



**HNPL**  
Hamilton North  
Public Library

*Your Friendly Library*

# ***Our Next Chapter***

## ***2018-2022 Long-Range Plan***

*Board Approved, November 16, 2017*

### **2017 Board of Trustees**

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## **Our Mission Statement**

“Enriching lives. Enhancing community. Expanding opportunity.”

## **Our Vision Statement**

“HNPL is a trusted public resource. We are the preferred destination that encourages independent learning and connects individuals to their community and beyond.”

## *A Message from the Board of Trustees*

We are at the start of a new chapter. Hamilton North Public Library patrons, staff, and Board of Trustees belong to a community of learners and participants. We continuously move and grow toward the future. We envision the Library as a community gathering place—a public resource that *enriches lives, enhances community, and expands opportunity*.

We will satisfy our Mission and Vision by continuing to offer current services and programs of demonstrated success, as well as offering access to new opportunities with technology and for education, enrichment, and enjoyment—always with individual and community needs in mind.

The Board of Trustees of the Hamilton North Public Library wishes to acknowledge the contributions of community and staff members who made the creation of this Long-Range Plan possible. We’d like to thank Richard Parker for conducting the Library’s 2014/2015 Surveys and our 2015 Focus Groups.

While the ensuing goals and strategies were designed with the below data in mind, patron use of Hamilton North Public Library is fluid and changing, and it will continue to change. Therefore, the Library will be ever vigilant at reviewing and adapting plans to meet changing community needs.

In recognizing the Library’s importance to community education and acknowledging that the Library must react to social change; satisfy community needs; and remove barriers to receiving service, the Library Board of Trustees hereby confirms this Long Range Plan.

~ Hamilton North Public Library Board of Trustees

## **General Background Information**

### ***Governance***

The Hamilton North Public Library is governed by a Board of Trustees made up of seven individuals appointed by three elected bodies within Hamilton County. Three are appointed by the Hamilton Heights School Corporation, two by the Hamilton County Council, and two by the Hamilton County Board of Commissioners. The Library normally submits its annual budget without binding review by Hamilton County Commissioners. The Library Board hires the Director to administer the day-to-day running of the facility.

### ***Relevance***

As societies evolve, libraries adapt to meet changing needs, necessarily reflecting ongoing cultural and technological advancements. Historically, libraries have played many disparate roles, such as book warehouse, community center, computer center, training center, communal living room, clubhouse, playroom, art studio, art gallery, and collaborative laboratory. Technological change seems to create in humans a need for nostalgia, for the familiar. Technology alters relationships so as to create a longing for safe face-to-face human interaction. The result is a mandate calling for the integration of ever-changing technological services with traditional library services. This mandate is HNPL's aim.

## **HNPL Core Values and Guiding Principles**

### ***Lifelong Reading and Learning***

At the heart of all HNPL programs and services is a firm belief in the value of literacy and lifelong learning. Reading and education opens doors and expands horizons. HNPL strives to support every patron in their efforts toward becoming a lifelong reader and learner.

### ***Creativity***

HNPL embraces freedom of expression through art, literature, information, and events that help people explore their creative interests.

### ***Intellectual Freedom***

The Library is committed to building an informed community and providing neutral ground where participation in civic life is open to all, thus enabling all individuals in our community to exercise their right to access constitutionally protected information without judgment.

### ***Privacy***

The Library respects the confidentiality of our patrons' requests for information, the online sites they access, their borrowing history, and the status of their library accounts.

### ***Focus on All Customers***

The Library values all customers. We celebrate and foster diversity, and strive to ensure that all people feel welcomed at the Library. We strive to meet the needs and expectations of all community members. Our collections, displays, programs, and services reflect an array of opinions and viewpoints. HNPL seeks to provide friendly, accurate service delivered by a knowledgeable and committed staff.

### ***Adaptation***

We ourselves are a learning organization which necessarily and continuously anticipates future needs, adapting what we do and how we do it by not only investing in our staff, but also by acquiring needed technology and infrastructure to improve our services.

