



Lackawanna Public Library

Long Range Plan of Service 2026-2030

Lackawanna Public Library Mission Statement

To function as a community hub and information resource center for the city of Lackawanna, NY. The Library will provide services and materials for lifelong learning and entertainment for our diverse community.

B&ECPL Mission and Vision Statements

The Lackawanna Public Library's mission and long term goals are aligned with the mission and vision statements of the Buffalo & Erie County Library system.

Target Areas Overview

1. Outreach and Collaboration
2. Accessibility and Diversity
3. Technology and Innovation
4. Building Custodianship
5. Structural Integrity of Organization

Process

Working group of staff members, including Director Danielle Ptak, Librarian Leah Mosher, and Library Assistant Tracey Berning, collaborated to develop the drafts that were then reviewed by the Board of the Lackawanna Public Library. This plan was informed by input from patrons, staff and board members, as well as operational data including circulation, program attendance, door counts, collection development activities, public access computer use and internal reports. The final version was approved by the Lackawanna Public Library Board on February 18, 2026.

Target Area 1: Advocacy, Outreach and Collaboration

Goal: Build the Library's presence in the community

Objective: Be a reliable presence for established partners

Action: Continue current outreach programs at adult residential facilities and at schools for Saturday Academies and Open Houses

Objective: Grow new partnerships with local organizations

Action: Reach out to government and community services to suggest tabling or program opportunities

Action: Find appropriate venues for storytime outreach events

Action: Attract donors and business partners through networking and social media

Goal: Develop and foster productive relationships with elected officials at all levels

Action: Communicate building needs with city officials on a regular basis

Action: Attend advocacy meetings with State legislators each year in January/February

Target Area 2: Accessibility and Diversity

Goal: Make library accessible for more diverse populations.

Objective: Improve ADA accessibility of the library space where possible

Action: Pursue upgrades to parking lot, elevator, handrails, and bathrooms

Objective: Reconfigure space and collection to better serve patron needs

Action: Increase collection visibility and access through space planning

Action: Implement noise reduction strategies

Goal: Engage with underserved communities

Action: Create and foster an ongoing community pantry

Action: Partner with Buffalo State University's Social Work internship program

Action: Increase tabling occurrences with local social justice organizations

Goal: Increase program offerings for greater variety of audiences

Action: Expand on popular Toddler Time Program with Sensory Storytime and Bilingual Storytime

Action: Increase program offerings for older kids to retain participation as they age

Target Area 3: Technology and Innovation

Goal: Create environment of learning and become known in community for technology assistance

Objective: Expand one-on-one technology training available to patrons

Action: Advocate for a part-time tech trainer on staff

Action: Open Book-a-Librarian appointments for limited technology related services, such as password resets

Objective: Make technology training a priority for staff

Action: Set a technology standard for new hires at all staff levels

Action: Improve current staff's comfortability with basic technology troubleshooting

Target Area 4: Building Custodianship

Goal: Update facilities to meet accessibility standards and modern needs of the community

Action: Create a comprehensive plan for all building repairs

Action: Generate a prioritized wish list for unanticipated income

Action: Pursue appropriate grants and expand fundraising efforts

Goal: Preserve and restore the character of the Library in a way that allows for the possibility of seeking historical status for the building

Objective: Plan new updates in such a way that honors the historic value of the building

Goal: Improve overall daily upkeep of the library

Action: Collaborate with City to create a maintenance plan that includes a schedule for regular major updates and repairs

Action: Advocate for garden services, and start a Gardening Club or pursue other avenues for volunteers to help maintain the library gardens

Target Area 5: Structural Integrity of Organization

Goal: Consistently demonstrate core library values of good information organization

Objective: Improve records management for physical and electronic files

Action: Complete a records inventory

Action: Re-box and label boxes with system approved methods

Action: Organize inactive physical records on second floor

Action: Dispose of records that are no longer needed

Goal: Strengthen organizational resiliency through good planning

Objective: Implement a succession plan

Action: Create training materials for onboarding new staff members at all levels

Objective: Simplify operations to improve efficiency

Action: Sign up for tax exempt accounts for often-used vendors, and create list of all tax exempt accounts and passwords for staff use

Action: Reorganize office and storage areas to be more functional