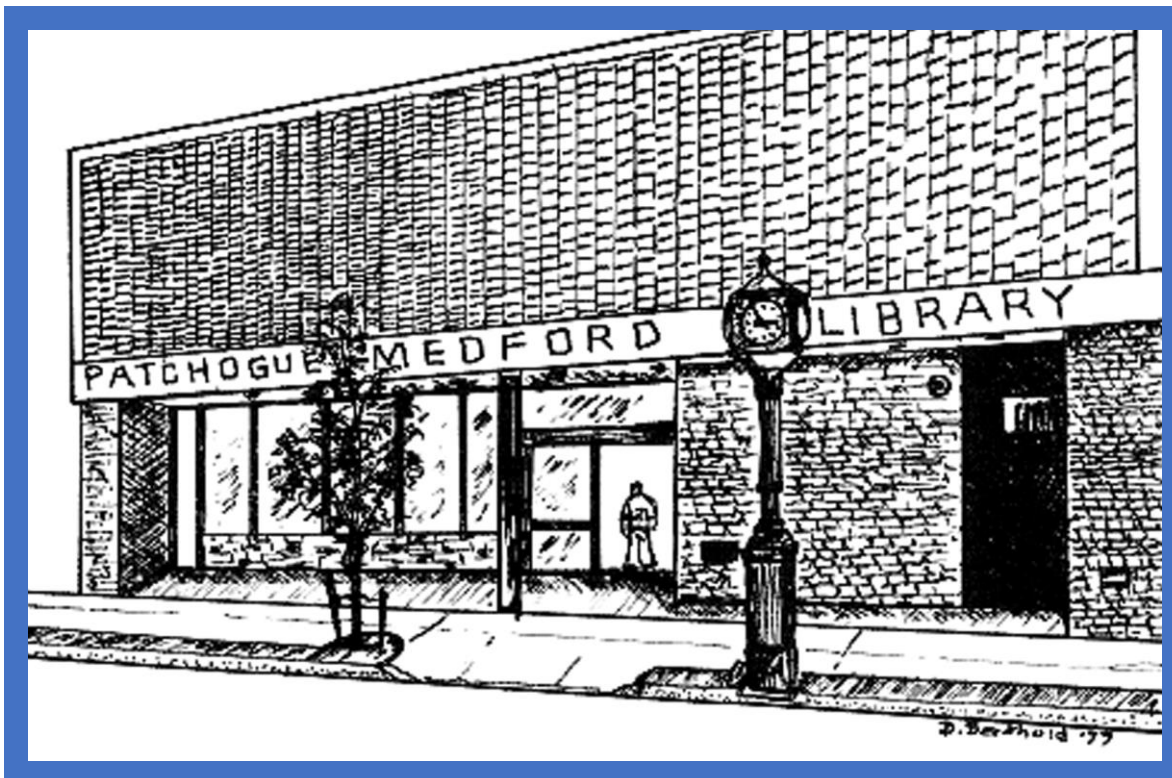


# Patchogue-Medford Library Long Range Plan of Service 2021- 2026



## **LIBRARY OVERVIEW**

The Patchogue-Medford Library has served the community for over 100 years. The Library has the unique distinction of also being the Central Library for the Suffolk Cooperative Library System. This distinction has allowed the Library to develop a collection that is known for its depth. It has also contributed to the Library's role as a leader in new trends and services such as developing specialized on-line databases, as well as expert genealogical, legal, and multi-language workshops for patrons and library professionals.

## **EXISTING SERVICES**

To fulfill its mission and support and enhance its core values, the Library has developed a plan of service for all ages that includes, but is not limited to:

- Age-specific services
- Business and career information
- Community meeting space
- Consumer information
- Computer literacy
- Cultural, recreational and educational programs
- Database training
- Formal learning support
- General information
- Government information
- Homebound delivery services
- Information about popular culture and trends
- Information and referral
- Information literacy
- Lifelong learning
- Local history and genealogy
- Multi-language resources
- Outreach
- Public access computers
- Recreational materials
- Remote access to library resources
- Research assistance
- Resources for basic literacy
- Technology

## **MISSION STATEMENT**

The mission of the Patchogue-Medford Library is to provide resources and opportunities to empower, educate and entertain the community.

