

# WELLS COUNTY PUBLIC LIBRARY

200 W. Washington Street  
Bluffton, Indiana 46714  
[www.wellscolibrary.org](http://www.wellscolibrary.org)



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

WCPL Long Range and Technology Plan  
Approved December 12, 2017

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# Introduction

The Wells County Public Library serves 27,964 county residents with two facilities, the Bluffton Main Library and the Ossian Branch. Our current cardholder count is 17,313, which is 62% of our county's population. This county library has been in existence since 1902. The library is governed by a seven-member Library Board of Trustees and forty-two staff members.

Wells County has a stable population with 1.1% growth from 2010-2016. The median age is 41.2 years and median household income is \$51,101. The county's unemployment rates 3.5% with approximately 12% of our population below the poverty level. The county has three public school systems, 2 private schools and 7 preschools. There are 90.7% of adults ages 25+ with a high school diploma or higher and 17.6% with a Bachelor's degree or higher.

While no official community needs assessment has been published in recent years, the consensus of various community, civic and non-profit groups seems to result in the following needs list:

- Getting low income families connected to books & the library
- Community Center/Auditorium
- Building collaboration amongst community entities
- Revitalized downtown
- Qualified workers – connecting right workers with right jobs
- Educating Teens about local job opportunities
- Educating young families about financial planning
- Availability of adequate Internet connection
- Literacy – school tutoring, adult literacy/tutoring
- Housing for homeless – 18-year-old students, jail releases, families with children
- Mentors
- Help for the elderly
- Parenting classes
- Controlling substance abuse

## ***Purpose***

The Wells County Public Library's Long Range Plan is the guide by which the Board of Trustees and the library staff will make all its decisions on policy, procedure and financial spending for the next five years. While a strategic plan is mandated by the current standards for Indiana Public Libraries, WCPL chooses to plan for four basic reasons:

- The library wishes to make a difference in our community by making a contribution toward achieving the community vision. The library wishes to be valued in the community.
- The library wishes to use its energies and resources to provide the services that matter most to the people of our community.
- The library wishes to have a tool for measuring its progress and success.
- The library wishes to have a framework for managing the change and challenges that are transforming public libraries. Libraries and their communities are constantly facing many technological, social and economic changes.

In order to continue to be valued as a community destination, the library must be willing and able to meet the continually changing community needs.

## ***Planning Process***

The process began during the spring of 2017 with the implementation of an online survey for our patrons and the scheduling of three community conversations. At this time, the department heads began meeting and evaluating the present library plan. Departments also met to evaluate their individual departments and discuss needs they saw in their own departments. The community conversations were facilitated by the Executive Director of Wells County Chamber of Commerce, Erin Prible. We chose to host three conversations because we wanted to go to the different areas of our community instead of expecting them to come to us. The conversations were hosted at the Main Branch, Ossian Branch and Southern Wells Elementary School. Our department heads and director also spoke to our local community entities during their monthly meetings and we held a community conversation with our staff during the May in-service.

Thirty-four community members including two board members attended our three public community conversations for an evening of discussion about the library --- its present services and future goals. Speaking for themselves individually and for the businesses, organizations and groups they each represented, they were asked to discuss and share the following:

- What does the library mean to you?
- What services do you use?
- What does the library do/provide really well and should definitely continue to do?
- What does the library do/provide that could be improved? Share ideas for improvement.
- What does the library presently not do/provide that you wish it did? Everyone was encouraged to think both small and large and without time or money considerations.
- Where do you see the library in 5 years and 10 years?

The director and department heads felt it was important to include all staff in the future discussions of the library, since different staff members interact with different patrons and aspects of the library as a whole. In order to provide our staff a platform to be involved with the planning process, during the library's all-staff May in-service, we discussed the same questions and ideas presented to the public during the community conversations with our staff.

Following these focus groups, the department heads began meeting weekly, pooling the information gathered from these meetings, their own department meetings and the results of the online patron survey. Primary needs and goals seemed to rise easily to the surface. Goals were narrowed to three and then the committee set about forming objectives and measurements. Some activities seem to arise naturally from the conversations and are appended to this plan, but each department is free to develop its own activities to support the library's objectives. As this is a five-year plan, it would be impossible and impractical to compile all the activities now that the library will do in subsequent years to follow.

The library intends for this plan to be a working document, and the staff is encouraged to mold and adapt the objectives and activities to meet the ever changing needs of the library and its community. With this in mind, the department head committee was focused on keeping the plan simple and easy to implement and evaluate.

The library board was kept informed as the plan progressed. The director worked with the Outreach Committee on the final draft that was presented to the full board for approval.

# **The Library's Values**

The Wells County Public Library is committed to providing library service that values:

- Excellent customer service
- Effective and efficient stewardship of library services
- Partnership and collaboration
- Warm and inviting spaces
- Updated technology
- Extensive collection
- Serving as a community center

# **The Library's Mission**

The WCPL provides the communities it serves with  
access, knowledge, and growth  
supporting research, popular interests and lifelong learning.

# **The Library's Vision**

The WCPL will

- Be considered essential to the community
- Embrace technology
- Produce innovative programs for all ages
- Seek continual improvement in its facility, its people, and its processes
- Serve patron's individual informational, enrichment, and entertainment needs
- Seek cost-effective, convenient knowledge delivery
- Be the best source of information about Wells County

## Assessment of Facilities, Services, Technology and Operations

The Wells County Public Library is a Class B Library serving a population of at least 10,001 but fewer than 40,000. We were found to be within Indiana Public Library State standards for the year 2016.

