, Director and CEO, Mahopac Public Library

MESSAGE FROM THE LIBRARY DIRECTOR

Mahopac Public Library has always been guided by Long-Range plans that recognize the distinguished history of our community while shaping a vision for the future. Everything we do is rooted in the community. In the past few years we have witnessed tremendous growth in the use of our building for meetings, support groups, and non-profit activities, as well as an increase in patron engagement with our programs and services. This is a testament to our responsiveness to the community, and to the dedication of our Library Board, staff, and the Friends of Mahopac Public Library.

The library strives to provide programs, services, and resources to meet diverse needs, encourage social interaction, and inspire personal development; the Long-Range plans are the tools that guide these efforts. For this reason, it was imperative that the Long-Range Planning Steering Committee take time to gather input from residents, business and local organization leaders, library patrons, and staff members. Through a series of 'Community Conversations', we gathered information about the kind of community people wanted to live in. We were so inspired by the thoughtful and enthusiastic response to these meetings, that we have already begun making changes based upon them:

- The renovation of the first floor, to create a more welcoming and flexible space, is in the final planning stages.
- Under the guidance of the Board of Trustees, the library is maintaining its practice of utilizing taxpayer funds in a fiscally responsible, transparent manner. To this end, a facilities plan will be drafted to provide a basis for budgeting for capital projects over the coming years.
- The library has subscribed to Lynda.com, a database that offers expanded opportunities for learning beyond the library walls.
- The library is moving towards becoming certified through the Sustainable Library Certification Program to create a sustainable future for our library and the community we serve.

The Long-Range plan is also an active document, shifting with the needs of the community as they arise. We are incorporating emerging and adaptive technologies into our Learning Lab as well as throughout the building to support our students and ability-challenged patrons. Our staff is extending the Library into the community through our Homebound delivery service, and by initiating pop-up activities at local businesses.

This Long-Range plan is the community's plan for the Library. It reflects the input from our citizens who view the library as a community center, a learning environment, and a place of social interaction. It will be realized with your help, the residents of Mahopac. You have expressed your

needs, your positive comments and frustrations; we have incorporated them into this plan. We invite you to continue to communicate with us, to share your ideas and hopes for the future. And, enjoy the Library that you have helped to shape.

Sincerely,

A handwritten signature in black ink on a light yellow background. The signature is cursive and reads "Michele Capozzella".

Michele Capozzella
Director

MISSION STATEMENT

Mahopac Public Library will inspire creativity, encourage lifelong learning, and strengthen our community by providing access to information, education, culture, and recreation.

VISION STATEMENT

Our community is the heart of our Library. Therefore we strive to be a library that is integral to the lives of all residents, and responsive to the community's changing needs through excellence in collections, programs, and services.

VALUES STATEMENT

Our professional service demonstrates the core values of the American Library Association and the Library Bill of Rights, as well as the following organizational values:

We believe that Mahopac Public Library is central to the intellectual and creative lives of the people we serve. We are committed to the following values:

1. Access - to facilitate equal and equitable access to information resources provided directly or indirectly by the Library;
2. Professionalism and service to the community - to offer training and staff development opportunities that encourage personal growth and excellence in service to all patrons and visitors to the Library;
3. Diversity and inclusiveness – to provide services, collection items, resources, technologies, and facility modifications that serve the diverse needs and requirements of all of our users;
4. Social responsibility – to educate community members of all ages, to facilitate the exchange of ideas and information, and to encourage innovative solutions to social and community issues;
5. Collaboration – to cultivate relationships with local organizations and businesses in order to actively participate in the growth and development of our community;
6. Confidentiality – to protect user privacy while respecting individual rights and responsibilities.

ORGANIZATIONAL PRIORITIES/AREAS OF FOCUS – 2018-2020

During the next three years, Mahopac Public Library will focus our efforts in six key areas:

1. Promote literacy and life-long learning through innovative technologies and collection development
2. Expand social programs for all ages; emphasize feeling of connectedness
3. Reinvent physical space for greater interaction and flexibility of purpose
4. Cultivate sense of ownership for Library and community
5. Increase marketing of resources and programs
6. Protect and preserve physical asset/building

These six areas of focus emerged from the community engagement phase of the long-range planning process, which included Board survey, Staff survey, and Community Surveys (in-person and on-line).

We have identified our most important goals and strategies for each focus area. Staff will develop team goals and specific measures of success which support these strategies.

