



Plainfield-Guilford Township Public Library

Strategic Plan 2022-2027

Adopted by the Plainfield-Guilford Township Public Library Board of Trustees on
December 14, 2021

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- The community leaders who agreed to be interviewed for this process and shared their aspirations for the community with us.

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Executive Summary

In order to guide this effort, the Board elected to work with consultants at the Midwest Collaborative for Library Services of Lansing, MI, to facilitate a strategic planning process that would help to align library services with the aspirations and needs of the community. Based on the work of the Harwood Institute for Public Innovation, community members were asked “What kind of community do you want?” and “How can the library help?”

The Strategic Planning Committee recommended that the Library Board adopt four key strategic priorities for the period 2022-2027. The priorities are:

REVOLUTIONIZE CUSTOMER EXPERIENCE

Cultivate innovative ways to create fresh, relevant, and easy to use Library resources and services.

BUILD and STRENGTHEN COMMUNITY IMPACT

Reacclimate the community to thinking about the Library in response to their daily needs.

RE-ENVISION SPACE

Reimagine the Library as a destination where patrons want to stay a while and hang out.

EMPOWER STAFF

Continue to expand opportunities for staff to learn, grow, and develop.

Overview of the Planning Process

1. The Library Board approved working with consultants from the Midwest Collaborative for Library Services (MCLS) to facilitate the creation of a new strategic plan that would be based on community needs. MCLS, based in Lansing, MI, is a non-profit, member-driven organization whose mission is to facilitate sharing resources and to collaborate with other organizations to benefit Michigan and Indiana libraries. MCLS uses a planning process based on the Harwood Institute for Public Innovation's "Turning Outward" approach. "Turning Outward" is a process that entails taking steps to better understand communities; changing processes and thinking to make conversations more community-focused; being proactive to community issues; and putting community aspirations first.
2. The Plainfield-Guilford Township Public Library created an online Patron Survey to gather information relevant to library services and the strategic planning process. The survey was heavily promoted in-house, at outreach events, via social media and on the library's website. 295 people participated in the online survey.
3. The Library also incorporated community input by utilizing a recent community engagement report published by the Hendricks County Community Foundation to help identify needs within the Library's service area.
4. MCLS consultants created a staff survey to gain input from staff around their strengths and core values. Survey responses were compiled into a themed report. 34 staff members participated in the survey.
5. In addition to the "public knowledge", MCLS consultants created a data package that included a benchmarking report, five-year library usage statistics, and demographics. Consultants benchmarked data points from the Plainfield-Guilford Township Public Library against twelve other U.S. libraries of similar size, and with similar annual expenditures to understand how the PGTPL stands in relation to its peers. Additionally, consultants compiled and analyzed library usage statistics over a five-year period; examining uses such as circulation of materials, library visits, collection holdings, program attendance, etc. to identify trends. Lastly, consultants reviewed demographic information, including population projections and poverty levels.
6. A twelve-person Strategic Planning Committee was assembled, which included representatives from the Library Board, the Library staff, and the Friends of the Library.
7. The Strategic Planning Committee met on September 29, 2021 to review the data package, community input summary, and results from the staff survey. This was followed by the group participating in a SOAR analysis of the library, identifying strengths, opportunities, aspirations, and results. The strengths provided a test of the library's core values. Aspirations became the basis of the library's vision statement, and

opportunities resulted in the identification of three strategic directions.

8. On October 11, 2021, 36 staff members participated in an all-staff retreat to review the planning process and discuss possible activities for the newly created Strategic Priorities and Goals. Staff worked to identify “short term” (undertaken the first year of the plan) and long-term goals (undertaken during 2022-2027 or across the whole 5-year cycle. Staff also worked individually to identify personal goals and commitments that would help the Library achieve the Strategic Priorities and Goals.
9. On October 27, 2021, MCLS consultants met to work with key library staff on the creation of a tactical plan to address the key strategic directions that were identified by the Strategic Planning Committee. The group answered the questions for each priority: “How will the patron benefit?”; “How will the community benefit?”; “What activities might occur?” “What will success look like?”; “What organizational issues will need to be addressed including facilities, technology, policies, staffing, etc.?” This work created the basis for the development of goals, objectives, and activities that make up the five-year strategic plan.
10. After meeting with MCLS Consultants, the Director and the Mangers developed targets and timelines for the objectives and develop a method to collect and report the data on the progress of the objectives. An implementation plan to enact the strategies and organizational competencies throughout the 5-year period of the plan was also created.

Plainfield-Guilford Township Public Library

... *Imagine. Create. Connect.*

Mission

To make a difference in people's lives.

Core Values

Attentive · Forward-Thinking · Holistic · Passionate · Responsive

Attentive

We strive to give each patron, and their diverse needs, our full attention.

Forward-Thinking

We are relevant to the lives of our patrons by providing access to a current and diverse collection, a wide variety of resources and up-to-date technology.

Holistic

We see our resources and services through the lens of our patrons' overall experience and their interactions with all aspects of our library.

Passionate

We are unified by our dedication to our work, as a knowledgeable, efficient, and adaptable team, and are committed to providing a welcoming, and non-judgmental environment for all.

Responsive

We listen to the changing needs of our patrons and our community with intention and a willingness to help.

Vision

An ever-expanding, boundary pushing, inclusive, indispensable beacon of the community.

Strategic Priorities

- Revolutionize Customer Experience
- Build And Strengthen Community Impact
- Re-Envision Space
- Empower Staff

Strategic Priorities and Goals

REVOLUTIONIZE CUSTOMER EXPERIENCE

Cultivate innovative ways to create fresh, relevant, and easy to use Library resources and services.

- GOAL 1** Create Library services that are accessible, convenient, and uncomplicated.
- GOAL 2** Cultivate Library resources and services that meet, and exceed, the ever-changing needs of the community.
- GOAL 3** Offer a variety of learning opportunities that enrich the lives of community members.

BUILD and STRENGTHEN COMMUNITY IMPACT

Reacclimate the community to thinking about the Library in response to their daily needs.

- GOAL 1** Actively engage with the community to increase access to and awareness of collections, programs, and services.
- GOAL 2** Take the Library outside of its walls and meet people where they are.
- GOAL 3** Partner with businesses, organizations, and individuals to increase and bring awareness to Library and community resources.

REENVISION SPACE

Reimagine the Library as a destination where patrons want to stay a while and hang out.

- GOAL 1** View the Library from a fresh perspective, one with well designed, easy to use, and flexible spaces that are responsive to user needs.
- GOAL 2** Create vibrant and engaging spaces that spark creativity, discovery, and connections.
- GOAL 3** Modify public service points and staff workspaces.

EMPOWER STAFF

Continue to expand opportunities for staff to learn, grow, and develop.

- GOAL 1** Ensure Library users feel like they are our top priority by fostering staff confidence.
- GOAL 2** Invest in meaningful training, professional development, and networking opportunities.
- GOAL 3** Create a team environment where all staff feel valued and respected for the important work they do.

Priorities, Goals, Objectives, and Potential Activities

The Plainfield-Guilford Township Public Library's goals address the strategic priorities and aspirations identified by participants during the planning process. These goals serve as a roadmap for the next few years. Although these goals do not cover all of the Library's work, they are intended to set a strategic direction for the life of this plan. The objectives are performance measures that indicate "how much" and "by when." The potential strategies are specific activities that the Library will undertake to achieve the objectives and goals. The goals will remain constant while objectives and potential strategies may evolve.

REVOLUTIONIZE CUSTOMER EXPERIENCE

Cultivate innovative ways to create fresh, relevant, and easy to use Library resources and services.

GOAL 1 Create Library services that are accessible, convenient, and uncomplicated.

Objectives

- First-time Library users will increase.
- Circulation will increase.
- Library users will report that they were able to access the Library when and where they needed to.

Potential Activities

- Investigate expanding the definition of onsite, curbside services to possibly include pick up and holds lockers, a drive-up window, and drive-through and walk-up materials service.
- Install offsite holds lockers, book drops around the community and foster a partnership with the schools to develop a reciprocal book return process.
- Expand home delivery service to include everyone.
- Analyze and expand Library hours and consider offering late night hours once a month, sensory-friendly hours, and extended programming beyond normal business hours.
- Improve user-friendly orientation within the building by creating consistent wayfinding signage that welcomes and guides users throughout the building.
- Create easier and more convenient user experiences by upgrading self-checkout stations.
- Provide roving staff throughout the Library to provide on the spot service that meets Library users where they are.
- Create a concierge position to greet people with a smile, welcome them to the Library, provide directional assistance, make personalized recommendations, and help spark ideas.
- Evaluate and implement a better directional phone service which might include a live operator and better prompts.

- Overcome obstacles to Library access by eliminating late fees, hiring staff with multiple language skills or utilizing a translation service to help people from other countries and cultures how to use the library, better understanding the needs of those experiencing homelessness, and explaining Evergreen benefits to corner areas of the County.
- Exceed ADA guidelines to maximize physical accessibility to all Library resources, services, and programs, including making all doors handicap accessible, offering an accessibility station with a screen reader, and eliminating threshold barriers.
- Hire a staff member fluent in American Sign Language, and utilize software like Yubi Duo to communicate with Library users who are hearing impaired.
- Investigate expanding access to the Library catalog by utilizing a third-party product that creates an easier user experience by providing a more intuitive and modern design.

GOAL 2 Cultivate Library resources and services to meet, and exceed, the ever-changing needs of the community.

Objectives

- Library users will report being very satisfied with their interactions with the Library.
- Library users will report feeling represented (seeing themselves) in the Library and in the collection.
- People will say they tried something new at the Library.

Potential Activities

- Objectively evaluate current services and offerings with an openness to trying new things.
- Create a “Human Library” to help build understanding of the human condition by providing a framework for real conversations about important issues that lead to greater acceptance, and social cohesion in the community.
- Review the collection development policies, conduct a diversity audit of the collection, and research demographics to create a balanced collection representative of the community.
- Integrate, as part of the overall collection, materials for ethnic, cultural, and linguistic groups represented in the community.
- Build resources to support other groups within the community, such as people with accessibility needs, LGBTQ community, and others.
- Create a tech-savvy environment that allows discovery and exploration of new technology, such as various apps and devices, to use within the Library and have available to check out.
- Create internal “blue light” pop-ups within the Library that delight and inspire patrons and raise awareness of Library resources and new technologies.
- Empower people to try out new equipment and activities by creating a more robust Library of Things collection by offering a wider variety of items for check out, such as tools, seeds, memory boxes and color-blind glasses.
- Personalize off-site assistance by offering live chat with Library staff through the Library website.

GOAL 3 Offer a variety of learning opportunities that enrich the lives of community members.

Objectives

- Program attendance will increase.
- The number of programs the Library offers will increase.
- Library users will report that attending Library programs enriches their lives.

Potential Activities

- Administer community surveys and program evaluations to gauge interest for programming topics and preferred days and times for both in-person and virtual programming.
- Analyze statistical data to determine program offerings, times, and potential community partners when planning programs/events.
- Provide English language classes for both adults and children to learn English as a new language.
- Enhance skills and abilities through series programs, such as weekly exercise classes like yoga, computer and technology classes, and a writer's group.
- Bring people together to meet and connect by offering social programs, such as seed, plant, or recipe swaps, cooking and sewing classes, bingo, and trivia nights.
- Position the Library as a leader in lifelong learning by bringing in speakers and experts, and hosting community wide events.
- Create learning communities using Great Courses and Kanopy that connect, share ideas, and learn from one another.
- Develop intergenerational programming that inspires people to share their experiences and interests across ages and cultures.
- Provide programming that will introduce patrons to Makerspace tools and projects.
- Continue to expand year-round programming for the children, tweens, and teenagers.
- Develop a program in which teen volunteers assist in developing and implementing tween programming and assist with computer programming.
- Create programs for homeschooled and virtual-learning students.
- Create programming focused on the interests of adults aged 25 to 40 without children.
- Offer classes life skill classes on "How to Adult" such as finances, budgeting, credit, home loans, and adult basics.
- Offer multicultural programs to celebrate various ethnicities and cultures.
- Utilize staff with specialty knowledge to lead programs like the Digital Drop-ins.
- Conduct late-night programs such as stargazing, or a spooky series (Creepypasta, short stories group, and a place for night owls).
- Identify underserved groups, such as the elderly, disabled, sensory challenged, etc. and develop programming inclusive of their interests and needs.

BUILD and STRENGTHEN COMMUNITY IMPACT

Reacclimate the community to thinking about the Library in response to their daily needs.

GOAL 1 Actively engage with the community to increase access to and awareness of collections, programs, and services.

Objectives

- Circulation and door count will increase.
- Plainfield residents will report they feel more connected to the Library.
- Plainfield residents will report they are aware of the resources and services the Library has to offer.

Potential Activities

- Improve the functionality of the PGTPL app to include more photos and access to event information and registration in order for people to carry the Library with them.
- Increase internal promotion across departments and service points to help expand the depth of library services.
- Create fun tours, both virtual and in-person, for new cardholders to familiarize them with the Library's layout and potential resources, and a behind the scenes bootcamp a few times a year to gain a deeper understanding of the Library's operations.
- Develop a marketing plan using demographic and market research to better promote Library services and programs and publicize the unique services, such as new technologies, the Library of Things, and Interlibrary Loan.
- Design creative and informative promotional pieces like Library Guides, postcards, or mailers to tell the library story and entice use.
- Incorporate QR codes that promote the Library's digital resources and podcast in publicity, on physical materials, and in public spaces such as local gyms and parks.
- Install a digital sign or kiosk in the lobby to display current and upcoming programs, meeting room schedules, etc.
- Increase social media influencer marketing with "take overs," late-night shows, and mini ads.
- Make the Library van and book bike look exciting and engaging and use them as passive brand touchpoints by driving them around the community during high visibility times.
- Encourage Library staff to be seen in the community by volunteering, joining committees/boards, and attending events.
- Train all staff to be effective promoters of all Library resources and services.
- Celebrate accomplishments and provide regular updates on the progress of the strategic plan to the Board of Library Trustees, civic leaders, and the public.
- Improve awareness of Library activities and programs by developing daily activity information resources, such as a digital activity app or Alexa skill or a daily paper flyer.

GOAL 2 Take the Library outside of its walls and meet people where they are.

Objectives

- Number of cardholders and usage from different geographic areas in the service district will increase.
- Library use in underrepresented areas will increase.

Potential Activities

- Create and implement a plan for consistent, diverse, inclusive, and meaningful outreach.
- Implement outreach services to reach underserved and underrepresented populations and neighborhoods.
- Strengthen outreach to non-users, those not physically able to come into the Library, and the underserved using unconventional places and nontraditional ways such as creating pop-up programs and taking the book bike or library van to senior living facilities.
- Library staff will be intentionally present and purposeful while out in the community by showcasing resources, promoting library cards, and building relationships with the community at Farmer's Market, festivals, tailgates, school open houses, stores, block parties, safety days, and more.
- Establish a full access, "Library on the Go" mobile service, complete with Wi-Fi, a mobile computer lab, materials to check out, library card registration, and programs.
- Schedule mobile Library days at multiple simultaneous locations using both the Library van and the book bike.
- Explore the possibility of satellite locations, and little "Library Parks" with a book drop, pick-up lockers, a place for pop-up programming, Wi-Fi access, etc.
- Make books (new, donated, or withdrawn Library materials) more accessible in unexpected places like doctor's offices, laundromats, summer lunch programs, and more, and include early literacy tips and QR codes to digital resources and programs with the items.
- Develop passive Library programming in community spaces such as installations of traveling exhibits and historical walking tour maps.

GOAL 3 Partner with business, organizations, and individuals to increase and bring awareness to Library and community resources.

Objectives

- Library users facing challenges will report that PGTPL has helped them to move forward.
- Community partners will report PGTPL is a willing and active partner.
- More community organizations will seek PGTPL out as a partner.

Potential Activities

- Seek to create alliances with organizations and professionals that represent each demographic of user.

- Establish relationships and maintain awareness of potential partnership opportunities by embedding staff in various community groups and organizations.
- Collaborate with all types of organizations and businesses to create new community events and programs.
- Develop collections that support potential partners and the work that they do.
- Position the Library as a “one stop shop” for local community information and referral services by developing a database of community resources, services, and experts such as tutoring services, mental health assistance, social services, daycare services, educational and learning opportunities for adults, etc.
- Investigate partnering with other organizations to create a centralized community calendar to increase awareness of local events.
- Increase awareness of Library partnerships through mutual publicity that might include Library or organizational swag such as window clings and QR codes or links.
- Support awareness and use of local businesses and services through programs that reward people for visiting the Library and provide discounts to local businesses.
- Investigate partnerships that will help establish a Bikes for Loan program at the Library.
- Investigate partnering with other community organizations to host inclusive “Welcome to Plainfield Community” programs for new residents.
- Ensure all teachers and school administrators are aware of the Library’s ability to provide students with access to technology and diverse collections.
- Seek out opportunities to co-sponsor programs with community nonprofits that impact tweens, teens, and parents.
- Find partners to help provide specialized services such as tax help, employment, social services, computer help, and passport assistance.
- Position the Library as a partner in the arts by hosting local artists shows, programs, traveling exhibits, and possibly bringing back the Arts Gala.
- Work with community groups to provide programming geared to seniors such as healthy aging, exercise, hospice services, and health care resources.
- Reenergize school partnerships by developing and promoting resources to help students, families, and teachers.

RE-ENVISION SPACE

Reimagine the Library as a destination where patrons want to stay a while and hang out.

GOAL 1 View the Library from a fresh perspective, one with well designed, easy to use, flexible spaces that are responsive to user needs.

Objectives

- Library users will report being satisfied with the accessibility of Library spaces.
- Library users will report the space serves their needs.

Potential Activities

- Create an overall physical space that is less formal and more fun, energetic, innovative and accessible to all.
- Design spaces with moveable and modular furniture that can be easily modified to serve different needs at different times.
- Seamlessly integrate the use of library workstations, personal devices, and evolving technology throughout the Library.
- Provide spaces where people can study and read quietly and where people can gather, meet, and work collaboratively.
- Rearrange congested stacks and invest in more mobile, forward-facing, shorter shelving, and digital end caps, to invite and encourage browsing collections.
- Create a dedicated, enclosed adult computer space for quiet work.
- Reimagine utilizing the natural light and openness of the clerestory space.
- Redesign the lobby entrance to be more inviting, informative, and purposeful.
- Rethink the parking lot to enhance traffic flow and curbside services.

GOAL 2 Create vibrant and engaging spaces that spark creativity, discovery, and connections.

Objectives

- Library users will report that the library has offered them a new or unique experience.
- Library users will report they are excited to come to the library.

Potential Activities

- Incorporate pops of color and artwork, and showcase community member's creative talents throughout the building.
- Increase children's excitement for the Children's area by livening up the space, enhancing their learning experience, and encouraging independent exploration and discovery with interactive elements, quiet spaces, and a reimagined multipurpose room.
- Engage teens and tweens with their own spaces designed for learning, collaborating, socializing, sharing ideas, and creating.

- Inspire and encourage the community to experiment, tinker, and create in a dedicated Makerspace.
- Create a digital media room for the community to use for gaming, podcasting, and experimenting with high-tech gadgets, and to create virtual Library programming.
- Design soundproof studio space with audio recording equipment and software, microphones, and instruments.
- Foster exploration, education, and a sense of community by developing outdoor spaces with seating, a programming area, and greenspaces incorporating native plants that attract wildlife.
- Investigate opening a Library Café that cultivates a coffee shop atmosphere and encourages people to connect with others and use Library resources.
- Create a flexible, multipurpose space for use by families and for supervised visits that is welcoming and supportive of interactivity, enrichment, and play.
- Find a way for the Indiana Room to be less isolated from the rest of the Library with a more modern, dynamic feel and space for local history displays.
- Create a sensory room for youth (but is appealing to all individuals with sensory needs) that provides both a space to increase engagement and to serve as a calming “chill zone” when a sensory break is needed.

GOAL 3 Modify public service points and staff workspaces.

Objectives

- Staff will report feeling more efficient and effective when interacting with library users.
- Staff will report that they have the workspace they need to be excited and energized to do their jobs.

Potential Activities

- Evaluate and adjust service points to improve efficiency and customer satisfaction.
- Install a “welcome” desk to greet each patron with a smile and offer information.
- Create a “Tech Help” consulting space to help patrons with specific technology issues.
- Incorporate a “quick” service point where people with limited time can easily access library resources.
- Reconfigure material check-in and return space to streamline the processes and improve accuracy.
- Assess, redesign, and create staff workspaces that enhance functionality, workflows, and department specific processes.
- Set clearer boundaries between public and staff spaces.
- Find a way for the Indiana Room to be less isolated from the rest of the Library.
- Re-evaluate space to create separate areas for circulation and cataloging staff that are conducive to their departmental functions.