**Facilities:** WCPL has recently finished the renovation of the Ossian Branch library. The goal for this renovation was to create a center for community in Ossian, which we believe is successful as the branch continues to provide quality services and programs. In the last 2 years, the Main library went through a major upgrade of the HVAC and boiler systems. The main part of our Bluffton building was built in 1991 with an extension in 2007. Over the last 5 years, the process of restoring the older roofs on the 1991 building has been ongoing due to architectural design. The next section of roof to be assessed and restored is the metal roof above the 2007 extension. It is the library's goal to become more energy efficient within the next 5 years by replacing our light fixtures from incandescent and fluorescent to LED. We are also considering based on patron needs and demands the reorganization of our library's layout. Currently, we have our oldest patrons using our Genealogy services upstairs and without upstairs public restroom access. Also, our teen department has been steadily growing since the 2007 addition and needs a more functional space. Most of our furniture for collaboration and quiet study is starting to look worn due to age and heavy patron use and it would be ideal to replace it with more technology friendly furniture. The technology available for patron use in our meeting rooms needs to be updated.

While going through the process of our long range planning, there has been a constant demand for a branch library in the Southern part of our community. This is something we are wanting to look into and assess the needs for this patron base. The goal in building a branch for the Southern part of our community would be to create a community space for internet/Wi-Fi use, easier access to library materials and the ability for patrons and teachers to pick-up holds, a meeting space for the community to utilize and an after-school meeting place for students in the Southern Wells school system.

**Services:** WCPL continues to offer high quality services in the area of programming, collection and office services (fax, copying, printing, wireless printing etc.) An increased emphasis on offering programs geared towards 20-30 year olds and multi-generational interaction are being integrated into our programming for the next 5 years. The possibilities of a makerspace and the addition of virtual reality programming is also being explored. In 2016, the library provided a total of 706 programs with a total program attendance of 21,013.

In 2016, total circulation of all materials was 278, 405. Circulation of electronic materials was 30,383. Printed books numbered 87,053. eBooks (local holdings) numbered 328 with consortium holdings at 10,661. Serial subscriptions numbered 290 with 85 in an electronic format. Electronic book reading or music playing devices owned by the library numbered 459. Physical video units numbered 6,654. Physical audio materials numbered 8,196 with 1,556 eAudiobooks (consortium holdings).

**Technology:** WCPL meets or exceeds Indiana public library standards for technology and public access. We offer many unique databases and public services, including public computer access, internet, wireless, microfilm readers, projectors in our meeting rooms and more. As new formats, special equipment and technologies become available, they will be investigated and provided as appropriate. For a more in-depth analysis of the library's technology, please reference the technology plan section of this document found on [page](#)

**Operations:** WCPL staff and board maintains and examines the library and personnel policies yearly. Each staff member contributes and helps their department head maintain a procedure manual for each department to ensure smooth library operations, transitions and knowledge retention.



# The Library Goals

The planning committee incorporated all eighteen of ALA's Library Service Responses into the following three goals. However, the responses in bold will be our main focus.

## Goal 1: We Believe in Resources and Reading

Service Responses:

**Create Young Readers: Emergent Literacy**

**Learn to Read and Write: Adult, Teen and Family Literacy**

**Connect to the Online World: Public Internet Access**

*Get Facts Fast: Ready Reference*

Possible Objectives:

- WCPL will organize and streamline its communication and promotional efforts to better educate and inform all its customers about our resources.
- WCPL will actively promote the library to non-users.
- WCPL will continue to offer quality programs which promote early literacy for children birth to 5.
- WCPL will train all staff to encourage increased reader's advisory at our public service spaces.
- WCPL will explore adult literacy programming in Wells County.
- WCPL will implement a training program for staff on technology and library resources
- WCPL will expand our commitment to current and new eResources while maintaining our quality physical materials.

## Goal 2: We Believe in Lifelong Learning

Service Responses:

**Satisfy Curiosity: Lifelong Learning**

**Stimulate Imagination: Reading, Viewing and Listening for Pleasure**

**Discover your Roots: Genealogy and Local History**

*Express Creativity: Create and Share Content*

*Make Career Choices: Job and Career Development*

*Understand How to Find, Evaluate and Use Information: Information Fluency*

*Make Informed Decisions: Health, Wealth and Other Life Choices*

*Succeed in School: Homework Help*

## Possible Objectives:

- WCPL will educate both staff and patrons on current technology.
- WCPL will offer a variety of lifelong learning opportunities.
- WCPL will be the best source of local history and genealogy.
- WCPL will expand its virtual presence and the online opportunities provided.
- WCPL will broaden the life experiences of patrons by providing a wide variety of programs.
- WCPL will continue to serve as a source of information.
- WCPL will continue to encourage and support continuing education for all staff.

## Goal 3: We Believe in Community

### Service Responses:

***Know your Community: Community Resources and Services***

***Visit a Welcoming and Comfortable Place: Physical and Virtual Spaces***

***Build Successful Enterprises: Business and Nonprofit Support***

***Be an Informed Citizen: Local, National and World Affairs***

***Celebrate Diversity: Cultural Awareness***

***Welcome to the United States: Services for New Immigrants***

## Possible Objectives:

- WCPL will actively seek opportunities to collaborate with other community organizations, businesses, and government units.
- WCPL will actively seek opportunities to assist our community schools.
- WCPL will investigate the possibility to build a branch in the Southern part of our community.
- WCPL will seek collaboration with other area libraries.
- WCPL will seek donations of support for the library and its endowment.
- WCPL will connect more with non-traditional markets.
- WCPL will provide a variety of spaces and creative outlets
- WCPL will provide helpful, friendly customer service.

