Wells County Public Library

200 W. Washington Street
Bluffton, Indiana 46714
www.wellscolibrary.org

Long Range and Technology Plan

2023-2027

WCPL Long Range and Technology Plan

Approved December 13, 2022

Introduction

The Wells County Public Library serves 28,197 county residents with two facilities, the Bluffton Main Library and the Ossian Branch. Our current cardholder count is 14,629, which is 52% 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-four staff members.

Wells County has a population growth of 1.35% growth from 2010-2022. The median age is 40.3 years and median household income is $59,237. The county's unemployment rates 3.5% with approximately 8.42% of our population below the poverty level. The county has three public school systems, 3 private schools and 11 preschools. There are 92.2% of adults ages 25+ with a high school diploma or higher and 18.7% with a Bachelor's degree or higher.

The Wells County Foundation conducted a community needs assessment in 2022, which resulted in the following community critical needs list:

- Workforce Development
- Child Care and Early Childhood Education
- Substance Use Disorder Prevention
- Housing

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.

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- 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 changes 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 2022 with the department managers meeting in which they evaluated the present library long range plan. Departments also met to evaluate their individual departments and discuss needs they saw in their own departments. We held a community conversation with our staff and board members during the May in-service to discuss the development of a stated Library Culture and this plan. Instead of conducting our own community needs assessment, like we have done in the past, we chose to examine the 10 year+ comments from our 2017 community conversations and incorporate the Wells County Foundation's community assessment that was finalized in 2022.

In 2017, community members, including two board members, attended 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, the participants 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?

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- 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?

Since patrons were asked to give their thoughts and ideas for 10 years, we will be examining the results of these meetings for this plan as well to see if there were items mentioned in 2017 that we were not able to accomplish in our past plan.

The director and department managers 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 a platform for all our staff to be involved in the planning process, we discussed the same questions presented during the community conversations to the entire staff in the May in-service.

After the May in-service and the publication of the Wells County Foundation's Community Needs Assessment, managers began meeting weekly in September, pooling the information gathered from the past community meetings, their own department meetings and the Wells County Foundation's Community Needs Assessment. Primary needs and goals seemed to rise easily to the surface. Goals were narrowed to four and then the department heads and administration 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.

The library intends for this plan to be a working document, and the staff are 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, department heads and administration were 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 Mission

The Wells County Public Library provides the communities it serves with access, knowledge, and growth, supporting research, popular interests and lifelong learning.

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 collections

- Serving as a community center

The Library's Vision

The Wells County Public Library 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 patrons' individual informational, enrichment, and entertainment needs

- Seek cost-effective, convenient knowledge delivery

- Be the best source of information about Wells County

The Library's Culture and Commitment to Staff and Patrons

We come to the library with individual experiences and unique perspectives. We value our diversity because it makes us a stronger team. Though our perspectives may be different, we begin each interaction with a belief that others' intentions are good. As colleagues, we respect, support, and encourage one another. We have the courage to collaborate and are committed to direct, open-minded communication. We gain insight from what we do and share that with each other, even when it doesn't work. We pause to celebrate our successes, and leave room to experience joy in our work and our colleagues.

Based on this statement, Wells County Public Library staff came together as a group in 2022 and made the following commitment to each other:

Be Welcoming to All

- We maintain a welcoming, friendly and safe environment.
- We respect differences/individuality.

Open and Respectful Communication

- We assume positive intent.
- We respect each other.
- We share "the why".
- We ask questions and have direct conversations.
- We provide clear follow-up.

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Others First Mentality

- We jump in and help when needed.

- We celebrate success.

- We socialize to build a team.

- We recognize each other and good ideas.

Kindness toward Patrons and Co-workers

- We say "thank you".

- We encourage each other.

- We are gracious and forgiving.

Supportive of Continuous Learning

- We suggest process changes.

- We improve ourselves.

- We are open to necessary changes.

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 2021.

Facilities: WCPL has recently finished the renovation of the Main library. The goal for this renovation was to create a center for community in Wells County, based on public input and needs, and to reorganize our use of space to better meet the needs of staff and patrons. Most light fixtures were replaced with LED units, all flooring was updated and most furniture was replaced as well. We added an additional 5 study areas available to the public, provided restroom facilities upstairs, enlarged our teen space, created better programming spaces, and renovated our last sections of roof. We have also worked with our HVAC contractor to create a

repair/replacement schedule for all HVAC units in both of our buildings and are slowly working our way through each unit's needs.

While going through the process of our long range planning in 2017, there was a request for a branch library in the Southern part of our community. This is something we investigated and assessed 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. However, from 2017-2022, we had little demand from tax payers for a physical location and finding land to build a branch has been difficult. We still think this is something we want to pursue, but want to have more demand from the population that would be using the branch. To hopefully inspire some demand, we have decided to start small in providing service beyond our current branches to our southern portion of the county. We will be considering reciprocal borrowing with the Montpelier library, which is located in the county south of Wells County. We will be offering hold pick-up lockers at the Southern Wells School to complement the material drop-box we already have available at Southern Wells.

There is also a demand for a green space for programming at our Main branch. This is difficult, since the library is land locked by streets and buildings. We will be on the look-out for affordable buildings for sale around our Main branch that we could purchase and demolish to create a green space for library and community use.

Services: WCPL continues to offer high quality services in the area of programming, collection and office services (faxing, 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 possibility of a makerspace is also being explored. In 2016, the library provided a total of 706 programs with a total program attendance of 21,013. In 2021, the library provided 695 total programs with a total program attendance of 25,322. Even though we offered 11 fewer programs from our last long range plan, we have seen a 20.5% increase in programming attendance.

