

## **Westford Library Plan FY 2008-FY 2012**

### **Introduction**

During fiscal years 2008-2012, the Westford Library will focus on four service responses to meet community needs and interests. The four service responses are: commons, or bringing people together and exchanging ideas; cultural awareness; historical and environmental resources; and basic literacy for preschoolers. For each response, the library has identified goals, objectives, activities, resources needed, schedules, and anticipated results.

### **Commons: A Way for People to Come Together and Exchange Ideas**

#### Goal 1

Residents of all ages will regard the Westford Library as a place – physical and virtual – to meet and interact with other community members and to participate in public discourse about community issues.

#### Objectives

- Increasing numbers of Westford residents will come to the library to attend programs and events.
- Increasing numbers of library users will use the library web page.
- The librarian will foster collaboration between the library and other groups in Westford through improved outreach activities.

#### Goal 2

Residents of all ages will have frequent, easy, and various ways to access the library services and resources.

#### Objectives

- Increasing numbers of library users will visit the web page to access information about the library, to access databases or other online resources provided by the library, to search the catalog, and to communicate with each other.

#### Activities

- Develop improved and targeted communications to let groups know how the library can and does support them (i.e., resources and space).
- Develop and implement an active program schedule, as directed by goals and activities articulated elsewhere in this plan.
- Utilize/leverage Web 2.0 features to provide a forum for users to discuss topics related to library programs, exhibits and materials.
- Create an online catalog.
- Obtain high-speed wireless internet access.
- Implement automated and web-based circulation services (renew, ILL, recall).

#### Resources Needed

- Software training and education for Web 2.0, automation and web page.
- Volunteers to assist with bar-coding/automation.
- Public workstations for laptop users.
- High-speed wireless internet (hardware and software).
- Catalog/circulation software.
- Measurement tools (i.e., hit counter, wireless usage).
- Supporting policies and procedures.

#### Timeline

- Year 1 (FY 2008)
  - Develop reliable and recognized website presence by enhancing & updating content and features.

- Obtain high-speed wireless internet access.
- Investigate library automation software.
- Take preliminary steps towards library automation (i.e., weeding, MARC records).
- Improve publicity using FrontPorchForum, newsletter, website and other venues to promote library services & collection.
- Obtain training in web page maintenance.
- Develop supporting policies and procedures for high-speed internet access.
- Year 2 (FY 2009)
  - Investigate adding a blog to website; add blog if investigation warrants it.
  - Acquire library automation software (cataloging and circulation).
  - Recruit volunteers to assist with bar-coding.
  - Begin bar-coding collection.
  - Investigate and implement appropriate measurement tools for web page and wireless usage.
  - Investigate how best to improve work space for laptop users.
  - Obtain training in automation software and Web 2.0.
- Year 3 (FY 2010)
  - Continue to enhance website with Web 2.0 features.
  - Complete bar-coding collection.
  - Issue bar-coded library cards.
  - Purchase required furniture to improve workspace for laptop users.
- Year 4 (FY 2011)
  - Continue to enhance website with Web 2.0 features.
  - Catalog will be available online.
- Year 5 (FY 2012)
  - Complete automation of catalog and circulation.

#### Progress/Success Measures

- Outputs
  - The collection catalog will be accessible from the internet.
  - Members of the community will participate in blogs and other Web 2.0 features accessible from the library website.
  - Increasing numbers of library patrons will utilize high-speed wireless access.
- Outcomes
  - Westford community groups will be able to articulate the ways that the library assists and supports each group.

### **Cultural Awareness**

#### Goal

The Westford Library will provide town residents of all ages with a gateway to the world through the exploration of literature, history, arts and poetry via the library's collection and electronic resources.

#### Objectives

- Library users will have access to new items that contain information about cultures and places around the world.
- Library visitors will attend programs about cultures and places around the world.
- Library visitors will view displays about cultures and places around the world.

#### Activities

- Acquire a variety of materials that describe cultures and places around the world.
- Create one display per year devoted to cultural awareness.
- Host one program per year devoted to cultural awareness.

### Resources Needed

- Speakers to provide programs about cultures and places around the world.
- Budget to support collection development and programs.
- Additional inviting and comfortable chairs for the audience.
- Projection system for speaker presentations.

