

WELLS COUNTY PUBLIC LIBRARY

200 W. Washington Street
Bluffton, Indiana 46714
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 12.

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 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
Networks						
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
Computers						
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
Peripherals						
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
Internet Connections						
Fiber	50Mbps	50Mbps	50Mbps	75Mbps	75Mbps	100Mbps
Fiber Tail	10Mbps	30Mbps	30Mbps	50Mbps	50Mbps	60Mbps
Inventory Category	Current Count	Projected - 2018	Projected - 2019	Projected - 2020	Projected - 2021	Projected - 2022
Telecommunications						
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
Online Subscriptions						
	Current Count	Projected - 2018	Projected - 2019	Projected - 2020	Projected - 2021	Projected - 2022
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
		Online Subscriptions (Cont.)				
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
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.	\$4,000	\$4,000	\$4,000	\$4,000	\$4,000
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.	\$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.

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.	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000
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.	\$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	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000

maintenance needs of the 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
Annual Total	\$285,000	\$287,000	\$299,000	\$302,000	\$314,000

Budget Categories

	2018	2019	2020	2021	2022
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
Annual Total	\$285,000	\$287,000	\$299,000	\$302,000	\$314,000

Funding Sources

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

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 Exhaust	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
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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 Ossian Bathrooms	Replace Teen Café table and chairs	1,600				
	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				
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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					
Staff	Increase payroll by one 12 hour part-time worker if necessary (SW Branch Staff)	15,000					
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 700,000)						
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 th and 8 th 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

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Goal 1:	We believe in Resources and Reading						
Library Service Responses:	<i>*Create Young Readers: Emergent Literacy</i> - Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen						
	<i>*Learn to Read and Write: Adult, Teen and Family Literacy</i> - Adults and teens will have the support they need to improve their literacy skills in order to meet their personal goals and fulfill their responsibilities as parents, citizens and workers.						
	<i>* Connect to the online world: Public Internet Access</i> - Residents will have high-speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the internet						
	<i>Get Facts Fast: Ready Reference</i> -Residents will have someone to answer their questions on a wide array of topics of personal interest						
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 be a community leader in early literacy.						
	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.						
Measures	Year-end Stats		Jan-18	Jan-19	Jan-20	Jan-21	Jan-22
	Increased number of library card holders.						
	Continue strong circulation, program attendance and door count.						
	Increased wireless stats.						
	Increased website use.						
	Increased circulation of targeted collections.						
	Increased Staff Knowledge about library programs and services.						
	Increased newsletter sign-ups.						
	Increased user stats for online resources.						
Possible Activities:	Successful initiation/continuation/completion of task	Responsible Department	2018	2019	2020	2021	2022
	Consider adding cookie cutters to our cake pan collection						
	Simplify and consolidate our communication efforts.						
	Make website more mobile friendly.						
	Continue to update website.						
	Work with local realtors to include library promotional material in their information to home buyers.						

	Implement a digital library card for all patrons.						
	Institute a weekly PR focus for staff.						
	Implement a process to keep staff up-to-date on the resources the library offers with a Library Resources Refresher Program						
	Explore the possibility of a library presence at 4-H Fair and other community opportunities.						
	Continue having a presence at Street Fair and Ossian Days						
	Explore the possibility of adding Hoopla or a similar service						
	Add the State Library's "Ask a Librarian" link to our website						

	Explore the possibility of a circulating video game collection						
	Reevaluate the use of Library Aware newsletters						
	Continue the "Tail Waggin' Tutor" Program						
	Explore simultaneous access e-book campaigns for events like One Book One County						
	Investigate Viber(Rakuten messaging app)						
	Explore offering a "Read-Aloud Club"						
	HIGHLIGHTS:						
Goal 2:	We believe in Life-Long Learning						
Library Service Responses:	*Satisfy Curiosity: Lifelong Learning - Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.						
* denotes our main focus	*Stimulate Imagination: Reading, Viewing, and Listening for pleasure -Residents will have materials and programs that excite their imaginations and provide pleasurable reading, viewing, and listening experiences.						
	*Discover your Roots: Genealogy and local history - Residents and visitors will have the resources they need to connect the past with the present through their family histories and to understand the history and traditions of the community.						
	Succeed in School: Homework Help - Students will have the resources they need to succeed in school.						
	Make Informed Decision: Health, wealth, and other life choices -Residents will have the resources they need to identify and analyze risks, benefits, and alternatives before making decisions that affect their lives.						
	Understand How to Find, Evaluate and Use Information: Information Fluency Residents will know when they need information to resolve an issue or answer a question and will have the skills to search for, locate, evaluate, and effectively use information to meet their needs.						
	Make Career Choices: Job and career Development -Adults and teens will have the skills and resources they need to identify career opportunities that suit their individual strengths and interests.						