EMPOWER STAFF

Continue to expand opportunities for staff to learn, grow, and develop.

GOAL 1 Ensure Library users feel like they are our top priority by fostering staff confidence.

Objectives

- Library users will report being very satisfied with their interactions with the Library.
- Staff will report that they feel proficient in the skills required to do their jobs.
- Staff will report an increase in transparency within the Library.

Potential Activities

- Objectively review and streamline library procedures and policies to reflect current library practices and trends.
- Encourage staff to learn and play with various library databases and resources.
- Educate staff about resources that are available for our non-Township residents in their surrounding counties.
- Co-create new staff member onboarding and staff mentorship programs.
- Develop a cross training program between departments that includes job shadowing opportunities and interdepartmental liaisons.
- Create guidelines to aid staff in situational decision-making.
- Create resource lists for staff to help patrons quickly and efficiently.
- Encourage better awareness of what's happening in other departments.
- Create continuous library services, customer service standards, and Evergreen training.
- Create department manuals that are accessible to all.
- Empower staff to share their expertise and skills for programs and services.
- Utilize staff interests and skills for programs and services.
- Empower staff to do what they're good at.
- Continuously train on all policies, procedures, and guidelines.
- Offer cultural awareness training for staff.
- Implement a dynamic staff Intranet to improve internal communications, encourage knowledge sharing, and help find information quicker.

GOAL 2 Invest in meaningful training, professional development, and networking opportunities.

Objectives

- The number of staff taking ~~of~~ job-related courses, webinars, conferences, and training opportunities will increase.
- Staff will report feeling well trained and better connected in library community.
- X% of budget will become dedicated to professional development.

Potential Activities

- Increase budget for professional development and conferences.
- Prioritize staff development by encouraging continuing education and enabling staff to attend training opportunities equitably.
- Create opportunities for Library staff to become aware of local events, organizations, and services, and encourage participation with various community groups.
- Provide opportunities for staff to attend workshops (live and online) and share with other staff members what they learned.
- Providing educational opportunities and a path to full-time positions for part-time staff wishing to advance.

GOAL 3 Create a team environment where all staff feel valued and respected for the important work they do.

Objectives

- Staff will report feeling appreciated and valued.
- Staff will report they look forward to coming to work every day.

Potential Activities

- Examine library wage scale and benefits.
- Create a culture where mental health and work/life balance is honored.
- Devise creative, new ways for staff recognition, rewards, or incentives.
- Seek input, transparency, and an open-door culture throughout the Library.
- Encourage participation in fun team-building activities hosted by the Staff Association.
- Participate in service projects out in the community together, such as adopting an area to clean up or participating in a Habitat for Humanity project.
- Assess scheduling, job classification, and professional advancement.
- Develop a diverse staff reflective of the community it serves.
- Foster an inclusive workplace culture, committed to being an equitable, diverse, and inclusive organization.

APPENDIX A: Statement of Compliance

- A. Statement of Community Needs and Goals
 - a. A twelve-person Strategic Planning Committee was assembled, which included representatives from the Library Board, the Library Staff, and the Friends of the Library.
- B. An assessment of facilities, services, technology, and operations.
 - a. Throughout the planning process, committee members and staff considered the Library facilities, services, technology and operations. During the Operational retreat, staff specifically were asked to assess the organizational competencies that would need to be addressed to achieve the key service responses. Specifically, they were asked to address staffing, funding, policies, technology, facilities, collections, and potential partners. See Appendix G.
- C. Measurable objectives and service responses to the community's needs and goals.
 - a. Four key strategic priorities were identified to address community needs and goals. See Page 5.
 - b. A mission statement and vision statement were developed to specify the benefits that the residents in the library district are expected to receive from the service responses. See Page 8.
 - c. Each service response has one or more goals.
 - d. Each goal includes at least two measurable objectives
 - e. Each goal includes at least three activities to assist the library in accomplishing each goal and measurable objective.
- D. A written communication plan was developed to inform community residents of the library's plans to serve them. See Appendix I.
- E. An ongoing annual evaluation process has been developed and will include a combination of both outputs and outcomes. See Appendix H.
- F. Financial Resources and Sustainability. See Appendix I.
- G. Technology Equipment Replacement Schedule. See Appendix J.
- H. Professional Development Strategy. See Appendix I.
- I. Collaboration with other public libraries and community partners. See Appendix I.

APPENDIX B: Staff Engagement Survey

34 staff responded to the open-ended survey questions on the strengths of the library, as well as the best opportunities. Questions were as follows:

1. What about the library makes you proud?
2. How does that reflect our greatest strengths?
3. When the library is operating at its best, what are the core strengths that give life to the library, without which the library would cease to exist?
4. What are the 3 greatest opportunities that you see for the library in serving the community in the next 3-5 years?

STRENGTHS/VALUES

As is true of most libraries, the staff, collection, and buildings are expressed as the core strengths of the library. Questions were intended to draw out the underlying strengths, values, and beliefs of the organization that lead to excellence in those areas. The Responses are themed and summarized below.

Service Oriented

The staff's commitment for providing patrons with first-rate, exceptional customer service was highly evident as they described themselves as friendly, caring, kind, patient, happy to help, accommodating, attentive, approachable, pleasant to patrons, striving to put the customer first, always going above and beyond, willing to go the extra mile, having a true desire to serve, helping patrons with anything, accommodating patrons to the best of their abilities, and being courteous to all. It is not surprising to hear that patrons often comment on how comfortable they feel at the library. It was mentioned that, for many staff, working at the library is not just "a job", it is their passion.

Inclusive

The library environment was described as welcoming to anybody and everybody, open to everyone and a "physiologically" safe resource for every kind of patron. Open-minded staff assist with all types of needs, find ways to serve the most marginalized populations, and are considerate to offer programs, activities, and materials for a wide variety of needs. They make sure everyone can see themselves represented at the library. Staff do their best to help patrons regardless of their personal beliefs or feelings.

Diverse

The staff is very proud to be able to provide patrons with both a wide variety of materials and resources, and a broad range of programs. The expansive collection is described as a collection for all, encompassing all age ranges and topics, and is bolstered by direct patron access to Evergreen and the collections of its member libraries. Library programming is ample, diverse, unique, creative, interesting, reaches a wide range of patrons and draws in new people from around the community.

Knowledgeable

Qualified, informed, educated, and having a broad range of expertise, were all ways used to describe the staff. They keep up with library trends and ongoing training is highly valued by administration and staff.

Flexibility and Forward Thinking

Staff are always trying something new and stretching themselves to meet community needs. They describe themselves as forward thinking, embracing change and challenges, and flexible and creative problem solvers. When the public is not responsive, they change course and either adjust to fit needs or find something new to offer altogether. Staff try hard to use everything they have available at the library to lift people up and keep them moving forward. The staff appreciates being led by someone who supports trying, learning, and doing better.

Team Players

The library is seen as a truly healthy and team-oriented environment, where everyone is always willing to help their co-workers, even between departments. Administration is transparent with information and staff input is valued. Staff feel like they can make suggestions and are able to gather together as a group and problem solve through discussion, and trial and error. Staff strive to do their best and give the very best service to both patrons and each other. They are unified in their commitment to do what is best for the patrons, the library and each other.

Community Focused

As a community-based library, the staff is dedicated to meeting the needs of library patrons and the community at large. In addition to listening to what the community wants and providing it, they offer resources that help the community learn about and reflect upon itself. The library has a strong connection with the community, and the staff has a sense of integrity and a desire to be there for the community. It is seen as a valuable asset to the community as a gathering place and community center. Staff also do a lot of community outreach and can be seen representing the library as they participate in various community events.

Stewardship

The library is seen as adequately funded and committed to being a good steward of taxpayer dollars, of using smart budgeting techniques, and progressive and modern approaches to providing all that a community needs and wants.

OPPORTUNITIES

Increase Partnerships

The staff identified partnering with the community at large and forming partnerships within the community with all types of organizations to support each other, collaborate to create even more interesting projects, help groups reach their goals, and contribute to the overall growth and development of the community as a top priority. Suggestions for potential local community partners included: schools (kids and teachers), preschools, daycares, Parks Department, MADE

at Plainfield, churches, the free summer lunch program, and the new theater/event space coming to Plainfield. Ideas mentioned to improve these types of partnerships included: managers and staff joining boards and committees in the community, helping encourage reading, giving out (for free) withdrawn children's books, reaching out to organizations in new ways, supporting fundraising, donation boxes and donation drives, and providing groups with space in the library.

Grow Outreach

Providing off-site services to people who can't come to the library was another top priority with the staff. Many mentioned the opportunity for the outreach vehicles (van and bike) to schedule visits around the community, attend events, and go “door-to-door” to improve delivery services and specifically reach seniors, students, children, teens, and the underserved.

Expand Diversity

Many staff see the opportunity to really demonstrate to the community that PGTPL serves everyone. Expanding diversity in the collection has been made easier with mainstream publishers now providing books and movies that are written about minorities by minorities. Buying materials in other languages for both children and adults, offering ESL and beginning foreign language classes, targeted marketing to minority groups and hiring staff that reflect PGTPL's diverse service population will also help foster belonging, inclusion, and a sense of community.

Third Place

Becoming a place for the community (individuals and groups) to meet, gather, exchange ideas, learn about each other, build relationships, and have a good time (once it is safe) is another opportunity identified by staff. A way people can connect to one another, overlook their differences and remember they have more in common than they think

Increase Awareness

Several staff mentioned the opportunity to grow the presence of the library in the community and to make the public more aware of all that PGTPL has to offer. Specifically mentioned were marketing to minority groups, literacy and literature promotion and the reaching out to non-users, lost users and the underrepresented areas of the service area. One person mentioned that the library must be a good provider of accurate information as well as possibly teaching patrons how to find accurate, quality information.

Not only is there an opportunity to improve the community's awareness of the library in general, there is an opportunity to broaden the library's reach to engage and bring in specific groups and help them connect with library resources, programs, events and services that are targeted to meeting their needs. Suggested groups include: homeschoolers, special needs individuals, seniors, remote workers, minority groups and the post-college age group.

Information Hub

Although libraries have always answered reference questions and provided information to patrons, it has become apparent that there has been an increased need to help with job searches, education, social services (housing and food insecurity) and COVID information as patrons continue to go through medical, housing, and job issues because of COVID-19 and other challenges specific to this time and place. It was suggested that the library be the place where people can get answers.

Develop Services

Staff can't wait to bring back in-person programming that matters to people, when it is safe, and continue with some kind of virtual programming (be it through livestream or otherwise, but more than just videos to watch) so that patrons can participate at home. They want to see great programs and events (like Halloween and the Arts Gala) come back, and new ones develop. Ideas include educational programs, ones that teach new skills, fun programs for the post-college, teen, kid, and early childhood age groups, multicultural events and programs, learning opportunities for underprivileged youth through day camp style STEAM learning and activities, ESL, various beginner language classes, technology training, and programs that teach young adults how to do just about anything (budgeting, credit, home loans, etc.).

Several staff mentioned offering more new materials, technology, resources and continuing the flexible imagining of library services. Suggestions included a seed library, more clean entertainment options, and figuring out a way to get new books into the hands of patrons faster.

Internal Culture

It was suggested that the staff could use COVID as a break to make big changes to programs, services, and plans, and rethink customer service (the pandemic showed they can adapt and think outside the box). Other ideas included: addressing hourly staff turnover, investing in and rewarding dedicated staff to encourage them to work harder and maintain their commitment to the library, and reinstating the library's insurance contribution would let fulltime staff know they are valued.

APPENDIX C: PGTPL Survey and Report

1. Do you have a Plainfield Guilford Township Public Library card?

Yes No

2. How often do you visit the library?

Daily Weekly Monthly One or twice per quarter Rarely I don't visit

3. What is the most important aspect about the library to you?

- Access to books
- Access to books from other libraries
- Access to other services
- Access to programs
- Access to public computers/printers
- Access to board games
- Access to DVDs (movies, television, etc.)
- Access to digital downloads (books, music, magazines)
- Access to reference/general information services Access to meeting space
- Other (please specify)

4. What would make the library better for you? Different programs

- Different program times
- Virtual programs
- Different services
- Special sections for different genres of books (i.e., Mystery, Romance)
- New technologies
- Different digital offerings
- Different ways to access library programs
- Book delivery services
- Different digital databases
- Have a more welcoming staff
- Forgive my library fines
- Home delivery of library materials
- Alert me when materials or programs I am interested in are available
- Other (please specify)

5. Thinking of the next 3-5 years, what is the greatest opportunity that you see for the library in serving the community?

6. Have you attended any programs provided by the library?
 - Adult
 - Children's
 - Teen
 - None of the above
7. How many adult programs (virtually or in person) have you attended in the previous year?
 - 0-1
 - 2-4
 - 5+
8. What is/are your favorite program(s)?
9. What program(s) or program topic(s) for adults would you like to see the library offer?
10. How many children's programs (virtually or in person) have you attended in the past year?
 - 0-1
 - 2-4
 - 5+
11. What is your favorite program?
12. What program(s) or program topic(s) for children would you like to see the library offer?
13. How many teen programs (virtually or in person) have you attended in the past year?
 - 0-1
 - 2-4
 - 5+
14. What is your favorite program?
15. What program(s) or program topic(s) for teens would you like to see the library offer?
16. Why have you not attended any programs?
17. Which of the following library services have you used?
 - Art Gallery
 - Board games
 - Book a Librarian
 - Checking out books
 - Checking out magazines
 - Collection Kits
 - eAudiobooks

- eBooks/eReader (Overdrive, Libby, Tumblebooks, Freading)
- Free apps (Mango, Freegal)
- Genealogy, local history
- Homebound service
- Library computers
- Library of Things (Hotspot, museum pass, etc.)
- Meeting Rooms
- Online databases (Creativebug, Valueline, et.)
- Printing/Scanning/Emailing
- Streaming Movies/TV Programs
- STEM Kits
- Other (please specify)

18. In what types of programs are you interested? Select all that apply.

- Adult Literacy
- Art
- Art Exhibitions
- Author visits
- Board games
- Book discussions
- Business
- Children's program
- Cooking
- Crafts
- Foreign language
- Games
- Gardening
- Genealogy
- Graphic novels
- Health, Fitness and Wellness History
- Home School
- Movies
- Music
- Nature
- Photography
- Poetry
- Scavenger Hunt
- Storytime
- Video Games
- Writing
- Other (please specify)

19. How would you like PGTPL to communicate with you? Select all that apply.

- Email
- Flyer picked up at library
- Bookmark picked up at the library
- Library website
- Facebook
- Twitter
- Instagram
- Pinterest
- Podcast
- Outdoor sign
- May we suggest
- USPS Mail
- Radio
- Newspaper
- Communications through various community groups (i.e., neighborhood associations, schools, etc.)
- Festivals and community events
- Other (please specify)

20. What are the ages in your household. Check all that apply.

- 0-1
- 2-4
- 5-10
- 11-13
- 14-18
- 19-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

21. What questions, comments or concerns do you have about PGTPL?

22. If you would like to be entered in our drawing for one of four gift card, please provide your contact information.

Name

Email Address Phone Number

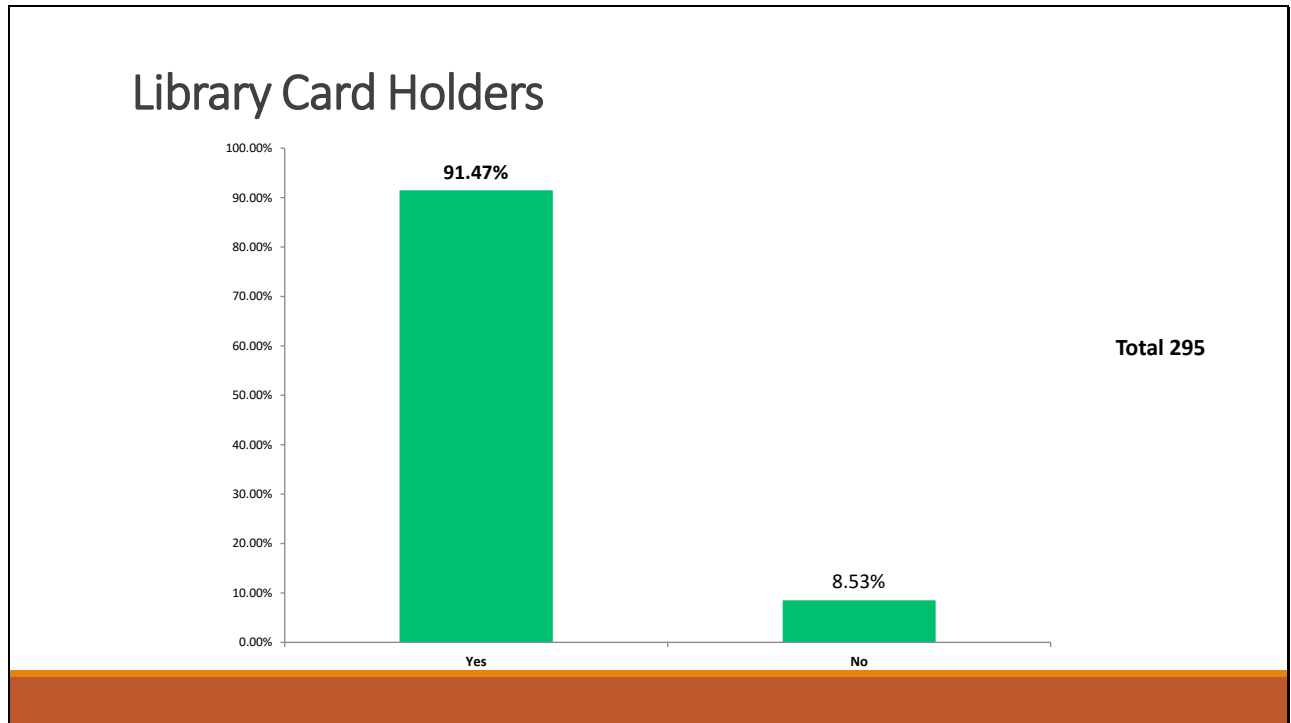
23. Would you like to be added to our email mailing list?

