



The Community Library

PLAN OF SERVICE

2021 – 2026

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Approved by The Community Library Board of Trustees: **August 12, 2021**

Introduction

In early 2020, The Community Library embarked upon a process to update its mission and vision statements and develop a plan of service for the next five years. This plan will enable The Community Library to build toward the future and continue to serve the communities within the Cobleskill-Richmondville School District.

The process started with the meeting of the Long Range Planning Committee, and this core group with the entire board created new mission and vision statements for the library.

The Community Library brought in a facilitator from Mohawk Valley Library System to conduct community workshops, collect data and draft a report on the data collected. The Community Library hosted a series of 10 Zoom workshops in which more than 50 individuals participated.

Using the data gathered during the workshops, the Long Range Planning Committee met on multiple occasions to draft goals for the Plan of Service. These goals are designed to support the mission and vision statements, and they are focused on the services provided by the library and the sustainability of the library. The committee then took a draft to the entire board for approval.

The result of this process is this plan that seeks to fulfill The Community Library's mission and vision statements and meet the needs of the community as identified during the community workshops.

To be effective, the plan needs to be a living document. The Board of Trustees and staff commit to using it as a guide and reference for resource allocation and implementation of the library's mission. It will also need to be reviewed, evaluated for effectiveness, and adapted as needed. It is important to follow up with the community, recognizing those who have participated in workshops, to keep constituents aware of how the plan is being implemented and updated.

The plan is accessible on the library website.

About the Library

The Cobleskill Free Library Association was organized in 1920 and became a tax-supported public library in 1926. In 1937 it moved to its current location. It was granted a provisional Charter as a School District Library by the New York State Department of Education in 1999 and was renamed The Community Library to reflect its new status. The Absolute Charter was granted in 2005. In 2006-07 the building was redesigned and renovated through community support and a bond. It is an active member of the Mohawk Valley Library System.

The Trustees of The Community Library adhere to the principles of the American Library Association's "Freedom to Read," the "Library Bill of Rights," and the "Freedom to View," and they subscribe to the Association's belief in access to all information for all users. They further endeavor to meet the standards required by the Board of Regents of the State of New York and to assist the Director and staff in meeting the needs of the public in a fiscally responsible manner.

Mission Statement

The Community Library builds strong communities by preserving the past, enriching the present, and inspiring the future.

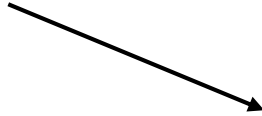
Vision Statement

The Community Library is a central part of thoughtful, inclusive, dynamic communities where people and ideas connect.

Goals

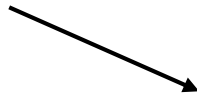
Two goals were created to support the mission statement. One of these goals is focused on services provided by the library, and the other is focused on the sustainability of the library.

Service Goal



The Community Library is recognized as a community gathering place.

Sustainability Goal



The Community Library builds on its role as a community gathering space by ensuring its sustainability.

Service Goal – Objectives & Tasks

The Community Library is recognized as a community gathering place.

OBJECTIVE: Maintain or establish ongoing and dynamic partnerships with other organizations that serve the community.

- TASK: Host a minimum of three activities/groups per month.
- TASK: Act as a clearinghouse for social services agencies by displaying their materials.
- TASK: Develop/continue partnerships with arts, tourism, college, and cultural organizations.
- TASK: Assist the Schoharie Economic Enterprise Corporation and other organizations with the economic development of Schoharie County.
- TASK: Work with historical organizations, oral histories, and local history programs.

OBJECTIVE: Provide a variety of programs to benefit our diverse population.

- TASK: Explore new trends in programming, and seek funds to support.
- TASK: Provide an expanded and diverse collection.
- TASK: Provide activities to build literacy for children, teens, and adults.
- TASK: Offer structured and unstructured programs for families and children.
- TASK: Promote the arts.
- TASK: Provide discussion groups discussing timely issues in a respectful manner.

OBJECTIVE: Serve the broader geographic area to grow the base of borrowers and users.

- TASK: Take library programs out into the community.
- TASK: Participate/table/provide broadband access/library card signups at community events throughout the year.

Sustainability Goal – Objectives & Tasks

The Community Library builds on its role as a community gathering space by ensuring its sustainability.

OBJECTIVE: Review and make changes to financial management tools to support the service goal.

- TASK: The Financial Committee reviews operating and insurance needs formally on a quarterly basis.
- TASK: By 2023, the library will pay a minimum of \$15 per hour for starting employees and review the compensation package and benefits for all the staff.
- TASK: The Policy Committee reviews and updates current policies and develops future financial policies yearly.
- TASK: Seek and obtain grants and awards.

OBJECTIVE: Hire capable staff to support the service goal.

- TASK: The Personnel Committee will review employee recruitment and retention practices.
- TASK: The Personnel Committee will work with the library director to determine and evaluate the duties/tasks of the employees.
- TASK: Review current space usage and determine what can be done to improve work and break space for employees.
- TASK: Provide bi-annual staff development and training, as well as new staff orientation.

OBJECTIVE: Be ready to expand the footprint of the library.

- TASK: Revise the master plan for the annex and its incorporation into the existing library space, including:
 - Remediation of hazardous materials in the annex
 - Accessibility
 - Sustainability
 - Broadband and technology
 - Children's space, teen space, social area
- TASK: Establish and implement a financial plan for completing the building master plan, including:
 - Grants
 - Community-based fundraising
 - Bonding
- TASK: Involve the community with the library expansion plans and keep them invested throughout the process.

OBJECTIVE: Implement communication and marketing plans to support the service goal.

- TASK: Communicate to the community about the activities and services at the library through the use of website, social media, emails, and local newspapers.
- TASK: Create a new website.
- TASK: Identify roles for the implementation of the communication and marketing plans.
- TASK: Develop a branding guideline including the library's logo and design standards.

Plan Evaluation & Community Follow-Up

The Long Range Planning Committee will review and update the board quarterly on the status of the plan. Board of Trustees committees will review the plan twice a year from the perspective of their committee roles. The Director will review the plan with staff members during staff development day.

Any updates or changes to the plan will be identified during these reviews, and an updated plan will require approval by the Board of Trustees.

Communication with the community about the plan is also important. During year one, there will be follow-up with those individuals who previously participated in forums or who have provided their feedback about the plan. These updates can be accomplished through email, newsletters, website posts, social media, newspaper articles, and/or group presentations.