

Southern Chaffee County Regional Library District

Also Known As



Strategic Plan

2018-2020

Salida Library Board of Trustees:

- Dick Isenberger, President
- Susan Ragan, Vice-President
- Cheryl Pearce-Trujillo, Secretary
- Connie DeLuca, Co-Treasurer
- Tim Sundgren, Co-Treasurer

Library Director – Susan Matthews

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The resources used and data gathered during the planning process:

- a. 2016 Colorado Public Library Annual Report
- b. 2016 Southern Chaffee County Regional Library District Audit
- c. 2015 Kids Count in Colorado County data
- d. “Strategic Planning for Rural and Small Libraries”, Powerpoint by Gail Santy – Central Kansas Library System. “arsl.info/wp-content/uploads/2014/09/Strategic-Planning-for-the-small-library.pdf”
- e. Colorado State Libraries: <https://www.cde.state.co.us>
- f. Colorado Department of Local Affairs: <https://demography.dola.colorado.gov/community-profiles>
- g. Demographic data from various websites: <https://livability.com>, city-data.com, [Colorado-demographics.com](https://colorado-demographics.com), suburbanstats.org

Introduction

Salida Regional Library is presenting in this document our Strategic Plan for the 2018-2020 years. Our new vision and mission statements reflect the guiding principles we strive to achieve and focuses on the library's role in connecting with our community.

Our Vision: Salida Regional Library residents will find our library to be an integral part of the community, offering a dynamic environment that strives to meet their social, informational and intellectual needs.

Our Mission: Salida Regional Library is committed to providing equal access to information, materials and programming, enhancing the pursuit of our patrons' personal growth, while balancing future and current fiscal needs.

For this plan, we consulted the Colorado State Libraries, working with one of their consultants, researched best practices and used documents such as the ones listed on "contents" page to help guide our process.

Technology, space, and economic changes are what confront us currently, and the idea of the public library's place in community is changing. Today's libraries are places where the community connects with one another and a place where resources are made available to all.

It is often asked, "Why do we need libraries in the era of technology and ease of access to information?" The Salida community best answered the question through their survey comments. We heard that the library is an essential part of this community: customer service, access to materials, hours of operation, and public computer space were the areas identified as our strengths. We want to continue to be dynamic, providing services that our community wants and needs for today's world.

Looking Forward

The Library will continue to:

- 1) Look at our essential procedures and identify ways to become more efficient while continuing to provide an excellent customer experience.
- 2) Look at spending, keeping up to date with technology, purchasing contemporary products and materials, and expand on programming.
- 3) Continue to assess the need for expansion, to include program meeting spaces, and to Allow for more patron seating.

This plan outlines where your library is headed based on what we heard from you. We invite you to continue letting us know what you think.

Community Summary

The City of Salida, founded in 1880, incorporated in 1891, is a statutory city that is the county seat and most populous city of Chaffee County. It sits at 7083 feet and has a total area of 2.59 square miles. The Arkansas River runs through town and outdoor recreation is a major factor in bringing people to the area. Whitewater sports, skiing, hiking, mountain biking, four-wheeling, snowmobiling, off-road dirt biking, fishing, zip lining and the hot springs are some of the activities of which people participate.

The median age of our residents is 46.7.

The median household income is \$43,008.

The median home price rose from \$284,487 in 2015 to \$350,000 in 2017.

The population is 81% white, 14% Hispanic or Latino and 5% other races.

Salida attracts a diversity of young families, artists, empty nesters and entrepreneurs. It features tourism, light industry and community supported businesses. The Heart of the Rockies Regional Medical Center, government entities, Monarch Mountain, and the school district are the top employers.

Salida Regional Library serves 8852 registered patrons: 6656 resident users (live within the taxing district) and 2196 non-resident users (living outside the taxing district). The population of Salida is approximately 5580. The population of Chaffee County is approximately 19,058.

Salida Regional Library is incorporated as a "Library District" under the laws of the State of Colorado. The District has four funds: general, endowment, future projects, and enterprise. 93% of library funding comes from property tax revenues. The general fund is the chief operating fund of the District.