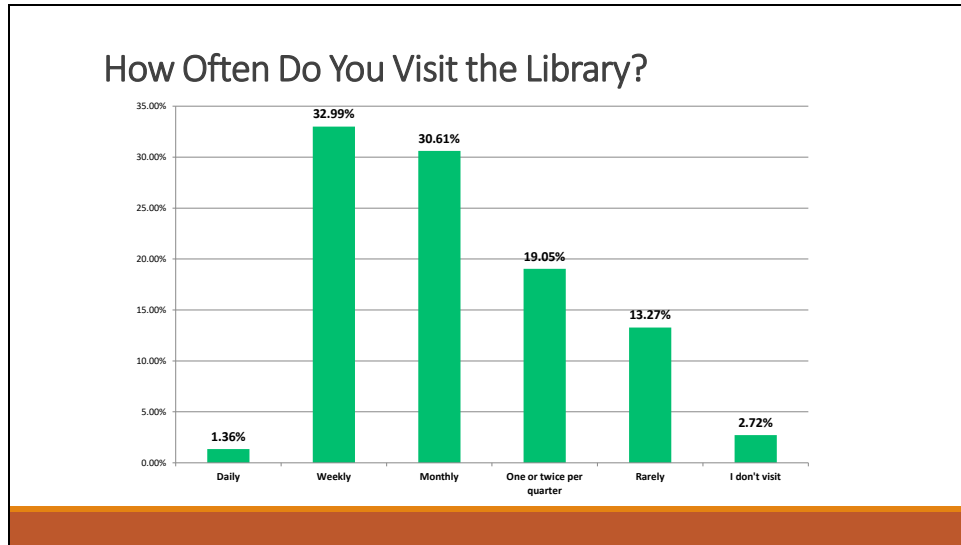
Yes

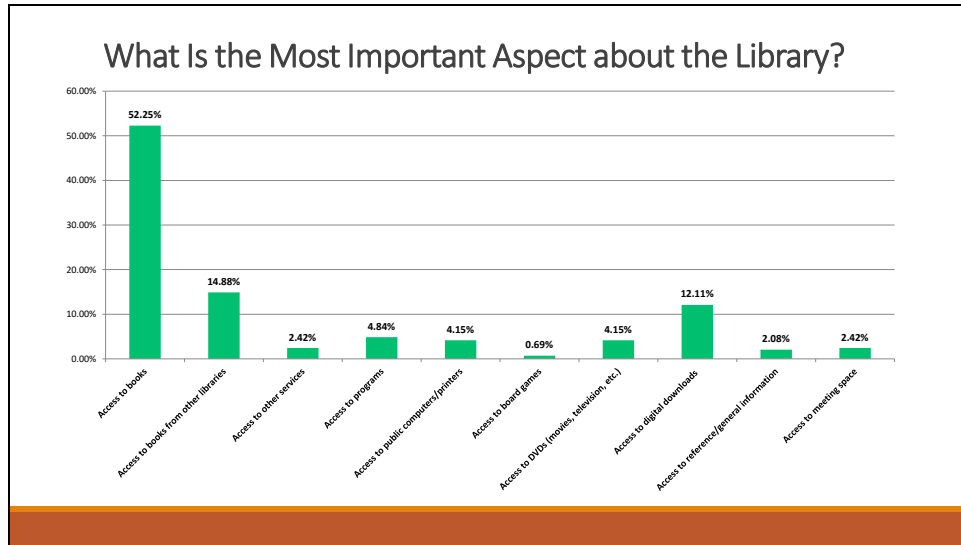
No

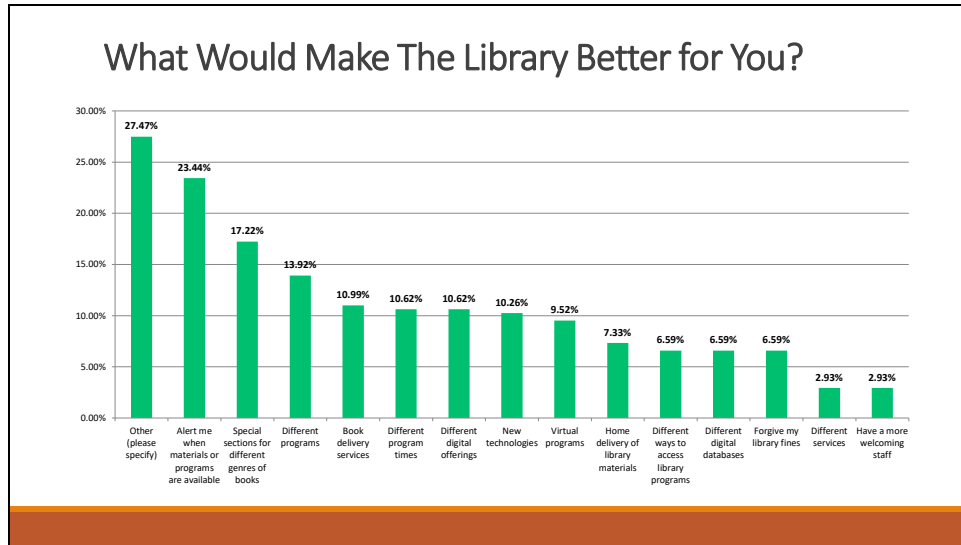
2021 Patron Survey

GREYSEN THOMAS



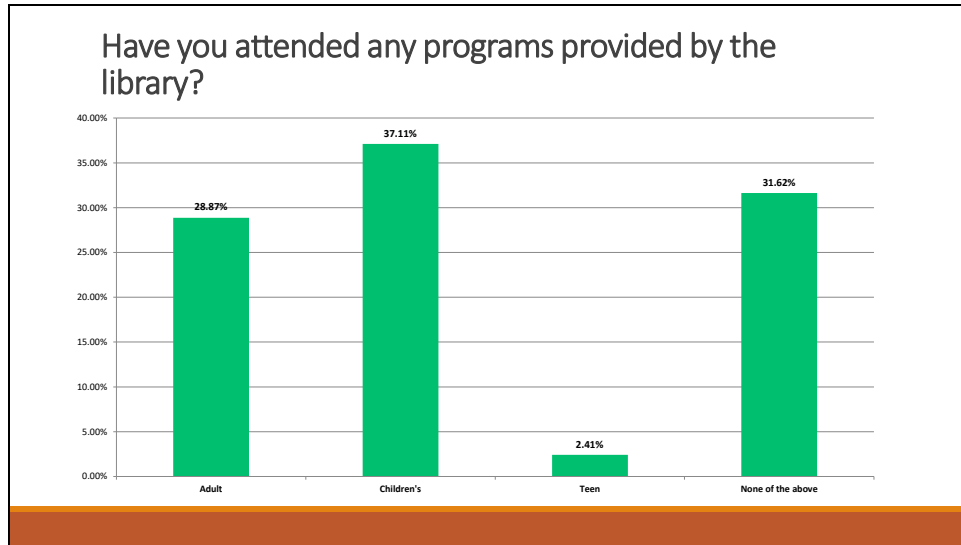


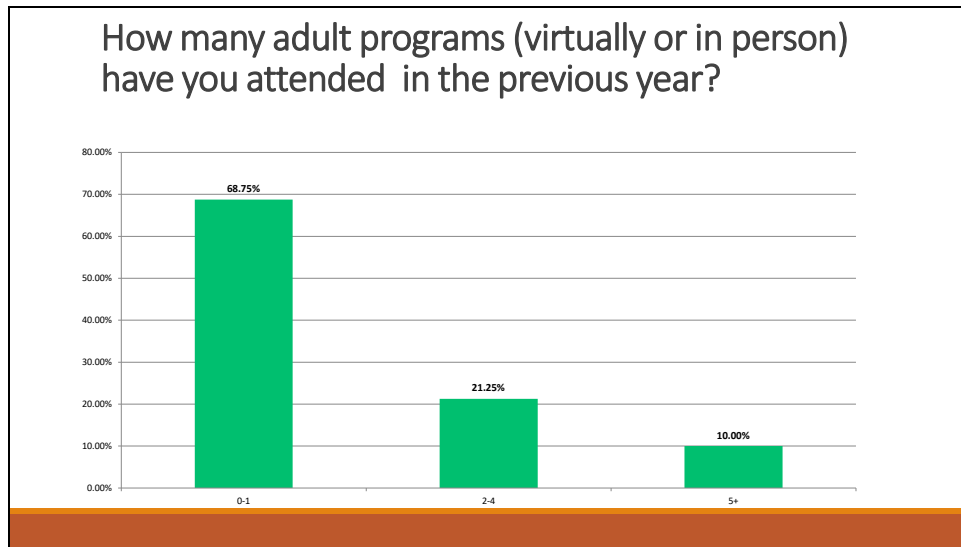


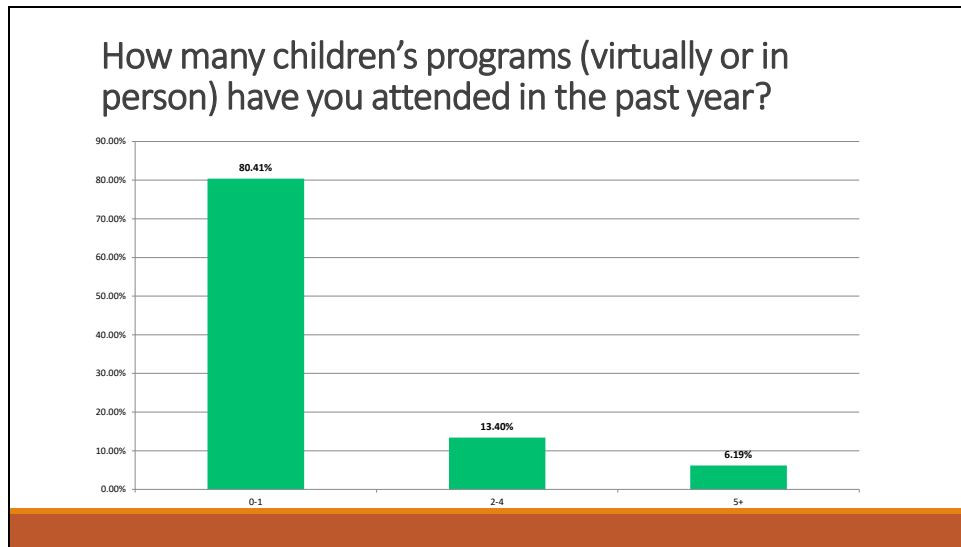


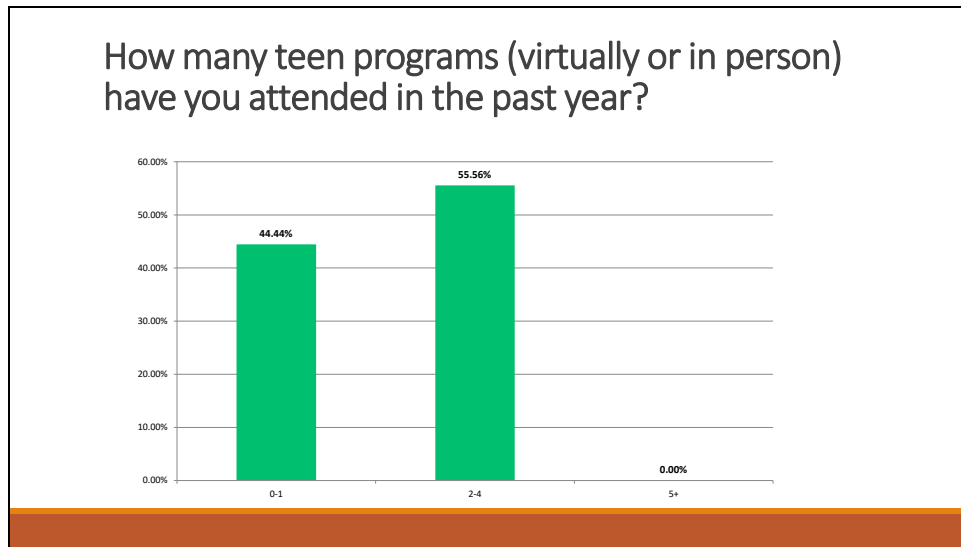
What Would Make the Library Better for You Comments

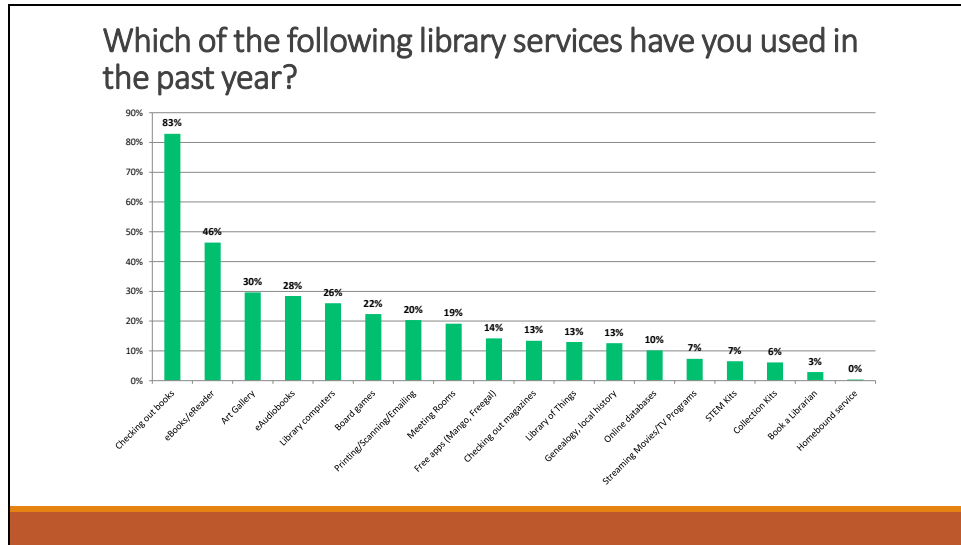


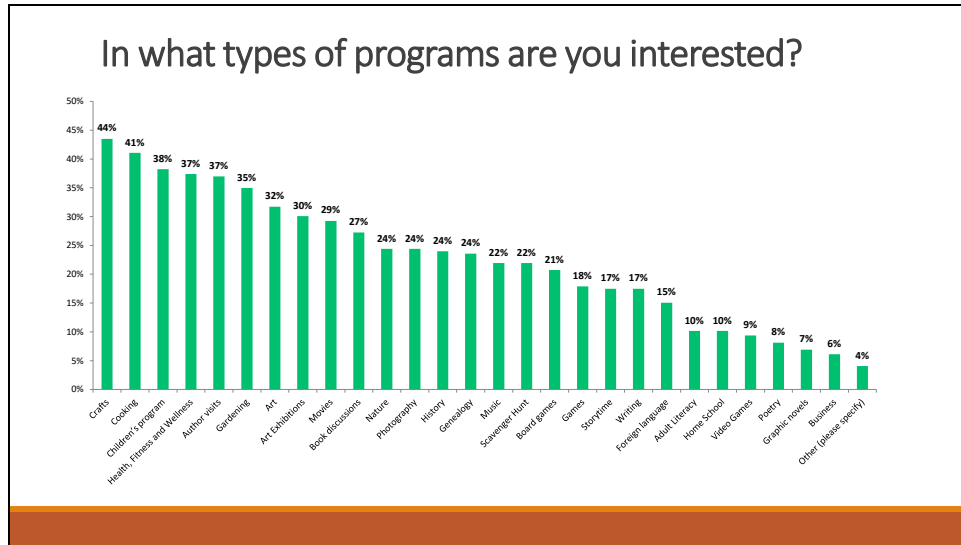




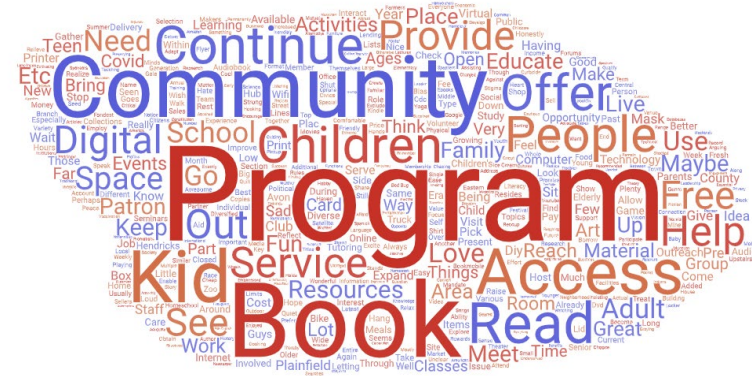


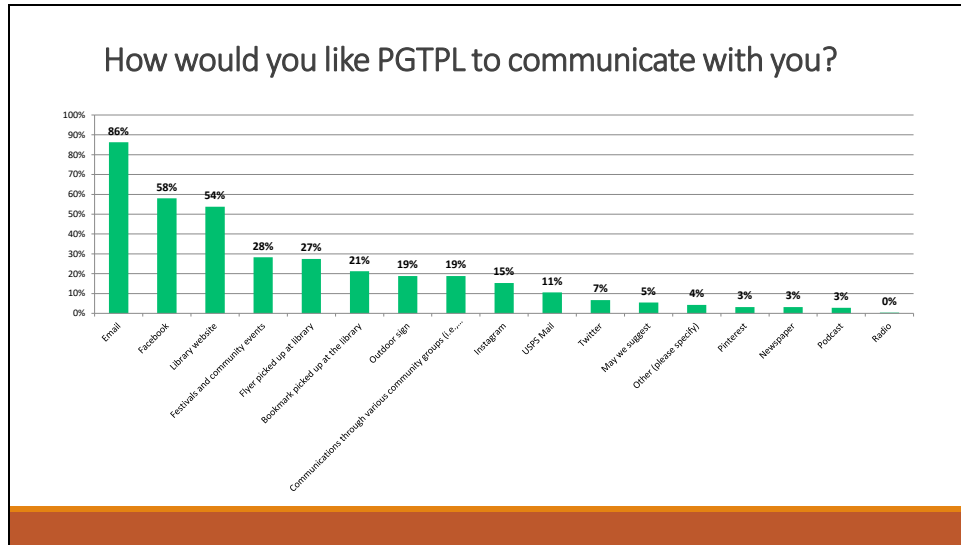


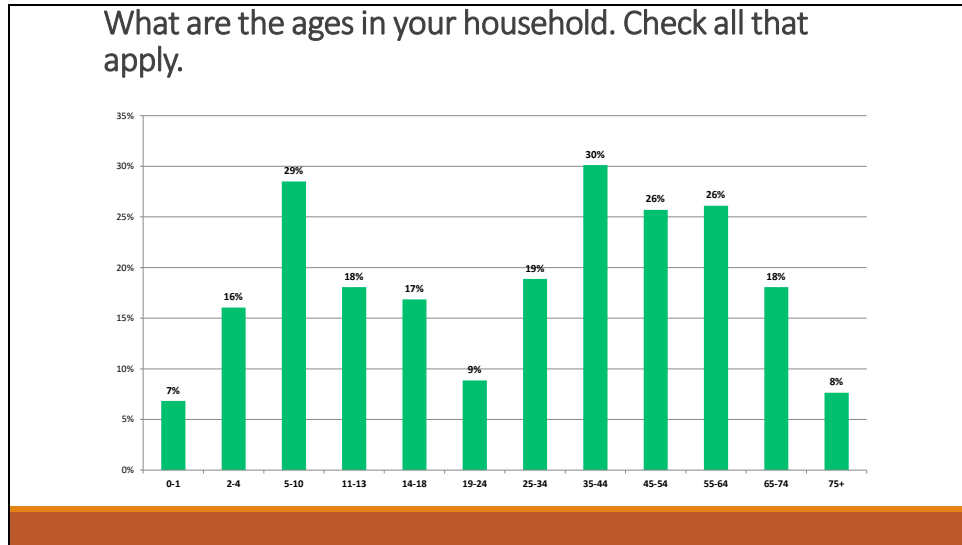




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What Would Make the Library Better for You?

Books

- A delivery bundle for kiddos would be so cool!
- Access to new titles from Evergreen in a more timely manner. I review children's books on my website and often have to wait months for new titles because they are "too new to transit." After months have passed, they are no longer new titles. When I do receive them, it is obvious that many of them have never been checked out. Given the cost of hardcover books, is it really a better use of library funds to have new titles sitting on the shelf instead of in the hands of requesting patrons?
- Better, higher quality of children's literature as well as juvenile fiction. Adult section has been lacking in vast quantities of quality literature as the years have went on. In addition, books that are in a series are usually always missing book 1, 2 or any other book in the series within the library's own collection.
- Bookflix
- Getting books quicker with the courier service
- Have a bigger section of new releases that is organized into categories/topics. It would also be nice to have a section of top librarian book picks organized into categories that changes periodically. As a resource, the Curtis Memorial Library in Brunswick, ME is an excellent library with this kind of system and more. For reference, the website is: <https://curtislibrary.com/>
- Markings on books showing genre. Services are all very good.
- More audiobook (digital or hard copies) offerings and digital (kindle) books. It is hard to say if I need different program times until we are in person again. I appreciate the concern for safety, but my toddler has extremely limited screen time so we cannot wait to be back in person!
- More big/children's puzzles. Outdoor space, picnic tables, etc. More adult craft supplies access (like the teen room), and simple craft sessions that Special Needs adults can handle (can be the same as children's/teens programs, but offer an adult session). We loved the make and take crafts! Art shows and programs are great. More with music and animals? Educational programs for adults/all ages. Can't wait for social groups (like Sit N Knit) to be back. All the staff is friendly and helpful.
- More Christian authors
- More copies of ebooks, especially popular titles. 6 month wait times on 1-2 copies is a little crazy
- More digital access to books. More services not different.
- More e books I can read on my kindle (overdrive/ Amazon)
- More print books. At one point some years ago it seems like about half the books went away.
- More titles - sometimes there isn't a book I want or there's a long wait.
- Sometimes there are books I want that aren't in our library system, including the other Evergreen libraries.
- Video game borrowing?

- Wider variety of ereader books.
- Teen books and activities that are more wholesome than worldly. Not encouraging screen time and video games, but reading books that are healthy for their minds and heart.

Programs

- Additional programs -- I enjoy the ones you have, but would enjoy more!
- Bringing back some of the kid games and activities like pre-COVID.
- Host Adult programs like painting classes
- More programs for under 3 year olds

Technical

- Expanded the technical materials and programs.
- More public computers offered for use in different parts of the library for ADULTS. The children have two rooms which gives them lots of privacy but the adults do not have a room where they can work in peace and quiet so I think it would be nice to have more computers spread throughout the library which offer more privacy.
- Using catalogue to find dvd or book is too complicated & frustrating, ie it tells me a specific dvd doesn't exist when I've seen it on the shelf

Services

- I wondered what services were offered to the senior living places like Cumberland trace
- Having a well outfitted 'maker space' would be nice.
- Know what services are available
- Let all people have a library card no matter where they live.
- NEWS PAPER SEARCH ONLINE

Masks

- Allowed the ability to breathe
- Getting rid of mask requirements.
- Mandate masks
- Mask choice for all people
- Mask suggested
- No mask mandate
- No masks
- No masks would make it better. Will not come there as long as masks have to be worn
- Not requiring masks. Make it personal choice. My vaccine protects me so why start the mask scrap again?
- Not requiring people to wear the mask it not a law. Let people make their choices.