FOCUS AREA 1

Promote Literacy and Life-Long Learning Through Innovative Technologies and Collection Development

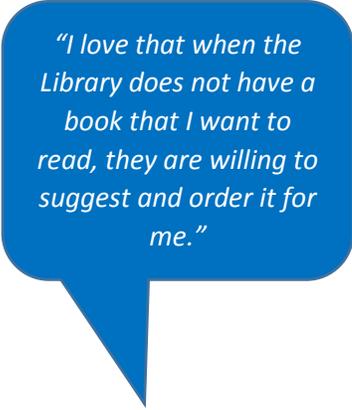
Priorities:

Review collection and development strategy:

- Anticipate and respond to demand for shifting formats in the media landscape
- Facilitate easy access to online and print collections

Promote hands-on learning:

- Expand learning lab hours for increased access to online learning
- Increase visibility of cultural and world language material



"I love that when the Library does not have a book that I want to read, they are willing to suggest and order it for me."



"Please provide more visibility of materials especially when it comes to Black History month. Maybe a display of Caribbean authors!"

FOCUS AREA 2

Expand Social Programs to Emphasize Feeling of Connectedness for Residents

Priorities:

- Host game/trivia/dance events
- Conduct “DIY” (Do-it-yourself) classes
- Experiment with community “welcome” events for new residents
- Facilitate informal literary events
- Promote awareness of cultural diversity through programs and collection development

“More science STEM use and presentations for middle and high school students.”

“Thanks to Mahopac Library I learned how to play Mah Jongg...”

“More social programs and games for the older population.”

“Love the Library and everything it offers. I met all of my friends by attending Library sponsored children’s programs which we have been attending for the past nine years.”

FOCUS AREA 3

Reinvent Physical Space for Greater Interaction and Flexibility of Purpose

Priorities:

- Enhance comfort and safety
- Ensure Library spaces comply with accessibility standards
- Accommodate technology trends and needs
- Create additional space for study and quiet reading
- Provide easy-to-reach outlets and charging stations
- Establish separate and dynamic teen area
- Identify space usage (active/passive) through color, flexible furniture and enhanced lighting
- Improve workspace for copy/scanner/fax to make more user-friendly



“There is a shortage of quiet and private study space.”



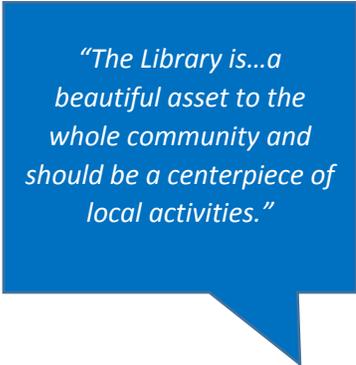
“Please try to install more electric outlets to be easy to reach.”

FOCUS AREA 4

Cultivate Sense of Ownership for Library and Community

Priorities:

- Maintain collaborations with local non-profit organizations
- Strengthen partnerships with schools
- Implement opportunities for local businesses to become invested in Library activities; initiate skill building/mentoring programs with local businesses and community leaders
- Communicate Library vision, changes, improvements on a regular basis
- Position Library leadership to be involved in community development
- Emphasize pride in staff – empower and support staff to solve problems, maintain professionalism; fund professional development
- Highlight building as a community center within a Library
- Work towards improving parking options in the immediate area
- Honor our town’s population and history



“The Library is...a beautiful asset to the whole community and should be a centerpiece of local activities.”



“Love the view and peaceful atmosphere.”



“The parking needs to be addressed if [the Library] is to be used for community-wide events.”

FOCUS AREA 5

Increase Promotion of Resources and Programs

Priorities:

- Tell the stories of individuals who engage with the Library: volunteers, students, computer users, and others
- Market programs and services through collaboration with local businesses
- Enhance awareness of homebound delivery service
- Develop programs for seniors, millennials, multi-generations
- Cross-promote library programs, resources, services
- Create opportunities for the community to participate in the Library's vitality
- Strengthen communication of Library's value and impact through variety of digital and other media

(I like that the library is...) "providing a place for community forums and presentations that relate to community life."

"More community engagement – more events that bring people together."

"Better advertising of job and career help that's available at the Library."

FOCUS AREA 6

Protect and Preserve Physical Assets/Building

Priorities:

- Establish and implement a comprehensive facilities plan which will include:
 - Professional facilities evaluation of each major system in the building
 - Adoption of facilities maintenance and improvement schedule
 - Designation of funds for proper maintenance and sustainability of building
- Continue to develop a more sustainable, resilient, and regenerative Library that is well positioned to help our community thrive, according to the New York Library Association's Sustainable Library Certification Program.

(I like the...)
*"elevator as I
have difficulty
with the stairs.."*

(I like the)...*"public
computers especially
when my printer is not
working correctly!"*

(I like
the)...*"convenient
location and the
number of hours
the Library is
open."*

*"As wonderful as the
Library is there is a
lot of wasted space."*