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# LOWVILLE FREE LIBRARY PLAN OF SERVICE

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Reviewed and Approved January 12, 2021

## Statement of Purpose

To serve the patrons and community of Lowville, NY, Lowville Free Library establishes these values, goals, and objectives. They were developed based on participation in the community, evaluation of past plans and goals, and identification of library service that can better serve our community today and in the future.

This plan of service serves as a marker, guide, and evaluating tool for library service at Lowville Free Library. It works in concert with the policies and budget of Lowville Free Library, and presumes ongoing services, goals, and planning not included here. The plan of service also presumes responsive service, vital after a year like 2020, when services had to be reimagined to continue to meet needs, planning, and goals.

## Mission

Lowville Free Library serves the Town and Village of Lowville and surrounding areas by providing materials and services to help patrons meet their personal, educational, and professional needs. Special emphasis is placed on providing popular materials requested by our patrons and educational materials needed by our students.

## Values

Provide and prioritize resources and opportunities for lifelong learning and development.

Create spaces for community members to gather and participate.

Build consistent community connections.

## Actions

Value: Provide and prioritize resources and opportunities for lifelong learning and development.

**1. Welcome and involve community members in the library by increasing access to library services.**

Objective: Assess, plan, and implement increased access for patrons and community members to library materials and programs through removal of barriers and alternate forms of service.

**2. Be an example, resource, partner, and champion of early literacy in the community, building relationships with children and families around reading, access to books, and the library.**

Objective: Invest in ongoing and new community relationships that support early literacy in the local community, and participate in seasonal outreach to expand the library's early literacy identity outside the building.

Objective: Convert early literacy relationships into ongoing relationships through school-aged children programs and outreach.

**3. Build library services that benefit and involve senior citizens from the community.**

Objective: Review and implement changes to current library services that would better accommodate interests and schedules of senior citizens.

Objective: Build partnerships to facilitate increased awareness and new service avenues to senior citizens.

**4. Create learning situations for recreational use of technology, including but not limited to library-specific items, like e-materials and resources.**

Objective: Incorporate regular tech help labs into library programming schedule.

Value: Create spaces for community members to gather and participate.

**5. Develop the library's lower level as a resource to the community, both through library programs and community use.**

Objective: Adapt uses and furnish lower level rooms to accommodate community members and more easily serve multiple purposes.

Value: Build consistent community connections.

**6. Develop community relationships, including good communication and participation.**

Objective: Identify advocates, community influences, and potential partners, and build consistent communication.

Objective: Develop and distribute new print and digital literature about the library and library services, including seasonal information.

## Resources

Lowville Free Library recognizes that it has many resources that can be leveraged to provide service and implement these values in its community. These resources include but are not limited to:

- Funding
- Facility
- Collection
- Technology
- Staff time and expertise

Lowville Free Library is committed to using its resources to benefit its community and further the values, goals, and objectives laid out in this plan of service.

## Evaluation

The expectation in adopting this plan of service is that the Board of Trustees and Director of Lowville Free Library will continue to respond to community needs and actualize these values and goals. To effectively do so, the library will track, report, and evaluate them. Evaluation may include surveys of library use and of new and ongoing services, focus groups, and feedback from patrons, community members, and staff. These steps will then lead into development of the next plan of service.