### ***Integrity***

The Library will act as responsible stewards of public resources. We take seriously our responsibility to maximize the efficiency of staff time and talent, making the best use of all of our resources. The customer's opinion and input is welcomed. We consider the impact on the customer in all decisions made.

### ***Teamwork and Partnerships***

Teamwork is the backbone of our organizational success. The Library extends its reach and impact in the community through partnerships with individuals, public and nonprofit agencies, community groups, educators, and businesses.

## **Library Background**

The Hamilton North Public Library is located in central Indiana approximately 30 miles north of Indianapolis, serving the residents of Jackson Township, including the Towns of Arcadia, Atlanta, and Cicero, in Northern Hamilton County. The Township's land area in square miles in 2010 was 54.82. The current Net Assessed Value of the service area is \$498,780,654. Although the Library is located in a predominately rural setting, it has the advantage of being a bedroom community both to the more populous southern part of the County and to the City of Indianapolis, which affords additional educational, recreational and cultural opportunities to local residents.

In 1916, with funds from the Carnegie Corporation, the Atlanta-Jackson Township Public Library was founded in the town of Atlanta. The Atlanta library building still stands as it was originally built, with only a few renovations. In 1997, the name of the Library changed to Hamilton North Public Library, and the following year the newly built Cicero Branch became the central library of HNPL. Total system-wide circulation in 2016 was 95,362. The Cicero branch is open Monday through Thursday 10 am – 8 pm, Friday 10am – 5pm, Saturday 10 am – 4 pm, and Sunday 1-4 pm. Atlanta branch hours are Monday, Tuesday, and Thursday 3 – 7 p.m. and Wednesday 10 am – 7 pm.

## **Community Background**

The Cicero/Jackson Township Plan Commission is a nine-member board tasked with providing orderly growth for residential, commercial, and industrial areas within Jackson Township and a two-mile jurisdiction surrounding its limits. Hamilton Heights School Corporation serves residents of the Library, operating one high school, one middle school, one elementary school, and one primary school. The superintendent's office reports 2016-2017 enrollments for the School Corporation at 2,279 students, with approximately 154 certified and 149 non-certified employees. The School Corporation provides special education for its students through Hamilton Boone Madison Special Services Cooperative, which serves six school corporations in the area.

## **Statement of Community Needs and Goals**

### ***Methodology***

In order to assess community needs and goals, the Hamilton North Public Library employed a multipronged approach over the course of four years (2014-2017), consisting of three primary items:

- Community surveys
- Committee focus groups—teen and adult
- Manager’s retreat

### ***Findings—2014/2015 Community Surveys***

HNPL is perceived as a traditional library facility mostly for adults and seniors but with a growing audience of children. Library usage by community teenagers is relatively small but on a slight upswing. One significant, positive finding in the survey is that the percent of those surveyed who perceive the Library as less of a traditional organization increased. Additionally, people are extremely likely to visit the facility in the future. They believe the Library is very important to their personal lives and to the community, and they are extremely satisfied with the customer service. Respondents show satisfaction with the way news is communicated to the community while also noting that they feel there is a need for new programs and experiences. Unfortunately, most people do not think that the Library is a place to “hang out” as HNPL is in a distant last place where people think they are most likely to spend their free time.

### ***Findings—2015 Public Committee Focus Groups***

HNPL conducted five community focus groups, one at Atlanta branch (adult group) and four at Cicero branch (one young adult and three adult groups). The Library sought participants of varying backgrounds and varying degrees of knowledge about the Library and its services. All participants had an expressed interest in the success of the Library. The Teen Committee revealed an interest

in group activities at the Library and in bringing teens together at the Library. They were also interested in real and virtual services and materials.