- WCPL branches, including its virtual branch, will continue to be community hubs.

Appended is an action plan created to provide a roadmap for the Board and staff as we work to meet the needs of Wells County and its patrons.

## **Technology Plan**

## Technology Inventory – Current & Projected

Inventory Category	Current Count	Projected – 2018	Projected – 2019	Projected – 2020	Projected – 2021	Projected – 2022
<b>Networks</b>						
Domain Controller	2	2	2	2	2	2
Mail Server	1	1 Hosted	1 Hosted	1 Hosted	1 Hosted	1 Hosted
Web Server	1	1 Hosted	1 Hosted	1 Hosted	1 Hosted	1 Hosted
ILS Server	1	1 Hosted	1 Hosted	1 Hosted	1 Hosted	1 Hosted
Application Server	2	1 onsite / 1 Hosted	1 onsite / 1 Hosted	1 onsite / 1 Hosted	1 onsite / 1 Hosted	1 onsite / 1 Hosted
Spam Appliance	1	1 Hosted	1 Hosted	1 Hosted	1 Hosted	1 Hosted
Firewall	2	2	2	2	2	2
Switch	11	9	9	8	8	8
Video Surv. Sys	2	2	2	2	2	2
Surveillance Cam.	27	30	30	35	35	35
UPS (uninterruptible power supply)	10	10	10	10	10	10
<b>Computers</b>						
Staff PC	32	32	32	33	34	35
iPad	23	33	34	35	40	45
Public PC	43	43	43	43	43	43
Laptop/Netbook	32	33	41	41	44	47
<b>Peripherals</b>						
Inkjet Printer	5	4	4	4	4	3
Color Laser Printer	5	5	5	5	5	5
B & W Laser Printer	4	4	4	4	4	4
Receipt Printer	12	13	13	13	13	13
Copier	4	4	4	4	4	4
Book Scanner	1	1	1	1	1	1
Microfilm Reader	3	3	3	3	3	3
Multi-function Copier (fax, printer, scanner, copier)	1	1	1	1	1	1
Public Fax Machine	2	2	2	2	2	2
Staff Fax Machine	2	2	2	2	2	2
External Hard Drive	2	2	2	2	2	2

Monitor	75	75	75	80	80	80
Low Vision Reader	1	1	1	1	1	1
Digital Sign	5	5	5	5	5	5
Wireless AP	7	7	7	7	7	7
Credit Card Reader	5	7	8	8	8	8
Signature Pad	5	6	6	7	8	8
<b>Internet Connections</b>						
Fiber	50Mbps	50Mbps	50Mbps	75Mbps	75Mbps	100Mbps
Fiber Tail	10Mbps	30Mbps	30Mbps	50Mbps	50Mbps	60Mbps
<b>Inventory Category</b>	<b>Current Count</b>	<b>Projected - 2018</b>	<b>Projected - 2019</b>	<b>Projected - 2020</b>	<b>Projected - 2021</b>	<b>Projected - 2022</b>
<b>Telecommunications</b>						
FAX line	2	2	2	2	2	2
Centrex	11	11	11	11	11	11
Local telephone	2	2	2	2	2	2
Long Distance	2	2	2	2	2	2
VoIP Handset	28	28	28	28	28	28
<b>Online Subscriptions</b>						
	<b>Current Count</b>	<b>Projected - 2018</b>	<b>Projected - 2019</b>	<b>Projected - 2020</b>	<b>Projected - 2021</b>	<b>Projected - 2022</b>
AtoZdatabases	Yes	Yes	Yes	Yes	Yes	Yes
Ancestry Library	Yes	Yes	Yes	Yes	Yes	Yes
Auto Repair Reference Center	Yes	Yes	Yes	Yes	Yes	Yes
Bartleby.com	Yes	Yes	Yes	Yes	Yes	Yes
Biography For Beginners	Yes	Yes	Yes	Yes	Yes	Yes
Encyclopedia Britannica	Yes	Yes	Yes	Yes	Yes	Yes
Flipster	Yes	Yes	No	No	No	No
Freegal	Yes	No	No	No	No	No
Gale Virtual Reference Library	Yes	Yes	Yes	Yes	Yes	Yes
Global Issues in Context	Yes	Yes	Yes	Yes	Yes	Yes
Grolier Online	Yes	No	No	No	No	No
Heritage Quest/My Heritage	Yes	Yes	Yes	Yes	Yes	Yes
Inspire Databases	Yes	Yes	Yes	Yes	Yes	Yes
LegalForms	Yes	Yes	Yes	Yes	Yes	Yes
Miss Humble Bee	Yes	Yes	Yes	Yes	Yes	Yes

National Geographic Kids	Yes	Yes	Yes	Yes	Yes	Yes
National Geographic Virtual Library	Yes	Yes	Yes	Yes	Yes	Yes
Novelist Plus	Yes	Yes	Yes	Yes	Yes	Yes
Opposing Viewpoints in Context	Yes	Yes	Yes	Yes	Yes	Yes
OverDrive	Yes	Yes	Yes	Yes	Yes	Yes
Oxford Digital Reference Shelf	Yes	Yes	Yes	Yes	Yes	Yes
Salem Health	Yes	Yes	Yes	Yes	Yes	Yes
Salem History	Yes	Yes	Yes	Yes	Yes	Yes