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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). In 2021, total circulation of all materials was 245,370. Circulation of electronic materials was 52,276. Printed books numbered 90,664. eBooks (local holdings) numbered 370 with consortium holdings at 22,323. Serial subscriptions numbered 199 with 0 in an electronic format. Physical video units numbered 6,804. Physical audio materials numbered 6,634 with 5,483 eAudiobooks (consortium holdings). While this is a percentage decrease in circulation of 11.86% over the last 5 years, we are tracking our numbers to assess how circulation has been effected by COVID. Some steps we have taken to increase circulation is the removal of barriers to material including fines and video charges. As we have witnessed physical audio/visual materials decline in circulation, due to format, we have increased our digital offerings with Hoopla and by joining the IDL state consortium for Overdrive.

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 14.

Operations: WCPL staff and board maintain and examine 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

Goal 1: WCPL is a <u>W</u>elcoming Community Spot

Library Service Responses:

Visit a Comfortable Place: Physical and Virtual Spaces

Secondary Service Responses:

Express Creativity: Create and Share Content
Connect to the online world: Public Internet Access
Celebrate Diversity: Cultural Awareness
Welcome to the United States: Services for New Immigrants

Possible Objectives:

- 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.
- WCPL will stay savvy and current as a technology resource for the community.
- WCPL will stay current on foreign language material needs.
- WCPL will continue to ensure ADA compliance.

Goal 2: WCPL is a <u>C</u>ollaborative <u>C</u>ommunity Partner

Library Service Responses:

Know your community: Community Resource and Services

Secondary Service Responses:

Build Successful Enterprises: Business and Non-Profit Support
Make Career Choices: Job and Career Development
Succeed in School: Homework Help

Possible Objectives:

- WCPL will serve as a source of information including community referrals.
- WCPL will actively seek opportunities to assist our community schools with youth literacy efforts.
- WCPL will actively seek opportunities to collaborate with other community organizations, businesses, and government units.
- WCPL will seek collaboration with the Southern Wells community to increase use of library.
- WCPL will seek collaboration with other area libraries.
- WCPL will seek donations of support for the library and its endowment.
- WCPL will seek out program opportunities throughout the community.
- WCPL will promote curbside services.

Goal 3: WCPL Promotes its Services and Collection

Library Service Responses:

This goal supports all the service responses.

Possible Objectives:

- WCPL will organize and streamline its communication and promotional efforts to better educate and inform all its customers.
- WCPL will actively promote the library to non-users.
- WCPL will connect more with non-traditional markets.
- WCPL will streamline and evaluate our electronic resources and databases.
- WCPL will actively pursue translating marketing and informational materials in Spanish.

Goal 4: WCPL is a Learning Connection

Library Service Responses:

Satisfy Curiosity: Lifelong Learning

Secondary Service Responses:

Stimulate Imagination: Reading, Viewing, and Listening for pleasure
Discover your Roots: Genealogy and Local History

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
Make Informed Decisions: Health, Wealth and Other Life Choices
Understand How to Find, Evaluate and Use Information: Information Fluency
Make Career Choices: Job and Career Development
Succeed in School: Homework Help
Express Creativity: Create and Share Content

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.
- WCPL will be a community leader in early literacy.

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.

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Technology Plan

Technology Inventory – Current & Projected

Inventory Category	Current Count	Projected – 2023	Projected – 2024	Projected – 2025	Projected – 2026	Projected – 2027
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	3 onsite / 1 Hosted	3 onsite / 1 Hosted	3 onsite / 1 Hosted	3 onsite / 1 Hosted	3 onsite / 1 Hosted
Spam Appliance	1	1 Hosted	1 Hosted	1 Hosted	1 Hosted	1 Hosted
Firewall	2	2 onsite / 1 Hosted	2 onsite / 1 Hosted	2 onsite / 1 Hosted	2 onsite / 1 Hosted	2 onsite / 1 Hosted
Switch	11	9	9	8	8	8
Video Surv. Sys	2	2	2	2	2	2
Surveillance Cam.	30	30	33	35	35	35
UPS (uninterruptible power supply)	40	40	40	40	40	40
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	4	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	6	6	6	6	6	6
Book Scanner	1	1	1	1	1	1
Microfilm Reader	3	3	3	3	3	3
Multi-function Copier (fax, printer, scanner, copier)	4	4	4	4	4	4
Public Fax Machine	3	3	3	3	3	3
Staff Fax Machine	1	1	1	1	1	1

External Hard Drive	8	8	8	8	8	8
Monitor	75	75	75	80	80	80

Low Vision Reader	1	1	1	1	1	1
Digital Sign	6	6	6	6	6	6
Wireless AP	9	9	9	9	9	9
Credit Card Reader	4	4	4	4	4	4
Signature Pad	5	6	6	7	8	8
Internet Connections						
Fiber	100Mbps	100Mbps	200Mbps	200Mbps	200Mbps	500Mbps
Fiber Tail	100Mbps	100Mbps	100Mbps	100Mbps	100Mbps	100Mbps
Inventory Category	**Current Count**	**Projected - 2023**	**Projected - 2024**	**Projected - 2025**	**Projected - 2026**	**Projected - 2027**
Telecommunications						
FAX line	2	2	2	2	2	2
SIP	8	8	8	8	8	8
Local telephone	10	10	10	10	10	10
Long Distance	10	10	10	10	10	10
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

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Bartleby.com	Yes	Yes	Yes	Yes	Yes	Yes
Biography For Beginners	Yes	Yes	Yes	Yes	Yes	Yes
Chilton Auto Repair	Yes	Yes	Yes	Yes	Yes	Yes
Creativebug	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
Hoopla	Yes	Yes	Yes	Yes	Yes	Yes
Inspire Databases	Yes	Yes	Yes	Yes	Yes	Yes
Legal Info Ref Center	Yes	Yes	Yes	Yes	Yes	Yes
Miss Humble Bee	Yes	Yes	Yes	Yes	Yes	Yes
MyHeritage	Yes	Yes	Yes	Yes	Yes	Yes
NICHE Academy	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
Small Engine Repair Ref	Yes	Yes	Yes	Yes	Yes	Yes
Tumble Book Library	Yes	Yes	Yes	Yes	Yes	Yes
World Book Online	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

	2023	2024	2025	2026	2027
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.	$41,000	$41,000	$41,000	$41,000	$43,000

Objective					
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

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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.					