The Adult focus groups revealed an interest in spending time at the Library for group hobbies, educational opportunities, and business development opportunities. Committee members expressed a great interest in expanding HNPL capabilities, i.e., facilities, materials, and programming. Discussion revealed participant interest in people of all ages coming together at the Library for participatory activities. Having fun was emphasized. Additionally, HNPL as a provider of and a place for community classroom activities and learning designed for self-improvement was discussed. Participants expressed their wish to see the Library as a place for serving others. They expressed the belief that the Library’s current facilities are sufficient for expanding game and craft programs.

***Findings—HNPL Manager Retreat, June 2017***

<b>HNPL Strengths</b>	<b>HNPL Weaknesses</b>
Collection choice Customer service Affordability Teamwork Improved IT Supportive community Circulation is showing signs of strengthening	Hours of operation Low wages Poor benefits Little opportunity for meaningful career advancement Atlanta infrastructure Outside demands, often with little advance notice Limited credit card payment options
<b>HNPL Opportunities</b>	<b>HNPL Threats</b>
Acquiring new customers Outreach Networking Partnerships Capital projects Staffing Marketing plan Growth of e-materials	Outside demands on people’s time Budget Donor hesitation Remonstrance

## **Assessment of Facilities, Services, and Technology**

The Library offers many programs and services. These include the latest book and e-book titles, newspapers, magazines, e-magazines, DVDs, digital movies and shows, music CDs, audiobooks, e-audiobooks, digital comic books, Ask-A-Librarian service, monthly adult book groups, children's story time, Summer and Winter Reading programs for all ages, a local history collection, and more.

The library also has a variety of equipment available for public use including black/white and color printers/copiers, computers, Wi-Fi, and wireless printing. Library computers are equipped with high speed internet connections and have Microsoft software. In addition to fax and laminating services, the Library offers disk cleaning/repair service to the public, all for a nominal fee. We have study rooms available on a first come first served basis. We allow public use of the meeting room for a nominal fee and also provide free notary service. The Library also maintains an active website, allowing access to electronic resources, the Evergreen catalog, the Library's calendar of events, book recommendations, and more.

## **Our Service Responses**

**The Third Place—A Destination:** Establish the Library as the center of cultural life in Jackson Township.

**Connect to the Online and Digital Worlds:** Patrons will have high-speed access to the digital world without fees to eliminate the digital divide and ensure that everyone can take advantage of the ever-growing resources and services available through the internet.

**Create Young Readers:** Children from birth will have programs and services designed to ensure they will enter and continue through school ready to learn to read, write, and listen and to develop those skills over time.

**Achieve Academic Success:** Adults and teens will have support to improve their literacy skills in order to meet their personal goals and fulfill their obligations as citizens, parents, income earners.

**Learn Throughout the Lifespan:** Residents will have the resources they need to explore topics of personal interest, and they will continue to learn throughout their lives.

**Be an Informed, Active Member of Society:** Community members will be informed, use information well, think critically, and satisfy their civic responsibilities.

**Celebrate Diversity:** Residents will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community and around the world.

**Build Successful Enterprises and Careers:** Small business and non-profit leaders will have the tools they need to develop and maintain strong, viable organizations. Adults and teens will have the skills and resources they need to identify and pursue career opportunities.

**Stimulate Imagination and Be Creative:** Residents will have materials and programs that excite their imaginations and provide pleasurable reading, viewing, and listening experiences. Residents will have services and support they need to express themselves in a real-world and online environment.

## **Service Response Goals, Objectives, and Activities**

### **Service Response #1: The Third Place—A Destination**

**Goal:** The Library goes to those who cannot or will not otherwise use the Library.

**Objective:** Provide outreach service to homebound residents.

**Activity:** Research related services, policies, and procedures.

**Activity:** Develop a budget, policies, procedures, routes, and schedules.

**Activity:** Research, select, and purchase required supplies.

**Activity:** Select and train staff for outreach duties.

**Activity:** Market services to find customers.

**Objective:** Increase awareness of library electronic resources that can be used at home or on the go.

**Activity:** Update the HNPL electronic resources pamphlet annually or whenever new platforms are added to our website.

**Activity:** Highlight a different e-resource in each monthly e-newsletter.

**Activity:** Train staff on how to provide a useful overview of e-resources to people just receiving a new library card or renewing a card.