	Express Creativity: Create and Share Content -Residents will have the services and support they need to express themselves by creating original print, video, audio, or visual content in a real-world or online environment.						
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.						
	Year-end Stats		Jan-18	Jan-19	Jan-20	Jan-21	Jan-22
Measures	Increased number of homebound services provided.						
	Continue strong program attendance.						
	Increased use of the genealogy department.						
	Measure participation for Book-a-Librarian program.						
	Increased number of new adult programs.						

	Increased number of multi-generational programming						
Possible Activities:	Successful initiation/continuation/completion of task	Responsible Department	2018	2019	2020	2021	2022
	Explore putting book baskets in social service agencies.						
	Continue to offer adult programs at Ossian						
	Explore offering Teen programs at Ossian						
	Continue to offer regularly scheduled genealogy workshops.						
	Redevelop the Genealogy Database and access to Genealogy Materials with Portfolio						
	Educate staff on the technology available to patrons.						
	Explore library opportunities to involve students and their devices.						
	Offer a monthly or bi-monthly adult program on different topics						
	Explore offering food/cultural programs for adults						
	Explore a cookies and canvas program						
	Explore implementing a knitting/crochet program for the after-school crowd						
	Explore the use of Virtual Reality programming for all ages						
	Explore adding a Local Artist Fair, perhaps in conjunction with our Local Author Fair						
	Implement a Book-a-Librarian program.						
	Explore the implementation of a makerspace.						

	Continue to offer and expand homebound services						
	Encourage staff to seek technology education						
	HIGHLIGHTS:						
Goal 3:	We Believe in Community						
Library Service Responses:	*Know your community: Community resource and Services -Residents will have a central source for information about the wide variety of programs, services and activities provided by community agencies and organizations						
* denotes our main focus	*Visit a Comfortable Place: Physical and Virtual Spaces -Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces to support networking.						
	*Build successful Enterprises: Business and nonprofit support -Business owners and non-profit organization directors and their managers will have the resources they need to develop and maintain strong, viable organizations.						
	Be an Informed Citizen: Local, National and World Affairs -Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, state, and national levels, and to fully participate in community decision-making.						
	Celebrate Diversity: Cultural Awareness -Residents will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.						
	Welcome to the United States: Services for New Immigrants- <i>New immigrants will have information on citizenship, English Language Learning (ELL), employment, public schooling, health and safety, available social services, and any other topics that they need to participate successfully in American life.</i>						

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.						
Measures	Year-end Stats		Jan-18	Jan-19	Jan-20	Jan-21	Jan-22
	Maintain the number of patrons visiting the library.						
	Increased number of meeting room uses.						
	Positive and constructive customer feedback on a variety of customer survey tools.						
	Continue to offer community collaborated programs with the library.						
	Increased number of outreach programs provided by the library.						
	Increased followers to library social media.						
	Successful initiation/continuation/completion of task	Responsible Department	2018	2019	2020	2021	2022
Possible Activities:	Explore community partnership with a "Get Out into the Community" event						
	Be a part of community welcome packets.						
	Continue to develop a partnership with Creative Arts Council, YMCA, Parks Department, the Upper Wabash Conservation and Science Center and the Ossian Business and Professional group.						
	Encourage businesses to offer "ask the expert" series at the library.						
	Be more involved in the BlufftonNow organization						
	Explore partnering with the American Legion to record oral histories of war vets and Virtual Reality Honor Flight trips						
	Be more involved in the Ossian Revitalization Committee.						
	Annually update the community resource information at the public service desks.						
	Annually evaluate and expand our community links on website.						
	Continue with our Historical Society collaboration.						
	Explore adding library information to local Healthcare Facilities' new baby packets.						
	Explore ways to continually communicate and inform teachers of what the library can offer them and their students.						
	Increase publicity efforts with other groups.						
	Continue to expand our outreach programs at Southern Wells School.						
	Explore the possibility of a branch in our Southern part of the county						

	Explore ways the library can share and coordinate services with other area libraries for both financial savings and increased patron service.						
	Provide library program information to the people in charge of homeschool newsletters.						

