

Amherst Public Library

Long Range Plan

2021-2022

Mission Statement

Connecting our community with library resources that enrich, enlighten and entertain.

Vision

The Amherst Public Library is a community gathering space where all citizens of the Town of Amherst, Village of Williamsville and all of Erie County will feel welcome. The library will be a place where all have free and equal access to cultural, recreational, and informational resources.

Core Values – R.E.A.D.

Respect – Practice civility and inclusion in our actions and attitudes; value, support and respect all customers and staff

Excellence – Strive for superior performance and maximize user experience through collaboration, teamwork, training and enthusiasm

Accessibility – Ensure availability and ease of access to library services for all people

Dependability – Provide library services in a consistent, reliable, trustworthy and responsible manner

Goal 1 Community – The Amherst Public Library is a center of the community

Objective – Strengthen community through collaborative engagements with community partners

Action Steps:

- Cultivate partnerships to connect community members with informational services ○ Continue partnership. Promote children’s programs ○ Cultivate new programs and services that promote local businesses ○ Collaborate with the all Public School Districts and Private schools within the Town of Amherst and area pre -schools to promote library programs and encourage reading
- Continue outreach programs and services in the community ○ Read to children’s groups peschools ○ Engage and participate in Community events

Goal 2 Resources – Foster and enhance access to information and ideas and programs

Objective: Develop and provide engaging, inspiring and relevant resources that address evolving community interests and expectations

Action Steps:

- Provide equal access to library resources
- Build and expand traditional and digital collections to meet demand
 - Survey community, elicit patron suggestions to identify community interests and need for materials to add to the collection
 - Use circulation and usage statistics to ensure purchase and collection additions are meeting patron needs
 - Continue to regularly weed collection
 - Replenish collection by replacing lost, damaged or worn items that are still in demand
- Explore and develop alternative models of access and delivery
 - Use social media to provide virtual programming
 - Continue to provide children's, family, teen and adult programming in the library
 - Continue to provide curbside pick up
 - Continue and expand homebound delivery of materials
 - Bring the library to the community
 - Have a presence at community events
 - Participate at school open house
 - Visit preschools
- Further develop and produce virtual programming
 - Utilize the talents and abilities of staff for the addition of new programs

- Promote library programs and services
 - Social Media – Facebook YouTube
 - Keep B&ECPL events page up to date
 - Email events to Amherst Bee
 - Send fliers to local Schools, Pre schools, Senior Center
 - Further develop emailing list to promote events
 - Have ongoing displays within library to promote circulation, programs, events etc.

Goal 3 Growth and Learning – Stimulate and inspire learning, growth and transformation

Objective: Strengthen Reading Readiness and Early Literacy

Action Steps:

- Provide materials and programming to help ensure children will enter school ready to learn

- Work with the Collaborate with the all Public School Districts and Private schools within the Town of Amherst and area pre -schools to identify needs and work to strengthen these relationships
- Provide materials/resources designed to support the Common Core Curriculum, STEM and STEAM initiatives
- Continue to evaluate and add to the hands on STEM materials for use in library
- Cultivate an enthusiasm for reading and discovery

Goal 4 Innovation and Technology – Advance and strengthen staff and trustees role in the use technology

Objective: Ensure that library staff stay current with B&ECPL system technology as well as advance and strengthen skills to engage with the public

Action Steps

- Staff attend System wide Staff Development Opportunities
- Encourage staff to watch the many staff training and development videos provided through the B&ECPL System
- Adapt to new and changing technology
- Offer innovative programs , with a focus on STEM

Objective: Trustees will complete a minimum of 2 hours of trustee education a year

Action Steps

- Trustees can attend Association of Contracting Library Trustee (ACT) meetings and/ or complete yearly training in other methods that satisfy state requirements for trustee training.

Goal 5 – Adaptability – Adapt and evolve to cultivate a sustainable future

Objective: Maximize visibility to promote library

Action Steps

- Strengthen advocacy and library presence in community
- Expand presence on social media, have added a YouTube channel
- Explore ways to reach non library users

Objective: Ensure financial responsibility

Action Steps

- Practice due diligence
- Maintain transparency and accountability

Objective: To ensure that the library is a safe, secure and welcoming place

Action Steps

- Continually assess library space and condition of facility to determine what improvements need to be made
- Keep open communication with the Town of Amherst on building condition/issues
- Work closely with caretaker to ensure facility is properly cleaned and maintained
- Provide gathering spaces that encourage positive community interaction

Objective: Develop an adaptive and responsive culture of service

Action Steps

- Respond to patron needs and preferences that maximize the user experience
- Develop services/programs to enhance the customer experience