- Require masks again. You should really be embarrassed that you aren't yet, given how smart you all are. And tell that guy on the school board that works there WE WANT MASKS ON OUR KIDS AT SCHOOL!!!

Other

- Best library and staff ever!!
- Cannot thinking of anything, I think the library has a good selection of items and services that all meet my needs
- Can't think of anything, satisfied with library as is
- Compulsory masking for all patrons as recommended by the CDC currently
- Everything is well done as it is.
- Extended hours one weekend a month for those who work 2nd or 3rd shifts during the week
- I don't have anything specific. I don't use the resources as much as I should.
- I feel the library is meeting my needs already.
- I have no complaints. I haven't checked lately to see what programs are available during the weekday oh, but now that I'm retired I should check into that and see
- I think everything is great. This is my second time here because i am new to the area. I am blown away at how beautiful and large this library is. i can't wait to get a card so I can dig into some books!
- I think you are doing a fine job in all of these areas.
- I'm generally well satisfied with the library. I like the gallery and changing displays of artwork.
- In person classes for kids have returned! Thank you!
- It is great the way it is
- More library sales
- Much Lower fee for those who live in Plainfield, but not Guilford Twp.
- No changes. I love my library! I just don't visit often since the pandemic. I use the digital offerings daily.
- Nothing. We have an excellent library and staff!
- Outreach, marketing or advertising to promote programs and get people involved
- Outstanding library and staff. More space would be ideal.
- Paper form for summer reading programs instead of only online.
- Stopping the ridiculous mask mandate
- They already do more than I know!
- They are doing great, nothing
- Very happy with the way it is now
- We have moved a lot and used many public libraries. Guilford Township is far and away the best. Nicest staff (who else brings books to the car?!), good flow/layout, movies for seniors absolutely no recommendations based on the services our family use.
- You offer everything I already need

What is/are your favorite program(s)? (Adults)

- Exploring; new technology; help with phones/computers
- Painting crafts movies art show virtual reality Art Show
- iPad help and virtual vacations
- Laura's classes.
- Wine tasting was fun.
- Crafts, movie & meal showing
- State History seminars, cookbook club, garden tours and programming
- Gardening
- Cooking, crafts, genealogy, local history
- Educational training
- Anything crafty.
- Book sales
- Have enjoyed the Plainfield picture history, visit to the Islamic Center, the genealogy talks with Jeff Koehler, the Irish dancing several years ago
- Community programs
- Food and wine
- Arts and crafts, movie days/nights (thanks for providing food), yoga / exercise, educational, entertainments
- Genealogy and art
- Tech & gardening
- Anything related to art and art shows.
- Cooking
- Card games
- Pictures of state parks in Indiana
- Euchre
- I used to like yoga when it was there
- Movies; Book sales; pictures on Facebook
- Cooking or just generally interesting topics
- Art ones with Laura, ginger bread building
- Those related to senior citizens.
- Yelp bazaar but COVID has disrupted a lot and people really economically too
- Crafts, gardening, author talks, meet the candidates
- Historically
- Visiting author, music
- Movie night
- Was yoga. Not attending lately because of COVID.
- Craft and learning art lots of Laura's programs!
- Gardening
- Knitting; Crafts; Genealogy
- Crafting and cooking
- Book clubs; Lunch/learn type programs
- Hands on type - crafts

- Summer Reading Program
- Genealogy
- Drawing
- Anything art related
- Book clubs
- Classes
- Craft programs, book clubs
- Computer access
- Music with food
- History programs.
- About Plainfield and its past
- I really enjoy the reading program, but I hated having to log on to record reading.
- Authors
- I love the cooking show.
- Gingerbread Decorating for Families/Individuals for the holidays!
- book clubs, family history
- The past year is not a good judge with the reduction of programs due to COVID.
- New short film offerings.
- Genealogy and history related
- Library book sale, attended wine and cheese program

What program(s) or program topic(s) for adults would you like to see the library offer?

- Active programs to teach
- Adult crafting or cooking classes
- Any historical information
- any you come up with.
- Art related
- Art; music; book clubs; nature lectures
- Author meetings
- Author visits, genealogy programs and "road trips"
- Bird watching, gardening
- Book Club, author visit (virtual), yoga.
- Can't come up with anything. Will be happy to see the return of the Arts Gala. That brought both Plainfield people as well those from the surrounding areas.
- Computer training, Job Search assistance. It would be helpful to involve Work One, local employers, etc,
- Craft and cooking and art
- Craft/art programs, programs about accessing community and needed resources, programming related to mutual aid and community services.
- Enjoyed tours to places of interest in the area
- Financial & budgeting information
- Financial, money management and retirement planning. Travel. Employment, such as resume building. Opportunities for emigrants.
- Food, literary, history
- Gardening
- Gardening
- Knitting
- Good question
- Hard to answer that one. Maybe a singles book club for those people beyond the age of 50, kind of like a meet and read?
- health, senior life, financial planning
- I could really use a moderate level computer course.
- information for senior and those caring for senior citizens
- Learning new languages...speaking & reading
- Lunch/learn various topics; Meet the author type programs; More variety of book clubs at different times
- Mahjongg
- Maybe a talk on a specific book. Not book club but an expert to come in and talk about a book
- Maybe some craft times?
- Mental health
- More creative exploration.
- More game nights

- More Indiana historical figures and events
- More live shows, music, animals, educational. Virtual reality experiences and games (like the teens get)
- Programs for parents of high schoolers heading to college or trade school. The application process, financial aid, and FAFSA are not covered enough through the high school.
- Scrapbooking
- See previous answer
- Self defense, computer skills, small business topics
- senior
- Tech - streaming TV and additional tech usage.
- Technology crafts hobbies
- Tips and tricks with iphones
- We enjoyed the cards/games activities, the cooking classes, especially the art classes.
- Weight loss
- Yoga, card nights

What is Your Favorite Program (Children)

- After school
- All time favorite was wonderful ones with Mary
- AM child engagement / singing story time etc
- Anything with crafts.
- Anything. But have not attended becuz of the mask restrictions.
- Baby/2's
- Baby/Toddler Story Time with Miss Val
- Bats
- Before COVID, I liked the toddler program for kids. My favorite adult program was the wreath making program.
- Children's program—just haven't attended because of Covid making it go virtual—understandable but just wasn't the same so we plan to participate again if it goes in person eventually
- Children's
- Childrens programs
- Children's story
- Christmas activities
- Crafts
- Crafts for kids
- Gingerbread house decorating
- Gingerbread house decorating
- Gingerbread houses
- Group Movie viewing
- Halloween
- Halloween trick or treating and reading to dogs
- Hands on activities
- Hands on discovery for grands
- Harry Potter celebration, Summer Reading program
- Have not attended recently
- Having my grandchildren listen to book being read then doing craft activity
- Homeschool
- Homeschool days
- I haven't been to a program in a while since my son is grown now but have been to a couple of the adult crafts and family crafts in the past years
- I really like all of the kids arts and crafts and play activities that I took my kid to pre-pandemic
- It was the little kids programs when they were little
- It's been a while, but I used to take my son to one where they'd sing songs and play games that matched the theme of a book. Don't remember the name.
- K9 police demo
- Kids but have not attended since they stopped last year
- Lego
- Legos and story time are my son's favorite activities. He also loves the new turtle.

- Love the summer reading program and Halloween celebration. Haven't been since the pandemic began though
- Loved craft and book read for kids several years ago. Now my kids are older.
- Loved toddler time pre covid
- My child loved music program best - guest came with guitar and sang. Wish I could remember her name. It was great. Included parachute game, so fun!
- Not sure of current programs
- Prior to Covid we would take our 2 year old daughter to story time. We haven't taken her to the library since the pandemic began, but hoping to again once she's able to get her vaccine.
- Programs for my toddler grandchildren
- Reading time
- Reading with animals.
- Silly safari at Christmas
Trick or treating
- Srp
- Story time
- story time
- Story time and we am have also attended when the had someone come with animals.
- Storytime
- Storytimes
- Summer
- Summer reading
- Summer Reading
- Summer reading program
- Summer Reading Program. We used to do more programming regularly pre-Covid. My daughter especially loved the tots story/craft time
- Take home crafts for children!
- The children's book & activity
- Tot time
- Unknown
- We liked the ones for little kids pre covid
- We loved baby story time, would love toddler story time as well but can't do it digitally
- We saw a short part of the high school play. My son loves watching that.
- We used to attend more frequently prior to Covid. We enjoyed the story times with an activity!
- When my kids were little, we attended children's programs. They always loved the Halloween and summer kickoff events.
- When the programs were in person we would go at least twice a month. Enjoyed them all
- When you have the summer reading kick off party and events where kids make food or crafts.

What programs would you like to see (Children)?

- A music program would be great
- Anything on diversity, including ppl w disabilities
- Art, science, holidays,
- Book club
- Bookflix
- Career opportunities and visits from firemen, police, EMT's
- Children's music like Kindermusik and something like Gymboree class.
- Coding for kids, yoga, self defense
- Computer games that are educational. Space. Service dogs.
- Cooking
- Crafts for elementary kids
- Different religions, different colors, different nationalities but all Americans.
- Diversity
- Drawing
- Evening or weekend programs
- Finance
- Foreign language story time (i.e., French, Spanish, German)
- Free tutoring
- Game nights and teaching classic games
- Getting ready for kindergarten, more reading programs
- Groups related to gaming for younger kids like Pokémon and roblox.
- Harry Potter social club
- Haunted/ Spooky Library
- How to make reading fun! Science experiments
- I would like to see more stem programs and maybe a kids board game time
- I would like to see toddler/preschool programs in person on different/more days. My kids had preschool on the program days so we had to stop attending.
- I would love to see more programs focused on inclusion and diversity.
- I'd like to see some more current offerings for preteens and teens.
- In person programs for young children
- Just looking forward to attending programs in person again
- Just more of the summer reading program.
- Learn to read group
- Lego
- Linking activities to books
- Maybe a meet the author and dress like your favorite character. I know Mo Willems does some different events. Or learning to draw your favorite characters. But offer for kids after school or on the weekend. We have a second grader, in school but would love to participate. Or having a print off of a game like Candyland but with book titles that as you read them you move along the board game and advance. That way it is something that could be printed at home and played over time or done in the library.

- Maybe I'm just missing the communication on what's been going on, but I feel like there's not that much right now... But lego/brick club, more dates/times for preschool-aged programming (ie 2 weekday options & an evening to offer more options for family).
I think a cultural series would be fun for preschool/grade school kids- different presenters, diverse stories, learning words in other languages, themed crafts, Grade school book club- for younger & older- learning to read in advance & discuss a book
- Maybe more speakers?
- More kids programs
- More play opportunities for homeschool/preschool kids. More energetic program leaders.
- More virtual events and events after school for school age children
- Music, dancing, story and related gross motor activity
- Musical programs are something my daughter really enjoys
- My kids are older now, so I'm indifferent.
- My son loves the sea and sharks right now. That would be fun to learn more about.
- Nature based programs in addition to the Hendricks county park program.
- No longer applies to me
- Opportunities for Pre teens and teens that they can do with friends
- Reading incentives
- Reading with and without out crafts
- Robotics, Astronomy, Yoga
- Science
- Singing, art, dancing
- Stem and art activities
- STEM or music
- Stem related
- Summer reading program where kids get prizes for reading copious amounts of books. Instead of a drawing.
- Themed reading
- Toddler
- We like the summer reading program idea but it is overwhelmingly crowded that night
- Weekly story time in person, once that is safe again. Big topics like dentist, doctor, starting preschool, new siblings, etc.
- You do a great job with variety already

What is your favorite program (teen)

- Movie after school
- Cross stitching
- Cross stitching
- I used the service when I was a teen.

What program(s) or program topic(s) for teens would you like to see the library offer?

- Different types of arts such as wood burning or glass painting
- Different types of art, (wood burning, stamp making, glass art, finger printing, pottery, etc.)
- More chances for them to share their interests. Like programs for specific fandom kind of things.
- Stop trying to be politically correct.
- Age related

Why have you not attended any programs?

- Anxiety
- Busy
- Busy
- Busy college student
- busy schedule
- Busy stage of life
- Correction - I attended one adult program. Otherwise, the programs offered usually were not of interest to me.
- Covid
- Covid
- covid
- Covid
- COVID
- Covid 19 and an unvaccinated child
- COVID-19. Unsure when/what is available.
- Don't know what programs are offered
- Have not seen marketing for programs offered.
- Haven't heard of any
- Haven't known about most of them.
- Honestly, I just don't look to see what's available. I used to when the kids were little.
- I am busy not a lot of down time
- I am busy with school, work, and clubs
- I don't always know about them in advance.
- I don't know when they are or what there is offered
- I don't get out much

- I have been working full time and I have not had the time.
- I have enough other personal activities going on. But they do look interesting and I would like to try them when I retire in a few years 😊
- I have not really investigated programs the library has to offer.
- I haven't had opportunities to go
- I was interested in joining the Pulitzer Book Club one time. As it was in progress, I stopped in to talk to the woman in charge and I didn't get the feeling she/they wanted another person to join. Very few smiles or a welcoming attitude.
- I work 3rd shift
- I would play euchre but it is for seniors only so I am not able to attend. If there were workshops where people could learn new skills like gardening, carpentry, computer programs, etc., I would attend.
- I'm out of town a lot
- Inconvenient times
- Just a private person
- Just haven't had the time to do so.
- Just haven't made the time
- Just moved to the area
- Lack of awareness on my part
- Lack of time and lack of interest
- Last I checked most programs were in the evenings I didn't have any interest in going in the evening
- Limited personal time
- Live in avon
- Many years ago I attended a computer workshop. I'm a teacher and I usually have a lot of work to complete in the evenings.
- Masks are required
- My daughter was not yet old enough for the programs.
- My kids were too young then Covid hit...hope to now though!
- My mom has gone to the senior movies/lunches and loved them but I work and don't have much free time.
- New to area
- New to the area and haven't looked into anything yet.
- No interest
- No reason!
- No time
- No time!
- None have been for me
- None have met my specific interests
- None of interest
- Not a teen
- Not currently living in town
- Not had one at a time that worked for my schedule.
- Not interested.

- Not of interest to me
- Not that interested
- Nothing that interested me was offered.
- Pandemic
- Schedule
- Single parent, working 40+ hours a week, responsible for everything at home, except cutting my yard
- The ones that I've been interested in have been when I was at work.
- There are not currently programs running that I know of due to COVID. Also, I am not sure where I would find out about the program times and dates.
- They are usually during the day when I am unable to bring my kids
- They were all cancelled
- time
- Times available and then COVID
- Times didn't work with my schedule
- Timing
- Timing is not convenient
- Too busy with other things in my life. When my children were younger, we attended children's programs at our local library.
- Too busy. Nothing library has done discourages me from visiting the library.
- Wasn't aware of them
- We have not lived in the area for long and are still getting comfortable in the area but plan to check out programming soon!
- Work schedule
- Work too much at this time
- Working
- Would only do kid/homeschool programs but I either never remembered when they were or currently don't want to do inside programs due to covid.

Which of the following library services have you used in the past year?

- CD Audio books
- Checking out CDs and DVDs. Teen take home kits.
- Checking out dvds
- Checking out DVDs, picking up brochures, ordering books through Evergreen Indiana from other libraries
- Checking out movies for travel
- Children DVD's
- DVDs
- DVDs
- Haven't really returned since Covid.
- I don't have my card ... but I plan to apply
- I frequently ask the children's department for suggestions of books on a topic and they are wonderful about helping me!
- I wasn't aware they had streaming. And I have not been successful and figuring out the E audiobooks through Libby. That is just user error I'm sure it has nothing to do with your quality of products
- I would like to utilize some of the services offered but because I do not have a physical address I cannot even apply for a library card so this limits my ability to take part in all of the things that the library offers. I would happily pay for a library membership but I still do not have a physical address so that is an obstacle that I would like to see rectified in some way.
- I'd like to know more about streaming movies. I didn't know you could do that.
- Library sales
- Meet at library for private tutoring
- None
- None due to Covid. Usually enjoy checking out books and looking at art.
- None. I wasn't allowed in the building.
- Nothing since Covid
- Online checkout and curb pickup during closure.
- Pocket wifi
- Really appreciated the study rooms this year
- requesting materials from other libraries for pickup at PGPL
- Reserve books from Evergreen system, Hoopla and Libby favorites
- social and educational programs
- Tax service
- We love the new space! The remodels are looking awesome!

In what types of programs are you interested? Select all that apply.

- Bookflix
- Constitutional rights
- Do they still have yoga?
- General technology - electronics, 3D printing, computing/networking, coding, etc.
- LEGO club, stem/steam activities
- Not sure if this falls under business, but it would be nice to have things like estate planning, workshops surrounding up-to-date changes in tax information and retirement planning.
- True crime
- Tutoring
- We think that covers all the general categories! Just want to consider special needs adults in programming that works for them too. Not all adult programs are to their level, and we can't join the children's programs. Unless you want to offer family/all ages activities. We miss reading with dogs.

What questions, comments or concerns do you have about PGTPL?

- A weekly email that lists all programs offered would be amazing. I feel like you have a lot available but it is not always known. Also any outdoor activities for kids would be welcome.
- Am very sorry to see masks required again...
- Appreciate you guys!
- As I have stated above, be the wise pillars of the community you are and help us get masks back on these people so delta doesn't kill ppl and ruin another Christmas. Have a nice day!
- Available jobs?
- Be involved in more community activities
- Best place ever!
- bottom shelves are too low to see the titles on the paperback books.
- Brene brown has 2 very popular podcasts right now, Unlocking Us and Daring Greatly. Most of her guests are authors and I think it would be great to be familiar with the books and have them available!
- Children's area has become dull and less inviting. Also, I wish they had more interesting programs for adults.
- Concerned about following non scientific guidelines with mask wearing
- Concerned about limiting access to programs, reducing the attendance by 50%. The Covid virus is here to stay, it is much like the Flu or any other virus. Please stop limiting access.
- construction in lobby seems dangerous

- Currently my kids and I don't feel comfortable coming to the library because there isn't a mask policy. It's not worth our health for a visit, sadly.
- Do you require mask?
- For seniors hard to open door to quiet area if walking with walker or cane.
- Get rid of masks for everyone. It should be a personal choice, not a requirement to attend events/programs.
- Great staff!
- Hate the requirement of masks. Follow the science. They do not work. Not everyone can wear them, unsanitary.
- how is the library funded
- I am concerned that PGTPL is overly focused on the wants of our well-off populations. I would like to see more outreach to low-income and diverse communities. I would also like to see more partnerships with community resources, especially in these troubling times in order to match patrons with needed resources.
- I am very proud of our library. There's always room for improvement. I wish you could carry the Heartland series of television shows....on their 15th season.
- I do appreciate how helpful all the workers are in the library. They are always eager to please.
- I don't have any right now
- I don't like the mask requirement.
- I enjoy overdrive but don't like having to pay for it on a limited budget.
- I enjoy your staff and location 😊
- I hope that the library is keeping patrons, staff, and volunteers safe by requiring everyone to wear a mask!
- I just very glad our community has a healthy library
- I like self checkout and putting materials on hold. Too many teen/young adult strategy games vs other age groups.
- I love our library! Sometimes I wish the collection better supported the books I want to read, but wait times to receive books from other Evergreen libraries isn't bad.
- I LOVE our library. Just want to be sure its materials reflect diversity and accurate discussions of race, which reflect the national conversation.
- I love PGTPL! Employees are wonderful!
- I love Plainfield and the fact that it has an outstanding library makes me love it even more. The staff is friendly, there's great access to tech and books etc!
- I miss the many books / book shelves full of books in the library
- I really enjoy the digital databases that take those of us who are older back in time to win Plainfield was just beginning to grow. I have lived here all my life and love it here and I really appreciate the databases. I only wish that all of the elementary school pictures from Brentwood Elementary School in the early years between 1963 in 1970 could be downloaded. Would love to be able to see those.
- I wish the online sites and apps were more user friendly
- I would like to know the COVID protocols for Teen Central.

