

## LONG RANGE PLAN 2021 - 2026

### Mission

The Islip Public Library is committed to supporting educational objectives, lifelong learning, and the enrichment of leisure time for residents of all ages. An expert and enthusiastic staff is dedicated to providing access to a wide range of relevant and high-demand materials, technological resources, programming, and exhibits that reflect the needs and interests of the community. The Library seeks to be a welcoming destination place in the community that delights, inspires, and informs as it enriches the lives of residents. Special emphasis is placed on stimulating an interest and appreciation for reading, preserving Islip history, and exemplifying the role that libraries can play in our society.

### Goals and Objectives

#### **Goal: Improve Customer Experience and Customer Service Skills of Staff**

Objective: Surprise library visitors with an overwhelmingly welcoming, friendly, whimsical, and accessible library environment and, more generally, live up to the tagline, “The Nicest Library in the World.”

- Develop a staff manual that gives staff a road map to the delivery of exceptional service and services
- Provide customer service training to staff

Objective: Make service our top priority

- Streamline procedures and practices to deliver service more nimbly and efficiently to patrons
- Teach staff to make reasonable exceptions to policies
- Enhance cross-departmental communication with more consistent staff meetings
- Exceed customer expectations

#### **Goal: Ensure a clean, unique, warm ambiance in the Library facility**

Objective: Make cost-effective upgrades that delight and surprise our visitors

- Reconfigure the furnishing and layout in Family and Youth Services to accommodate the decline in collection and increase in activities
- Re-imagine magazine room and adjacent spaces
- Stay abreast of technology trends to optimize technological offerings to public
- Provide logoed shirts to staff
- Undertake weeding of Adult Department collections to improve usability of collection and allow for retail modeled, face-out promotion of materials

- Promote collections with enhanced displays, availability of relevant materials into programs, and featuring of staff picks
- Examine each collection and sub-collection to ensure optimal user friendliness.
- Upgrade Café area
- Inject pleasing and at times unexpected aesthetics into Library

**Goal: Address facility systems to ensure long-term integrity of building, security and energy efficiencies**

Objective: Review HVAC, roofing, and security systems

- Secure engineering reports to analyze current conditions of roof and HVAC systems
- If necessary, engage firm to draw up needed specs for upgrades and bidding documents
- Improve and expand security camera system in the facility
- Gradual replacement of light fixtures to LED

**Goal: Expand membership base and encourage repeat usage**

Objective: Enhance community awareness of services

- Review / improve existing marketing procedures to be more efficient and effective.
- Implement new practices to reach new demographics who are unfamiliar with the services of modern public libraries
- Create a new welcoming packet for new patrons

Objective: Increase class/event frequency, attendance, and relevance.

- Increase the total number of classes/events offered
- Increase the number of classes/events offered in the evenings and on weekends
- Have more classes/events developed and conducted by existing professional staff (i.e., librarians)
- Research improved technologies to deliver virtual and/or pre-recorded content as well as in-person programs

Objective: Optimize technology, space allocation, and staffing based on increase in classes/events offered

- Investigate supplemental meeting space options for library programming and outside organization usage
- Re-imagine Children's Program space to be more flexible and better meet program/service needs
- Investigate makerspace/technology lab concept where creative members of our community can gather, create, invent, and learn

- Re-think reference/quiet study/magazine area for better space allocation
- Investigate floor replacement options for magazine room

Objective: Optimize staff productivity

- Develop initiatives to motivate and inspire staff to be more productive, engaged with the community, and inspired