	Explore the possibility of partnering with the 4-H Aerospace and Robotics Clubs						
	Explore the possibility of taking programs to the Boys and Girls Club.						
	Explore re-organization of public service areas and staff to better serve the patrons.						
	Showcase our customers in our marketing of the library and its services.						
	Continue customer service training for our staff.						
	Investigate the addition of a makerspace						
	Add/update technology in our meeting rooms						
	Continue to promote the Library's brand "Your Go To Spot..."						
	Explore sound damping materials all-over the building						
	Explore adding more cameras outside						
	Add No-Smoking signs to the outside gathering spaces						
	Explore the possibility of a west end emergency exit						
	Explore the possibility of adding a nursing space						
	Continuously evaluate our buildings for their use and accessibility.						
	Work to keep library appearance and displays fresh and de-cluttered.						
	Develop a variety of customer satisfaction tools for yearly implementation.						
	Library board will take advantage of opportunities to prepare for future library expansion.						
	Explore the opportunities to create a green space.						
	Improve communication between departments						
	Put our logo on the balcony in place of the directional graphics						
	HIGHLIGHTS:						

Online Survey Results							
What is the purpose of the library in your opinion:	How can current programs, products and services be improved?	What programs, product or services should be discontinued?	What do you see as our weaknesses?	What do you see as our strengths?	New programs, products or services		
Reading Programs	Add more books	eMagazines	Lack of books	Huge variety of books	More hours		
Books	No cards for computer use	Magazines	computer games	Greeting with a smile.	Pool parties		
Learning	Extra AAA battery in playaways	Summer programs moved to fall (travelogue, etc)	More computers	BOOKS!	Taco Bell coupons instead of DQ		
Have Fun	Provide programs to SW area	Given online streaming options, I do not think that movies, audiobooks, music, the genealogy services are as important or as unique, as a decade, or two, ago	Program times for working/school-age families	Website	Lego/Block days		
Safe place for learning	Easier access for southern part of county	Mac computer education, clubs for various topics, cooking, crafting etc	Don't know what is available	Staff-nice, helpful, friendly, great, cheerful, knowledgeable,	Materials and programs to Southern Part of County		
Books outside of school library	Free movies. ILL movies and music	We have Spotify and Pandora free up funds you are using on eMusic	Cap on youth late fees	Chat and Chew, Escape Rooms	More family history resources		
Resources for all people	More adult programs	Genealogy	1.00/day late fee for movies	Book Series	Rent video games		
Support and foster love of reading	Don't split series between branches	Late Fees	Programs and services in Southern part of county	Wide range of materials and services	More programs for Adults and Services		
Community accessible materials	Technology education		Need all popular books in all formats	Excellent programming	Education classes on Library Services		
Movies	More advertising		Making public aware of non-book services	Willingness to meet community needs	Makerspace-3Dprinting		
Check email	More story hours		Weed books too quickly when there is available	A lot of resources	Tech classes for kids		
Activities	More modern (local) artwork		Too much hanging out instead of educational space	Nice Facilities	More variety in music		
A place for community to gather	Later times for adult classes		Some books are not available Smaller selection of	Children's Programming	Something like Accelerated Reader for tweens and teens		
Services to enrich lives	extended Summer Saturday hours		items and activities than Fort Wayne	Internet Access	Let community groups know about meeting spaces		
Broaden perspective of your world	Sunday hours		Get rid of excellent books way too soon	Variety of programs for all ages	More Wi-Fi so kids don't need to crowd front door		
Assist in access to information and media	Genealogy services by scanning Historical Society items		Removing parts of series	Amazing book selection	Technology to rent		
Free!	Have all books in a series		Taking away Dewey	Having a big library and bravery	A game room		
Technology	Check-out more ebooks		Hours	Teen Programs	Meeting room with full kitchen		
Entertainment	More online content		Customer Service and welcoming front desk	Accessibility and service is fantastic	Coffee bar		