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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 accounting and payroll programs and equipment.	$2,000	$2,000	$2,000	$2,000	$2,000
Objective: Maintain other relevant annual software/hardware service agreements.	$56,000	$56,000	$60,000	$61,000	$63,000
Annual Total	**$291,000**	**$293,000**	**$300,000**	**$303,000**	**$313,000**

Budget Categories

	2023	**2024**	**2025**	**2026**	**2027**
Unassigned					
Online Subscriptions	$72,000	$72,000	$72,000	$72,000	$73,000
Professional Meetings/Training	$10,000	$10,000	$10,000	$10,000	$10,000

Software Maintenance	$144,000	$146,000	$149,000	$150,000	$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	**$291,000**	**$287,000**	**$300,000**	**$303,000**	**$313,000**

Funding Sources

	2023	**2024**	**2025**	**2026**	**2027**
Unassigned					
Budget	$291,000	$287,000	$300,000	$303,000	$313,000
GIFT Fund					
Annual Total	**$291,000**	**$287,000**	**$300,000**	**$303,000**	**$313,000**

Evaluation Process of Technology Plan

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

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Equipment Replacement Schedules

Bluffton

Housekeeping

Equipment Name	Asset ID	Replacement Schedule
28inch Carpet-treiver	1995	Replace as Needed
Carpet Cleaner	2666	Replace as Needed
Housekeeping Cart	2710	Replace as Needed
Blue Pro Vacuum	2555	Replace as Needed
Shark Vacuum	2835	Replace as Needed
Shark Vacuum	3030	Replace as Needed
Shark Vacuum	3031	Replace as Needed
Sebo Vacuum	3034	Maintain
Dyson Vacuum	3580	Replace as Needed
Shark Vacuum	3651	Replace as Needed
Hoover Vacuum	3661	Replace as Needed
Hoover Vacuum	3662	Replace as Needed
Hoover Vacuum	3663	Replace as Needed
Shark Vacuum	3433	Replace as Needed
Shark Vacuum	3434	Replace as Needed
Shark Vacuum	3435	Replace as Needed

Bathroom Equipment

Equipment Name	Asset ID	Description/Location
M Automatic Stall 1	N/A	Replace As Needed
M Automatic Stall 2	N/A	Replace As Needed
M Automatic Urinal 2	N/A	Replace As Needed
M Sink 1	N/A	Maintain
M Sink 2	N/A	Maintain
Men's Automatic Urinal 1	N/A	Replace As Needed
W Automatic Stall 1	N/A	Replace As Needed
W Automatic Stall 2	N/A	Replace As Needed
W Automatic Stall 3	N/A	Replace As Needed
W Female Hygiene Disp.	N/A	Replace As Needed
W Sink 1	N/A	Maintain
W Sink 2	N/A	Maintain
Water Fountain	N/A	Maintain
Automatic Toilet	N/A	Maintain
EzH2O Elkay Front Desk	N/A	Maintain
EzH2O Elkay Reference	N/A	Maintain

Meeting Rooms/Rental Areas

Equipment Name	Asset ID	Description/Location
4ft Tables (6)	2143	Replace as Needed
Podium 1	2288	Replace as Needed
Podium 2	873	Replace as Needed
Parlor Tables	2144A	Replace as Needed
Parlor Chairs	2030	Replace as Needed
Stage	2361	Replace as Needed
Podium	538	Replace as Needed
Coat Rack	2297	Replace as Needed
Table Dolly	3423	Replace as Needed
Table Dolly	3424	Replace as Needed
Podium	3631	Replace as Needed
Podium	3632	Replace as Needed
6ft Folding Tables	2142	Replace as Needed

Miscellaneous Equipment

Equipment Name	Asset Id	Description/Location
Shelving Step Stools	N/A	Replace As Needed
Book Carts	N/A	Replace As Needed
Automatic/Hydraulic Door 1	N/A	Replace As Needed
Automatic/Hydraulic Door 2	N/A	Replace As Needed
Elevator	N/A	Maintain
Sky Lift	426	Replace/Maintain As Needed
Bike Rack	459	Replace As Needed
Fire Extinguishers	1674	Replace As Needed
Portable Grill	2830	Replace As Needed
Van	2882	Maintain
Air Compressor	2930	Replace As Needed
ZappBug Heater	2960	Replace As Needed
AED	2991	Replace As Needed
AED	2992	Replace As Needed
AED	2993	Replace As Needed
Bike Rack	1138	Replace As Needed
Book Drop SW	2902	Replace As Needed
Golf Cart	3747	Replace As Needed