Community Trends

- Colorado is the 4th fastest growing state.
- Greatest challenges for Salida are 1) housing: increased short term rentals is leading to a lack of affordable longer term rentals, and 2) Youth and family retention.
- Community members feel deeply connected to the natural amenities and businesses and want to create a quality place in which people want to live, work, and play.
- There is a hospital expansion planned to take place over the next 2 years.

Strategic Plan Process, Survey and Results

Strategic Plan Time Line: 2017

- January: Board meeting
- Discussion of mission and vision statements
- February: Library Staff meeting
- Seeking input/ideas
 - Survey of needs
 - Mission/Vision
- March/April/May: Community Input (minimum of 3 at various areas)
- Discussions
 - Surveys
- June: Information compiled
- Staff follow up on what community voiced
 - Board Discussion
- July/August: Plan Drafted
- Board Follow up/Discussion
- September: Plan completed

During the strategic planning process, two surveys were distributed: one to library staff and one to community members. Over 140 respondents provided input to shape this plan. The library made surveys available to staff in February and to the community in March (see below). The community was given notice the surveys were available through newspaper articles, flyers posted around town, library displays, and social media. The community inspires us to develop programs and provide services that represent our community's needs. This plan provides a framework for meeting those needs and achieving our vision.

Staff Survey

Section 1: Please check one answer for each of the following:

1. How would you rate each of the following library services?

	Excellent	Good	Fair	Poor	Don't know/Not applicable
Customer service	<input type="checkbox"/> 7	<input type="checkbox"/> 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection (books, DVDs, music, newspapers, etc.)	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs (classes, storytimes, etc.)	<input type="checkbox"/>	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/>	<input type="checkbox"/>
Online services (website, catalog, research databases, etc.)	<input type="checkbox"/> 3	<input type="checkbox"/> 9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ILL (Inter-library loan)	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library policies	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>
Computers and printers	<input type="checkbox"/>	<input type="checkbox"/> 4	<input type="checkbox"/> 8	<input type="checkbox"/>	<input type="checkbox"/>
Internet access	<input type="checkbox"/> 1	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 5	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation	<input type="checkbox"/> 10	<input type="checkbox"/> 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how would you rate the library?	<input type="checkbox"/> 7	<input type="checkbox"/> 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How important is each of the following library services to you?

	Very Important	Important	Somewhat Important	Not Important	Don't know/Not Applicable
Borrowing materials (books, DVDs, music, etc.)	<input type="checkbox"/> 9	<input type="checkbox"/> 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference (research assistance from librarians)	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/>	<input type="checkbox"/>
Programs (classes, storytimes, etc.)	<input type="checkbox"/> 6	<input type="checkbox"/> 5	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>
Computers and printers	<input type="checkbox"/> 7	<input type="checkbox"/> 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help using computers, printers, etc.	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/>	<input type="checkbox"/> 2	<input type="checkbox"/>

Study rooms/reading areas	<input type="checkbox"/> 3	<input type="checkbox"/> 9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community meeting rooms	<input type="checkbox"/> 6	<input type="checkbox"/> 4	<input type="checkbox"/> 2	<input type="checkbox"/>	<input type="checkbox"/>
Internet access	<input type="checkbox"/> 10	<input type="checkbox"/> 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ILL (Inter-library loan)	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 4	<input type="checkbox"/>	<input type="checkbox"/>
Online services (website, catalog, research databases, etc.)	<input type="checkbox"/> 8	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>
Photocopier	<input type="checkbox"/> 6	<input type="checkbox"/> 4	<input type="checkbox"/> 2	<input type="checkbox"/>	<input type="checkbox"/>
Newspapers and magazines	<input type="checkbox"/> 6	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/>	<input type="checkbox"/>
Bookmobile	<input type="checkbox"/>	<input type="checkbox"/> 1	<input type="checkbox"/> 4	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Homebound services	<input type="checkbox"/> 1	<input type="checkbox"/> 7	<input type="checkbox"/> 4	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how important is the library to you and your family?	<input type="checkbox"/> 8	<input type="checkbox"/> 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 2:

3. What do you value most about the library?

- Appearance
- Great Co-Workers (x3)
- Performance of staff
- Programming (x1)
- Positive, fun work environment (x2)
- Ability to get in a wide variety of materials from many locations (x4)
- Flexibility and a family friendly work environment
- Variety of tasks
- Access to information
- ILL
- That we have one in our town
- Important Social Interactions
- Quiet Sanctuary
- Access to materials
- Variety & Willingness to get suggested materials
- An up-to-date collection that fits the community's needs.
- Community resource starting point

4. How could the library or its services be improved, if at all?

- Building expansion
- Annex Accessibility
- Curb Appeal
- Staff staying on task: taking care of patrons first
- new computers
- Increase programs(x2)
- Wireless Printers (x2)
- HotSpots
- More tech classes, genealogy, weekend storytime, etc. (x2)

Meeting Space for programs and community (x4)	
Maintenance/Handyman (x3)	New seating for 3 rd floor
Homebound scheduled services	
Updating children's room with interactive furniture	
Shortened Winter Hours	Faster Internet
OCLC lending	Teen Services
Continual process improvement	

5. How does the library benefit you or the community?

Great resource for free material(x3)	Supplies up to date	Media in all formats
Hours of operation great	Its' resources	Gathering place
Offers continuing ed, an opportunity to keep learning		
Makes life more whole	Access to knowledge, access to world	
Gives town a sense of community		
Community resource center that enriches the lives of all. Provides a safe, welcoming environment for all ages and socio-economic status		
Availability of resources	Social Interaction	Education & entertainment
Community hub for governmental and non-governmental resources		

6. As a staff member, what other perspective or information can you give?

We need a PT maintenance person to keep things up and tidy

Upgrade of grounds	Have a library publication	Could use a staff bathroom
Closing on more holidays (x2)	Have different Summer/Winter hours	Drop box for DVDs

Meeting space is greatest need

Staff is one of our bigger virtues, maintaining small library feel while integrating new tech and programs. We are a stop for a lot of patrons on their daily rounds, they feel part of the community when they come in.

See services expand-more literacy work for adults

Professional organizer/contractor to rework staff/circ office. It is clunky, inefficient, loud. Hold shelf has always been an issue.

This is the loudest library I have ever been in.

I am always proud to tell others I work at the library. People frequently tell me how much they value our facility, collections & programs. I believe we are on the right track.

Salida Library

Community Survey

1. Do you have a library card from Salida Regional Library?

Answer Options	Response Percent	Response Count
Yes	97.7%	127
No	2.3%	3
<i>answered question</i>		130

2. On average, how often do you visit the library?

Answer Options	Response Percent	Response Count
Daily	9.0%	13
Weekly	54.6%	72
Monthly	27.5%	34
Less than once a month	8.8%	11
Never	0.0%	0
<i>answered question</i>		130

3. How would you rate each of the following library services? % given

Answer Options	Excellent	Good	Fair	Poor	Don't know/ Not Applicable	Response Count
Customer Service	83	17	0	0	0	127
Collections (books, DVDs, music, newspapers, etc)	40	48	10	0	2	128
Programs (classes, story times, etc)	16.5	26	9.5	1.5	46	121
Online services (website, catalog, research database, ILL (Inter-library loan)	42	34	8	2.33	13.5	127
Library policies	62	23	2.4	1	11.5	130
Computers and printers	37	28	5	0	30	125
Internet access	21	22	10	2	45	125
Facilities	27	28	2	1	43	124
Hours of operation	41	47	10	0.5	1.5	128
Overall, how would you rate the library?	58	41	1	0	0	127
	63	36	1	0	0	128
<i>answered question</i>						130