- I would like to receive an annual report on the library in the mail. It would also be good to mail a few newsletters every year to reach new residents and people who do not use the library, but pay taxes to support it.
- I would like to see video games for ps2 ps3 PS4 and Xbox
- I'd like to know more about adult programs
- I'm so grateful to have easy access to such an amazing library.
- I've always had a wonderful experience here. Always clean and staff always nice and helpful.
- I'd like to have the summer reading program last longer, and I absolutely hate having to log reading minutes on a computer. When a family has multiple children, making different profiles for each kid is too lengthy a process. It also makes the child more likely to be dependent on the parent to log the minutes. I just really like being able to have a print out.
- I'm grateful Plainfield has such an outstanding Library
- It hasn't seemed as friendly the last few years. Which is sad, because I was there fairly often.
- It was very noticeable having the library closed and extremely modified during covid. We love the library and staff - truly thankful for your services! The Libby app is super cool too! I was unaware there are other free apps!
- It would be nice to change the process for updating personal info. Requiring a personal visit to the library and shutting down our account if we don't come in seems outdated and is very inconvenient. There surely is a way to do this online?
- It's a wonderful library with a great staff.
- Just keeping things masked and safe for now.
- just would enjoy searching old news articles of Plainfield and surrounding communities
- Keep growing and being actively involved in making this community better and more connected
- Keep persevering. The library is very needed in our community.
- Keep services relevant for all ages. Thanks for all you do.
- Keep up the good work
- Keep up the good work!
- Keep up the great work!!
- Listen to the residents of our town when it comes to masks. Especially on our kids.
- Love the library
- Love the library
- Love you guys, can't wait until you're in person with programs again. Thank you for taking the pandemic seriously
- Masks do not work, research has proven that they don't
- More museum passes would be awesome
- My teen really enjoyed interacting in the library teen room. However, all programs became geared towards comic con or Harry Potter. A big part of the teen population is being cut out due to this! Teens like cooking, crafting, learning about the world, etc. Lots of missed opportunities!

- Next year for the summer reading program, if budget allows, can you bring back tshirts? My kiddo was really bummed this year that there weren't tshirts. Those are always her favorites & she beams knowing she earned it by "reading" (prereader- mom & dad are still doing the legwork :-))
- No concern, friends in other States envious at the services available to me at our library now.
- none, you guys are rocking it
- None. We love the library!
- Not requiring the community to wear masks.
- Nothing really, just hope libraries remain vital!
- Offering reciprocal benefits to residents in the town of Plainfield that attend Avon schools
- Only that you should be requiring compulsory masking for all staff and patrons at this time as per CDC recommendations
- Outstanding library and staff! We are fortunate!
- Please make masks optional. Not everyone believes in the fear mongering of this virus. Freedom is to have the choice which is America.
- Please try to offer as many books as possible on CD!
- Really need to get that construction project at the entrance finished.
- Really would like bookflix
- Thank you for all that you do! We have the best library and the friendliest staff!
- Thank you for having nice bathrooms and an advanced tech print station keep up the good work the books displays are great inspiration too
- Thank you to the staff for keeping materials available during COVID & for delivering material to me during my recovery from surgery. You've all been a blessing.
- The lack of signage recommending people still wear a mask. Without a mask mandate, I think the library could still have signs - not the lame "we are in this together" ones. The children's room is great, but children under 12 still can't get the vaccine. I was shocked that there wasn't at least signs reminding patrons to be more thoughtful. Of course, this isn't your fault, but I think putting up more effective signs is simply doing your small part in battling the pandemic. At times it seems like the library is too afraid of offending people. You're smart. You can come up with simple signs reminding patrons that there is still a significant size of the population that isn't or can't get vaccinated. Thanks.
- The lack of staff support of living wage
- The Library can be extremely loud when many people are there using the computers. Can the computers be located in a separate room?
- The library here in Plainfield does a fantastic job. Always a welcoming place to go, doing everything possible to help patrons.
- The library is amazing
- The website is a little slow and is not very user friendly on mobile devices
- There are some provocative books about transgender, LGBTQ, and heterosexual enactments that need to be prohibited from children's and teen's access. Go to

Carmel Clay School board meeting 7/26/21 video on YouTube. It was astonishing the content being snuck into libraries without parental consent.

- There seems to be an attempt at bringing in a diverse offering of books, which I have appreciated.
- This survey is a poor sample of participation, as the pandemic has severely restricted the safety of full library use and the questions do not reflect that.
- Virtual programs along with in-person ones because of Covid.
- We can't wait to get back to in person kids programs! The library is amazing and I can't think of any possible improvements. Maybe don't close so early on the weekends?
- We love our library!
- We love the library but have some nasty fines from a few years ago and I'm unable to use. I have a couple of my kids that use it though
- We love your awesome staff! And we love the art shows and programs. You have one of the best DVD and CD collections of all the libraries we have ever visited.
- We would like for the library to go back to normal! We refuse to bring our kids in when you require masks.
- Welcoming staff
- Why do you hate your patrons?
- Why isn't there a mask mandate??
- Wonderful library and staff. Great asset to the community
- You guys are doing a great job providing what the community needs I just think you need to do a slightly better job at letting the community know that you're there and all you have to offer
- Your staff are always welcoming

APPENDIX D: Community Foundation Report

2019 Hendricks County Community Needs Assessment

PLAINFIELD DATA SUPPLEMENT



Assessment Methodology

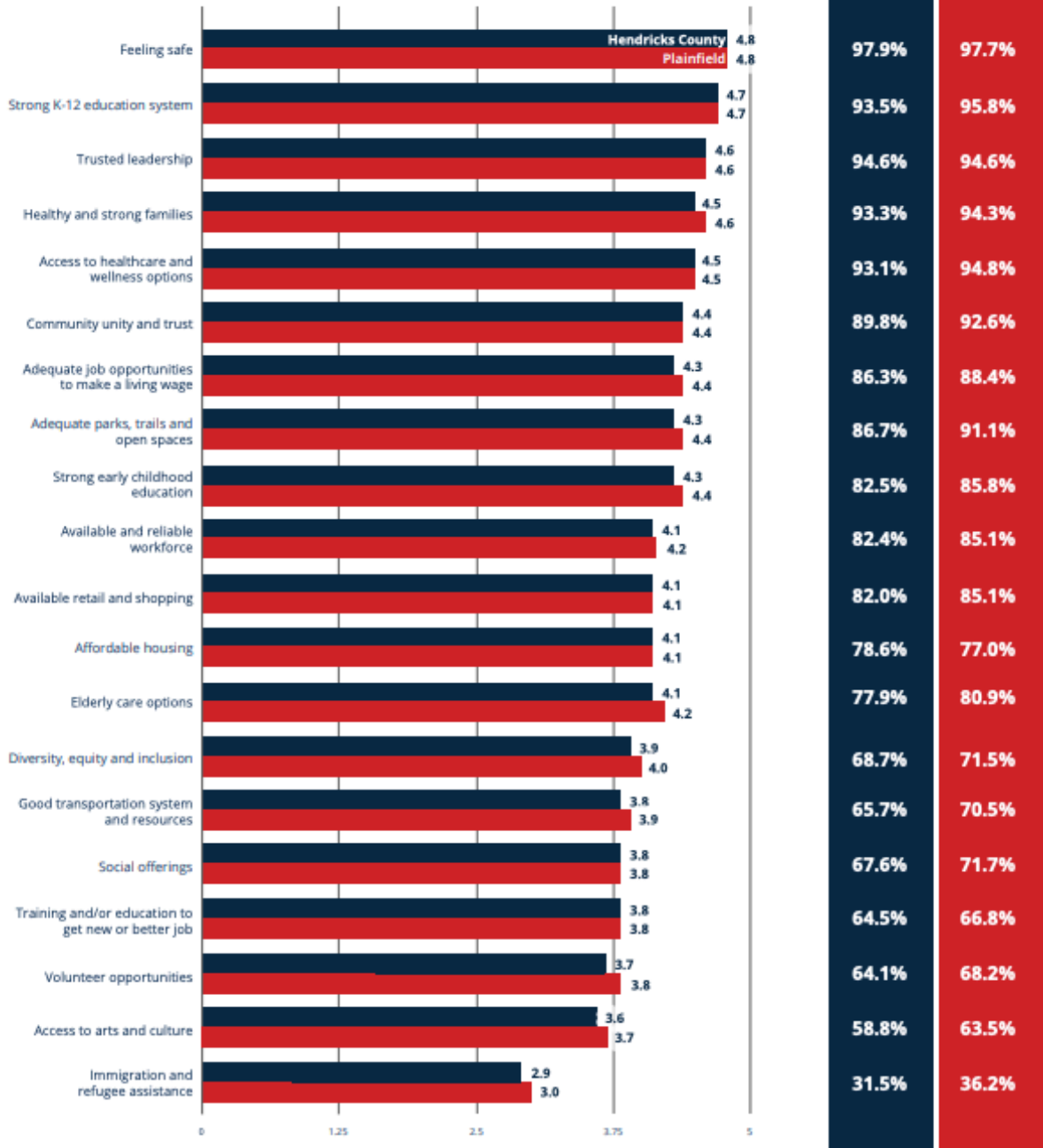
The data presented in this supplement was provided by the Hendricks County Community Foundation as a subset of data collected for their 2019 Hendricks County Community Needs Assessment. The Needs Assessment was distributed widely throughout Hendricks County (Indiana) with over 3,000 completed surveys.

In 2019, the population of Plainfield was estimated as 34,386 (U.S. Census). For this supplement, 597 surveys were received from Plainfield residents resulting in a confidence level of 95% with a 4% margin of error for the data reflecting the views of Plainfield residents as a whole. Demographics of the survey respondents can be found on the last page.



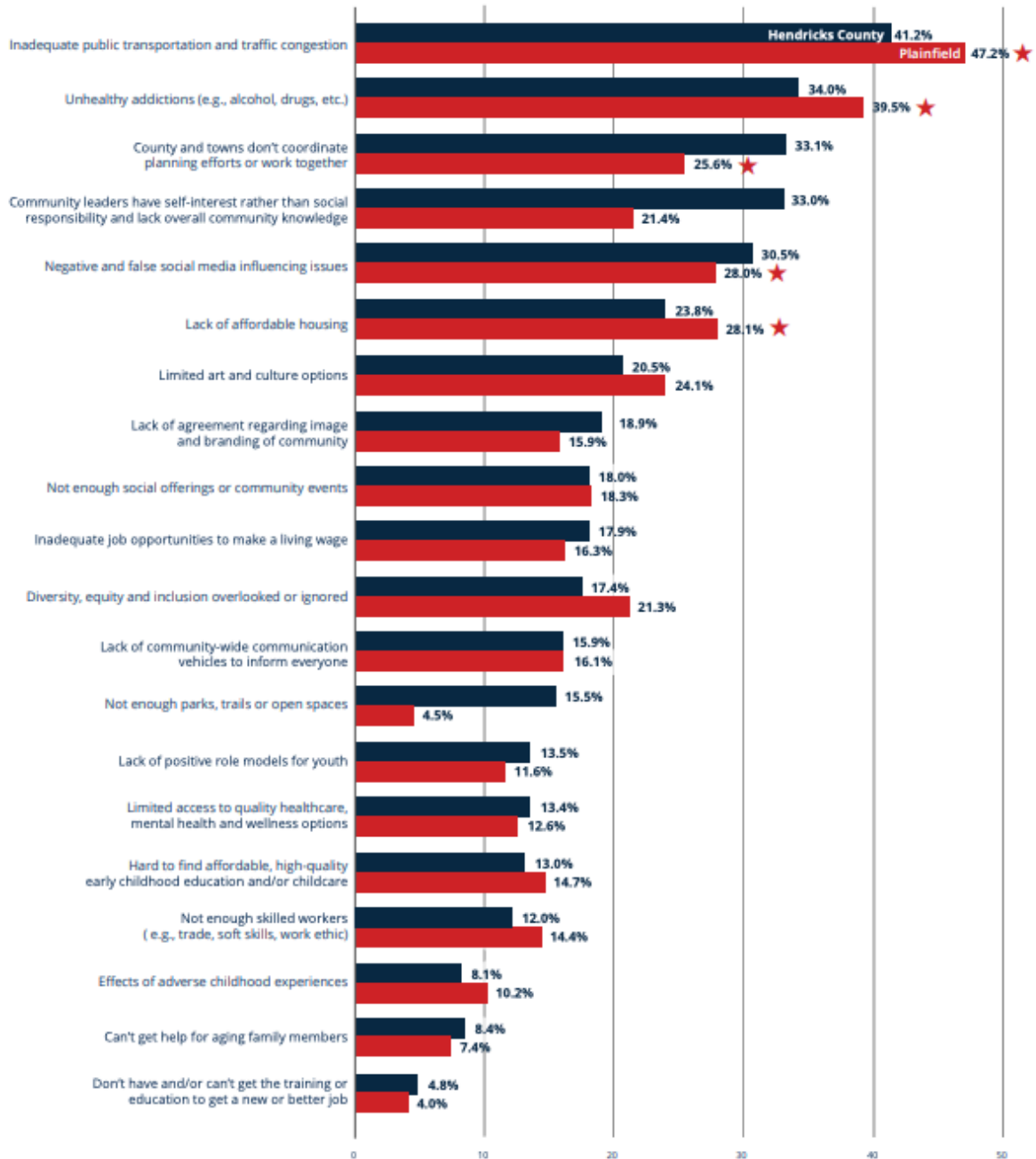
Community Assets

Ranked by weighted average on a 5-point scale.

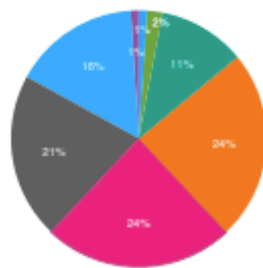


*Percentage of respondents who ranked the asset as important or very important.

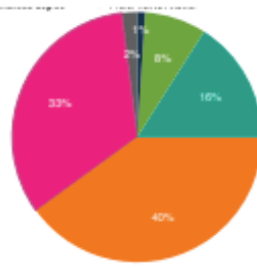
Community Issues and Needs



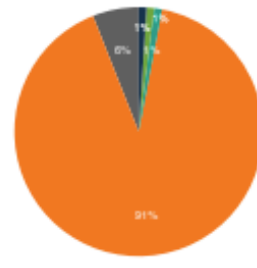
Plainfield Survey Respondents Demographics



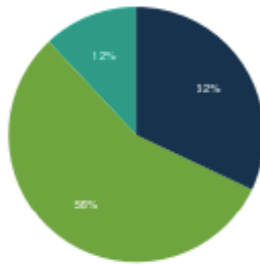
By Age
 Under 18 ● 18-24 ●
 25-34 ● 35-44 ●
 45-54 ● 55-64 ●
 65 and older ●
 Prefer not to Answer ●



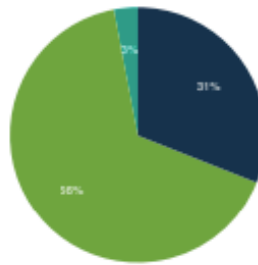
By Educational Attainment
 Less than high school ●
 High School Diploma or Equivalent ●
 Some college ●
 Certification, Assoc. or Bachelors ●
 Advanced Degree ●
 Prefer not to Answer ●



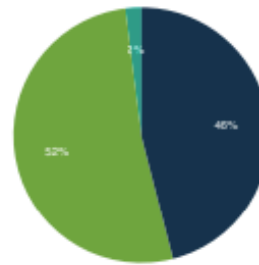
By Race/Ethnicity
 Asian ●
 Black/African American ●
 Hispanic/Latinx ●
 White/Caucasian ●
 Other ●
 Prefer not to Answer ●



By Household Income
 (county median is \$74,245)
 Below Median ●
 At or Above Median ●
 Prefer not to Answer ●



By Gender
 Man ● Woman ●
 Other/Prefer not to Answer ●

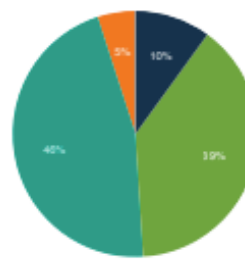


Have Children Under Age 18
 Yes ● No ●
 Prefer not to Answer ●

*Percentages add up to more than 100% due to rounding or allowing for multiple responses.

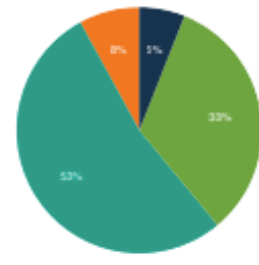
Are People Connected to the Community?

We asked how connected respondents felt to their town and Hendricks County as a whole. Only 44 percent overall indicated they felt very or extremely connected to both.



Connected to Town

Extremely ● Very ●
 Slightly ● Not at all ●



Connected to County

Extremely ● Very ●
 Slightly ● Not at all ●



Where Local Good Grows
**Hendricks County
 Community Foundation**



6319 E. US Hwy 36, Suite 211, Avon, IN 46123 | www.hendrickscountycf.org | 317.268.6240



APPENDIX E: SOAR Analysis

STRENGTHS

Attentive

- Attentive to patron needs
- Customer service (intentional focus)
- Non-judgmental
- Staff - individual attention
- Staff's willingness to help
- Utilize staff effectively

Holistic

- Appeal to diverse needs
- Community beacon
- Dedicated teen space, services, and activities
- Focus on making the building inviting and attractive
- Focused on changing needs
- Holistic service (don't just focus on one aspect of libraries)
- Inclusive customer service
- Inclusivity
- Inclusivity (a place for everyone)
- Listen to the community needs
- Safe space
- Safety (people feel comfortable being here)

Passionate, dedicated, committed

- Dedicated staff
- DFTBA – Don't Forget To Be Awsome
- Flexible and adaptable staff
- Impactful
- Initiative
- Innovative staff
- Non-judgmental
- Staff
- Staff dedication
- Staff knowledge and expertise
- Teamwork and unity
- Utilizing staff strengths in services and programming

Relevant, forward thinking

- Access to resources/materials
- Diverse collection
- Fresh/current
- Historical and archival collection and services
- Open access to all resources (very few restrictions)
- Popular updated collection
- Resource sharing
- Technology (computers/WIFI)
- Up to date tech
- Variety of resources – Library of things, games, Wi-Fi, hotspots, current collection
- Website – updated, relevant

Responsive, Involved, present

- Able to do large-scale events – Arts Gala, SRC
- Community-focused
- Focused
- Good community partner
- Listen to public – pluses/minuses
- Meeting space
- Representation in community
- Willingness to partner

ASPIRATIONS

Adaptable, inclusive, innovative

- Ability to help people
- Access to technology classes
- Accessibility
- Accessible integration within the building
- Adaptive
- Meet the needs of community members who cannot easily access the Library
- Try it zone – adaptive materials
- Trying out new technology
- Ways to reach out to older population

Connecting, integral, collaborative, indispensable

- Active community participation
- Adapting early literature programming
- Deeply involved in the community
- Increased outreach

- Library staff visibly participate in community board/Committees
- Partnering with local organizations, businesses, individuals

Evolving, expanding

- Expand awareness of digital databases
- Increased program attendance
- Increased use by high school students
- Up-to-date collection

Exciting, revolutionary, boundary pushing

- Centerpiece of learning and culture
- Connection space - support groups, facilitator
- Creative space zones
- Library is indispensable
- Library Park – picnic tables, Little Free Library, book return, storytime programs
- National experience - authors/experts, chefs/cooking class
- Opportunities for new experiences
- Passive opportunities – museum-ish
- Patrons using the building for multiple purposes
- Representation in collections, services, staffing, etc.