Resources for research, recreation and entertainment	Books at Southern Wells			Drive-up book return is hard to reach	Varied services beyond books	Lounging area with TV's	
Access to knowledge	More books in Christian Fiction			Music Selection	Storytimes	Programs for Millennials that are advertised on Facebook	

Promote literacy	Reading level instead of age for SRP			Summer Saturday hours	Everything	Hoopla	
Life-long learning	More older children activities			Advertising	Lovely Meeting spaces	More GED/HSE classes	
Quiet time	Update			ILL	Working with local schools to get kids	Computer/Technology classes	
Business Meetings	More advertising of teen programs to local English teachers			Not enough copies of popular books	Creative, Emerging with the times, engaged	Adulting 101 classes	
Discover a love of Reading	Larger Study rooms			Need Larger Study/Work rooms	100% connection with HCTPL!!!!	More intercommunity events	
Music	Offer Computer Education on how to use them			Teen area	Nice Building	Culture events and family nights	
Literacy in multiple formats	Allow long books to be renewed more than twice			programming due to low attendance.	Having a branch at Ossian	MacBooks	
Community Support	Bringing animals			Discard useful items			
Reach People	More adult crafts			Adult programming			
Media Services	More games			Not enough people watch over computers			
Computers	More adult programs that aren't book clubs			No Coffee shop			
Study space	Mom groups/play groups			Since new categories you have less books			
Adventure				Lack of programs for			
To provide products people can't obtain on their own				Need more international cultural programs			
A place for children to learn				Meeting room charges, movie costs			
Community Service							
Google with customer service and human interaction							
Cultural Enrichment							
Learn computer skills							

Bluffton Community Conversation						
One word that describes the library to you:	What is the purpose of the library in your opinion:	What Online Services Do You Use?	What services do you currently use?	Suggestions to add to library:	Marketing Suggestions:	Feedback:
Information	Staying Current	OverDrive	Individual conference rooms	Maker Space	Social Media	Keep genealogy upstairs for quiet
Classy	Literacy	Online Account	Meeting Room	computer works – coding of computers	Live Announcements	Teen section is too small. Need to expand.
Magnanimous	Resource	Movie Look-Up	Overdrive	Tech Space	Lunch dates	Feel the space is utilized effectively
Resource (3)	Inviting	Activity Calendar	Board meetings	How to take a photo and put on a website	Email marketing	
Necessary	Community	Fregal	Indiana Room	Applying the physical concept to the technology	Facebook	
Lifeline	Connection	Card Catalog	Genealogy	Free Range Creativity	Newspaper/local radio	
				3D goggle field trips – educate for research		
Inspiration	Family time	Reserve resources and to hold	Access to computers		Word of mouth	
Changing	Advantage	Research/Test Prep – Is it used?	DVDs	Outreach to B/G / FCS etc? Other nonprofits	Information wall – billboards	
Opportunity	Investment	Scanning docs/ancestry information	Music		Face to face with flyer information	
Family	Education	COMMENTS REGARDING ONLINE SERVICES:	Study space		Networking	
Current	even know about or knew about	No need to use library as a resource for research	Books		notifications, sign ups, library online tech	
Soul	Genealogy	Couldn't get it to work on phone	Book clubs/programs		Digital sign on Hwy 1	
Community	Magazine Section	Can buy the book or music – it's cheaper	Field trips		News banner	
Fantastic!	Meeting space	Do not promote online services well	Historical walks		Facebook	
	Free services – saves me money	I am not aware of what online services are here	Newspaper archives		Twitter	
	Comradery	Disconnected	Research		Instagram	
	High Speed Internet	Only use library for books	Love for reading		Mailings or advertiser	
	Inspiration	Are there games available? What resources available?	Puzzles/games – to play		Hard info out to kids at schools	
	Children	If I don't buy or can't find it...I don't need it. I wouldn't think about coming here to get it.	Meet the authors			
	More than books					
	Safe place					
	Home away from home					
	Variety of thing available					
	Browsing					
	Quiet space					
	Opportunities					
	Amount of programming					
	Research					
	Creativity					
	Place to expand my education					
	Art					
	Knowledge of fiction and nonfiction					
	social, ideas, make connections					