**Goal: Incentivize library membership.**

**Activity:** Form staff committee.

**Activity:** Research incentive options.

**Activity:** Design program and budget.

**Activity:** Implement and market.

**Goal: The Library is a comfortable place to work and socialize for hours throughout the year.**

**Objective:** Use 2017 bond revenue to replace heating/cooling/mechanical systems and other improvements as afforded.

**Activity:** Work with Capital Project Team to select the best, affordable equipment.

**Activity:** Work with the Capital Project Team to lower operating costs through greater energy efficiency of new systems.

**Objective:** Acquire a 2018 renovation/expansion bond to provide new and improved facility features.

**Activity:** Seek public input during the development and design phase.

**Activity:** Work with a library design consultant to ensure proposed enhancements will meet ongoing, changing needs.

**Goal: Patrons find fun, enriching, and unique activities at the Library.**

**Objective:** Local clubs meet regularly at the Library.

**Activity:** Start new interactive game or hobby clubs at the Library to meet the need for intellectual stimulation, socializing, making new friends and shared experiences.

**Activity:** Center each Classic Film Series on a theme, i.e., *Unlikely Hollywood Pairings*.

**Activity:** Start new physical activity clubs at the Library.

**Objective:** Support Friends of the Library events and activities.

**Activity:** Staff will market the FOL programs.

**Activity:** Staff will execute programs when needed.

**Objective:** Offer new and continuing programs featuring food.

**Activity:** Have quarterly Taste of the Book events.

**Activity:** Develop an annual cooking contest at the Library.

**Activity:** At classic film showings, serve food that appears in the film being shown.

## **Service Response #2: Connect to the Online and Digital Worlds**

**Goal:** Traffic to and use of the library website increases.

**Objective:** Make necessary enhancements to the website.

**Activity:** Provide website users direct access to “something new” on return visits.

**Activity:** Evaluate the HNPL website with regard to strategy, usability, style, content, and search optimization.

**Activity:** Identify websites with qualities that we would value in our library website.

**Activity:** Determine to stay with our current web company or to switch companies.

**Activity:** Staff will learn how to use Google Analytics, determine which statistics are important to us, and how to interpret data.

**Objective:** People turn to the library website for quick and easy information and access to materials.

**Activity:** Heavily market the website.

**Activity:** Demonstrate the website during outreach activities.

**Activity:** Respond quickly, accurately, and thoroughly to email messages sent to the library via our website.

**Goal:** The online/digital reach of our community is expanded.

**Objective:** Offer Hotspot checkout service.

**Activity:** Identify best equipment, procedures, and policies.

**Activity:** Purchase equipment.

**Activity:** Develop policies and procedures.

**Activity:** Train staff.

**Activity:** Market the service to the public.

**Objective:** Provide a place for people to watch the news communally during normal business hours.

**Activity:** Get cable or satellite TV.

**Activity:** Show news coverage in a public area throughout the day.

**Objective:** Increase awareness of library electronic resources that can be used at home or on the go.

**Activity:** Market electronic resources and place emphasis the ability to use the library without traveling to the library.

**Activity:** Demonstrate mobile use of e-resources at community events.

**Goal: HNPL electronic resources meet community needs.**

**Objective:** Provide a variety of well-used, affordable platforms.

**Activity:** Analyze usage of current e-resources each year before renewing.

**Activity:** Determine our usage goals for each separate e-resource available on our website.

**Activity:** Investigate new and already existing services that may be suitable.

**Objective:** Customers and prospective customers know about our electronic resources.

**Activity:** Determine a marketing strategy for each of those e-resources.

**Activity:** Heavily market the new subscriptions to RB e-audiobooks and e-magazines.

**Objective:** Customers who want to use library e-resources know how to use those resources.

**Activity:** Offer training through "Ask a Librarian".

**Activity:** Hold monthly drop-in Tech Help Open Houses.

**Activity:** Provide demonstrations at community meetings and events.

**Objective:** Ensure HNPL provides a safe, reliable digital environment.

**Activity:** Maintain contracts with IT professionals to ensure ongoing security, reliability, and dependability.

**Activity:** Utilize the Library's technology plan and equipment replacement schedule to develop and maintain technology resources.