### Timeline

- Year 1 (FY 2008)
  - Budget for cultural awareness collection development, programming and displays.
  - Add 10 new items containing information related to cultures and places around the world.
  - Create one display devoted to cultural awareness and places around the world.
  - Investigate purchase of projection system.
  - Investigate sources (i.e., speakers' bureaus) for program ideas and speakers.
  - Recruit speakers for programs.
  - Purchase comfortable chairs for program attendees.
- Year 2 (FY 2009)
  - Budget for cultural awareness collection development, programming and displays.
  - Add 10 new items containing information related to cultures and places around the world.
  - Create one display devoted to cultural awareness and places around the world.
  - Host one program devoted to cultural awareness and places around the world.
  - Recruit speakers for programs.
  - Purchase projection system.
- Year 3 (FY 2010)
  - Budget for cultural awareness collection development, programming and displays.
  - Add 10 new items containing information related to cultures and places around the world.
  - Create one display devoted to cultural awareness and places around the world.
  - Host one program devoted to cultural awareness and places around the world.
  - Recruit speakers for programs.
- Year 4 (FY 2011)
  - Budget for cultural awareness collection development, programming and displays.
  - Add 10 new items containing information related to cultures and places around the world.
  - Create one display devoted to cultural awareness and places around the world.
  - Host one program devoted to cultural awareness and places around the world.
  - Recruit speakers for programs.
- Year 5 (FY 2012)
  - Budget for cultural awareness collection development, programming and displays.
  - Add 10 new items containing information related to cultures and places around the world.
  - Create one display devoted to cultural awareness and places around the world.
  - Host one program devoted to cultural awareness and places around the world.
  - Recruit speakers for programs.

### Progress/Success Measures

- Outputs
  - Each year at least 10 new items that contain information about cultures and places around the world will be added.
  - Each year at least 15-20 library visitors will attend a program about cultures and places around the world.
  - Each year at least 20-25 library visitors will view a display about cultures and places around the world.
- Outcomes
  - Community members will rely on the library as a resource for cultures and places around the world.
  - Westford residents will have a deeper understanding and appreciation of cultures and places around the world.

## **Historical and Environmental Resources**

### Goal

Residents of all ages will have access to information about the history and environment of Westford and Vermont.

### Objectives

- The library will be a resource center for community members seeking information about historical and environmental issues.
- The library will collaborate with the Westford Historical Society and Conservation Commission to provide the community with information about the history and environment of Westford and Vermont.

### Activities

- Collection Development
  - Acquire new materials that contain information about the history and environment of Westford and Vermont.
  - Explore employing library's website to provide access to historical resources.
- Vertical Files
  - Develop vertical file collection development policies for historical and environmental topics.
  - Recruit volunteers to collect and maintain files.
  - Collect appropriate materials that support the vertical file development policies.
- Displays
  - Create one display per year devoted to historical topics.
  - Create one display per year devoted to environmental topics.
  - Explore the use of web page for digital exhibits.
- Programs
  - Create one program per year devoted to the history of Westford or Vermont.
  - Create one program per year devoted to the environment of Westford or Vermont.
- Collaborate with the Westford Historical Society and the Conservation Commission to develop programs and exhibits.
- Share information about historical and environmental collections, events, displays, and useful links on web page, in newsletters or other outlets.

### Resources Needed

- Volunteers to assist with creation and maintenance of vertical files, displays, and programs.
- Filing cabinet for vertical file.
- Cabinet and/or supplies to mount a display.
- Consider purchasing a scanner, digital camera and/or a projection system.

### Timeline

- Year 1 (FY 2008)
  - Explore collection development resources about the history and environment of Westford and Vermont.
  - Create one display devoted to historical or environmental topics.
  - Host one program devoted to historical or environmental topics.
  - Develop collection policy for vertical file.
  - Recruit volunteers to assist with vertical file pilot.
  - Pilot vertical file.
  - Explore purchasing technology tools (scanner, digital camera and projection system).
- Year 2 (FY 2009)
  - Add at least 10 new items containing information about the history and environment of Westford and Vermont.
  - Create one display devoted to historical or environmental topics.