Inventory Category	Current Count	Projected - 2018	Projected - 2019	Projected - 2020	Projected - 2021	Projected - 2022
		<b>Online Subscriptions (Cont.)</b>				
Salem Science	Yes	Yes	Yes	Yes	Yes	Yes
Small Engine Repair Reference Center	Yes	Yes	Yes	Yes	Yes	Yes
Student Resources in Context	Yes	Yes	Yes	Yes	Yes	Yes
TumbleBooks	Yes	Yes	Yes	Yes	Yes	Yes
History Reference Center	Yes	Yes	Yes	Yes	Yes	Yes

## Goals & Objectives of Technology Plan

**Goal: Constantly and consistently improve the functionality and efficiency of the Integrated Library System (ILS) so that it can better meet the needs of the staff and community.**

- Objective: Continue to upgrade/customize the online catalog for a rich user experience.
- Objective: Continue to catalog the collection of the Wells County Historical Society in order to provide information on its holdings in the library's online catalog.
- Objective: Monitor ILS developments by attending the annual SirsiDynix Super Conference and/or the Indiana SirsiDynix User Group meetings to keep abreast of SirsiDynix's goals and plans and the impact of such on our technology needs.
- Objective: Increase the use of technology as a means of communication with patrons.

**Goal: The library's technology offerings will be adequate to meet the performance, presentation, and communication needs of the library.**

- Objective: Continue to upgrade/update existing PC's and peripherals when necessary or feasible; plan several upgrades in each year's budget.
- Objective: Review plan annually to evaluate progress and to make necessary revisions.
- Objective: Continue to monitor and maintain the internet and wireless connection for the public.
- Objective: Purchase/upgrade software when its use will enhance the service to the public, the professional image of the library, or the work of the staff.
- Objective: Keep abreast of advances in new computer technology by networking with contacts in the IT field, attending conferences and workshops, and reading computer publications.
- Objective: Monitor network traffic and utilization to determine needs for future growth.
- Objective: Purchase/renew online subscriptions when its use will enhance the service to the public, the professional image of the library, or the work of the staff.

**Goal: The public will regard the library as a reliable and exciting community resource where they can come with confidence to find the information they need.**

- Objective: The library will aggressively pursue further opportunities for technology partnering with other community organizations.
- Objective: Continue to add databases of local information to the Indiana Room collection, publishing them on the library web page as appropriate.
- Objective: Continue to improve upon the library's website and online catalog.

**Goal: The library's computer hardware and software will be maintained in good working order.**

- Objective: Apply software patches/updates as needed or when it is necessary to maintain the integrity of the network/computer.
- Objective: Annually review and renew the ILS software maintenance.
- Objective: Maintain an annual software/hardware service agreement with Keystone Corporation that will meet the needs of the Bookkeeper for technical support and hardware maintenance needs of the accounting and payroll programs and equipment.
- Objective: Maintain other relevant annual software/hardware service agreements.

### Budget for Technology

	2018	2019	2020	2021	2022
<b>Goal: Constantly and consistently improve the functionality and efficiency of the Integrated Library System (ILS) so that it can better meet the needs of the staff and community.</b>					
Objective: Continue to upgrade/customize the online catalog for a rich user experience.					
Objective: Continue to catalog the collection of the Wells County Historical Society in order to provide information on its holdings in the library's online catalog.					

Objective: Monitor ILS developments by attending the annual SirsiDynix Super Conference and/or the Indiana SirsiDynix User Group meetings to keep abreast of SirsiDynix's goals and plans and the impact of such on our technology needs.	\$4,000	\$4,000	\$4,000	\$4,000	\$4,000
Objective: Increase the use of technology as a means of communication with patrons.					
<b>Goal: The library's technology offerings will be adequate to meet the performance, presentation, and communication needs of the library.</b>					
Objective: Continue to upgrade/update existing PC's and peripherals when necessary or feasible; plan several upgrades in each year's budget.	\$35,000	\$35,000	\$37,000	\$37,000	\$41,000
Objective: Review plan annually to evaluate progress and to make necessary revisions.					
Objective: Continue to monitor and maintain the internet and wireless connection for the public.	\$19,000	\$19,000	\$19,000	\$20,000	\$21,000
Objective: Purchase/upgrade software when its use will enhance the service to the public, the professional image of the library, or the work of the staff.	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
Objective: Keep abreast of advances in new computer technology by networking with contacts in the IT field, attending conferences and workshops, and reading computer publications.	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
Objective: Monitor network traffic and utilization to determine needs for future growth.					
Objective: Purchase/renew online subscriptions when its use will enhance the service to the public, the professional image of the library, or the work of the staff.	\$90,000	\$90,000	\$94,000	\$94,000	\$98,000

## Professional Development Strategy for Technology

Staff training will be ongoing to insure technological competency.

- Promote awareness of the continual growth and change in technology.
- Provide technology training as part of every "Street Fair Week" in-service.



- Institute mini tech/training classes for staff.
- Staff will utilize workshops, seminars, and conferences held outside the library to the fullest extent appropriate.
- Staff will be encouraged to take advantage of tuition reimbursement for post-secondary courses.
- Use of technology in everyday tasks will be strongly encouraged.
- Areas of weakness will be addressed with appropriate training, including one-on-one training.