### **Service Response #3: Create Young Readers**

**Goal:** The Library designs and offers programs that encourage pre-literacy and literacy skills for children, birth to age 5.

**Objective:** The Library supports the *1000 Books Before Kindergarten* program.

**Activity:** Use *1000 Books* titles in story times; let caregivers know which titles are from the *1000 Books* list.

**Activity:** Offer *1000 Books* promotional materials to story time participants as well as the general public.

**Objective:** The Library supports *Every Child Ready to Read*.

**Activity:** Story times are planned around *Every Child* objectives and incorporate fiction and non-fiction.

**Activity:** The Children's Manager stays current on *Every Child* training offered by the State Library.

**Goal:** The Library provides regularly scheduled, high-interest afterschool programs that promote literacy.

**Objective:** The Library will design and offer programs that encourage children K-5 to read and allow them to connect with books.

**Activity:** For grades K-5, offer bi-monthly afterschool programs that focus on a particular book, series, author, character, or the like.

**Activity:** Develop quality collections around the themes of Summer Reading and Winter Reading.

**Activity:** The Children's Librarian will receive annual training on current trends in children's literature.

#### **Service Response #4: Achieve Academic Success**

**Goal: The Library designs and offers pre-school programs that encourage both cooperative and independent learning.**

**Objective:** Provide pre-school STEM education.

**Activity:** Incorporate science, technology, engineering, coding, and math into preschool story time.

**Activity:** Offer monthly STEM learning experiences, apart from story time.

**Activity:** Develop a marketing strategy around preschool STEM education.

**Objective:** Provide Pre-school art education

**Activity:** Offer story times with opportunities to develop skills at shape and color recognition, use of utensils, and social interaction and increasing attention span and willingness to stay on task.

**Activity:** Offer a monthly art program, apart from story time.

**Activity:** Develop a marketing strategy around art education at the library.

**Goal: The Library designs and offers afterschool programs that support and align with K-5 academic standards.**

**Objective:** Provide K-2 educational opportunities to develop critical thinking, problem solving, and decision making skills.

**Activity:** Offer a monthly K-2 afterschool STEM program.

**Activity:** Invite teachers to partner with us for this monthly event.

**Objective:** Provide educational opportunities to develop critical thinking, problem solving, and decision making skills for grades 3-5.

**Activity:** Provide a monthly afterschool STEM program for grades 3-5.

**Activity:** Invite teachers to partner with us for this monthly event.

**Goal: Partnerships with local schools are strong.**

**Objective:** Library staff is familiar with school initiatives and activities.

**Activity:** The Director, or designee, will attend 3 school board meetings a year.

**Activity:** The Director, or designee, will attend 4 parent/teacher meetings a year.

**Objective:** Make it easy for teachers to work with the Library.

**Activity:** Develop a Teacher Curriculum Support Bag program.

**Activity:** Have a teacher card drive.

**Goal: The library enriches student life for young adult students.**

**Objective:** Young adults use library resources in order to succeed in school.

**Activity:** Build a YA collection that supports YA curriculum and provides supplement reading choices.

**Activity:** Physically expand and redesign the YA section with 2018 bond revenue.

**Activity:** Hire a temporary Young Adult Librarian.

**Activity:** Develop a Young Adult Services Plan including programs with book talks.

**Activity:** Offer regularly scheduled weekly afterschool YA programs.

**Activity:** Resurrect the Teen Advisory Board with emphasis on learning opportunities.

**Activity:** Offer at least one "special" YA program a month.

**Activity:** Offer a quarterly weekend event.

**Objective:** Library staff provides teens with services to help them succeed in school.

**Activity:** Group homework help will be provided.

**Activity:** Start a homework help club.

**Activity:** Support HHCS "E-Learning Days" by providing students with unique learning opportunities by providing instruction not provided in school.