- Host one program devoted to historical or environmental topics.
- Continue pilot of vertical file.
- Investigate appropriate display cabinet or supplies to mount a display.
- Purchase most critical technology tools.
- Year 3 (FY 2010)
  - Add at least 10 new items containing information about the history and environment of Westford and Vermont.
  - Create one display devoted to historical or environmental topics.
  - Host one program devoted to historical or environmental topics.
  - If vertical file is considered valuable/useful, purchase file cabinet and continue vertical file.
  - Purchase appropriate display cabinet or supplies.
  - Purchase remaining technology tools.
- Year 4 (FY 2011)
  - Add at least 10 new items containing information about the history and environment of Westford and Vermont.
  - Create one display devoted to historical or environmental topics
  - Host one program devoted to historical or environmental topics
- Year 5 (FY 2012)
  - Add at least 10 new items containing information about the history and environment of Westford and Vermont.
  - Create one display devoted to historical or environmental topics
  - Host one program devoted to historical or environmental topics

#### Progress/Success Measures

- Outputs
  - Each year at least 15-20 library visitors will attend a program about the history and environment of Westford and Vermont.
  - Each year at least 20-25 library visitors will view a display about the history and environment of Westford and Vermont.
  - During years 2-5, at least 10 new items on the history and environment of Westford and Vermont will be available.
- Outcomes
  - Community members will rely on the library as a resource for historical and environment information.
  - Westford residents will have a deeper understanding and appreciation of the history and environment of Westford and Vermont.

### **Basic Literacy for Preschoolers**

#### Goal

The Westford Library will actively support the literacy development of preschoolers.

#### Objectives

- Parents and caregivers will regard the library as an essential partner in creating good young readers.
- Preschoolers will have access to appropriate materials and programs.
- The librarian will develop expertise in meeting literacy needs of preschoolers.

#### Activities

- The librarian will meet with experts in the community to gather information on needs and strategies.
- The librarian will regularly participate in staff development activities to develop expertise regarding preschool literacy.
- The library will provide educational programs and resources for caregivers and parents.
- The librarian will purchase materials to support development of preschoolers' literacy.

- The librarian will refine existing programs for preschoolers and develop new programs.

#### Resources needed

- Staff time and funds for librarian's training.
- Collections/information resources (DOL librarians, Mother Goose, Reading Vermont, CLIF, other).
- Budget to support collection development, programs and equipment.

#### Timeline

- Year 1 (FY 2008)
  - Librarian will meet with experts available in Westford.
  - Librarian will participate in at least one staff development program (Red Clover Awards conference, Mother Goose, Reading Vermont, etc.) about meeting the needs of early readers.
  - Librarian will identify general ways that the Westford Library will contribute to preschoolers' literacy (for example, book awareness, book exposure standards, literacy as a source of enjoyment).
- Year 2 (FY 2009)
  - Provide one or more educational programs or resources for parents and/or caregivers.
  - Develop and refine programs for preschoolers.
  - Librarian will assess collection development needs, develop a plan for purchases for years 2-5.
  - Librarian will participate in at least one staff development program (Red Clover Awards conference, Mother Goose, Reading Vermont, etc.) about meeting the needs of early readers.
  - Purchase equipment (portable CD and cassette players) to encourage use of read-along books.
- Year 3 (FY 2010)
  - Provide one or more educational programs or resources for parents and/or caregivers.
  - Acquire materials based on collection assessment.
  - Librarian will participate in at least one staff development program (Red Clover Awards conference, Mother Goose, Reading Vermont, etc.) about meeting the needs of early readers.
- Year 4 (FY 2011)
  - Provide one or more educational programs or resources for parents and/or caregivers.
  - Acquire materials based on collection assessment.
  - Librarian will participate in at least one staff development program (Red Clover Awards conference, Mother Goose, Reading Vermont, etc.) about meeting the needs of early readers.
- Year 5 (FY 2012)
  - Provide one or more educational programs or resources for parents and/or caregivers.
  - Acquire materials based on collection assessment.
  - Librarian will participate in at least one staff development program (Red Clover Awards conference, Mother Goose, Reading Vermont, etc.) about meeting the needs of early readers.

#### Progress/success measures

- Outputs
  - The librarian will participate in at least one staff development activity related to preschool literacy each year.
  - Each year, parents and caregivers will attend one program or use one resource encouraging development of preschool literacy.
  - Each year, the number of parents, caregivers and preschool children attending reading programs for preschoolers will increase 5%.
  - For each of years 2-5, the librarian will acquire at least 20 items that help parents and caregivers develop literacy in preschoolers.

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- Outcomes
  - Parents and caregivers will regard the librarian as a partner in reading readiness.
  - Parents and caregivers will regard the library as an important resource for developing preschool literacy.