## **PHILOSOPHY OF SERVICE**

The Patchogue-Medford Library is committed to providing quality library service. To aid in achieving this, the Library embraces the following philosophies:

- The Patchogue-Medford Library is committed to intellectual freedom. Individuals are responsible for making their own choices regarding appropriateness of materials, and parents/guardians are responsible for the choices they make for their children.
- The Patchogue-Medford Library respects diversity and seeks to represent diversity in its collections, programs, services, and staff.
- The Patchogue-Medford Library is committed to supporting formal education and fostering lifelong learning.
- The Patchogue-Medford Library is committed to providing library services cost effectively.
- The Patchogue-Medford Library views technology as a means to achieve greater accessibility to information and to provide effective service. The Library is committed to providing training and educational opportunities in the use of these new technologies.
- The Patchogue-Medford Library is committed to maintaining and developing cooperative relationships and partnerships with community organizations.
- The Patchogue-Medford Library is committed to its role as the Central Library of the Suffolk Cooperative Library System and to facilitating quality library service in all Suffolk County Public Libraries, and to all Suffolk County residents. The Central Library Program Plan of Service is appended.

## **GOALS**

### **I. FACILITIES PLANNING**

In order to meet the needs of our expanding and changing community and to provide library service as effectively as possible, the Library will:

- Explore the need for more space in the existing Library building and a venue for expanded library service in Medford.
- Plan and budget for technology upgrades and improvements.
- Review and update Library policies.
- Explore ways to address maintenance and cleaning practices.
- Plan and budget for furniture upgrades and improvements.

### **II. ADDITIONAL SOURCES OF FINANCIAL SUPPORT**

The Library will explore new sources of non-tax-based financial support such as:

- Applying for grant funding.
- Creating a Library Foundation.
- Developing a Library legacy and endowment program.

### **III. HUMAN RESOURCES**

The Library will maintain the quality of service delivered to the community by:

- Recruiting quality staff.
- Being competitive in the area job market.
- Recognizing, affirming, and advertising staff excellence, specialties and achievements.
- Providing continuing education to assist staff and trustees in the efficient and thorough performance of their duties.
- Fostering participation and leadership in professional organizations, conferences and local library committees.
- Reviewing and updating Library policies.
- Improving communication among departments by increasing the number of full staff meetings and adding professional staff meetings.

### **IV. LIFELONG LEARNING**

The Library will enhance existing services and develop new ways of supporting self-directed personal growth and development opportunities by:

- Continuing to update resources to meet the informational needs of the diverse populations within the community.
- Providing group and individual training in electronic services and basic computer skills.
- Supplementing and complementing print and non-print collections with electronic resources.
- Providing remote access to the Library's resources.
- Continuing to expand the adult learner collection and services.
- Providing opportunities that encourage the development of life-long library users.

### **V. BUSINESS AND CAREER INFORMATION**

**A.** The Library will contribute to the economic health of the community and the success of local businesses by:

- Conducting workshops on topics recommended by local businesses.
- Maintaining memberships in the chambers of commerce.
- Providing information and referral for businesses.
- Collecting print and non-print resources that support the informational needs of small business.

**B.** The Library will provide resources for individual career development and job placement by:

- Offering career counseling.
- Collecting appropriate print and non-print materials for career development and job placement.
- Offering programs and workshops for adults and teens on career development.
- Providing electronic access to job opportunities.
- Maintaining and promoting career links from the Library's website.

## **VI. AGE-SPECIFIC SERVICES**

- A.** The Library will further develop services and programs for parents and children by:
- Identifying outreach opportunities.
  - Providing a location for simultaneous programming for children and parents.
  - Developing a family education center.
  - Expanding services for patrons in Medford.
  - Creating space and expanding services for Tweens.
  - Providing bilingual materials and programs.
  - Creating a museum center with long-term exhibits.
  - Developing an adaptive toy collection for children with special needs.
  - Creating and expanding online services for children.
  - Creating a computer center for children and parents with an emphasis on pre-literacy and homework assistance.
  - Expanding pre-literacy materials and programs.
- B.** The Library will further develop services and programs for teens by:
- Providing reference, information and referral and homework services for young adults and their parents.
  - Identifying needs of at-risk teens and their parents/caregivers in the community.
  - Promoting the use of the collection of materials for teens to reflect the ethnic diversity of our community.
  - Continuing to plan for cross-generational programs.
  - Expanding the publication of special materials by and for young adults.
  - Providing services as recommended by the Teen Advisory group.
  - Continuing and improving participation in partnerships with youth organizations.
  - Developing and implementing programs for teens in the Medford area.
  - Expanding outreach efforts for underserved young adults.
  - Expanding volunteer opportunities for teens.
- C.** The Library will further develop services and programs for adults 55+ by:
- Expanding consumer information for adults 55+
  - Providing a timely large print collection and other collections of interest to adults 55+
  - Offering programs and services for adults 55+
  - Providing cross-generational programs.