**Objective:** Young adults have easy access to college information at HNPL.

**Activity:** Conduct a series of workshops designed to help facilitate the college application process, including finding the right school and program, how to write a college essay, and seeking financial aid.

**Activity:** Invite Ivy Tech to occasionally place a student recruiter in the library for the day.

**Goal: The Library supports the local homeschool community.**

**Objective:** During the school year, the Library will provide programs specifically designed for homeschooled households.

**Activity:** Offer occasional training for homeschool educators.

**Activity:** Provide regularly scheduled homeschool program for children K-5.

**Objective: Homeschoolers will benefit from the Library's afterschool programs.**

**Activity:** Market afterschool programs to homeschool providers.

**Activity:** Offer afterschool programs on themes used in homeschool programs.

### **Service Response #5: Learn Throughout the Lifespan**

**Goal: Local adults successfully keep up with changing technologies that improve lifestyle.**

**Objective:** Staff instructs the public on using technologies with which they are familiar but cannot satisfactorily utilize.

**Activity:** We will provide instruction on Microsoft products and email.

**Activity:** We will provide instruction on using social media.

**Objective:** Staff will introduce the public to new technologies with which they are unfamiliar.

**Activity:** Conduct "Apps for Good Living" programs.

**Activity:** Conduct programs on new technologies that conserve energy and money.

**Goals: Adults have clear and easy access to opportunities to develop and satisfy personal interests.**

**Objective:** Our Little Free Library program is heavily used.

**Activity:** Little Free Libraries will include non-fiction for all ages.

**Activity:** The Little Free Libraries will be tended to several times a week by staff.

**Objective:** HNPL seasonal Reading Programs provide greater incentives for reading.

**Activity:** Expand the Summer Reading Program to 8 weeks.

**Activity:** Winter Reading will be modified to function similarly to Summer Reading.

**Objective:** Programming on a variety of high-interest topics is offered.

**Activity:** Incorporate technology skills into programs.

**Activity:** Incorporate current events and pop culture into programs.

**Objective:** Material budgets and purchases are properly aligned with demand.

**Activity:** Utilize circulation data to analyze the collection, i.e., turnover rates.

**Activity:** Annually evaluate the collection for time-sensitive material.

**Activity:** Allow trends and emerging pop culture to determine some purchasing.

**Activity:** Solicit materials recommendations from staff, especially those working at the public service desks.

**Activity:** Identify which low turnover items and subjects should be acquired, maintained, or increased and which should be reduced or eliminated.

## **Service Response #6: Be an Informed, Active Member of Society**

**Goal: Community members get fast, accurate answers to easy questions.**

**Objective:** The Library provides persons with fast, accurate answers to easy questions.

**Activity:** Provide Ready Reference training to public service staff.

**Activity:** Promote Ready Reference service to the public.

**Activity:** Sell preprinted divorce packets at the public service desk.

**Objective:** The Library directs individuals to the answers to their questions.

**Activity:** Display books on topics of practical interest.

**Activity:** Update our lists of credible websites on various topics on our website.

**Goal: Community members are information literate.**

**Objective:** HNPL offers programming on debunking fake news and false information.

**Activity:** Utilize IU LibGuides to develop programs on fake news and false information.

**Activity:** Partner with schools in providing such programs.

**Objective:** HNPL offers learning opportunities for developing critical thinking skills.

**Activity:** Utilize information literacy kits created by Leading Edge Librarians Academy in developing critical thinking development programs.