<b>Goal: The public will regard the library as a reliable and exciting community resource where they can come with confidence to find the information they need.</b>					
Objective: The library will aggressively pursue further opportunities for technology partnering with other community organizations.					
Objective: Continue to add databases of local information to the Indiana Room collection, publishing them on the library web page as appropriate.	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000
Objective: Continue to improve upon the library's website and online catalog.					
<b>Goal: The library's computer hardware and software will be maintained in good working order.</b>					
Objective: Apply software patches/updates as needed or when it is necessary to maintain the integrity of the network/computer.					
Objective: Annually review and renew the ILS software maintenance.	\$67,000	\$69,000	\$71,000	\$72,000	\$73,000
Objective: Maintain an annual software/hardware service agreement with Keystone Corporation that will meet the needs of the Bookkeeper for technical support and hardware maintenance needs of the	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000

accounting and payroll programs and equipment.					
Objective: Maintain other relevant annual software/hardware service agreements.	\$56,000	\$56,000	\$60,000	\$61,000	\$63,000
<b>Annual Total</b>	<b>\$285,000</b>	<b>\$287,000</b>	<b>\$299,000</b>	<b>\$302,000</b>	<b>\$314,000</b>

#### Budget Categories

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Unassigned					
Online Subscriptions	\$66,000	\$66,000	\$70,000	\$70,000	\$74,000
Professional Meetings/Training	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000
Software Maintenance	\$144,000	\$146,000	\$150,000	\$152,000	\$154,000
Hardware Service Agreements	\$11,000	\$11,000	\$12,000	\$12,000	\$14,000
Systems Hardware	\$30,000	\$30,000	\$33,000	\$33,000	\$35,000
Systems Software	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
Telephone/Internet	\$19,000	\$19,000	\$19,000	\$20,000	\$21,000
<b>Annual Total</b>	<b>\$285,000</b>	<b>\$287,000</b>	<b>\$299,000</b>	<b>\$302,000</b>	<b>\$314,000</b>

#### Funding Sources

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Unassigned					
Budget	\$285,000	\$287,000	\$299,000	\$302,000	\$314,000
GIFT Fund					
<b>Annual Total</b>	<b>\$285,000</b>	<b>\$287,000</b>	<b>\$299,000</b>	<b>\$303,000</b>	<b>\$314,000</b>

### Evaluation Process of Technology Plan

- Interviews of department heads to determine perceived needs and opportunities for better service.
- Usage statistics for computers, Internet, software, circulating CD-ROMs, and other technology as available.
- Requests for new technology and software
- Patrons' comments and surveys
- Consideration of library space, cost-effectiveness, and emerging technologies

## Equipment Replacement Schedule

Housekeeping			
Equipment Name	Asset ID	Description/Location	Replacement Schedule
28inch Carpet Cleaner(old)	1178	2nd floor storage	Replace in 2019 or as needed
28inch Carpet-treiver	1995	Back hall storage	Replace in 2019 or as needed
Admin Batt Vacuum	N/A	Red rechargeable	Replace as needed
Admin Elec Vacuum	N/A	Admin vacuum	Replace as needed
Carpet Cleaner	2666	Housekeeping storage	
Floor Buffer	2111	Garage storage	No longer need
Housekeeping Cart	2710	Housekeeping storage	Replace as needed
Meeting Room Vacuum	2555	Meeting room storage	Replace as needed

Kitchen Equipment			
Equipment Name	Asset ID	Description/Location	Replacement Schedule
Break Room Microwave	n/a	Break Room	Replace as needed
Break Room Oven	1993	Break Room	Replace as needed
Break Room Refrigerator	2828	Break Room	Replace as needed
Break Room Toaster Oven	N/A	Break Room	Replace as needed
Large Meeting Microwave	N/A	Large Meeting Kitchen	Replace as needed
Large Meeting Refrigerator	1758	Large Meeting Kitchen	Replace as needed
Oven Exhuast	N/A	Parlor Kitchen	Possibly replace in 2022
Parlor Beverage Cooler	2714	Parlor Kitchen	
Parlor Ice Machine	2035	Parlor Kitchen	Replace as needed
Parlor Oven	2036	Parlor Kitchen	Replace as needed
Parlor Oven Timer	2818	Parlor Kitchen	Replace as needed
Parlor Refrigerator	2518	Parlor Kitchen	Replace as needed
Parlor Under Counter Fridge	2715	Parlor Kitchen	
Tech Services Microwave	N/A	Employee/Tech services	Replace as needed
Tech Services Refrigerator	1992	Tech Services	Replace as needed

Lawn and Outdoor Equipment			
Equipment Name	Asset ID	Location/Description	Replacement Schedule
Lawn Mower	1408	Garage	Replace in 2018
Leaf Blower	2307	Garage	Replace in 2018
Snow Blower	2707	Garage	Replace in 2018
Walk-behind Spreader	2706	Garage	Replace as needed
Weed Whacker/Edger	1409	Garage	Replace in 2018
Office Furniture			
Equipment Name	Asset ID	Description/Location	Replacement Schedule
Maintenance Room Desk/Furniture		Maintenance Room	To be added in 2018
Tech Services Desk Chairs	see database	Tech Services Office	Replace in 2017/2018
Admin Desk Chairs	see database	Admin Offices	Replace in 2019
Board Room Desk Chairs	see database	Board Room	Replace in 2020
Children's Service Desk Chairs	see database	Children's Service Desk	Replace in 2021
Reference/Teen Service Desk Chairs	see database	Reference/Teen Service Desk	Replace in 2022
Circulation Service Desk Chairs	see database	Circulation Service Desk	Replace in 2022
Public Computer Furniture	see database	Public Computers	Replace in 2023
Quiet Study Tables and Chairs	see database	Library-Main	Replace in 2023
Av/Circulation Office Desks	see database	AV/Circ Office	Assess wear and tear in 2025
Tech Services desks-older	see database	Tech Services Office	Assess wear and tear in 2023
Tech Services desks-newer	see database	Tech Services Office	Assess wear and tear in 2025
Lounge Chairs and Benches	see database	Library-Main	Assess wear and tear in 2022
Ossian Public use furniture	see database	Library-Ossian	Assess wear and tear in 2025
Admin Desk Furniture	see database	Admin Offices	Assess wear and tear in 2027
Meeting Rooms/Rental Areas			
Equipment Name	Asset ID	Description/Location	Replacement Schedule
4ft Tables (6)	2142	Meeting room storage	Assess replacement in 2022
6ft Tables (30mt, 10ad)	2143	Meeting storage/admin	Assess replacement in 2022