Heating, Ventilation, and Cooling

Equipment Name	Asset ID	Location/Description
2nd Floor Unit #1	N/A	Maintain
2nd Floor Unit #2	N/A	Maintain
2nd Floor Unit #3	N/A	Maintain
2nd Floor Unit # 4	N/A	Maintain
Boiler #1	N/A	Scheduled to Replace
Boiler #2	N/A	Scheduled to Replace
Boiler #3	N/A	Maintain
Boiler #4	N/A	Maintain
3rd Floor Unit #1	N/A	Maintain
3rd Floor Unit #2	N/A	Maintain
3rd Floor Unit #3	N/A	Maintain
3rd Floor Unit #4	N/A	Maintain
Water Softener	2348	Maintain
Air Purifier	2548	Replace As Needed
Dehumidfier	2840	Replace As Needed
Mini Split	N/A	Maintain
Exhaust Fan Garage	N/A	Expect Replacement
Garage Heater 1	N/A	Expect Replacement
Garage Heater 2	N/A	Expect Replacement
Entrance Hydronic Cab.	N/A	Expect Replacement
Hot Water Circ Pump 1	N/A	Expect Replacement
Hot Water Circ Pump 2	N/A	Expect Replacement
Hot Water Circ Pump 3	N/A	Expect Replacement
14 VAV Boxes	N/A	Expect Several Replacements

Maintenance Equipment

Equipment Name	Asset ID	Description/Location
Extension Ladder	840	Replace As Needed
8 Foot Ladder	844	Replace As Needed
Elec Multimeter	2469	Replace As Needed
Drill	2546	Replace As Needed
Cordless Drill, 12A	2737	Replace As Needed
Cordless Drill, 20A	2957	Replace As Needed
Cordless Driver, 20A	2958	Replace As Needed
Circular Saw	3010	Replace As Needed
Reciprocating Saw	3011	Replace As Needed
Laser Level	3043	Replace As Needed
Extension Ladder	2338	Replace As Needed

Kitchen Equipment

Equipment Name	Asset ID	Description/Location
Break Room Microwave	n/a	Replace As Needed
Break Room Oven	1993	Replace As Needed
Break Room Refrigerator	2828	Replace As Needed
Break Room Toaster Oven	N/A	Replace As Needed
Large Meeting Microwave	N/A	Replace As Needed
Large Meeting Refrigerator	1758	Replace As Needed
Oven Exhuast	N/A	Replace As Needed
Beverage Cooler	2714	Replace As Needed
Parlor Ice Machine	2035	Replace As Needed
Parlor Oven	2036	Replace As Needed
Parlor Refrigerator	2518	Replace As Needed
Workroom Bev Cooler	2715	Replace As Needed
Tech Services Microwave	N/A	Replace As Needed
Tech Services Refrigerator	1992	Replace As Needed
Mat. Services Toaster Oven	1928	Replace As Needed
George Forman Grill	1929	Replace As Needed
Refridgerator	1992	Replace As Needed
Microwave	2816	Replace As Needed
Refrigerator	2828	Replace As Needed
Oven	3035	Replace As Needed
Refrigerator	3036	Replace As Needed
Freezer	3037	Replace As Needed
Oven	3041	Replace As Needed
Refrigerator	3042	Replace As Needed
Refrigerator	2576	Replace As Needed
Microwave	3438	Replace As Needed

Lawn and Outdoor Equipment

Equipment Name	Asset ID	Location/Description
Snow Blower	2707	Replace As Needed
Walk-behind Spreader	2706	Replace As Needed
Lawn Blower	2841	Replace As Needed
Lawn Trimmer	2842	Replace As Needed
Lawn Mower	2844	Replace As Needed
Little Giant Ladder	362	Replace As Needed
Ladder	1642	Replace As Needed
Mat	1736	Replace As Needed
Ladder 5ft	2092	Replace As Needed

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Ossian

Kitchen			Meeting Room		
Equipment Name	**Asset ID**	**Description/Location**	**Equipment Name**	**Asset ID**	**Description/Location**
Panasonic Microwave	N/A	Replace As Needed	Tables (Hurry Up! Roll)	2561	Replace As Needed
Garbage Disposal	N/A	Replace As Needed	Chairs (Global Upholst.)	472	Replace As Needed
Fridge	2576	Replace As Needed	Shark Vacuum	3651	Replace As Needed
Rolling Door	N/A	Replace As Needed	Chair Dolly	2601	Replace As Needed
Bathroom			Podium	538	Replace As Needed
Equipment Name	**Asset ID**	**Description/Location**	**Fire Safety**		
Staff Toilet Am. Standard		Replace As Needed	**Equipment Name**	**Asset ID**	**Description/Location**
Men's Urinal		Replace As Needed	Fire Panel	N/A	Replace As Needed
Men's Toilet		Replace As Needed	Extinguisher 1	1	Replace As Needed
Women's Toilet 1		Replace As Needed	Extinguisher 2	2	Replace As Needed
Women's Toilet 2		Replace As Needed	Extinguisher 3	3	Replace As Needed
Elkay Ez H2O		Replace As Needed	Extinguisher 4	4	Replace As Needed
Mechanical			Extinguisher 5	5	Replace As Needed
Equipment Name	**Asset ID**	**Description/Location**	**Misc. Equipment**		
Water Softener	2348	Replace As Needed	**Equipment Name**	**Asset ID**	**Description/Location**
AHU 1	N/A	Maintain	Storage Shed	3742	Replace As Needed
AHU 2	N/A	Maintain	Outdoor Picnic Table	525	Replace As Needed
AHU 3	N/A	Maintain	Bike Rack	429	Replace As Needed
Water Heater (AO Smith)	N/A	Replace As Needed	Bench	N/A	Replace As Needed
Cabinet	429	Replace As Needed	Hoover	3662	Replace As Needed
Ladder 6ft	2403	Replace As Needed			
Ladder 10 ft	1642	Replace As Needed			

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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 50-60% of actual expenditures and is stable, we will transfer surplus to the Rainy Day fund. The library budgets a yearly appropriation to LIRF. With an AVGQ of 5% for CY2023, the total of all the funds for the library's 2023 proposed budget is 5% over the 2022 certified budget. The 2022 Certified Budget for the LIRF fund of the Wells County Public Library is $237,388 with a proposed 2023 budget of $265,000. The 2022 Certified Budget for the Rainy Day fund of the Wells County Public Library is $275,000 with a proposed 2023 budget of $265,813. The 2022 Certified Budget for the Library's General Fund is $2,669,161 with a proposed 2023 budget of $2,828,994. The Certified AV for the 2022 General Fund was $1,744,366,519. The Certificate of Net Assessed Valuations for the 2023 General Fund is $1,940,752,744. This is a NAV % change of 11.25%.