Bluffton Community Conversation									
5 Year Plan			10 Year Plan						
Genealogy - still doing			Create a rentable or group business space						
Using online services more because we will know more about them			Working on embracing the cutting edge of technology						
Maker space / tech space - embrace the idea			Grow the image of the library as a community asset						
Meeting room being used more-see availability online			Working on embracing the library as a place for the poor and homeless in the community						
Improve partnership with school and businesses			Create a culture where business uses the library as a resource at their facility						
Expand throughout the county-more outreach for library services in the county			Hands on educational experiences						
Explanation of library tech option			Free range space						
Printing services - continue expanding			3D printing, laser engraving, learn how it works and the value						
Expanding library tech including an app for upcoming events and programs			Learn HOW to do something I can't do right now						
Face to face interactions with authors			Come together to learn more above and beyond simple tasks						
Women's community room			Tangible items are still items you can trust: games, hands-on learning						
Network worldwide personal and business			Open up a Senior center in library with things to do and learn						
Targeted discussion forums			Training center for businesses reaching out for needed help and for employees						
New age learner resources: 360 degree visual and audio, interactive, immersive experience									
Part social / part information									
Library provides human interaction									
Literary classes/clubs									
Event driven – more hands-on classes									
Peer driven activities									
Be more interactive outside of the walls									
Get out of the box more than what you are now									
Create a progressive learning environment									
3D googles. Create a room and go that place as a virtual tour.									

Ossian Community Conversation						
One word that describes the library to you:	What services do you currently use?	What changes would you recommend?	What Online programs do you currently use?	If you could add to the library, what would it be?	What programs would you recommend the library offer?	
Endangered	Meet and Greet with Book Authors	More classic DVDs: 30-40s	Language course	Tutoring program	All marketing at branches on display	
Information (2)	Computer Help	Historical Corner with Jefferson Township info in	Ancestry.com in library	Homework program with volunteers	Cook club at Ossian Library	
Helpful (2)	Genealogy	One central place to bring all resources of history together about Ossian	Heritage Quest	Not enough people use the library - educating younger generation	Boy Scouts do a program at library and have BS information available	
Friendliness	Book Lending	ie: Scottish Heritage, Bring your family Bible in to scan	Facebook page	More advertising and marketing to use library programs	Bring a group in to offer space at the library	
Pleasure	Hard Magazine	Bring Bluffton programs to Ossian	Order and renew books online	Programs for students in careers. Bring a program to the library such as robotics.	4H Aerospace project: partnership about programs library has - how to research the program. Create partnerships in education.	
Community	On-Line language courses	Tax Prep service in Ossian	Sign up for programs online	Carry in lunches for book clubs	How to set up a Kindle Fire/use internet	
Books	DVDs	Broadening Consortium in state (eBooks)		Book discussion programs	How to use a smartphone and apps	
Popular	Books taken to Home Bound people	Communication of what's going on with programs and services			Book a librarian very interested - submit ahead of time so staff can investigate needs	
Resources	Food Bank Partnership: Community Outreach projects	Education on how to use electronic methods: classes, helpful tips			Offer community classes at library such as yoga	
	Workshops	Info session on how to protect kids on cyberspace			Space for continuing education classes	
	Downtown Events	Attorney general free speaker programs for seniors ie: scams			Use as a venue for a hobby such as reupholstering, sewing, knitting, language, cooking, etc.	
Marketing Avenues	Advice				Market the space for other uses	
FB - sign up for events on FB	Music/Book Downloads				Authors speaking on more regular basis	
Postcard in Mail ?	Use of computer				Arts world - come and do things	
Newsletter email and paper	Inter-loan books from other libraries				Local talent - promote their talents and work	
Newspaper	CDs				What are other occupations that can be brought in to educate	
Free radio advertisements	Summer reading program				Classic literature group - sit and chat about works of literature	
Community sign boards	Buy used books					
LED at Walmart	Adult coloring sessions and programs					
Hand deliver to homes upcoming events						