Chair Dolley w/ chairs	2086		Assess replacement in 2022
Podium 1	2288	Large Meeting Room	Replace as needed
Podium 2	873	Small Meeting Room	Replace as needed
Parlor Tables	2144A	Small Square Tables	Replace in 2018
Parlor Chairs	2030	Short Chairs	Replace in 2018
Stage	2361	Meeting room storage	Replace as needed
6ft Tables (8) Ossian Mt	2561	Ossian meeting room	Replace as needed
Dolley w/ chairs-Ossian	2601	Ossian meeting room	Replace as needed
Podium 3	538	Ossian meeting room	Replace as needed

#### Bathroom Equipment

Equipment Name	Asset ID	Description/Location	Replacement Schedule
M Automatic Stall 1	N/A	Men's Public, lobby	Recently replaced in 2016
M Automatic Stall 2	N/A	Men's Public, lobby	Recently replaced in 2016
M Automatic Urinal 2	N/A	Men's Public, lobby	Recently replaced in 2016
M Sink 1	N/A	Men's Public, lobby	Recently replaced in 2016
M Sink 2	N/A	Men's Public, lobby	Recently replaced in 2016
Men's Automatic Urinal 1	N/A	Men's Public, lobby	Recently replaced in 2016
W Automatic Stall 1	N/A	Women's Public, lobby	Recently replaced in 2016
W Automatic Stall 2	N/A	Women's Public, lobby	Recently replaced in 2016
W Automatic Stall 3	N/A	Women's Public, lobby	Recently replaced in 2016
W Female Hygiene Disp.	N/A	Women's Public, lobby	Recently replaced in 2016
W Sink 1	N/A	Women's Public, lobby	Recently replaced in 2016
W Sink 2	N/A	Women's Public, lobby	Recently replaced in 2016
Water Fountain	N/A	Lobby	Replace as needed
Ossian Bathroom	N/A	Ossian Branch	Update in 2018

#### Heating, Ventilation, and Cooling

Equipment Name	Asset ID	Location/Description	Replacement Schedule
2nd Floor Unit #1	N/A	2nd Floor Roof	Recently replaced in 2015
2nd Floor Unit #2	N/A	2nd Floor Roof	Recently replaced in 2015
2nd Floor Unit #3	N/A	2nd Floor Roof	Recently replaced in 2015
2nd Floor Unit # 4	N/A	2nd Floor Roof	Recently replaced in 2015
Boiler #1	N/A	3rd Floor East	Recently replaced in 2015
Boiler #2	N/A	3th Floor East	Recently replaced in 2015
Boiler #3	N/A	3rd Floor West	Recently replaced in 2015
Boiler #4	N/A	3rd Floor West	Recently replaced in 2015
3rd Floor Unit #1	N/A	3rd Floor West	Recently replaced in 2015
3rd Floor Unit #2	N/A	3rd Floor Roof West	Recently replaced in 2015
3rd Floor Unit #3	N/A	3rd Floor Roof East	Recently replaced in 2015

Miscellaneous Equipment			
Equipment Name	Asset Id	Description/Location	Replacement Schedule
Van		Pacifica	Purchased in 2017
Shelving Step Stools	N/A	22 on floor	Replace as needed
Book Carts	see book	cart equipment list	Replace as needed
Automatic/Hydraulic Door 1	N/A	North Front Entry	
Automatic/Hydraulic Door 2	N/A	South Front Entry	
Elevator	N/A		
Disc Cleaner Machine		AV office	Assess replacement in 2025
Sky Lift	426		Assess replacement in 2022
Generator		Maintenance Room	Assess yearly

## **Financial Resources and Sustainability**

The library's financial resources are reported in annual reports to the state through Gateway. With the uncertainty of the economy, the library strives to have a strong operating balance to off-set unexpected rough financial times. In order to do this, we always ask for the maximum allowed budget and levies. When our operation balance reaches 40-50% of actual expenditures and is stable, we will transfer surplus to Rainy Day. The library budgets a yearly appropriation to LIRF and we currently maintain one-two months of financial needs in the operating fund line 11. It is our goal to slowly increase our line 11 to 50% of our budget. This will be a gradual feat. Though we were informed this October that our county is now in a levy thaw, which enabled us to increase our max levy by the percent of AVGQ. It is the goal of the library to be able to off-set the budgeted amount of our B&I with LIRF and Rainy Day funds by 2020, when our construction bond is paid off. However, if we are able to add a branch in the Southern part of our county, we would need to reapply for a construction loan. Adding a branch would also require the library to consider the increase in utilities and staff. We would most likely be looking at adding a full-time position for Branch manager and 2-3 part-time staff. To make this possible, in the years preceding the opening of the branch, we would need to slowly increase payroll in our Operating budget and slowly adjust appropriations for utilities/services effected by an additional building.