Anticipated library's funds to allow development of resources and services based on the direction of the 2023-2027 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 2023-2027 Long Range Plan and not the library's budget as a whole.

Year: 2023	Assessed Resource or Service		Funds			
	Item	Operating	LIRF	Rainy Day	Gift/FOL	Wells Co. Foundation
Facilities						
Book Cart Replacements		3,000				
Extra tables in board room		8,000				
Outdoor Mural and 3d logo						10,000
Ossian Landscape updates		1,000				
Services						
Professional Services		40,000				
General Services	Overdrive, Hoopla	75,000				
	Databases and Software	197,500				
Programming						
Adult Services					8,000	
Teen Services						8,000
Children's Services	Regular Programming with Children's Book Festival				15,000	5,000
Technology						
Security Cameras		5,000				
LED Sign@Ossian		20,000				15,000
2 switches		12,000				
Staff Computer replacements		15,000				
Operations						
Equipment	HVAC Updates		40,000			

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Year: 2024	Assessed Resource or Service		Funds			
	Item	Operating	LIRF	Rainy Day	Gift/FOL	Wells Co. Foundation
Facilities						
Book Cart Replacements		2,000				
Services						
Professional Services		42,000				
General Services	Overdrive, Hoopla	80,000				
	Databases and Software	200,000				
Technology						
Updates	Meeting Rooms, Computers	25,000				
Programming						
Adult Services					8,500	
Teen Services						8,500
Children's Services					8,500	
Operations						
Land	Potentially purchase land for green space		50,000			
Equipment	HVAC Updates		30,000			

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Year: 2025	Assessed Resource or Service			Funds		
	Item	Operating	LIRF	Rainy Day	Gift/FOL	Wells Co. Foundation
Facilities						
Parking Lot resurfacing		7,000				
Book Cart Replacements		1,000				
Services						
Professional Services		45,000				
General Services	Overdrive, Hoopla	82,500				
	Databases and Software	200,000				
Technology						
Updates		30,000				
Programming						
Adult Services					8,750	
Teen Services						8,750
Children's Services	Regular Programming with Children's Book Festival				15,750	5,000
Operations						
Equipment	HVAC Updates	30,000				

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Year: 2026	Assessed Resource or Service			Funds		
	Item	Operating	LIRF	Rainy Day	Gift/FOL	Wells Co. Foundation
Facilities						
Book Cart replacements		1,000				
Services						
Professional Services		47,500				
General Services	Overdrive, Hoopla	85,000				
	Databases and Software	200,000				
Technology						
Updates		30,000				
Programming						
Adult Services					8,850	
Teen Services						8,850
Children's Services					8,850	
Operations						
Equipment	HVAC Updates		30,000			
	Lift replacement		100,000			

Year: 2027	Assessed Resource or Service		Funds			
	Item	Operating	LIRF	Rainy Day	Gift/FOL	Wells Co. Foundation
Facilities						
Book Cart Replacements		1,000				
Services						
Professional Services		50,000				
General Services	Overdrive, Hoopla	90,000				
	Databases and Software	200,000				
Technology						
Updates		30,000				
Programming						
Adult Services					9,000	
Teen Services						9,000
Children's Services	Regular Programming with Children's Book Festival				16,000	5,000
Operations						
Equipment	HVAC Updates	30,000				

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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.

In 2021, the library purchased NICHE academy to enhance our onboarding and staff training. It is the goal of the library to continue to add relevant and quality training pathways within NICHE Academy for staff to continue training to meet library and patron 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 Indiana Digital Library (IDL) consortium with currently 199 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 Children's Book Festival, in which we collaborated with our local schools to bring an author and youth entertainer to our area schools culminating in a festival at the library. The library participated in ongoing community events; Theatre Thursday, in collaboration with our parks department and Bluffton Regional Medical Center; Senior Exploration, in collaboration with our parks department; Parlor City Christmas, in collaboration with The Wells County Chamber of Commerce and varying community partners; and Bluffton NOW Plaza events, in collaboration with Bluffton NOW. We offer lunchtime book clubs at our Southern Wells Jr. High and High School lunch periods.

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 2023-2027 to the Board of Trustees.

Thank you to all those who have made this plan possible

Long Range Plan Facilitator for 10+ years information:

Erin Prible, Executive Director, Wells County Chamber of Commerce

Library Personnel:

Sarah MacNeill, Director

Susan Dailey, Ossian Branch Manager

Teresa Dustman, Circulation Manager

Janelle Smith, Teen Services Manager

Jason Habegger, Adult Services Manager

Cynthia Burchell, Children's Services Manager

Jackie Dailey, Media Services Manager

Judy Maxwell, Material Services Manager

Dawn Miller, Administrative Assistant

Brian Christman, System Administrator

Emily Marshall, Community Relations Manager

Danielle Archbold, Human Resources and Accounting Manager

Nathaniel Reinhard, Building Manager

WCPL staff and families

Appendix A

2023-2027 Goals Chart

Goal 1:	WCPL is a Welcoming community spot					
Library Service Responses:	***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.					
Secondary Service Responses:	***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.					
	Connect to the online world: Public Internet Access-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					
	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- *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.*					
Possible Objectives:	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.					