- Periodically providing senior citizen housing areas with deposit collections.
- Continuing outreach services to senior citizen locations.

## **VII. FORMAL LEARNING SUPPORT**

The Library will support the educational goals of the Patchogue-Medford School District by:

- Purchasing materials to support school curricula.
- Maintaining the Library's Homework Centers.
- Supporting students by maintaining and updating the homework links on the Library's website.
- Providing a meeting place for Library-sponsored and other not-for-profit tutors.
- Maintaining print and non-print resources for home schooling.
- Supporting live, real-time reference service and homework help.
- Maintaining and developing contact with school media specialists, literacy providers, and other educational professionals.
- Developing a collection of textbooks that are used in the schools of the Patchogue-Medford community.
- Visiting area schools.
- Exploring the development of collaborative online links for the exchange of school assignments and information.
- Participating in PTA meetings.
- Providing resources for educational professionals.

## **VIII. CONSTITUENT AWARENESS**

A. The Library will continue to develop outreach services and programs for underserved populations and new constituent groups by:

- Developing Library information in languages other than English in print and on the Library's website.
- Providing Spanish language computer classes.
- Providing ESOL classes and programs on citizenship, immigration and issues related to acculturation.
- Conducting tours of the Library in Spanish.
- Expanding the foreign language print and non-print collection.
- Establishing a multimedia language learning center.
- Conducting periodic surveys of changes in the community to determine additional foreign language needs.
- Expanding literacy programs and services.

B. The Library will develop services and programs for patrons with disabilities by:

- Providing access to resources with adaptive technology.

- Maintaining services for the homebound.
  - Providing appropriate accommodations for all.
- C. The Library will develop and market programs and services to remote users by:
- Improving access to the Library's website.
  - Improving the ease of use of the Library's website.
  - Exploring the possibility of offering on-line library card sign-up, program registration payment, and e-mail notification of new materials.
  - Expanding the selection of online databases that are available remotely.
  - Updating and expanding Library-developed web pages.
- D. The Library will continue to develop and provide services to patrons in the Medford area by:
- Exploring alternate locations for increased library services and programs for Medford residents.

## **IX. TECHNOLOGY**

The Library will use technology to provide more effective service by:

- Digitizing items in the Local History Room and making them available online.
- Exploring methods for providing additional computers for staff and patron training in the Library.
- Exploring online methods for the more efficient acquisition, cataloging and tracking of Library materials.
- Developing the Library's video production and editing capabilities.
- Updating and expanding resources on all Library computers.
- Planning for additional bandwidth capacity to accommodate future technological needs.

## **X. COMMUNITY INVOLVEMENT**

- A. The Library will support and take part in activities that promote the development of the community including but not limited to:
- Participating in community events, such as local parades, riverfront festivals, and Alive After Five.
  - Continuing to offer programs at off-site locations.
  - Working with community organizations such as chambers of commerce, civic organizations, Patchogue-Medford School District, youth bureaus, literacy providers, and arts organizations.
  - Maintaining contacts with local governments and legislators concerning library issues.
- B. The Library will improve communications with the community by:
- Centralizing public relations activities.
  - Strengthening its commitment to public relations and marketing efforts.

- Periodically evaluating the best information dissemination methods
- Identifying locations that are appropriate for the placement of informational brochures and flyers about Library programs and services.
- Promoting the availability of staff speakers to community groups and media.
- Investigating the possibility of the placement of electronic kiosks in the community to provide access to the Library's catalog and online databases.
- Developing an e-mail list of patrons who wish to receive the newsletter or program information electronically.
- Maintaining the website for content and clarity and promoting it as a source of current information about the Library.
- Conducting periodic surveys of community needs and levels of satisfaction.

## **XI. INTERLIBRARY COOPERATION**

The Library will continue its leadership role by:

- Continuing to work closely with local libraries and library organizations to improve service.
- Sharing materials, expertise and costs.
- Promoting the development and continuing improvement of cooperative projects.