Passionate, informed

- Aware/informed about trends
- Engaged, actualized staff
- Know your audience
- Representative of the community
- Uphold core values

Prominent, visibility, important, vital

- Enticing the community to use the building
- Everyone owns a Library card
- Everyone sees the Library as a resource
- Everyone utilizes our Library
- Expand services to the community through the van
- Fleet of mobile Library staff
- Increased visibility
- One stop shop
- One stop shop for the community
- The Library is a person's first thought

Outlier

- Stewardship

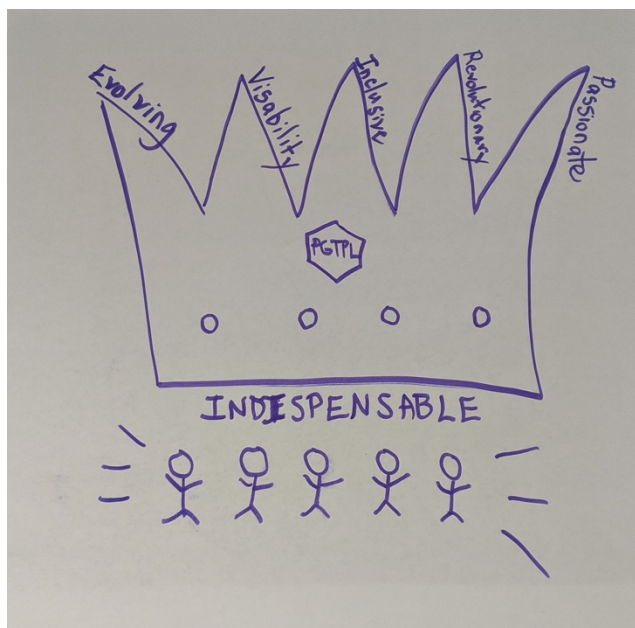
VISION DRAWINGS AND STATEMENTS



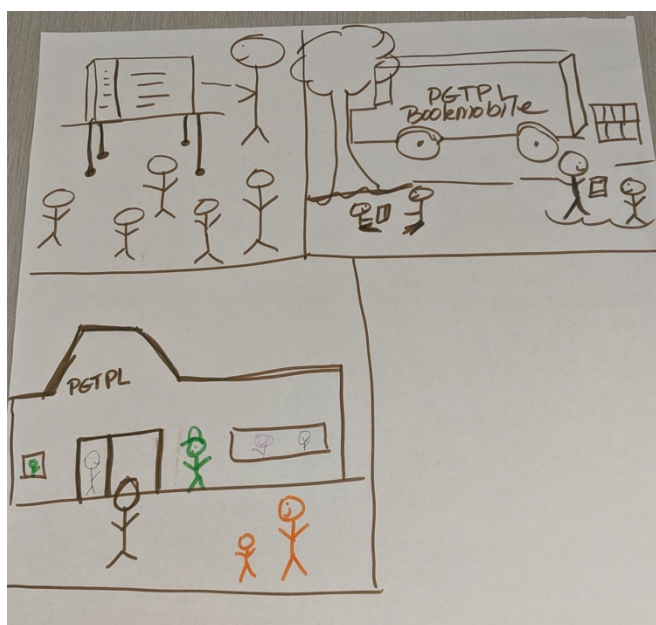
PGTPL is a vital beacon, passionate about pushing boundaries, revolutionizing programming, expanding adaptive and inclusive services while collaborating and connecting with our community.



The Library is a vital community resource providing innovative and inclusive opportunities.



The Library is an indispensable organization in the Community.



We are an inclusive and welcoming safe place that provides relevant programs and innovative services both in the Library and the community.

KEY FOCUS AREAS

- Build And Strengthen Community Impact
- Empower Staff
- Improve Customer Experience
- Re-Envision Space

KEY FOCUS AREAS, OPPORTUNITIES, AND RESULTS

BUILD AND STRENGTHEN COMMUNITY IMPACT

Top Opportunities

- Connecting community/community connections
- Purposeful collaboration with other organizations and services
- Raise Library profile in the community
- Reacclimating the community to thinking about the Library in response to their daily needs
- Targeted marketing

Results

Outputs

- Increase participation/circulation
- Increased door count, PLAC cards, Library cards, local agency partnerships
- Number of marketing materials distributed
- Number of new cards issued

Outcomes

- New residents aware of PGTPPL
- Published 2 to 4 Library Guides per year
- Residents feel more connected to the community
- Seeing people use our services who we haven't seen before, improving quality of life in Plainfield, Library known as reliable trusted organization
- Taking Library van into community two times a month

EMPOWER STAFF

Top Opportunities

- Expand opportunities for staff to be involved with their passions in the community
- Continue to provide staff opportunities to learn, grow, and develop

Results

Outputs

- 10% of ideas staff bring back from conferences are implemented
- Increase professional development funding ___ per staff member
- Increased number of programs and participation
- LEUs/TLEUs increase
- Staff participate in two per year training/development sessions
- Staff professional development increases by x%

Outcomes

- Closer connection to the community, better service to patrons, more confident and engage staff
- Staff feel excitement
- Staff feel valued and motivated
- Staff have new ideas
- Staff implement new skills and ideas

IMPROVE CUSTOMER EXPERIENCE

Opportunities

- Align programming with community needs (relevance/importance), improving lives
- Creative material lending
- Invest in innovative experiences, ideas, and equipment
- Create programs that draw and engage patrons

Results

Outputs

- Increase circulation, program attendance, card holders
- Increased attendance
- Increased circulation
- Increased materials
- Issue surveys after 50% of programs

Outcomes

- Patrons are more satisfied
- People are more engaged
- Programs that directly align with customer needs
- Reaching community members with accessibility/transportation issues

RE-ENVISION SPACE

Top Opportunities

- Expand what we provide - Library pop-ups outside the building
- Intentional adapted features in Library
- Library Park
- Pursuing nontraditional outreach to connect the community
- Use alternative community spaces or create our own

Results

Outputs

- Build new Library space
- By moving to other spaces, reaching more people, increase card holder numbers
- Circulation increases
- Increase Library visits by 100 people per month
- Invest \$40,000 and 120 hours per week of staff time in creative/maker space
- People report service in more than one space

Outcomes

- Creates Library visibility, relevance and reliability
- Creative and STEAM opportunities for all ages
- Increase awareness
- More material in hands of more people
- More program opportunities

ALL OPPORTUNITIES

- Adaptive features (intentional)
- Adaptive lending Library
- Align programming with true community needs
- Balance traditional with new and exciting programs
- Creating programming that draws the interests of patrons
- Creative material lending
- Creative spaces/zones
- Creatively inform community of programs, resources, and services
- Develop new ways for people to interact with the Library
- Expand opportunities for staff to be involved with their passions in the community
- Improve customer experience
- Increase awareness of community/services
- Increase partnerships (sponsorships)
- Intentional focus on adaptable and inclusive experiences
- Investing in innovative experiences, ideas, and equipment
- Inviting nationally acclaimed speakers

- Keeping Library staff current on opportunities to grow – visit other libraries who are innovative - continued learning, development
- Library Park
- New resident targeting (mailers/outreach/promotion)
- Pop-up Library/pop-up services
- Professional development (national/local)
- Purposeful collaboration with other organizational services
- Pursuing nontraditional outreach to connect the community
- Raise Library profile in the community
- Reacclimating the community to thinking about the Library in response to daily needs
- Satellite branches/services
- Senior outreach
- Using alternative community spaces or creating our own

MISSION

Current Mission

Be the best place to connect, learn, discover, and enjoy!

Open Brainstorm

- Access to resources and services
- Add value to people lives
- Be where the people are
- Build community
- Build relationships with people
- Building community
- Connect resources
- Cornerstone of the community
- Discovery
- Do what people need
- Enjoyment and discovery
- Enrich people's lives
- Enriching our community
- Imagine, create, connect
- Imagine, create, connect with the Library
- Improve lives, add value, provide enjoyment
- Improves lives
- Improving people's lives
- Improving people's lives by connecting, learning, discovering
- Joy

- Make a difference in people's lives
- Provide enjoyment
- Support, foundation
- The place where connection, learning, discovery and enjoyment happen
- Vital community resource providing innovative and inclusive opportunities
- Welcome everyone

APPENDIX F: Staff Retreat

IDEAS AND ACTIVITIES FOR THE LIBRARY

Building and Strengthen Community Impact

- More effective promotion
 - Mailer/ads with focus services
 - How to pull together resources for patrons of outside agencies
 - Promote nontraditional services
- Work with local businesses for exciting programs (advertising for them, programs for us) – on an offsite – example: Real Food Shop
- Off hours patron access - regular “late night” hours
- Holds lockers in community
- All staff participate in community outreach for perspective
- Animal welfare/seed library/pantry
- Hire staff with multiple language skills
- Library of Things fair/demos
- Offer life skills/adulting programs – finances - budgeting – adult basics
- Promote community resources (housing, food, health, etc.) on our website
- Select materials (books, pamphlets) in Spanish/Arabic, etc.
- Showcase Library of Things and services when at Farmer’s Market and festivals
- Start working now on ideas and partnerships when Performing Arts Center opens
- Welcome packs/mailings to new residence, apartment complexes, etc.

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- Address senior population
 - Senior living facilities
 - Adopt an area to clean up
 - All outreach: go to where people are
 - Are we a homeless friendly library?
 - Be more present for local festivals (safety day, international, etc.)
 - Beanstack: represent ALL schools for SRC registration (Islamic school)
 - Better publicize holds, ILL, patron request forms and all we offer – tech, library of things, etc.
 - Better school partners – PCSC teacher staff training, etc.
 - Book bike to adult places (not just kids) – senior centers, businesses, etc.
 - Book bike to adult places (not just kids) – senior centers, businesses, etc.
 - Book boxes - raffle/subscription kit
 - Book clubs - purchase extra copies to widely distribute
 - Bring back fitness classes, yoga
 - Bring in more community partners for programs
 - Bring in person who haven’t used library
 - Career base program/finance

- Create more means by which to let people know library programs
- Create more/better/new partners
- Cross generational programming
- Dedicated space for supervise visits
- Designated laptops for outreach
- Drop boxes - offsite
- Explain Evergreen benefits in our corner areas (example: Camby)
- Film mini “ads” for services and materials to post on social media
- Financial lessons or programs
- First Steps: what is it?
 - Create a resource list for staff to help patrons
- “for teens, by teens/”for kids, by kids” – a place to showcase things written/created by community members
- Homeschool families – better market services/programs
- How to ADULT
- Ideas for programs from public
- Library bootcamp a few times a year to demonstrate what resources we have
- Library van to underserved parts of community
- Library version of Citizen’s Academy
- Link Hendricks County Health Partnership (resource info) website with library website
- Mobile computer lab at the Farmer’s Market
 - Fix Wi-Fi issue, issue library cards
- More computer courses/availability
- More involvement with community organizations
- More offsite programs (yoga at Park, kids programs, etc.)
- More partnerships with community businesses, organizations, and individuals (programming or otherwise)
- More robust senior services
- More teen space
- Need programs for diverse person; like Community Center
- Night/late night programs: stargazing, spooky series (Creepypasta, short stories group, place for night owls)
- Offsite return boxes
- Online resources for patrons who need privacy
- People to help with government forms
 - One day a month, qualified person (staff? volunteer? partner?) has “office hours”.
 - Unemployment, housing, divorce, etc.
- Partnerships (Imagination Lab) with school libraries
- Postcards in rural mailboxes, etc.
- Promote option for community members to host programs
- Promoting library card sign ups out in community (stores, schools, festivals, etc.)

- Provide link more to patrons and community aid organizations – clearinghouse – direct patrons for help/assistance
- Rethink outreach
 - Purposeful visits
 - Demonstrate different stuff
 - Travel display - archives
 - Early lit tips rather than storytime
- Senior center outreach/material delivery, etc.
- Serious marketing on what resources/services are available
- Service-based staff initiatives and programs
- Staff awareness on how to work with our homeless, on-site and/or outreach
- Staff interact with community groups
- Survey - we need to appeal to the non-affluent
 - ESL, ASL
 - Immigration papers help
 - ASL program
- Take and make – distribute at outreach or partners in community
- Tech lessons: how to use word, printing basics, senior classes, cell phone help, device help
- The library to be a community sponsor (guides, programs for high school event, yearbook ad, silent auction, team sponsor, etc.)
- Teach persons from other cultures to use library
- Use library van to go to parks for organize story times and to lower income housing for mobile library days (checkout and mobile lab)
- Visit/interview what groups need from library
 - Staff liaison to specific groups i.e. children's department to school; Lunch Bunch
- With van, go to different places throughout Plainfield
 - Set up "shop" area of selected materials
 - Just be there
 - "Remote" computer lab
- Writers' Accountability Group

Empower Staff

- Raise the hourly pay rate to a livable wage; motivating us to dedicate more to the library
- Increase turnover - address
 - ●●●● Pay
 - Job satisfaction
 - Here for “just a job” (which is ok – just not long-term job)
- Encouraging staff to take at least one PTO mental health day a month
- Mentorship! (Could have a mentor in another department)
- Montie having office hours designated for any staff to come and talk with him
- One each department member who has full cross train skills, inter-departmental liaisons
- Buddy system, mentorship program tailored to staff/performance goals
- Cross- training
- Encouraging better awareness of what’s happening in other departments and sharing kudos/compliments
 - Fostering environment where it’s easy to share when you do notice another person’s good work
- Include staff in decision making
- Reimbursement of professional organization membership fees
- Staff better understand other staff’s workload...Be more self-sufficient...**YOU** can help patron; don’t be so quick to pass off patron to other staff (but also know when to ask for help)

-
- After-hours/off-site social time for staff (to meet others we work with) in cooperation with Staff Association (movies, restaurants, baseball games, etc.)
 - Asking for help is OK (if breaks are needed in teen room or Children’s, etc.) (inter-library chat, using walkies or Google Chat)
 - Being available to help in other departments
 - Bring back “complement box” - make electronic? Jot form?
 - Bring back insurance contribution
 - Budget/allotted \$ per staff for professional development
 - Clarity concerning professional advancement
 - Clear understanding of how and when to direct patron to other resources (phone help, legal stuff, things that are touchy for us to do)
 - Continue flex scheduling when possible
 - Continuing Ed opportunities conferences – (national and local) [refresh, enthusiasm, learning]
 - Cross training so staff is comfortable in all areas with all patrons
 - Cross-training, experience other department to ease staff shortages, etc.
 - Dedicated outdoor break space

- Dedicated, increased support (financial, time, opportunities) for professional development, conferences
- Democratize building (concerning cleaning and maintenance)
- Departmental cross-training (not during on boarding but once they are settled)
- Empower staff to end the interaction, to kindly/gently say no or redirect
- Empower staff with what they're good at
- Empower/inform staff so everyone can help with the issues that no 1 person is responsible for
- Encourage staff to work Evergreen Indiana
- Establish protocols for handling difficult patrons, situations
- Find balance
- Hire more FT staff
 - More unique positions, not only Library Assistants or Managers
- Increase budget for conferences
- Lack of understanding/appreciation between departments
- Maybe? Staff Association - fun or empowering?
- More cross training between departments, shadowing at desks
- More full-time staff positions when needed
- More offering/rotating schedule for monthly staff meeting
- More professional development opportunities
- More promotions
- Ongoing cross training after initial new hire time has "expired"
- Outdoor "break" space (for non-smokers)
- Policies, procedures, guideline – can we help patrons
- Prioritizing training, enabling staff to attend equitable opportunities
- Professional Development Budget
- Recognition for training (+ other) accomplishments
- Refresher courses/training (observe in another department)
- "Staff Fun Day" (once a year) all staff can just have fun (play laser tag, bowling, picnic, scavenger hunt, etc.)
- Staff incentives - food, prizes, \$\$
- Streamline training – LEU
 - TalentLMS, specialized training – teen, Indiana Room – very different
 - Corporate training, not specialized
 - Cross training – COVID closure, weekends
 - Department manuals accessible to all – we are in silos
- Suggestion Jot form
- Tangible rewards, incentives for training accomplishments - i.e., one hour of PTO for 10 hours of training
- Training on basics (checking out)
- Transparency
- Utilizing staff interests/skills for programs and services

- Wage transparency, it's personal!
- We HEART staff association! - New and more ideas to empower our staff
- Where/when is the line with behavior, what do we do - i.e., one warning equals?

Re-envision Space

- Makerspace for teens/children – separate Makerspace for adults
- First floor space is not very effectively used. Try looking at it with a fresh perspective
- Teen activity room adjoined/nearby
- Dedicated outdoor program space
- Redo public service desk – maybe second desk? Full-service separate circ and/or reference
- CCS and AS office do not have clear boundaries, so patrons wander in
- Create a space in main library area to encourage patrons to stay and read - Don't group furniture because people don't want to read with strangers
- Dedicated supervised, occupational/therapy visits. "Study room" with space for such visits
- Drive Thru return/holds (lockable when not staffed)
- Events at other businesses and Performing Arts Center in future, programs at businesses, etc.
- Expand an outdoor space (enclosed) on the east side of the building for teen
- Make the van exciting like on an ice cream truck to go out in town
- Rearrange the desk flow; preventing inaccuracy (counter space)
- Space for supervised visits
- Switch Children's fiction and nonfiction (need shelves)
- Teen programming space (dedicated and connected to Teen Central)
- Tween area is unfinished

-
- Split Imagination Hub (toddlers/school age)
 - Address echo after carpet is removed
 - Adult services - own space - proximity/line of sight to desk
 - Artwork in Children's; get rid of carpet; sanitizing ease
 - AS office is like a fishbowl... Make more private
 - Better signage throughout the library
 - Book Sale Room, open all the time
 - Library merchandise
 - Staffed by volunteers
 - Honor system
 - Built-in sensory stations
 - Café in the lobby. (Friend's) Machines are a problem

- Children's area is not very appealing and doesn't draw a child in
- Children's work room: we can figure the flow and space
- Clear story - better utilized
 - DVD - in area
 - Move computers to wall where DVDs are
 - Workstations in quiet study
 - Computers on round desk in Indiana Room
- Computers in quiet study room (2)
- Create a dedicated space in the Children's Room for supervised child visitation that is more private
- Dedicated adult computer space (enclosed) for quiet work
- Dedicated area for breast-feeding/pumping
- Dedicated maker space
- Dedicated Senior Library Days – "Library on the go" - use van or bike, etc.
- Dedicated spaces at schools (Little Free Library)
- Defined "tech help" space/consulting spaces
- Drive up/pick up holds
- Drive-through hold pick up
- Flexi-spacing; accordion walls
- Get rid of threshold barriers – fall risks
 - Children's – between carpet and laminate
 - Door in entry
- Get rid of carpet!
- Glass doors for CCS that are also inviting
- Handicap accessible doors (Teen, bathrooms, quiet study area)
- Help find initiatives with other organization for promotion (example: Recording studio, arts organizations, cooking classes)
- Indiana Room is too isolated from the rest of the library
- Library day at schools
- Library Park (little piece of land for a book drop, pop-up programs, etc.)
- Macro – second branch East or West
- Maker space area – need staff
- More defined space for tweens
- More empty tables (with or without PCs)
- More space for teens
- Move Friends from East room
- Office space/dedicated working space for adult services
- Park space for programs, pick-up lockers, Wi-Fi access, "Library Park"
- Picnic tables, outdoor seating and gathering areas
- "Pop-up" computer lab in meeting rooms - need staff
- Pop-ups at events/businesses in community

- Public computer - spread out and private space also having space available for couples to work together
- Quick services (printing?) in lobby
- Quiet space in Children's
- Re-do tree in Children's
- Re-envisioned what book bike, van, and building are each used for
- Reconfigure CCS check-in spaces
- Reconfigure multipurpose room in CD
- Recording studio/equipment/soundproof room
- Remodel parking lot (get rid of the weird island with book drop in parking)
- Remove/re-think U-shaped thing in quiet study – put PCs there - quiet PCs
- Sensory spaces that are for everyone
- Separate (lightly) cataloging from circulation to cut back on noise
- Soundproofing for teen space
- TTS; dedicated space so it's less distracting for the techs; more defined
- Upstairs – Children's move up
 - Meeting room in place of Children's – downstairs
 - Access of general collection North meeting rooms and attendees
 - Teen upstairs? McMillan room
 - Better use of alcoves in general collection fiction and nonfiction
 - Nonfiction and fiction organize in Children's
- Use book bike, van for materials to check out/card sign ups
- Utilize outdoor space for plants/birds/butterflies

Revolutionize Customer Experience

- Fine free for books
- Getting library out of the building for those who can't make it in
 - ● Seniors
 - Service areas (Ashley Motel)
 - Families with young kids
 - Park storytimes
- Expand home delivery
- Display kiosk or endcap displays? Digital endcap displays?
Look at accessibility of space and programs - ●● Downstairs restrooms with doors difficult to open
- Lower stacks to make more accessible
- More diverse staff (languages)
- QR codes to PGTPL audio books and other digital resources/podcasts and more at gym's, parks, etc.
- Accessibility for bathrooms – auto door openers
- Better signage/info kiosk out front

- Large calendar/TV at entrance that shows that month's programs
- More seating and gallery area – taking away furniture because of teens is also taking away furniture from good patrons
- Redesign congested “stacks” (DIY books, etc.)
- Signage - better – bathrooms

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- Activity room - next to teen room rather than go up to meeting rooms – take non-fiction area
 - Alternative means of communications – pen and paper
 - ASL/ESL/ENL learning programs
 - Be attentive to patrons
 - Better advertising of what is available to use
 - Better phone directional service
 - Maybe a live operator? Rotating staff
 - Easier directions/prompts
 - Enter your info prompt
 - Credit card payments for fines – everywhere
 - Desk closer to front doors
 - Different versions of curbside - bag pick up, lockers, etc.
 - Drive up window
 - Drive-through drop off/pick up
 - Encourage patrons to come and hang out (3rd space)
 - ESL classes for children and adults – information where available
 - Evaluate current services and offerings
 - Expand software offerings to patrons
 - Extend hours (first Friday?)
 - Food drive
 - Have information about other departments in other departments - adult service pamphlet in children's
 - Have more book drops around town
 - Improving PGTPPL app (functionality) – events, visuals, registration for programs
 - Indiana Room check out scanner
 - Liven up children's room
 - More playful/colorful
 - Generate excitement at entrance
 - Interactive elements/furniture
 - Make archives more accessible to community via:
 - Traveling exhibit
 - More space in Indiana room area – open space
 - Make stacks more accessible to short people
 - Mobile circulation services
 - More focus on adults (25 to 40) without children – interests, etc.