**Activity:** Acquire and display materials designed to develop critical thinking skills.

**Activity:** Provide critical thinking training to staff.

**Goal: Community members are ready to satisfy their civic responsibilities.**

**Objective:** Community members will be informed about our 2018 expansion and renovation bond and capital project.

**Activity:** The Library will heavily promote plans through e-newsletters, press releases, media interviews, website postings, flyers and posters, public speaking engagements, and informal networking.

**Activity:** Staff will be trained on how to respond to questions and comments about the bond and capital project.

**Objective:** Community members will provide input on expansion and renovation.

**Activity:** Public comment will be taken by paper surveys and online surveys.

**Activity:** Public comment will be taken at public meetings, including Board meetings.

### **Service Response #7: Celebrate Diversity**

**Goal: Persons in the community are familiar with a plethora of cultures.**

**Objective:** The Library highlights individual countries.

**Activity:** The library will have programs that explore how various countries celebrate major holidays.

**Activity:** Have program series that focus on the food, art, history, and traditions of other countries.

**Objective:** The Library highlights various religious and cultural practices from around the world.

**Activity:** Offer programs that examine the secular aspects of various religions, i.e., religious architecture.

**Activity:** Offer travelogues on unusual destinations.

**Goal: There is diversity amongst people who use the Library.**

**Objective:** Use of the Library by special needs groups and people increases.

**Activity:** Customized programs will be provided to special needs groups.

**Activity:** General audience programs will be marketed to special needs groups and individuals.

**Activity:** Replace OPAC carrels with furniture that can accommodate wheelchairs.

**Activity:** Replace the circulation desk with a wheelchair accessible model.

**Objective:** The library attracts an increased number of boys and men.

**Activity:** Offer programs that appeal specifically to men, who generally don't use the Library as much as women.

**Activity:** Offer programs that appeal specifically to boys, who are less likely to use the library than girls of the same age.

**Activity:** Increase the acquisition of books that appeal to males.

### **Service Response #8: Build Successful Enterprises and Careers**

**Goal: The Library promotes the growth of local business.**

**Objective:** The Library connects local business owners and non-profit administrators with relevant library resources.

**Activity:** Provide a business open house that would include a tour of the Library, an information packet, and demonstrations of business-related databases.

**Activity:** The Library Director will become an active member in the local Chamber of Commerce.

**Activity:** The Library Director will attend Our Town Cicero meetings.

**Activity:** Offer affordable start-up incubator space.

**Objective:** The Library has a mini or virtual non-profit resource center.

**Activity:** Apply for a Foundation Directory grant.

**Activity:** Identify and acquire other non-profit resources for the Library.

**Activity:** Heavily market non-profit resources.

**Goal: The Library promotes career and job development for local residents.**

**Objective:** Offer patrons the opportunity to obtain skills to get a job and advance in their careers.

**Activity:** Offer a series of workshops teaching how to find job openings, how to write a resume, and how to successfully perform during a job interview.

**Activity:** Offer “First Job” training for individuals looking for their first job.

**Activity:** Offer work study/internship and educational volunteer opportunities for teens.

**Activity:** Partner with schools to identify work study/internship and volunteer candidates.

### **Service Response #9: Stimulate Imagination and Be Creative**

**Goal: The Library provides space and materials for individuals to express their creativity.**

**Objective:** Create an Art Makerspace.

**Activity:** Determined which activities the Library will support.

**Activity:** Determine operational and safety guidelines.

**Activity:** Buy supplies and train selected staff on managing the space.

**Activity:** Market the Makerspace.

**Objective:** Create a STEM Makerspace.

**Activity:** Determine which activities the Library will support.

**Activity:** Determine operational and safety guidelines.

**Activity:** Buy supplies and train selected staff on managing the space.

**Activity:** Market the Makerspace.

**Goal: The Library is a place of creative inspiration to community members.**

**Objective:** Inspirational displays and exhibits may be visited at the Library.

**Activity:** Staff will brainstorm ways to find artists.

**Activity:** Develop marketing material to attract artists.

**Activity:** Invite artists and art organizations to display their work.

**Activity:** Develop an annual schedule of monthly displays by very talented artists.

**Activity:** Create in the main area of the Children’s Room a visible location to display children’s artwork.

**Objective:** Library programs will bring the arts to the community.

**Activity:** Develop a music series.

**Activity:** Have at least one author/artist visit per year.

**Activity:** Invite school groups to perform at the Library.

## **Plan Review, Evaluation and Revision**

Timelines for all objectives will be established by Library officials as current and future capital projects progress.