4. How important are each of the following library services to you? (even if SRL doesn't offer them now) % given

Answer Options	Very Important	Important	Somewhat Important	Not important	Don't know/Not Applicable	Response Count
Borrowing materials (books, DVDs, music, etc)	90	10	0	0	0	126
Reference (research assistance from librarians)	35.25	27	29	6	3.5	130
Programs (classes, story times, etc)	20	20	24	14	22	123
Computers and printers	28	19	19	19	19	124
Help using computers, printers, e-books, etc	22	21	19	16	22	124
Study rooms/reading areas	31	27	17	13	12	125
Community meeting rooms	32	17.5	20	14	17	124
Internet access	53	22	6	10	8	121
ILL (Inter library loan)	66	21	9	0	4	121
Online services (website, catalog, research database, Photocopier	57	32	4	3	3	124
Newspapers and magazines	27	27	15	16	15	121
Bookmobile	32	36	16	10	6	123
Homebound services	11	12	11	26	40	122
Overall, how important is the library to you and your	20	11	14	19	36	120
	79	20	0	1	0	125

answered question

5. What do you value most about the library?

How much the librarians care.

Terrific people

Flexible policies

Good hours

Inter library sharing

Good selection of books & DVDs, new & reserve.

Internet access

Access to materials

Internet printing

The amazingly nice helpful staff

Special thank you to Ms. Becky for her fine work every Wednesday.

The professional friendly staff and outstanding service I receive.

Excellent book collection and inter-library loan sharing services.

Variety of materials, great staff

That there are so many items.

I value having the library open when I have time off, I often borrow books through sharing. I read the magazines, I'm interested in, each month.

Many people come here to use the wifi and computers. It is a valuable service.

Book, CD & DVD collection; interlibrary loan; helpful staff.

I use audiobooks on my every other day trips to Canon. I also use interlibrary loan to order technical papers. Oh yes, I read Dr. Seuss to my wife who has Alzheimer's.

The employees! Many have been there for quite some time. It's always like visiting best friends. Also like the convenience of the hours, truly.

Access to books.

Any library material I have wanted or needed, I have been able to order it online and go in and pick it up.

In some cases when the material wasn't available, it was purchased.

Knowledgeable staff

The excellent staff; ease of accessing audiobooks and DVDs.

Foreign language section: fiction & non fiction

Books & DVDs

Kid friendly atmosphere.

Kids section, Loaning of materials between libraries, audio books.

I love that the library is open a lot and consistent helpful staff.

The variety of resources, especially for my middle school child.

Young adult graphic novel section.

The scenery, people, CPU printers, books

Inter library loan (sharing of resources between libraries)

Ability to obtain any book I want and helpful staff.

It's free -- a place to gather the town w/o charging them \$.

Books

I appreciate the large children's section. For a small town, there appears to be a big effort to carry a wide range of materials.

DVD/ Computers

The people who work here are very helpful and pleasant. Most things I need, they find for me if I can't.

Internet and Interlibrary loan

Bailey's Art and company, good ol' fashion book lending; Susan Rocks

Service

The kindness and helpfulness of the staff. Always take time to be helpful.

That I can always go and get the book I want.

Access to books I enjoy and friendliness of staff.

Staff friendliness, excellent DVD collection -- particularly foreign movies

Good collection of books, friendly staff, open lots of hours, computers
Borrowing materials, the wonderful hours it is open.
Willingness to buy new books and requests of titles and authors.
Easy access of materials; knowledgeable and friendly staff
Wonderful building and historical photos
Great collection, open 7 days, lots of hours.
Accessibility; when you enter, the welcoming smiles of the staff, priceless.
Source of materials; computers for internet use; laptop internet access; hard copy English dictionary;
Divine hours of operation.
I can always find what I need or get it within a few days.
Friendliness, service, atmosphere
Access to books, great staff
Access to internet using the computers and sharing of resources.
Book resources, community meeting place for youth to do homework, read, have a quiet safe space for studies.
Books I need
Great personnel and ILL/Prospector
Excellent service
Borrowing options
Ease of use, Marmot, friendly staff
Library loaning
Books that are in good condition
I value the books and staff