- More giveaways
- More OPACs, reposition or redesign
- More robust library of things – **TOOLS**
- Offsite return bins and hold pick up
- Olivia speaks French
- One accessibility station: including screen reader, mouse, chair, etc. – great way for patrons to try equipment
- OPAC user experience
 - Easier to use
 - More intuitive
 - Touchscreen
- Open home delivery to everyone
- Outside library presence
 - Take over the world
 - Van – so good - computers!
 - Bike mobile – biker gang on trails
 - Guilford and Saint Sus – availability
 - Saint Marks - van availability
- No obstacles for using materials
 - Township
 - Excessive late fees
 - Language barriers – incorporate translation services
- Partner with small businesses and level two for community events. Small business awareness (food trucks)
- Patron accessible desk – self check
- Pick up locker - after hours
- Reciprocal book return with schools
- Restocking Free Library
- Sign language interpreter
- Third floor or basement storage
- Tours for a new card holders. What does the library have available
- Wheelchair accessible check out – be more wheelchair FRIENDLY rather than bare minimal accessibility
- Yubi Duo – type to other communication as TTY

IDEAS AND ACTIVITIES FOR OUR DEPARTMENTS

ADULT SERVICES

Build and Strengthen Community Impact

What might we do

- Take lead on mobile branch
- Build on partner programming
- Reimagine senior services

Support we might need from other teams

- Community liaison and TTS
- Work with outside individuals to come in
- Which out to senior centers, health partners, etc.

What other teams might need from us

- Supporting other department programs

Empower Staff

What might we do

- Cross training between departments/have a liaison
- Include staff in library-wide decisions

Support we might need from other teams

- Other departments train us
- Transparency with manager/administration

What other teams might need from us

- Train staff from other departments

Revolutionize Customer Experience

What might we do

- Better self-check experience
- Better market staff skills to address patron needs and wants – ex. resumes, book requests, etc.
- Market library program/services more/different ways
- Train in unfamiliar technologies (apple/android) to help patrons
- Target more programs to underserved population's on and offsite

Support we might need from other teams

- Collaborate with other departments for programming - youth/teen for all ages programs
- TTS for marketing/training

What other teams might need from us

- Training/teach people from other departments on our daily duties – ex. Study room bookings

Re-envision Space

What might we do

- Front desk – explore different desk layouts/styles for different styles of service
- True, dedicated workspace for adult services
- Utilize front desk space for materials/services/program/marketing

Support we might need from other teams/What other teams might need from us na

CCS 1

Build and Strengthen Community Impact

What might we do

- Expand Home Delivery Services
- Participate in Community Outreach often
 - Have a “facts sheet”
- More partnerships with organizations for materials
- Order more diverse reading materials – ex. cultures, languages

Support we might need from other teams

- Without cross-training, we’ll need training
- Solicit input from culture groups
- Outreach committee – 1 person from each department

What other teams might need from us

- Assist F.O.L to distribute materials to a wider range of places – example: women’s shelters, prisons, elder groups
 - Maybe with the recycled materials that go to Ray’s we re-distribute??
- Work closely with F.O.L. – have an assigned person who communicates with F.O.L.

Empower Staff

What might we do

- Schedule time for training without consequence of being short-staffed
- Late night hours for study
- Monthly Department meeting, with cross training
- Chocolate

Support we might need from other teams

- Transparency: open communication with admin
- Other library visits (field trips) for perspective

What other teams might need from us na

Revolutionize Customer Experience

What might we do

- Drive-up for returns/holds
- Expanded materials: open software, digital sources, language diversity, etc.

Support we might need from other teams na
What other teams might need from us na

Re-envision Space

What might we do

- Drive-up
- Workroom flow
- Office furniture arranged to help prevent errors upon checking in materials
- Dishwasher for Library of Things: Sanitize
- Library of Things: some items can go out on the shelves

Support we might need from other teams/What other teams might need from us na

CCS 2

Build and Strengthen Community Impact

What might we do

- Extending home delivery
- Improving check-ins and stations
- Improve Little Free Pantry restocking
- Easily accessible mental health resources (bookmarks, pamphlets...)
- Adult foreign language selection
- Late night library (once a month)
 - Yoga classes
 - Writers accountability group
 - Talk show
 - Storytimes

Support we might need from other teams

- Schedule? Rotate departments
- TTS
- Consult schools

What other teams might need from us na

Empower Staff

What might we do

- Monthly department meetings
- Cross training and procedure/organization updates between departments
- Encouraging mental health breaks
- Virtual suggestion box?

Support we might need from other teams na

What other teams might need from us na

Revolutionize Customer Experience

What might we do

- Fine Free for books
- More/diverse programs/classes
 - Languages
 - Cultures
- Concierge Service (right inside doors)
 - Reader's advisory, directions, etc.
- Roaming customer service
 - Checking perimeter/spaces for anyone who needs assistance
 - Would allow more individual spaces

Support we might need from other teams na

What other teams might need from us na

Re-envision Space

What might we do

- Drive-up hold service (old book drop closet?)
 - Or intercom?
- New drop box
- Carving out more individual spaces for solo reading/studying (cozy chairs, bookshelf nooks)

Support we might need from other teams

Help from all departments – roaming customer service

What other teams might need from us na

CHILDREN'S

Build and Strengthen Community Impact

What might we do

- Increase community sponsorship – Squishy, toddler bookshelf, artwork, photo op-type stuff
- More diverse staff
- Education/early lit training to add to or replace storytime outreach – Farmers Market
- More impactful school outreach - database training for staff and students. Assignment alert-type goals - cater displays, book talk biographies
 - Add speakers/presenters – especially non-English
 - Offsite programs – reach out and find where the people are

Support we might need from other teams

- Admin - Joanna for community partners (also building wide add to our community asset map)
- Coordinating van/bike/desk schedule

- Adding more staff to outreach events
- FOL - budget for programs, etc.
- Admin – job postings
- School/other agencies willing to work together

What other teams might need from us

- TTS - publicity requests
- Joanna – press release
- Signs in other languages – wording for a job post, library signs, etc.
- List of Things to sponsor
- Using specific staff based skills when needed
- Need YS training
- Need department/task/goal/procedure information

Empower Staff

What might we do

- Department training and cross training
- Policies then procedures - what to do and situation
- On boarding/training – customize 30-60-90 days for individuals
- Genuine appreciation

Support we might need from other teams

- Other departments to help with training
- Admin, board approval for policy changes and procedures
- Greysen, Admin and Department Heads for 30-60-90 training

What other teams might need from us

- Teaching others what individual job duties are - to appreciate others work

Revolutionize Customer Experience

What might we do

- Not just answering question, but further promo
- Fines paid at all check out desks OR go find free
- Van – increase outreach opportunities
- Food for Fine drives
- Sensory-friendly - social narratives, programs
- Remember we serve adults too (parents, teachers, etc.) with own needs and needs working with kids

Support we might need from other teams

- Cross-departmental promotion, signs, etc.
- Brochures, Flyers, cross promotion
- Fines policy – CCS, AS, Admin and Board
- Van - every department coordinating
- Admin – approve any policy, sensory hours, room changes, etc.

What other teams might need from us

- Ideas, products, knowledge and information

Re-envision Space

What might we do

- Change shelving – all movable non-fiction/j-fic, e rea fic/e fic, toddler
- Nursing/pumping area
- Splitting imagination hub – older/younger
- Sensory area
- Tween area: need something there for tweens or re-envision
- Child-friendly furniture
- Art, sculptures, photo ops - re-create tree
- Change flooring - easy to clean, trip hazard
- Workroom flow and furniture

Support we might need from other teams na

What other teams might need from us na

INDIANA ROOM

Build and Strengthen Community Impact

What might we do

- Better marketing of community resources list
 - Webpage
 - Brochure for all departments?
- Community programs (within community)
 - Beginning genealogy – like “Who do you think you are”
 - E.g. walking tours
 - School Visits
- Take programs into community
 - Senior community/services
 - Oral histories
 - Kids’ history in park
 - Emphasize programming/collection of resources
- Ethnic genealogy programs (Latino/Hispanic speaker, location somewhere in Plainfield (not PGTP)
- Multi-generational program with genealogy (grandparents and grandkids)
- Partner with Main Street Plainfield (brochures for each historic property downtown/placard on wall)

Support we might need from other teams

- TTS – marketing webpage
- \$\$ - Brochure lobby spinner

- PCSC
- Parks and Rec
- Cumberland Trace, Sugar Grove, Southfield
- Market to populations of color
- Promoting two Hispanic population in Plainfield
- Additional staff help - time

What other teams might need from us

- INFORMATION
- Communication
- Opportunities to participate
- Info on programs for publicity, for Spanish speakers

Empower Staff

What might we do

- Conferences (national and local) - professional development
- Full time
- Cross training (especially two departments called on a lot - circ, ref)
- Maintain materials budget
- Opportunity for “bigger” programs
- Says two other department manuals

Support we might need from other teams

- Admin-budget/funding
- Coverage from other departments
- Cooperation/scheduling
- Clear procedures/a.k.a. manuals
- TTS - manuals on Google docs?
- TTS (publicity)

What other teams might need from us

- Cooperation/scheduling
- Publicity information
- Marketing information

Revolutionize Customer Experience

What might we do

- More databases than we have and expanded access (newspapers.com/my heritage)
- Using technology more with programming
 - ZOOM speakers
 - Pre-record webinars
 - “Way back Wednesday”/”Sneak Peak Saturday” – Facebook archive promotions
- Library van – “History on the Go”
 - Mobile programs
 - Children’s programs

- Recording “studio” - oral histories
- History harvest similar to American pickers
- History hounds field trips
 - Museum tours
 - Carnegie library
- Digitizing more materials from archives - more access for public
- Map of building in lobby/info desk “greeter”

Support we might need from other teams

- Admin
- TTS Support
- Scheduling of van use

What other teams might need from us

- Scheduling cooperation

Re-envision Space

What might we do

- Space for archives displays
- More DYNAMIC digital displays (example digital lobby display)
- Updated furniture/ambience (wallpaper change, etc.)
- MODERNIZATION

Support we might need from other teams

- TTS support
- Budget (Admin)

What other teams might need from us na

TEEN CENTRAL

Build and Strengthen Community Impact

What might we do

- Use van for outreach/offsite programs at rec center, youth groups, parks, etc.
- More partnerships
 - Bring in nonprofit as well as organization/businesses that can offer a new skills/knowledge (like financial, college prep...)
 - Potentially partner with parks
- Moore high school focus
 - Work out transportation to library
 - Showcasing services/database is specifically beneficial to them
 - After hours programs only for them
- Be more present in schools - classes and events and clubs
- Class visits and tours
 - Class cards/student cards

- Better publicity – programs, spaces services
 - Maybe bookmarks in holds and checkouts

Support we might need from other teams

- Joanna – help for partnerships
- Anyone – desk coverage (for attending events)
- TTS - printouts

What other teams might need from us

- Clear guidelines on how to deal with teen behavior

Empower Staff

What might we do

- Send all staff to training (eg. YALSA Symposium) we can learn similar things and then discuss and implement
- Shattering in other departments
- Join YALSA (and be reimbursed) – at least 1 staff member
- Create a streamline system for sharing info about teen behavior
- Connecting with teen staff from other libraries
 - Roundtables, mentorships, etc.

Support we might need from other teams

- Anyone – desk coverage
- Montie – more visibility and communication

What other teams might need from us

- Training on room and behavior

Revolutionize Customer Experience

What might we do

- Better signage (collection, “check out here”, etc.)
- Return box/cart so teens don’t have to traipse back through library
- Collage wall to display teen art
- Reciprocal drop off/hold with middle school and high school
- Handicap accessible doors
- Teen-useful software on computers (Photoshop, coding, music/video)
- OPAC station – could even be tablet
- Empower teens to recommend programs and materials
- Staff focus on learning names of teens
- Teen staff directory on Teen website

Support we might need from other teams

- Tech – identifying beneficial software and OPAC
- Admin – accessible upgrades and signage and cart/box for returns
- Middle school and high school media specialists - reciprocal returns

What other teams might need from us

- Collaboration with CCS on returns

- YS manual – accessible to all staff for easy reference

Re-envision Space

What might we do

- Designated programming space (with a sink /drain)
- Move there's two big room, more furniture to book a room to make a quieter area to chill or read
- Move collection to half shelves around TC perimeter
- FURNITURE
 - Couch/modular setup
 - Tables
 - Staff desk

Support we might need from other teams

- Admin - \$\$
- TTS – Moving computers

What other teams might need from us

Update of what's changed

TTS

Build and Strengthen Community Impact

What might we do

- Off-site computer classes
- Partner with local schools to have students help with tech classes
- Marketing digital resources via videos, bookmarks, QR's
- Sure Wi-Fi around town through band, regularly
- Computer basics

Support we might need from other teams

- Joanna/anyone who has contacts in community
- JS, KH, LW, JE?, School reps from Board
- What are FAQs, common issues, staff input, stats
- Staff to tag along; community contact; Library of Things demos

What other teams might need from us

- Details of how it works, ability to WOM (word of mouth) marketing
- Details, scope for planning
- Passive ways to market (i.e. bookmarks); tools for departments to market to their audiences
- We need to keep up with updates and testing on added laptop

Empower Staff

What might we do

- Empower staff to know what we can help with, where the line is
- Teach/mentor to other staff during referred interactions
- Start a document with common problems/troubleshooting issues – talent/MS
- TTS – AS “buddy” or Mentorship Program

Support we might need from other teams

- Understanding of TTS workload, understanding that no one knows everything. Problem-solving
- Staff to stick around to learn/shadow
- Clear communication of tech help expectations/boundaries
- AS – mentor us!

What other teams might need from us

- “Surface training” i.e., in general, what do you do when someone says “this isn’t working”
- General troubleshooting how to; Comfort level – AS – We can mentor you, too

Revolutionize Customer Experience

What might we do

- Digital program calendar - big in lobby, touchscreen, more detailed info
- Bring back library guide
- Self-service kiosk for many things – meeting room reserve kiosk
- Create “info kiosk”
- Facilitate creation of Makerspace

Support we might need from other teams

- Money. People to provide content, timely communication
- Deadlines to be met (program details, pictures)
- Tell us what to highlight (in program guides, websites, digital signage)
- Dedicated, additional, separate staff and space for Makerspace

What other teams might need from us

- We need to clearly define what details when
- We can format it for you

Re-envision Space - na (had a tech emergency)

AS A TEAM, IF WE GET NOTHING ELSE DONE ON THIS PLAN BUT 3 THINGS, WHAT WOULD THOSE 3 THINGS BE?

Administration

- Paid volunteer opportunities
- Create green space for programs and staff
- Different ways to access materials (lockers, library delivery for all, etc.)

Adult Services

- More intentional marketing of programs/services/materials via our front desk space, outside publicity, etc.
- Determine what services/offerings to provide with the outreach van
- Use the strategic plan rethink adult and senior programming

CCS

- Extending home delivery and support with outreach
- Monthly/bi-monthly department meetings (including cross training)
- Expand and diversified materials (ex: adult foreign language, digital)

Children's

- Tween area/activity room multi-purpose?
- Targeted outreach – van, bike, rethinking post-COVID Homeschool, new residence, teachers, supervised visits
- Community sponsorship/partnership

Indiana Room

- “History on the Go” - participation with van
 - Senior community oral histories
 - Kids history programs
 - Oral history recording studio
- Modern, dynamic space
 - Digital display (lobby)
 - Updated furniture/walls
 - More space for archive displays
- More databases - expanded access
 - Newspapers.com – full access
 - Newspaper archive.com – full access
 - My heritage – full access

Teen Central

- Furniture: new/re-purposed furniture and rearrange for maximum space

- Schools: be more present in classes, events, and clubs as well as publicity
- Cross training: making sure all other staff understands how to work in TC and interact with team patrons

TTS

- Regular, offsite Wi-Fi access via the van around town
- Tech mentoring for/between staff
- Create an “info kiosk” with digital, interactive promos, digital resource handouts, etc.

FROM YOUR POINT OF VIEW, IF WE GET NOTHING ELSE DONE ON THIS PLAN BUT THREE THINGS, WHAT WOULD THOSE THREE THINGS BE?

- Reorganizing the CCS workroom
- More outreach activities, with or without use of the van
- Cross training in other departments
- Improve Accessibility
- Modify the Tween area
- Volunteer in the community
- Better cross training so staff feels comfortable in and appreciates all areas of the library
- Build and strengthen partnerships with businesses, organizations, and individuals
- Publicize library collections, services, and programs better
- Solid, cohesive plan for outreach and offsite programs for all departments
- Increased focus on marketing and promoting library services and programs
- Evaluating space in the building to use it effectively
- Fix poor pay
- Have departments more aware of how each other department operates
- Offer more services or make more people aware of services for people unable to go to library
- Expanding delivery and mobile services
- Revamping senior programming
- Reorganizing public computer setup

- Getting the library out of the building, i.e. more visibility in the community (we should consider a storefront "branch" in one of the vacant locations downtown or near the lower income areas on East US 40)
- Continuing ed for staff at conferences
- Outdoor green space
- More purposeful/directed outreach/offsite programs
- Responsive programming based off patron survey responses
- Update the tween space/children's room desk/activity room to the best we can
- Increased accessibility, either through automated doors and/or through accessibility technology like a Ubi Duo synchronous typing machine
- Increased sponsorship, possibly leading to a large permanent tank for Squishy or investment in a large set of wooden blocks
- Artwork for the Children's Room to help make it a cohesive space
- Productive, regular department meetings (quarterly)
- Cross-training in ALL departments on a rotation
- Ongoing community outreach to be more prevalent and inclusive for all of the employees
- Utilize the van as much as possible as visualized
- Collaborate with community organizations
- Change programming to meet patrons where they are
- Purchase new/repurposed furniture for Teen Central (or rearrange the furniture we already have) to maximize the space for our teen patrons.
- Be more involved in community schools (e.g., class visits, events, clubs, etc.) to better promote the library's resources and services.
- Cross-train staff from other departments on how to work in Teen Central and interact with teen patrons.
- Not easy ones but important:
- Find a way to make more positions full time, paying a living wage and offering healthcare
- Continue to work towards increasing diversity in our staff and make our building and services more welcoming to all people
- Plan programs to help rebuild build community in our fractured community
- Reinvent programming
- Create a plan for mobile outreach
- Ramp up and reinvent marketing of all our programming and services

- Reinvent programming
- Marketing
- Using the van for outreach
- Fine free
- Interesting programs
- Expanding home delivery
- Expanding home delivery to anyone who would like it now that we have a library vehicle.
- Creating an even more welcoming environment for all of our patrons by providing materials that are more diverse and in different languages
- Offer a more diverse range of programs held at different times (i.e. Adult programs after hours, on Sundays, etc.)
- Donating to community (food, clothes, etc.)
- Friends Book Room in lobby again
- Better pay
- Monthly department meetings for encouraged communication
- More diverse materials
- Offering more diverse and language/culture-heavy program options
- Focus on community sponsorship/partnership
- Increase of targeted outreach programs
- Improvement of tween area/repurposing of area
- Exciting programs for adults and seniors
- Detailed plans for outreach and use of the library van and bike
- Staff incentives & raises
- Assess and adjust employee salary/benefits to accurately reflect the workload and help with employee retention
- Utilize the van to raise awareness of Library program, services, and resources
- Diversify our collection offerings to include more books from and representing a variety of cultures and backgrounds
- Increased pay
- Some sort of calendar/digital kiosk in the lobby that shows that month's programs
- "Adulting 101" classes and ASL classes
- Expanding home delivery
- Monthly or bimonthly meetings with cross training
- Expanding our collections, i.e. our world languages and digital collections

- Staff volunteer in the community
- Market/advertise library services
- programming the community wants
- Explore better use of space
- Get library van operational
- Increase visibility of library with current non-users more opportunities for use of digital materials
- To continue to be a beacon for the community
- Show excellent service
- Provide great programs throughout the year.

WHAT SMALL STEP WILL YOU COMMIT TO IN ORDER TO HELP PGTPL'S NEW STRATEGIC PLAN BE SUCCESSFUL?