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	WCPL will stay savvy and current as a technology resource for the community.					
	WCPL will stay current on foreign language material needs.					
	WCPL will continue to ensure ADA compliance.					
Measures	**Year-end Stats**	**2023**	**2024**	**2025**	**2026**	**2027**
	Monitor number of library card holders.					
	Monitor program attendance.					
	Increased number of patrons visiting the library in both its physical and virtual branches.					
	Increased wireless stats.					
	Track website use. (page loads)					
	Monitor and evaluate circulation across multiple item types.					
	Kids					
	Adults					
	Teen					
	eKids					
	eAdults					
	eTeen					
	Foreign Language					
	eForeign Language					
	Increased number of meeting room/study room uses.					
	Increased newsletter sign-ups.					
	Increased followers to library social media.					
	Facebook					

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Possible Activities:	Successful initiation/continuation/completion of task	2023	2024	2025	2026	2027
	Instagram					
	Twitter					
	New platforms					
	Perform occasional patron surveys					
Possible Activities:	**Successful initiation/continuation/completion of task**	**2023**	**2024**	**2025**	**2026**	**2027**
	Have circ staff ask if new library card users would like to sign-up for newsletter.					
	Assess the handicap spot placements at Ossian.					
	Move adult foreign language fiction to end of Fiction shelves.					
	Investigate a survey platform. Maybe with smiley faces.					
	Reintroduce our self-checkout machine					
	Increase outdoor seating with charging stations					
	Overnight pick-up lockers at Ossian, Bluffton and Southern Wells					
	Translate signage and marketing material to Spanish					
	Investigate placement of promotional materials at Ossian					
	Replace Ossian's outdoor sign					
	Perform an internal annual ADA audit					
	Offer customer service training for staff yearly					
	Offering more bridge programming for Tweens					
	Increase Staff Knowledge about library programs and services.					
	HIGHLIGHTS:					
	2023					

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	2024					
	2025					
	2026					
	2027					
Goal 2:	**WCPL is a collaborative community partner**					
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					
Secondary Service Responses:	*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.					
	Succeed in School: Homework Help- Students will have the resources they need to succeed in school.					
	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.					
Possible Objectives:	WCPL will serve as a source of information including community referrals.					
	WCPL will actively seek opportunities to assist our community schools with youth literacy efforts.					

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	WCPL will actively seek opportunities to collaborate with other community organizations, businesses, and government units.					
	WCPL will seek collaboration with Southern Wells community to increase use of library.					
	WCPL will seek collaboration with other area libraries.					
	WCPL will seek donations of support for the library and its endowment.					
	WCPL will seek out program opportunities throughout the community.					
	WCPL will promote curbside services.					
	Year-end Stats	**2023**	**2024**	**2025**	**2026**	**2027**
Measures	Increased number of community collaborated programs offered at library.					
	Increased number of outreach programs provided by the library.					
	Monitor number of homebound services provided.					
	Measure curbside utilization.					
	Track locker usage by location.					
	Bluffton					
	Ossian					
	Southern Wells					
Possible Activities:	**Successful initiation/continuation/completion of task**	**2023**	**2024**	**2025**	**2026**	**2027**
	Create an online donation pathway and promotion.					
	Collaborate with in-home daycares and preschools.					

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	Continue to collaborate/network with Continuous Improvement Group.				
	Collaborate with another Eagle scout or organization to put a Story Walk up at an additional park.				
	Investigate availability of patron passes at various area museums.				
	Investigate reciprocal borrowing with Montpelier and Warren.				
	Promote Library giving.				
	Continue to work with various community groups.				
	Continue to work with Literacy Alliance.				
	Investigate a pro bono lawyer in the library program.				
	Investigate Legal Form kiosk.				
	Investigate a gardening club at Ossian.				
	Promote Sora(Overdrive for schools) to area schools.				
	Continue to promote Summer Reading and other events at area schools.				
	Pursue funding replacement for Children's Book Festival.				
	Pursue more robust fundraising with our Friends of the Library group.				
	Programs with skilled community members ie: Basket making, Cake decorating, painting, bread making, gardening w/native and pollinating plants.				
	HIGHLIGHTS:				
	2023				
	2024				
	2025				

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	2026					
	2027					
Goal 3:	**WCPL promotes its services and collection**					
Library Service Responses:	*This goal supports all the service responses*					
Secondary Service Responses:						
Possible Objectives:	WCPL will organize and streamline its communication and promotional efforts to better educate and inform all its customers.					
	WCPL will actively promote library to non-users.					
	WCPL will connect more with non-traditional markets.					
	WCPL will streamline and evaluate our electronic resources and databases.					
	WCPL will actively pursue translating marketing and informational materials in Spanish.					
Measures	**Year-end Stats**	**2023**	**2024**	**2025**	**2026**	**2027**
	Increased number of community partnerships.					
	Increased number of library card holders.					
	Increased circulation, program attendance and door count.					
	Increased followers to library social media.					

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	Successful initiation/continuation/completion of task	2023	2024	2025	2026	2027
	Facebook					
	Instagram					
	Twitter					
	New platforms					
	Successful initiation/continuation/completion of task	**2023**	**2024**	**2025**	**2026**	**2027**
Possible Activities:						
	Promote services to Realtors.					
	Promote services to businesses.					
	Promote services to Healthcare Facilities.					
	Promote services to Social Services.					
	Educate staff on existing Social Services.					
	Deliver collections to daycares/preschools.					
	Continue to participate in Fair/parade activity.					
	Increase outreach efforts, i.e. programming off-site					
	Create training schedules, library lingo and department definitions.					
	Reevaluate databases offered and promote those kept.					
	Continual education of staff for services and collections					
	Continue attending local school events to promote services & library card sign-up					
	HIGHLIGHTS:					
	2023					
	2024					

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	2025					
	2026					
	2027					
Goal 4:	**WCPL is a learning connection**					
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.					
Secondary Service Responses:	***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.					
	Create Young Readers: Emergent Literacy- 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					
	Learn to Read and Write: Adult, Teen and Family Literacy-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.					
	Connect to the online world: Public Internet Access-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					

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	Get Facts Fast: Ready Reference-Residents will have someone to answer their questions on a wide array of topics of personal interest					
	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.					