6. Do you have any suggestions for how the library or its services can be improved?

More graphic novels, movies.
Keep up the good work
None whatsoever
Drop box, mail slot: something where DVDs can be returned when library is closed, please.
If money and space allowed, I would like to have more books. I've lived in several towns and always use the library. The best library model I have experienced is the one in Steamboat, CO. They even have a coffee bar.
Sometimes I wait weeks, even months for inter library loan or reserved materials. But, overall you are doing an excellent job.
I miss the cat who audiobooks and other soft mystery.
The library is a wonderful place. Can't imagine not having access to books. Yes, I need books.
The improvement I desired has already occurred. I love the book clubs and book chats.
Yes, it may not be something you can do anything about, but I wish there was a "search" function within the marmot website for my "reading history". As it is now, in order to locate a particular book, one has to laboriously scroll through the alphabet letter by letter to find what one is seeking.
Do not get rid of Foreign language materials. We are becoming a monoculture.
Please put the first book of a series on the shelf. It is really annoying when it has to be looked for in the basement.
Please make information table easier to use, putting posters on the wall.
Develop a way to be able to drop DVDs/Cd books after hours.
It would be nice to have a community room to hold classes! I went to some classes years ago that we held downstairs, but it is now the computer room.
I wish the books stored downstairs would be more visible since I like to browse the shelves.
Maybe extend Sunday hours a bit.
Keep first book of a series on the shelf.
Couches

The website doesn't search very well. If I don't have the title exact it doesn't find it.

Do not try to do too much- too many classes- evaluate before establishing so many extra activities. Keep small town atmosphere at library. Have a better entranceway with a kiosk design for organizations to advertise their activities. Advertise and open board meetings. Quit changing computer programs.

I wish it had a quieter atmosphere and wish you made it possible for more homeless people to access internet when waiting outside library after hours.

More books by Sheila Boneham

More computers

Provide more and better areas for personal computer users.

Work with school district to collaborate and instill a love of learning early and always.

Don't forget who we are in our little town.

More space

No

I would love to pick out movies by director/actor/country of origin, etc. I believe the Pueblo Library has that kind of ability and it makes it very easy to find what you are looking for.

More time on computers

Expand sitting areas, obtain space for community meetings and small group meetings.

No, it's great.

Let people have more time on computers.

Categorize DVD's into categories: Drama, comedy, etc would be helpful in finding a certain genre.

The catalog needs a search utility that will limit the results to ONLY those materials which are physically present in the Salida Regional collection.

Expand

In the entrance, it is difficult to see all the posters on the clipboards. Also, more hours earlier or later on Sundays would be helpful.

I'd love to see reading book clubs for kids.

Yes

More effort might be given to develop methods which would allow/encourage the interchange of knowledge between members of the community.

Yes, gathering space, community rooms/areas

Allow food

7. How does the library benefit you or the community?

With my book reports.

The more educated and informed people are, the better – as citizens and community members.

Good source of free information and entertainment.

Expansion of knowledge beyond our valley.

Important to me that children read

Open friendly service.

Helps us all stay together.

My feedback is general, but it is a huge part of our community.

I love to read and appreciate having the library available with such great service. I live in BV and prefer coming to the library in Salida.

Great resource in many ways.

Very well.

This little library is a hub in this isolated community. Many people are here reading, researching and using the materials. It makes me happy to have such a busy library in my community.

For me the library is the life blood of the community, without it, this would be a dead town.

Besides the fact that I belong to a local book club, reading for me is like food and water – a must.

By providing a wonderful selection of books, newspapers and magazines and DVDs.

Unlimited intellectual and cultural opportunities available in a small town at no cost. And now, social opportunities because of book clubs and book chat. Thank you
Expanding learning.

It is the heart of the community; Too many specifics to write here.
Educational materials! They benefit all of us, the community at large.
Books, DVD, wifi, internet access, reading programs over summer.

Provides a warm space to engage with books.

Great community space and resources . Could use community meeting space.

The library is a great source of information. I used to read all the flyers, but now it is a little harder. I think it is a gathering place or a quiet place. The library is very important to me.

It brings a social atmosphere for all ages. Also, provides a positive atmosphere for learning and experiences of all kinds.

Free wifi, limited computer time.

Researching

Research materials for my art projects, poems.

There is nothing it doesn't help with. It unites people of all ages and economic circumstances, it educates and entertains and provides refuge from the outside world. Without the library Salida would not be able to call itself a town.

It's here and free books to read.

When I first moved here, the library was instrumental in me finding employment and community services.

Resource for many things.