Ossian Community Conversation									
5 Year Plan				10 Year Plan					
More use of people with disabilities				Virtual reality books-experience a book at the same time					
Teaching of specific skills				Change the name of the library					
agreements with other library communities for usage				Community center: Astronomy know and connect. Bring telescopes, match with books that go with learning. Career exploration connectivity					
Programs to educate community on programs they offer				Senior Citizens connections - virtual reality to VETS with Honor Flight that can't go. Give a tour of what they would see.					
Prepare for electronic instead of books - evolve to survive				Stay up with the technology.					
Develop a program specialized just for this library				Library is the heart of the community and					
Oral history on military history - WWII, Vietnam, Korea. Stories need to be told. Will be lost in 10 years.				Use technology as a way to connect careers					
Preschool year round programs									
More joint programs with the community									
More displays of books, centered around a topic - current events and seasonal									
Use of social media more									
Be the center of the community with schools, businesses, Seniors, youth. Be the one place to find what's going on in the community.									
Be more proactive and engaged									
What are other libraries offering and bring to local									
Be an inclusive branch									
How do you encourage people to continue reading books. Focus on early education birth to 5 years									
Share a program, share an event									
More themed topics with real time. What's going on and open up avenues to learn more about it.									
Bring back a young authors program with digital design, graphics, video									
Creative writing contest - how to illustrate a story. Pull everyone together for presentations. Have a book signing at the library by									
Use software programs to teach - digital design class, production video class									
All items at the library to get kids to think about careers									
https://www.facebook.com/BEAMbyEyeClick/videos/1854921018079489/?autoplay_reason=all_page_organic_allowed&video_container_type=0&video_creator_product_type=2&app_id=6245416									
Interactive projection gaming system: BEAM									
Bring an atmosphere to the library having all year activities with books in hand									
Writing plays - use a store front as the play									
Readers theatre									
Scottish festival									
Using programs to educate									

Southern Wells Community Conversation									
One word that describes the library to you:		Marketing Suggestions:		What services do you currently use?		What to work on?		What are the issues?	Change? What would it be?
Media		Wi-Fi		Check out books		Communication		Knowing what resources are available	Field trip to library starting at 2nd grade
Knowledgeable		Mobile Books		Online magazines		Marketing		Online programs seem to work well	Duplicate programs at Swells
Needed		Restaurant with library to work and gathering place		Movies		Bring programs down to Swells		Lack of education of what's available and	Do programs right after school
Available		Teachers promoting community events (after school events/priorities may		Programs - but few		Elementary papers go home		Teaching students how to study with the resources library offers	Add library as a stop when going to Bluffton for other programs such as the 1st Grade: health
Resources (2)		6th Grade-Leah Baumgartner is considered		Use of meeting room - could be a use in Swells		FB link		"Bluffton" library is the perception Need more of a variety	Programs get kids excited about reading
		Chew-N-Chat is successful		Summer reading		Google app		in the Southern Wells area	They want activities to do here
		Success: take kids out and implement Chew-N-Chat				Twitter		Parent promotion: drop kid off at library and go	Similar to Montpelier Civic Center
		Table to set up at lunch and talk about programs more				Create your own app		No presence here	No time to run to Bluffton
		Parents of younger kids - offer free babysitting time				Teacher training		Library 101 with activities	Quiet Study Room
		Make Swells Kids feel special				Swells to feel special to own it		**students need to be out of the building after	Story Hour - incorporate again for Pre-K
		Once a Quarter have regular visits to library						ALL building space is utilized currently	Refresh the books for those that go often
		How can school tie in learning/research into library resources							HS needs a quiet area/study area/cushy chairs
		Educate about the different jobs at the library - media							Would like a gym with a book area
									They want a hangout, but not in the school building
	+								Within walking distance
									Want food
									Park area for kids to play with sitting area to read
									Want to get books NOW on the shelf - teacher have to coordinate their schedules to
									Online-easy process to checkout
									Some restrictions on what they can check out - types of books