With an AVGQ of 4% for CY2018, the total of all the funds for the library's 2018 proposed budget is 3.99% over the 2017 certified budget. The 2017 Certified Budget for the LIRF fund of the Wells County Public Library is \$150,000 with a proposed 2018 budget of \$220,000. The 2017 Certified Budget for the Rainy Day fund of the Wells County Public Library is \$260,000 with a proposed 2018 budget of \$190,000. The 2017 Certified Budget for the Library's General Fund is \$2,382,719 with a proposed 2018 budget of \$2,501,034. The Certified AV for the 2017 General Fund was \$1,464,536,324. The Certificate of Net Assessed Valuations for the 2018 General Fund is \$1,506,609,307. This is a NAV % change of 2.8%.

Anticipated library's funds to allow development of resources and services based on the direction of the 2018-2022 Long Range Plan will be very modest and are subject to modification depending on budget reductions due to tax caps and other unforeseen circumstances. This graph mostly focuses on the budget required to support the 2018-2022 Long Range Plan and not the library's budget as a whole.

## Financial Resources

Year: 2018		Assessed Resource or Service		Funds			
	Item	Operating	LIRF	Rainy Day	Gift/Friends	WC Foundation	
Facilities							
Meeting Rooms	Add/update meeting room technology	5,000					
	Replace Parlor tables and chairs	18,000					
Office Furniture	Tech Services Desk Chairs	5,000					
Teen Furniture	Replace Teen Café table and chairs	1,600					
Ossian Bathrooms	Update fixtures, stalls and flooring for the Ossian Branch bathrooms	11,000	11,000				
Book drop	Replace book drop at Southern Wells HS	4,000					
LED updates	Replace incandescent can lights with LED						15,000
Services							
General Services	e-collections(Overdrive, Flipster)	40,000					
	TBS print release software update (5 year payment/service plan)	5,000					
Adult Services	Programming				3,000		
Teen Services	Programming					7,000	
Children's Services	Programming				5,000		
Technology							
Technology updates	Netbook replacements	1,800					
	Portfolio (Genealogy and Digitization catalog integration software)	6,000					
Operations							
Vehicles	Replace van used for material transport and conference/meeting trips		25,000				
Equipment	Replace mower, leaf blower, snow blower, weed whacker	600					
Year: 2019		Assessed Resource or Service		Funds			
	Item	Operating	LIRF	Rainy Day	Gift/Friends	WC Foundation	
Facilities							



Meeting Rooms	Add/update meeting room technology	10,000				
Facility Development Consultation	Professional space planning/building consultation	50,000				
Office Furniture	Admin Desk Chairs	5,000				
LED updates	Replace incandescent office lights with LED	10,000				
Services						
General Services	e-collections (Overdrive, Hoopla)	60,000				
	TBS print release software update (5 year payment/service plan)	5,000				
Adult Services	Programming				4,000	
Teen Services	Programming					7,000
Children's Services	Programming				6,000	
Technology						
Technology updates	Interactive Play eTable	7,000				
	Virtual Reality Software (Tilt Brush, Viewers)	1,000				
Operations						
Staff	increase payroll by one 24 hour part-time worker (SW Branch Staff)	20,000				
Utilities	Increase utilities and insurance effected by new branch by 5%	10,000				
Year: 2020	Assessed Resource or Service	Funds				
	Item	Operating	LIRF	Rainy Day	Gift/Friends	WC Foundation
Facilities						
Meeting Rooms	Update Parlor and Small Meeting room floors	20,000				
	Update Parlor layout	10,000				
Office Furniture	Board Room Chairs	10,000				
LED updates	Replace incandescent office lights with LED	10,000				15,000
Services						
General Services	e-collections	66,000				

	TBS print release software update (5 year payment/service plan)	5,000					
Adult Services	Programming					4,000	
Teen Services	Programming						7,000
Children's Services	Programming					6,000	
Technology							
Technology updates	New Copier/Fax/Wireless Printing for Ossian	6,000					
Operations							
Staff	Increase payroll by one 24 hour part-time worker (SW Branch staff)	20,000					
	Increase payroll by one 12 hour part-time worker if necessary (SW Branch Staff)	15,000					
Staff Utilities	Increase utilities and insurance effected by new branch by 5%	10,000					
Year: 2021							
Assessed Resource or Service			Funds				
	Item	Operating	LIRF	Rainy Day	Gift/Friends	WC Foundation	
Facilities							
Branch Addition	Build a Branch in Southern Part of County (if able to receive construction loan 1,500,000)						
Main Branch	Update layout, and functionality of the Main Library and public used furniture, finish LED updates of Large pendants, Noise reduction for service areas, create space for a Makerspace, new flooring in bathrooms, re-organization of Admin, restoration of the metal roof, restoration of last flat roof (if needed), add roof access point, add emergency exit in Children's Room. (if able to receive construction loan 500,000)						
Office Furniture	Children's Service Desk Chairs	5,000					
Parking Lots	Resurface Parking lots	4,000					
Services							
General Services	e-collections	72,600					

	TBS print release software update (5 year payment/service plan)	5,000				
Adult Services	Programming				4,500	
Teen Services	Programming					7,500
Children's Services	Programming				6,500	
Technology						
Operations						
Staff	Increase payroll by one 40 hour employee (SW Branch Manager)	50,000				
Utilities	Increase utilities and insurance effected by new branch by 5% (Assess amount needed after one year of open service)	10,000				
Year: 2022						
	Assessed Resource or Service	Funds				
	Item	Operating	LIRF	Rainy Day	Gift/Friends	WC Foundation
Facilities						
Office Furniture	Reference/Teen/Circulation Service Desk Chairs	5,000				
Services						
General Services	e-collections	79,860				
	TBS print release software update (5 year payment/service plan)	5,000				
Adult Services	Programming				4,500	
Teen Services	Programming					7,500
Children's Services	Programming				6,500	
Technology						
Operations						

## Professional Development Strategy

At WCPL we believe in empowering our staff by supporting their pursuits for continuous education. We do this by offering financial support for library related classes, offering LEU approved sessions and library related training during our spring and fall all-staff in-services and encouraging participation and financial support for any staff member who wishes to participate in conferences or workshops throughout the year.