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	WCPL will be a community leader in early literacy.					
	Year-end Stats	**2023**	**2024**	**2025**	**2026**	**2027**
Measures	Monitor homebound services provided.					
	Increase program attendance.					
	Track use of the genealogy department.					
	Programs					
	Attendance					
	Visitors					
	Reference					
	Measure participation for Book-a-Librarian program.					
	Increased number of programs for ages 18-30.					
	Increased number of multi-generational programming.					
Possible Activities:	**Successful initiation/continuation/completion of task**	**2023**	**2024**	**2025**	**2026**	**2027**
	Continue adding applicable training sessions to employee Niche portals.					
	Continue to educate staff on social services available to patrons in need.					
	Continue trivia nights/DND and explore program opportunities for ages 18-30.					
	Investigate concurrent child watch/adult programming.					
	Increase outreach programming efforts.					
	Explore a partnership to offer ESL classes.					
	Start a staff recon mission to visit other libraries throughout the year.					

	Explore the purchase of property around our main branch to add a green space.				
	Continue to explore social media platforms and virtual programming applications.				
	Continue to offer technology education classes.				
	Continue to offer amazing children's programming for all wee ones.				
	Continue to be active with senior partnership programming.				
	Explore a senior information brochure to put on the WOW bus.				
	Explore offering a senior expo.				
	Start monthly genealogy programs again.				
	Continue to partner with our local history society.				
	Continue to digitize maps for easier accessibility.				
	Creating a Veterans' obituary database.				
	Digitize funeral home records.				
	Reassess our database offerings.				
	Continue August Author nights and Oct Talks				
	Continue to offer varied Teen programming to support life skills & hobbies				
	HIGHLIGHTS:				
	2023				
	2024				
	2025				
	2026				
	2027				

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Appendix B

2017 Online Survey Results

	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

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	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

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	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
								Let community
	Services to enrich lives	extended Summer Saturday hours			items and activities than Fort Wayne	Internet Access		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	Books at Southern Wells			Drive-up book return is hard to reach	Varied services beyond books		Lounging area with TV's

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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:
		and entertainment										
		Access to knowledge		More books in Christian Fiction				Music Selection		Storytimes		Programs for Millennials that are advertised on Facebook

2017 Community Conversation Results

Bluffton

SESSION 1: BLUFFTON LOCATION												
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		Technology – how a 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		

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Necessary	Community	Fregal	Indiana Room	Applying the physical concept to the technology	Facebook
Lifeline	Connection	Card Catalog	Genealogy	Free Range Creativity	Newspaper/local radio
Inspiration	Family time	Reserve resources and to hold	Access to computers	3D goggle field trips – educate for research	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/ancestory information	Music		Face to face with flyer information
Family	Education	***COMMENTS REGARDING ONLINE SERVICES:***	Study space		Networking
Current	Interests in things I didn't even know about or knew about	No need to use library as a resource for research	Books		App for event calendar, 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
	Camaraderie	Disconnected	Research		Instagram

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		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				Hand 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										

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		Parent gathering place for social, ideas, make connections									

SESSION 1: BLUFFTON LOCATION

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				

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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

Session 3: OSSIAN						
One word that describes the library to you:	What services do you currently use?	What changes would your 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 Ossian	Ancestry.com in library	Homework program with volunteers	Cook club at Ossian Library	

Helpful (2)	Geneaology	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 Consortion 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 reapholstering, sewing, knitting, language, cooking, etc.

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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 youth
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							

Session 3: OSSIAN							
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 with people with same passion and mentor.	
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.	

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Prepare fore 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, Veitnam, 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 peolple 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 the young author.						
Use software programs to teach - digital design class, production video class						
All items at the library to get kids to think about careers						

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https://www.facebook.com/BEAMbyEyeClick/videos/1854921018079489/?autoplay_reason=all_page_organic_allowed&video_container_type=0&video_creator_product_type=2&app_id=624541620938530&live_video_guests=0						
Interative 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

SESSION 2: SOUTHERN WELLS LOCATION										
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 downt to Swells		Lack of education of what's available and how to use the library		Do programs right after school
Available		Teachers promoting community events (after school events/priorities may be an issue)		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 fair

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Resources (2)					
	6th Grade-Leah Baumgartner is considered their librarian	Use of meeting room - could be a use in Swells area	FB link	"Bluffton" library is the perception	Programs get kids excited about reading
	Chew-N-Chat is successful	Summer reading	Google app	Need more of a variety in the Swells library	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 often		Create your own app	No prescence here	No time to run to Bluffton
	Parents of younger kids - offer free babysitting time just for Swells		Teacher training	Library 101 with activities	Quiet Study Room
	Make Swells Kids feel special		Swells to feel spcecial to own it	**students need to be out of the building after school is out	Story Hour - incorporate again for Pre-K
	Once a Quarter have regular visits to library (English/Language classes)			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 center				Would like a gym with a book area
					They want a hangout, but not in the school building
+					Within walking distance

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							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 pick up books
							Online-easy process to checkout
							Some restrictions on what they can check out - types of books

SESSION 2: SOUTHERN WELLS LOCATION

5 Year Plan		10 Year Plan		
Mobile Cart		Meeting center		
Library programs run through WCPL 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 sibiling to get done with sports practice		
Getting parents involved		Early evening hours: 2-8pm		
Multipurpose rooms		Bluffton branch to help with community outreach		
Fund childrens area		Outdoor facility		
Separate adult area		Reading area		
Study rooms		Outside meeting area		
White boards		Tress/pavilion with picnic tables		

