



**CARVER PUBLIC LIBRARY
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**Carole A. Julius
Director**

Carver Public Library Long Range Plan, FY 2009 - 2013

Mission Statement

The Carver Public Library strives to meet the educational, recreational, and cultural pursuits of the Carver community.

Brief Description of the Planning Methodology

In the spring of 2007 the Board of Library Trustees met with Southeastern Regional Consultant Cheryl Bryan to begin the process of updating the library's Long Range Plan. The Board appointed themselves, along with Fire Chief Craig Weston, School Committee Member Barry Struski, Reference Librarian Amy Sheperdson and Library Director Carole Julius as the members of the Long Range Plan Committee.

The planning process incorporated the strategies outlined in the *The New Planning for Results* by Sandra Nelson and the first task of the Long Range Plan Committee was to hold a community forum. This forum was facilitated by Cheryl Bryan and was attended by members of the community, library staff and trustees and members of the Friends of the Carver Public Library. The forum incorporated a visioning component as well as a discussion about the library's strengths, weaknesses, opportunities and threats. By the end of the forum the group had identified the service responses they felt most met the needs of the community.

The following Long Range Plan of Service was developed from the information obtained at this community forum and written by the Library Director with additional input from the board, library staff, volunteers and members of the community.

Assessment of User Needs

A list of user needs was generated at the community forum. This list included adding creative computer functions for users, more technology access for teens, an after school program for middle school students, the addition of a genealogy database, more adult programming, Sunday hours, improved access to the public meeting rooms when the library is closed, the addition of a color printer and/or color photocopier, a café area, technology support and classes for patrons, an after school bus to the library and a larger media collection. These needs, along with the service responses identified by the group, were then used to create goals, objectives and activities.

Goals, Objectives and Activities

Service Response: Commons

Goal: The Carver community will find areas throughout the library to gather for informal conversations or small group activities.

- Objective 1: The library will see a 15% increase in visitors by FY 2011.
- Objective 2: The staff will observe people meeting and interacting with others throughout the library. In FY 2009, the staff will walk through the library on a scheduled basis and take notes to observe usage patterns in the building.

Service Response: General Information

Goal: The Carver community will receive information regarding online resources.

- Objective 1: The library will develop four information resources per year on the subject of online databases by FY 2010.
- Objective 2: The library will offer two database instructional opportunities per year by FY 2011.

Goal: The Carver community will receive the benefit of reference assistance for their information needs.

- Objective 1: The number of questions asked at the reference desk will increase by 10% by FY 2011.
- Objective 2: The library will conduct a survey in FY 2010 and 85% of users will be satisfied with reference services.

Service Response: Lifelong Learning

Goal: The Carver Community will have the opportunity to learn more about emerging technologies through library programs.

- Objective 1: The library will hold 2 programs on emerging technology per year by FY 2009.

Goal: The Carver Community will have the opportunity to attend programs that will provide cultural enrichment and provide lifelong learning.

- Objective 1: The library will hold 20 programs for cultural enrichment per year by FY 2009.
- Objective 2: The library will hold 2 series on lifelong learning per year by FY 2012.

The Board will meet on an annual basis to review progress toward goals as measured by the objectives and to update the activities in this plan.

This plan was approved by the Long Range Plan Committee and Board of Library Trustees on September 11, 2008.