- Assist in any relocation of materials and hardware.
- Be a team player.
- Be available to assist where needed.
- Be friendly to all people, and especially welcoming to people who might feel less comfortable.
- Be present, show that I will continue to strive in PGTPL's Strategic Plan.
- Continue to be as adaptable as possible and bring up any new ideas to managers.
- Contribute new ideas.
- Helping to support increased training and resources for staff.
- I commit to creating a foreign language collection by purchasing popular books in different languages. This will require some good weeding and shifting to creating space, but it can be done and our vendor is happy to help.
- I will be attentive to the needs of patrons in order to provide them with valuable services, resources, and experiences. Likewise, I will be attentive to the needs of other staff in order to support the work they do.
- I will be flexible, open-minded, and ready to jump in.
- I will be intentional in my interactions to share needed information. For staff, that would mean to make sure they understand procedures in my department better. For patrons, that would mean I talk up programs in Readers' Advisory situations, services and materials in programs, etc.
- I will be working on the programming plan.
- I will connect staff with community partners and find sponsors for projects.

- I will consider what everyone wanted to change and implement changes when and if possible.
- I will make myself available to help whenever needed.
- I will make sure I'm ready and available to help whenever a change is made.
- I will make sure to communicate with staff and be patient with any changes that are ever made to PGTPL during my time here.
- I will strive to give better and more attentive customer service.
- I would like to work on collaborating more with other departments to achieve our common goals.
- I'm excited about working with outreach and offsite programs using the library van, and I'll try to keep YS on track with individual and departmental goals focusing on the strategic plan.
- I'm willing to be involved in whatever way is needed.
- Keep the 4 key focus areas list physically in front of me when planning.
- Remain open to changing layouts and duties.
- Supporting as a patron. :)
- To assist in my department's plans in any way possible.
- Volunteer to help with home deliveries.
- Whatever steps are asked of me.

APPENDIX G: Organizational Competencies

BUILD and STRENGTHEN COMMUNITY IMPACT

What will the patron experience?

- Knowing they are seeing/represented
- Convenience and ease of access
- Welcoming staff, support, regardless of Township residency
- Library visibility

How will the community benefit?

- Unity, strength
- Awareness of our extended community
- Synergy between agencies creates more resources for the community

Potential Activities

- Proud supporter of PGTPL window clings
- Always being present at community events
- Block party with Library of Things
- Books available at doctors' offices, laundromats, etc., with early lit tips, QR codes two programs, digital resources
- PGTPL sponsoring stuff (i.e. little league, silent auctions)
- Promoting the County's list of resources
- Tailgating, • parent open houses, etc.

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- Community volunteering incentive for staff (paid for _ hours per month - allow staff input for options)
 - Drive library van in community during high visible times - passively promoting our brand
 - Educating staff with resources that are available for our non-Township residents in their surrounding counties
 - Ensuring equitable partnerships
 - Local business partnerships - book clubs offsite - craft programs offsite, etc.
 - Offsite return boxes
 - Partner with local businesses to host activities and programs at the business locations
 - Patron discounts at local businesses (show your card and get _% off)
 - Programs that promote different cultures - Islamic Center tour
 - Promotional mailers
 - Providing delivery services
 - Reinstate Library Guide
 - Targeted marketing - new apartments, door to door, clubhouse, etc.
 - Use van at variety of locations in Guilford Township

- Virtual tour - or – in person tour for new cardholders (8-year-old birthday party tour)
- Welcome program for new residents

Organizational Competencies

Staffing	Having enough staff to run the library along with outreach/van community presence
Staff Development	Equip staff to have knowledge about community, locations, resources
Funding	Fully utilizing grants, sponsorships
Collection	Know our community, our assets
Facilities	Thinking about storage, accommodate outreach equipment
Policy/Procedures	Communication with Board about new policies Educating staff about new/updated policies
Potential Partners	<u>EVERYONE</u>
Technology	Staying current, updated
Marketing	Using our community partners Reaching (how?) new and current patrons
Other	All staff involved in staffing outreach as needed, continuing to learn an improve

Outputs

- Increase in library card holders
- Increase in program attendance on/off site
- Increase in reference count
- Increase indoor count

Outcomes

- Increased partnerships, community assets
- Increased utilization of local resources
- Seeing an increase of lifelong learning
- Stronger engagement from community

EMPOWER STAFF

What will the patron experience?

- Enthusiastic, eager, helpful staff
- Fresh and exciting (library stuff) - programs resources and services
- Informed and competent assistance

How will the community benefit?

- A sense of pride that their tax dollars are well spent
- Building long lasting relationships
- Place they can trust
- Staff interactions with people they generally like

Potential Activities

- Examine wage scale (hire outside source)
- Appreciating staff with variety of methods, knowing staff's personality
- Evaluate appraisal process
- Gift card/email recognition on work anniversaries
- Incentives for all staff
- Paid volunteer opportunities

-
- Conference attendance opportunities
 - Create a mentorship program
 - Create an open-door culture
 - Create guidelines to aid staff in situational decision-making
 - Creative, new ways for staff recognition (ex. \$50 covid bonus, staff member Christmas present)
 - Cross training
 - *(Investigate tweaking)* ELB
 - Encourage staff input
 - Encourage staff to take one day per month for mental health
 - Flex month/week at year's end to use PTO
 - Fun days for staff (pajama day, etc.)
 - Receptive, responsive management
 - Support continuing education

Organizational Competencies

Staffing

Ensure adequate staff so people can attend conferences, trainings, etc.

Staff Development	Allow for creative methods of staff development (ex. paid time to attend other libraries programs)
Funding	Budget for conferences higher ed, etc. Outside party examine wage scale
Collection	Professional reference collection including magazines, etc.
Facilities	Computers, tech for staff
Policy/Procedures	Allow for collaboration and input for library wide processes that need clarified
Potential Partners	Local businesses for incentives
Technology	Staff Intranet <ul style="list-style-type: none"> • forms • manuals • staff directory
Marketing	Cohesive information when onboarding, etc. - make sure everyone is given the same info and informed of staff development options
Other	NA

Outputs

1. X number of employees received comprehensive onboarding
2. A new staff Internet is implemented by X (January 1st, 2022 ☺)
3. X number of staff attend conferences/visit other libraries each year
4. Staff receive X annually/monthly: incentive/recognition
5. X percentage of budget dedicated to professional development
6. Staff can volunteer X number of hours at local organizations or wherever

Outcomes

1. Staff feel confident and empowered and have a grasp of the overall picture of the library
2. Staff can easily find/locate stuff
3. Staff: aware, new ideas, refreshed, affirmation, valued
4. Staff feel appreciated, valued; morale is increased
5. Staff are well trained, build networks, better connected in library community
6. Staff feel supported and empowered with personal passions

REVOLUTIONIZE CUSTOMER EXPERIENCE

What will the patron experience?

- They will know that there is a safe space for them (everyone) here with us
- Seamless and consistent service
- Learning about new services from the library all the time
- Feeling represented and heard

How will the community benefit?

- Free access to services of information
- Community gathering point
- A place for the individuals to connect to others and have more connection and pride in the community
- Increased knowledge

Potential Activities

- Meaningful outreach - rethink senior outreach - DVD game, local history, early lit outreach
- Makerspace - not 3D printer lab - sewing, cooking, studio space, sound recording
- Mobile service in the van
- Holds lockers in community or on porch
- Once-a-month super-extended hours
- "Take over" during April (National Library Week)

-
- Add public computers to the quiet study area
 - Create a human library
 - Create consistent signage throughout the building
 - Creative materials - memory boxes, items like color blind glasses
 - Cross promotion across departments
 - Examine fines
 - Expand home delivery services (door-to-door)
 - Extended programming outside business hours
 - Greeter/concierge in lobby
 - Late night talk show featuring services and local interests
 - Library days at different locations
 - Mobile service in the van
 - Offer tours to promote library and its services
 - Outdoor programming
 - Play atmospheric music in the background
 - Roving staff throughout the library to provide on the spot service
 - Sensory-friendly hours (one hour/week or month for kids with autism - low light, can be loud etc.)

- Special sessions with staff who have specialty knowledge (i.e. Digital drop-in, but encompassing other areas of service as well)
- Staff training that encourages staff to learn and play with various library databases and resources
- World language collections

Organizational Competencies

Staffing	More front facing staff Schedule so have enough staff for (ex.) extended hours
Staff Development	Dedicated trainers for new services and equipment Ways to test staff to make sure we know
Funding	Seek grants - for even more conferences Would speakers (ex. exercise, yoga) offer a free program
Collection	Diversify collection (diversity audit)
Facilities	Reconfiguring furniture Get rid of carpeting
Policy/Procedures	Liability guidance
Potential Partners	Business Owners Schools Senior living
Technology	Mobile friendly - van
Marketing	Promote on social media Hubs let us promote at their facilities (Amazon, Fed Ex) Books with our names on stickers in places like WIC
Other	NA

Outputs

- Increase amount of non-English items to represent X percent of collection
- Measure staff competencies X times per year
- Off-site programs X% of programs per year
- X (increase) number of people visiting library

Outcomes

- Patrons with transportation issues may find it easier to use services at off-site programs that are within walking distance from their homes
- Patrons encounter the library outside of the library
- Patrons of all backgrounds will feel safe and represented in their library
- People “all” (patrons) feel welcome

RE-ENVISION SPACE

What will the patron experience?

- A welcoming, visually appealing, safe environment
- Dedicated and purposeful spaces for varying library activities
- Holistically designed, well thought out space

How will the community benefit?

- They will be able to access and use this space more easily and safely
- They will engage in activities they otherwise wouldn't have access to or space for
- They will know the library is a good investment of their tax dollars

Potential Activities

- • Dedicated outdoor greenspace
- • Dedicate space for teen programming
- Address service desks
- New computer tables
- Re-examine workspace to match workflows in: CCS, children's, adult
- Reconfigure existing furniture
- Reorganized lobby layout and purpose
- Update handicapped doors and other accessibility issues

-
- Consider walk-up service
 - Consistent signage throughout building, department's
 - Dedicated makerspace
 - Internal pop-ups “blue light special”
 - Library popups
 - Make doors leading to quiet study area handicap accessible
 - Mobile collections
 - More pops of vibrant color/more artwork
 - New downstairs flooring
 - Reimagine children's activity room
 - Repositioning of technological resources

- Satellite location
- Single comfy chairs for quiet reading
- Single study tables
- Take the library outside the walls (space) of the building
- Utilizing exterior/outdoor opportunities (with library pop-ups)

Organizational Competencies

Staffing	Staff need to help physically move stuff Staff input on/analysis of workflows
Staff Development	Training on new processes, systems Research trends
Funding	Pursue grants Utilized bond money Pursue sponsorships
Collection	Weed collections Plan collections' space/locations
Facilities	Accessibility audit Contact designers, architects, planners Review/prioritize potential projects
Policy/Procedures	Follow safety stuff when doing stuff (OSHA, building code)
Potential Partners	Parks Vendors Low-income housing Senior centers Schools
Technology	Refer to data inventory Review camera locations Review AP locations Need tech equipment
Marketing	Convey changes Radio ads to promote pop pop-ups
Other	Buy tables, other supplies, signage

Outputs

- Increase outdoor programming X%
- Dedicate \$X to creating a Makerspace
- Offer library pop-ups X times/month
- Reduce circulation errors by X%
- Reduce need to touch doors by X (100)%

Outcomes

- Patrons are able to engage in creative activities they may not have had access to
- Patrons enjoy a larger variety of programs
- Are people - of all abilities - are able to use the space safely and independently without barriers
- Patrons have a safe, clean way to enter/exit

APPENDIX H: Evaluation Process

REVOLUTIONIZE CUSTOMER EXPERIENCE	How?	When?
First-time Library users will increase.	User Survey	Semi-annual
Registered resident library card holders will increase.	Statistical Count	Annual
Circulation will increase.	Statistical Count	Annual
Library users will report that they were able to access the Library when and where they needed to.	User Survey	Semi-annual
Library users will report being very satisfied with their interactions with the Library.	User Survey	Semi-annual
Library users will report feeling represented (seeing themselves) in the Library and in the collection.	User Survey	Semi-annual
People will say they tried something new at the Library.	User Survey	Semi-annual
Program attendance will increase.	Statistical Count	Annual
The number of programs the Library offers will increase.	Statistical Count	Annual
Library users will report that attending Library programs enriches their lives.	User Survey	Each program
Social media engagement will increase.	Statistical Count	Annual
Website use will increase.	Statistical Count	Annual
BUILD and STRENGTHEN COMMUNITY IMPACT	How?	When?
Door count will increase.	Statistical Count	Annual
Plainfield residents will report they feel more connected to the Library.	Community Survey	Annual
Plainfield residents will report they are aware of the resources and services the Library has to offer.	Community Survey	Annual
Number of cardholders and usage from different geographic areas in the service district will increase.	Statistical Count	Annual
Library use in underrepresented areas will increase.	Statistical Count	Annual
Library users facing challenges will report that PGTPL has helped them to move forward.	User Survey	Semi-annual
Community partners will report PGTPL is a willing and active partner.	Local Agency Survey	Annual
Outreach opportunities will increase.	Statistical Count	Annual
More community organizations will seek PGTPL out as a partner.	Statistical Count	Annual

RE-ENVISION SPACE	How?	When?
Library users will report being satisfied with the accessibility of Library spaces.	User Survey	Semi-annual
Library users will report the space serves their needs.	User Survey	Semi-annual
Library users will report that the library has offered them a new or unique experience.	User Survey	Semi-annual
Library users will report they are excited to come to the library.	User Survey	Semi-annual
Staff will report feeling more efficient and effective when interacting with library users.	Staff Survey	Annual
Staff will report that they have the workspace they need to be excited and energized to do their jobs.	Staff Survey	Annual
EMPOWER STAFF	How?	When?
Library users will report being very satisfied with their interactions with the Library.	User Survey	Semi-annual
Staff will report that they feel proficient in the skills required to do their jobs.	Staff Survey	Annual
Staff will report an increase in transparency within the Library.	Staff Survey	Annual
The number of staff taking job-related courses, webinars, conferences, and training opportunities will increase.	Statistical Count	Annual
Staff will report feeling well trained and better connected in library community.	Staff Survey	Annual
X% of budget will become dedicated to professional development.	Observation	Annual
Staff will report feeling appreciated and valued.	Staff Survey	Annual
Staff will report they look forward to coming to work every day.	Staff Survey	Annual

APPENDIX I

Communication Plan

Purpose: To inform residents of the Library's strategic plan.

- Long range plan will be made available on the Library's website.
- A social media marketing piece will be created and shared on Facebook and Twitter.
- A printed marketing piece which state the values, vision, mission, and key priorities, will be distributed at the Library and other locations.

Financial Resources and Sustainability

- Our Operating Fund Budget will be based on available sources of public funding and will not exceed the assessed value growth quotient for the budget year.
- State and Federal grants and grants from other institutions may supplement the budget.
- Funds may be used from the Plainfield-Guilford Township Public Library Foundation Fund.
- LIRF and Rainy Day funds will be sufficient to appropriate funds for most capital projects.
- Collaboration with other groups in providing programs and services will enable cost-sharing.
- We depend on community contributions to help us fund our special events and summer reading programs.

Professional Development Plan

- Professional staff will maintain certification standards through approved online and in-person workshops and conferences.
- Learning Education Units (LEUs) will be assessed by the director twice a year and recommendations for training opportunities will be given as appropriate.
- The library director and the managers will meet quarterly to assess staff training and discern areas of need.
- All staff will be encouraged to attend district and other conferences each year, and other training opportunities sponsored by or approved by the Indiana State Library.

Collaboration

- The Plainfield-Guilford Township Public Library is part of the Evergreen Indiana Library consortium and also participates in interlibrary loan services.
- The Library has memberships in Midwest Collaborative for Library Services (MCLS) and the Indiana Library Federation (ILF).
- Community Partners include: Biggby Coffee, Chicago's Pizza, Duke Energy, Friends of the Plainfield Library, Guilford Township, Hendricks County Community Foundation, Hendricks County Parks, Hendricks Regional Health, Homebank, Jack's Donuts, Kohls Cares, Lions Club, Main Street Plainfield, Meijer, Meineke of Plainfield, Plainfield Chamber of Commerce, Plainfield Community School Corporation, Plainfield town, and the Richard A. Carlucci Recreational and Aquatic Center.

- Library is a member of: Kiwanis, Rotary Club, and Plainfield Chamber of Commerce. Staff members serve on various community boards including the Hendricks County Community Foundation, Level Two, Main Street Plainfield, and the Plainfield Community School Corporation.

APPENDIX J: Technology Equipment Replacement Schedule

Replace	Computer	Purchased
??	Comptroller	2017
2021	Virtual Reality #1 (ASUS)	2018
2021	Adult Programming (laptop)	2018
2021	Cataloging (laptop)	2018
2022	Virtual Reality #2 (CyberPower PC - Oculus)	2019
2022	Children's circ desk 1	2019
2022	Children's circ desk 2	2019
2022	Circ desk 1	2019
2022	Circ desk 2	2019
2022	Circ desk 3	2019
2022	Circ desk 4	2019
2022	Teen Circ desk 1	2019
2022	CCS Security Camera views	2017
2022	PD Coordinator (laptop)	2019
2022	Community Liaison (Chromebook)	2018
2022	CCS Manager (Chromebook)	2018
2022	TTS Manager (Chromebook)	2019
2022	TTS department (desktop)	2018
2022	Public01	2019
2022	Public02	2019
2022	Public03	2019
2022	Public04	2019
2022	Public05	2019
2022	Public06	2019
2022	Public07	2019
2022	Public08	2019
2022	Public09	2019
2022	Public10	2019
2022	Public11	2019
2022	Public12	2019
2022	Public13	2019
2022	Public14	2019
2022	Public15	2019
2022	Public16	2019
2022	Public17	2019

2022	Public18	2019
2022	Public19	2019
2022	Public20	2019
2023	YS Manager (Chromebook)	2020
2023	TTS Supervisor (laptop)	2020
2023	Teen Central Supervisor (laptop)	2020
2023	YS Librarian (desktop)	2019
2023	Adult Services Manager	2019
2023	Community Liaison (desktop)	2019
2023	Cataloging Supervisor (desktop)	2019
2023	CCS Processing (desktop)	2019
2023	Cataloging Assistant (CCS desktop)	2019
2023	Adult Services - East workstation	2019
2023	Adult Services - West workstation	2019
2023	GSM Coordinator (desktop)	2019
2023	Administrative Assistant (desktop)	2019
2023	YS Manager (desktop)	2019
2023	TTS Manager (desktop)	2019
2023	Evergreen Supervisor	2019
2023	Teen01	2019
2023	Teen02	2019
2023	Teen03	2019
2023	Teen04	2019
2023	Teen05	2019
2023	Teen06	2019
2023	Teen07	2019
2023	Teen08	2019
2023	Teen09	2019
2023	Teen10	2019
2024	Teen Staff laptop	2021
2024	TTS Manager (laptop)	2021
2024	Indiana Room programming laptop	2021
2024	Adult Services laptop #1	2021
2024	Adult Services laptop #2	2021
2024	TTS laptop #1	2021
2024	TTS laptop #2	2021
2024	Youth Services programming laptop	2021

2024	CCS laptop	2021
2024	TTS Assistant (laptop)	2021
2024	Indiana Room Manager (desktop)	2019
2024	PD Coordinator (desktop)	2019
2024	Indiana Room office (desktop) - Sarah	2019
2024	TTS Assistant (desktop)	2019
2024	Director (desktop)	2020
2024	CCS Manager (desktop)	2020
2024	Staff Training Laptop 01	2020
2024	Staff Training Laptop 02	2020
2024	Staff Training Laptop 03	2020
2024	Staff Training Laptop 04	2020
2024	Staff Training Laptop 05	2020
2024	Staff Training Laptop 06	2020
2024	Staff Training Laptop 07	2020
2024	Staff Training Laptop 08	2020
2024	Staff Training Laptop 09	2020
2024	Staff Training Laptop 10	2020
2024	Staff Training Laptop 11	2020
2024	Staff Training Laptop 12	2020
2024	PublicIndiana01	2020
2024	PublicIndiana02	2020
2024	PublicIndiana03	2020
2025	Child01	2021
2025	Child02	2021
2025	Child03	2021
2025	Child04	2021
2025	Child05	2021
2025	Child06	2021
2025	Child07	2021
2025	Child08	2021
2025	Child09	2021
2025	Child10	2021
2025	Indiana Room microfilm #1 (desktop)	2021
2025	Indiana Room microfilm #2 (desktop)	2021
2025	ASP Coordinator	2021
2025	Indiana Room Assistant (desktop)	2021
2025	Indiana Room staff - front	2021

2025	Adult Programmer (desktop)	2021
2025	CCS check-in 1	2021
2025	CCS check-in 2	2021
2025	YS Supervisor	2021
2025	AS Supervisor	2021
2025	YS Assistant	2021
2025	YS Assistant	2021
2025	YS Assistant	2021
2025	YS Assistant	2021