Southern Wells Community Conversation									
5 Year Plan					10 Year Plan				
Mobile Cart					Meeting center				
Library programs run through W CPL staff w/parent volunteers					Coffee shop				
Pick up and drop off site on campus					Places for study				
Library PLAN events, school staff and volunteers will HELP					An actual branch				
More programs to be expanded from elementary on up					Place for young ones to go while waiting on siblings to get done with sports practice				
Getting parents involved					Early evening hours: 2-8pm				
Multipurpose rooms					Bluffton branch to help with community outreach				
Fun children's area					Outdoor facility				
Separate adult area					Reading area				
Study rooms					Outside meeting area				
White boards					Tress/pavilion with picnic tables				
Sound proof room					Amphitheatre area				
Movable modern furniture					Place to go for tailgating				
Book a librarian									
Education on what people may want									
Charging stations									
Renting game equipment									
Programming for seniors									
Play-aways									
Educating teachers "how to" for technology									

Staff Community Conversation			
What does the library not provide?	What does the library do/provide really well?	What does the library do/provide that could be improved?	
We need a South Branch	Reaching out from Teens and Children's dept	More adult programming	
Sound dampening need around service desks	Programs	Partnering with the parks department	
Die cuts and laminating for public	Homebound	More STEAM programs	
Green Space	Current on Tech	Community Outreach-Teachers in-services, Contact PTO	
VHS to DVD, Audio Cassette to MP3 conversion	Volunteer services	Promote upcoming events	
Movies to download and borrow	Variety of materials	Promote more community goals	
Photo editing programs on a computer	Pleasant physical presence	Improve Service to Southern Wells	
Partnering with the creative arts	Pro staff development	Offer most popular teen programs at Southern Wells	
Paws to read-licensed therapy dogs	Kate's Cart	Providing connections for adults of all ages	
4-h parade presence/storytime with 4-h	Tax Services	Noise Level-Acoustics	
Wine and Canvas or Cookies and Canvas	Early Childhood development/Literacy	Communication between all departments	
More outside cameras	Programming for kids and teens	Social Media	
Portable cooking demonstration station for programs	Customer Service	Collaboration with the community	
SW Branch	Relevant Materials	Share on Facebook more	
Classic Movies outside w/food truck	Up to date info	Glass off teen zone	
Bags of food/partnership with food bank	Gathering Place	Provide informational brochure to realtors and chamber of commerce for new residents	
Community garden	Books/selection of material	Lists/bookmarks of new items/genres	
Staff room downstairs	Technology	Business/study room space	
Keep library fresh and updated	Informational services	Teen programming at Ossian	
Closing time same year round	New/current items	Have more resources toward eBooks and online resources	
Better area for teens-need more space	Attractive and inviting	Staff remembering to utilize our online resources	
Makerspaces	Clean materials/spaces	Advertising all our products-Playaways	
No smoking signs at the picnic tables	Showcase materials	OBOC-build and encourage programs	
Video camera on the picnic table	Caring/creative staff	Computer classes	
Police walk-throughs	Safe place	Always try to keep up/stay on top of technology	
Parking for staff	Community Enrichment	Balance between welcome/intimidating	
Consistent Saturday hours	Outreach homebound	IR spaces-age and condition of patrons and distance from front door	
Laminating	Diverse and large collection	Rearrange physical spaces	
Sunday Hours	AV materials for everyone	Self-checkout-not force people to use, but offer more	
Handicap parking/parking in general	Children's room activities and resources	Multiple entrances	
West end exit	Staff committees-new faces/intermingling of staff	Acoustics	
	Inviting atmosphere-staff welcoming and warm, tidy shelves and spaces		
Parking garage		Website to be mobile friendly	
Technology	Working to improve	Mindset toward circulation	
211 Training	Marketing and Community relationships	Tech in meeting room spaces	

	Laminate for public		Puzzle collection		Internet seems to be down a lot
	Professional cricket access to public		Computer Class		Relations with Northern Wells
	Nursing room for moms		Safe environment		Behind circ is cluttered
	Cookie cutter collection/realia-type things				
			Don't have to worry about being shushed		Office areas that are visible be kept tidy
	Garden seed exchange				
			Environment for learning about tech		Getting the word out about what we are and do-word of mouth while in the community
	Teen space enclosed		Spaces the "be"		Foot traffic
	Coffee shop-providing food and drinks-is it possible for the library to run it?		Relaxing atmosphere		Adult programming
	Exterior door to TS		Positive management/staff attitude		
	After school activities		Open to new things-not we've always done it...		
			Partnerships with other organizations		