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Sound proof room			Ampitheatre 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				
Ask what are the needs				
What services can library off to teachers for educating				
Computer classes - what are the needs, find out				

2017 Staff Survey Results

2017 Staff Community Conversations				
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 dpt		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

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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
Parking garage		Inviting atmosphere-staff welcoming and warm, tidy shelves and spaces		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		

Appendix C

2022 Staff Conversation results

2022 Staff Community Conversations				
Are there services you wish we offered but we don't?		**What services does the library offer that you love and/or hear other patrons say they love?**		**Are there services we offer that need to stop/change?**
Another evening staff member for notary-I		Daily Snacks-IIII		Paperback spinner
Green Space-II		Therapy Dogs		Retro Gaming Night
Tutoring List		Variety of items-II		Community Goal for Adult SRP not prizes
More Adult Programming		Question of the Week		
Passports		Hobby Programming (D&D)-II		Summer Reading
Outdoor Seating-II		Adult Programs-IIIIIII		
Lockers		Notary-IIIIIII		
Resource Officer		Copier/laminating/faxing-IIIIIIII		
Kanopy		Free Videos-III		Receiving Faxes-the patrons that need this service are often low income and don't have the computer skills needed to set-up email, and the incoming faxes we used to receive were usually medical papers or assistance info.
More passes		Meeting/Study Rooms-IIIIIII		
Maker Space		Beautiful Spaces-II		
Social Worker		Games-II		
Security Guard		Fine Free-III		
Summer Lunches with the schools		Hotspots-I		Taxes-I
Try-it space		Knowledgeable Staff		Kate's Kitchen
Green Space		Children's Programming-IIIIIII		
Self Check-out		1,000 Books before Kdg.-IIII		
Lend out tech type of equipment		Teen Programming-IIIIIII		
Ongoing show of movies		Internet-I		
Snack Bar		Home Bound-I		
Library pet		Non-traditional Items)-IIIIIIIIII		
Interdepartmental displays		Digital Material-IIIIIIIII		
Bilingual services		Reader's Advisory-II		
Large selection of Spanish Fic		Computer Club/Assistance-II		
Magnifying readers to C/O		ILLs-III		
Social Worker		Office Needs		
Tween programming		curbside-I		

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	Tax Help-I	
	Great Staff-I	
	Reading Programs-III	
	Information sharing-I	
	Toys	
	Large Print	
	Passes	
	Book Boxes-II	
	Reading material	
	Book-a-librarian-I	
	Divorce Forms	
	Social aid	
	Movie under the stars	
	Try-it Night	
	Gaming	
	Children's Book Festival	
	Movie/Audiobook selection	

2022 Ideas for 5 years		2022 Ideas for 10 years
More outreach (outside the building)	Keeping abreast of technology-III	Disappearance of all physical audio and decrease in movies.
Promote Reading	Keep meeting rooms and study rooms current to meet community/patron needs	Continue to be a community resource-space, tech, internet, programming for education and social meet-ups.
Quiet Peaceful Atmosphere	Continue to offer both educational and entertainment programs	Tween section
Programs for Learning	Listening to our patrons	New Adult section
Passport Activity	Keep looking at other libraries and borrowing their ideas	Roof Space
Decrease in Physical media Material	Make sure people are aware of online resources	Stay up to date on technology

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Updated Databases-II	Building our digital collections	I would love to see us utilize the steps more often for programs and events. It's such a cool feature of our building.
Southern Wells Presence	Excellent in-person programming	Cope with shortening attention spans to emotional immaturity
Staff IDs for clocking-in	Becoming better prepared to help with emergency situations	Adding security measures
Green Space	Adding additional staff at our service desks	Social Worker in the building
Maker Space-II	More digital access	Outdoor area for people to use computers/tablets all hours and all year long
Outdoor Movies	Offering Meeting/Study rooms	
Storywalk at other parks-I	More teen programming at Ossian	
Return boxes at other locations	Updated Cataloging and reordering of titles on the shelves in a patron-friendly manner	
Non-fiction to more digital	New windows at Main	
Maybe an addition at Ossian	Southern Wells Branch	
Outdoor space to have programs		

Things staff like from other libraries
Senior Librarian
History Book Club-for men
Electric Car charging
More Outdoor seating
Duplicating signage/social media in Spanish
Seed Library-II
Lego Wall
Christmas sock/glove tree
Ask-a-lawyer
More art and crafts for kids
Cookie and Canvas
Sit and Stitch group
FOL Bookstore/Café

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YouTube Channel
Social Media
Meet the Author
Concerts/Events
Outdoor Movies
Bicycle/Bookmobile delivery/Checkout books
DIY Storytime-display table with a few children's books, craft materials etc.
Different types of fundraising events put on by the FOL would be wonderful. Putt putt, formal dance
Library Rewards program
Halloween costume rentals
True Crime University
Continued collaboration with schools
Library of things-tools and small appliances
QR codes for ebooks, read-a-thon, golden tickets in books for prizes
Staff picks for ebooks shown in-house
Book bingo-maybe across departments
Spanish collection
Labeling series in a patron friendly manner
Green space/outdoor reading area
Gardening programs
Tween programs
Pop-up flexible spaces-new ideas that surprise and delight patrons outside of the library
Igloo reading nooks far all year long, outside reading areas
Community Cinema
Book reading groups at breweries
Community Skill Sharing
Story Mob
Food for thought
Annual Party at the library event to show and feel everyone is welcome
Story time at the Park and do w/Parks Department once a week during summer
More tax prep
lending video games
hosting free legal consultation
Social Worker
Bee Hive in the library
Art work programs

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