As part of this 5-year plan, WCPL will be implementing a technology testing and training program for all staff. The goal for this program is to first find a base-line for our staff's knowledge of the technology required to perform excellent customer service and communicate effectively within the library. Once we establish a base-line, we will know what level of technology training is needed and then build the tests/training sessions around our staff's needs.

## Collaboration with Other Public Libraries and Community Partners

**Public Libraries:** WCPL is a member of Northern Indiana Computer Consortium for Libraries (NICCL). WCPL participates in a Continuous Improvement group that consists of 7 Northeast Indiana libraries. We meet quarterly to exchange information, knowledge, resources and training opportunities to benefit all member libraries. Also the Library participates in the Indiana State Library consortium for Public Library Internet Access for the procurement of Internet and Internet-related services. WCPL participates in the Northeast Indiana Digital Library (NIDL) consortium with Berne, Eckhart, Fremont, Garrett, Huntington City-Township, Nappanee and North Manchester Public Libraries.

The Library Director and key library employees are personal members of the Indiana Library Federation and participate in ILF's planned events (e.g., workshops, conferences). WCPL is an institutional member of the Indiana Library Federation, the American Library Association and belongs to the Public Library Association subdivision.

**Community Partners:** The Wells County Public Library strives to be an integral part of our community. As our logo states, we want the library to be a "go to spot" for our community to find enjoyment in learning, have their informational needs met and build community. In the past five years, we worked with different community entities to present programs at the library or throughout the community. Some of these programs

included our first Children's Book Festival, in which we collaborated with our local schools to bring an author and youth entertainer to our local area schools culminating in a festival at the library. The library participated in ongoing Bi-centennial community events; Theatre Thursday, in collaboration with our parks department and Bluffton Regional Medical Center; Senior Exploration, in collaboration with our parks department; and a solar eclipse program with our local Conversation Club. We started offering lunchtime book clubs at our Southern Wells Elementary, Jr. High and High School lunch periods. Due to demand for program services for teens in the southern part of our community, we also started offering some of the teen programs offered at our main branch, after school to the Southern Wells students in the school's library. We are currently working with our Creative Arts Council to display community summer snapshots and a community effort to recreate some of the more loved activities from our bi-centennial celebration again this December for a Parlor City Christmas Celebration.

## **Ongoing Annual Evaluation Process**

At the beginning of each year, the department heads will evaluate the goals and objectives of this plan by assessing the measurable outcomes of each goal. The completed list of activities will be evaluated as to whether or not they are producing the expected outcomes. Consideration will be given to revising or replacing those that are not supporting our objectives. As new programs, services and activities are suggested, consideration will be given to the goal and objectives they will support and what measurable outcomes they will produce.

As this is a five-year plan, it is not likely that all the objectives will be tackled at once. This committee will need to work a year ahead and request necessary budget funds for those activities planned for the following budget year.

In March of each year, the director will report the committee's evaluation of this Long Range Plan 2018-2022 to the Board of Trustees.

## Thank you to all those who have made this plan possible

### Long Range Plan Facilitator:

Erin Prible, Executive Director, Wells County Chamber of Commerce

### Library Personnel:

- Sarah MacNeill, Director
- Susan Dailey, Head of Ossian Branch
- Teresa Dustman, Head of Circulation
- Leah Baumgartner, Head of Teen Services
- Vi Tester, Head of Reference Services
- Amy Greiner, Head of Children's Services
- Cindy Burchell, Children's Services Assistant
- Jackie Dailey, Head of Audio Visual
- Judy Maxwell, Head of Technical Services
- Dawn Miller, Administrative Assistant
- Brian Christman, System Administrator
- Emily Marshall, Community Relations Manager
- WCPL staff and families

### Community Participation:

#### Southern Wells Conversation:

- |                  |  |
|------------------|--|
| • Aaron Westfall | • Barb Oswalt  |
| • Deb Coleman    | • Southern Wells 7 <sup>th</sup> and 8 <sup>th</sup> grade |
| • Nikki Barcus   | Social Studies classes                                     |
| • Peggy Haigh    | • Southern Wells High School History                       |
| • Tricia Tucker  | classes  |

#### Ossian Branch Library Conversation:

- |               |                   |
|---------------|-------------------|
| • Angie Brown | • Marsha Nicholas |
| • Jim Brewer  | • Betty Oakes     |
| • Pam Oleson  | • Becky Easley    |

- Robert Blake
- Barb Kampschmidt
- Joyce Books

- Jon Jenkins
- Amy Foreman-Habegger
- Marlyn Koons

Main Branch-Bluffton Conversation:

- Payton Roush
- Nancy Johnson
- Janice Kenline
- Joan Moon
- Kim Gentis
- Tim Wilson
- Mike Lautzenheiser
- Randy Buuck

- Steve Higgins
- Dan Fink
- Chuck King
- Doug Brown
- Roger Sherer
- John Cole
- Rebecca Brown
- Chad Kline

Community groups:

- The Optimists
- Genealogy Society
- The Bluffton Rotary
- Bluffton Lions Club
- Ossian Business & Professional Group
- Online Survey Participants