Every six months, the administration and department heads will review the Long Range Plan to determine whether the goals and objectives set forth in the timeline are being met by deadline. Additionally, during annual evaluations, each supervisor will review with the Library Director the progress made towards achieving department goals and objectives.

If a goal/objective timeline has not been met, a determination will be made as to whether that objective is still relevant.

If the goal/objective is deemed relevant, an assessment will be made as to why the objective was not achieved according to plan, and the administration—with the help of the departmental supervisor—will develop the necessary strategies and budgets to achieve timely implementation.

If the objective is no longer relevant or possible, an assessment will be made as to whether it should be amended, assigned a new timeline, or simply deleted from the Plan. With Board approval, the Plan will be revised accordingly.

Annually, the Board and library administration, in conjunction with managers, will determine whether any new goals or objectives should be added to the plan. If so, a timeline for these objectives will be inserted into the revised plan.

## Financial Resources and Sustainability

HNPL generally increases its budget each year to a point just under the average growth quotient. The Library has considerable funds on which to draw should additional appropriations become necessary. We actively look for ways in which to cut costs while continuing to offer the best possible service.

## Technology Equipment Replacement Schedule 2018-2022

Inventory Category	Projected FY 2018	Projected FY 2019	Projected FY 2020	Projected FY 2021	Projected FY 2022
<b>Network</b>					
Server	1	0	0	0	0
Switches	0	0	0	0	0
Wireless Access Points	0	0	0	0	0
<b>Computers</b>					
Staff PCs					
OPACs	0	0	0	0	0
Youth Gaming & Tablets	1	0	0	0	0
Adult & Kid Internet Lab	6	0	0	0	0
<b>Peripherals</b>					
Local Printers	0	0	0	0	1
Receipt Printers	0	0	0	0	3
Multifunction machines	1	0	0	2	0
UPS Backup Batteries	1	3	0	0	3
Monitors	0	0	4	0	0
Projectors	1	2	0	0	0
<b>Telecommunications</b>					
Telephone Handsets	0	0	0	0	0

## **Professional Development Strategy**

As a means of using our public resources efficiently, HNPL relies heavily on the Indiana State Library and the Indiana Library Federation for technical and non-technical staff development. We find these organizations' training opportunities to be relevant, practical, and of sound quality. HNPL takes frequent advantage of their webinars, seminars, and conferences. We cross-train staff on many duties. A staff training program, which will specify required training, is in the development stage. This plan will call for better utilization of staff strengths, regardless of current job titles.

## **Collaboration**

HNPL values collaboration and partnership. The library has been an active member and ardent supporter of the Evergreen Indiana Library Consortium since September 2008. We are now a member of the Statewide Remote Circulation System (SRCS) and are a member of the eIndiana Digital Consortium. We currently have a reciprocal borrowing agreement with all other Hamilton County public libraries as well as the Tipton County Public Library. The Library has long-standing relationships with the public and private community schools and local daycares. We are active in local festivals such as "Lights Over Morse Lake" and the "New Earth Festival" and belong to the Northern Hamilton County Chamber of Commerce.

HNPL is a stronger organization as a result of its collaborations. Our working relationships help the Library to better meet its Service Response goals. Moreover, collaborators help to define library goals, develop our programs, and evaluate our success. We share programs, ideas, knowledge, and opportunities with community partners. Collaborators share many of our goals and interests. Our partners help increase public awareness of library services, as we increase public awareness of their services.