Ability to access books and information.

There's no community w/out a library. It's a cornerstone of any/all communities.

Always helpful in getting something that is not in our library. I'm always excited to tell people outside of Salida what an amazing resource we have.

I always have a book to read.

3rd generation of avid readers, quite important.

It's my favorite place in town. Always friendly. A great place to see people and make friends.

Provides computer access, good books, open lots

Provides a set of extremely important services.

Greatly

Information, entertainment, community meeting place

It's the heartbeat of our town. Education, current events, research. Homeless shouldn't be allowed to nap. Keep employees safe.

Learning, recreation, internet access, source of community information, pleasant place to sit and read outside of the general mayhem.

Enormous, not a community without it.

Giving an activity for me and lots of retired people.

Opens your perspectives.

I can not afford internet access and I'm sure many others are in the same situation. It is a very important medium for me to communicate long distance and do research.

In many ways the library is the heart of our community. It enriches my families life with literature and provides learning resources which have proven invaluable.

The library through ILL and Prospector gives me the same resources as a large university library. The library provides the community with the resources to learn about the world.

School and home

Free and safe for families. I depended on the library as a child and value this library greatly. My children know this is a friendly safe environment for them to hang out and learn.

Has great resources for students and is a nice quiet place to study.

Provides resources to any one

The outcomes from the survey identified both areas of strength and areas of need.

Strengths:

- Customer Service: 100% in the excellent or good
- Hours of operation: We are open 70 hours per week
- Collection: we have over 200,000 various materials that are available for circulation
- Ability to borrow materials (all kinds), through consortiums or ILL (Inter Library Loan)
- Online services: computer lab as well as free wi-fi access throughout the library

Needs:

- Meeting room space
The largest meeting room is the “study room” seating at most four people (2 comfortably).
- Public seating space
Public seating exists for just 22 people. Patrons are often reluctant to share a table with people they don’t know. The effect is far fewer patrons can be seated at any given time.
- Parking
Parking is solely street parking in front of and on the E street side of the building. Patrons often comment on the distance they have to walk.

Goals and Objectives

Goals

Objectives

<p>Technology</p> <p>1. Determine ways in which the library can help residents with tech needs.</p>	<p>A. Ensure staff is up to date in training on public access computers and other technology offered through the library.</p> <p>B. Continue to upgrade SRL computers and software.</p> <p>C. Hold classes/workshops on using the library system, accessing and searching library databases, placing holds, managing accounts and more.</p> <p>D. Promote the fact that residents/patrons have access to SRL resources.</p> <p>E. Use new internet access hardware for counting use of technology. Such measurements should include, but not limited to, patron use of public internet workstations, visits to library website, and remote use of SRL catalog.</p>
<p>Resources</p> <p>2. Offer our patrons relevant and needed services and programs as well as various materials.</p>	<p>A. Solicit patron input for program wants and needs, developing new program schedules three times/year.</p> <p>B. Partner with other community organizations to develop and promote programs.</p> <p>C. Weed the collection bi-yearly in Annex, quarterly in upstairs stacks.</p> <p>D. Evaluate our collection using applications such as Decision Center to identify needs.</p>
<p>Facilities</p> <p>3. Continue to maintain and enhance the building and grounds.</p>	<p>A. Develop maintenance schedule (windows, paint, carpet cleaning, etc)</p> <p>B. Replace existing sign.</p> <p>C. Add a bench to the front side of the building</p> <p>D. Promote volunteer opportunities with grounds upkeep.</p>
<p>Programming</p> <p>4. Continue to develop services for various age and economic groups – children through seniors.</p>	<p>A. Continue to develop new programs, refresh old ones, and evaluate success.</p> <p>B. Continue to focus on children’s literacy programs.</p> <p>C. Seek ways to reach underserved populations.</p>

Staffing

4. Hire, train, and monitor staff to meet the needs of patrons in a professional, friendly manner.

A. Continue bi-yearly "all staff" training days.

B. Provide incentive programs (i.e. wellness challenge, employee of month, etc)

C. Continue peer recognition "high fives" for jobs well done.

D. Conduct employee performance reviews on a yearly basis.