

2018-2022 WCPL Long Range Plan

Goal 1:	We believe in Resources and Reading						
Library Service Responses:	*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						
	Get Facts Fast: Ready Reference -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	2017	Jan-18	Jan-19	Jan-20	Jan-21	Jan-22
	Increased number of library card holders.	17,566	16,651	16,490	15,053	15,340	14,810
	Continue strong circulation.	277,101	264,565	254,249	193,588	232,375	273,603
	Continue strong program attendance.	19,351	29,229 (CBF)	22,966	4,452 in-person 36,170 virtual	25,322 (CBF)	18,742
	Continue strong door count.	159,946	153,124	142,338	69,577	112,864	130,542
	Increased wireless stats.	20,705	69,296	67,726	39,919	57,427	62,959
	Increased website use. (page loads)	167,784	158,456	148,940	115,019	69,416	136,078
Does not include eMaterial	Increased circulation of targeted collections. Kids	119,680	120,312	118,736	82,688	107,585	116,269
	Teens	11,955	11,280	11,451	8,546	11,095	11,738
	Adults	102,088	97,896	89,388	57,334	74,402	82,952
	Increased Staff Knowledge about library programs and services.	x	x	x	x	x	x
	Increased newsletter sign-ups.		636	661	586	1,206	1,451
	Increased user stats for online resources. Sessions	4,965,362	5,251,310	3,829,988	54,007	128,167	154,978
	Searches (EDS changed how they tracked usage. Later numbers are more realistic)	5,217,292	9,007,587	3,937,702	60,427	139,122	164,412
	Full-text retrievals	1,729	2,022	791	321	2571	3,312
Possible Activities:	Successful initiation/continuation/completion of task	Responsible Department	2018	2019	2020	2021	2022
	Consider adding cookie cutters to our cake pan collection		x	x	x	x	x
	Simplify and consolidate our communication efforts.		x	x	x	x	x
	Make website more mobile friendly.			x	x	x	x
	Continue to update website.			x	x	x	x
	Work with local realtors to include library promotional material in their information to home buyers.						x

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Implement a digital library card for all patrons.		x	x	x	x	x
Institute a weekly PR focus for staff.		x	x	x	x	x
Implement a process to keep staff up-to-date on the resources the library offers with a Library Resources Refresher Program				x	x	x
Explore the possibility of a library presence at 4-H Fair and other community opportunities.				x	x	x
Continue having a presence at Street Fair and Ossian Days		x	x	n/a	x	x
Explore the possibility of adding Hoopla or a similar service		x	x	x	X	x
Add the State Library's "Ask a Librarian" link to our website				x	x	x
Explore the possibility of a circulating video game collection		x				
Reevaluate the use of Library Aware newsletters		x	n/a	n/a		
Continue the "Tail Waggin' Tutor" Program		x	x	x	x	x
Explore simultaneous access e-book campaigns for events like One Book One County			x	n/a	n/a	n/a
Investigate Viber(Rakuten messaging app)		x		n/a	n/a	n/a
Explore offering a "Read-Aloud Club"				x	n/a	n/a
HIGHLIGHTS:						
2018						
Created daily staff informative emails						
Created digital cards available to all patrons and student's out-of-county						
We will not be continuing LibraryAware due to low use by patrons						
We currently cannot provide the Rakuten messaging app						
The library will not be offering circulating video games at this time due to the range of game formats.						
The Library partnered with The Literacy Alliance to provide adult literacy, HSE training and life-skills coaching						
We streamlined our databases and discontinued those that had low usage						
2019						
Began re-evaluating WordWise and updating subjects as needed.						
Library finished up a complete website redesign to make it more mobile friendly and we are making edits as needed to streamline the menu options.						
We added cookie cutters to the cake pan circulating collection and have seen an increase in circulation						
2020						
Read-aloud book club: Next Chapter Book Club requires training (\$30) and a one-time membership fee (\$350). Will look at again in Aug. 2020.						
Created To-Go kits for all ages, which were a hit, for COVID work around						
Added menu options on Website Mobile						
Added Database spotlights on multiple pages and cleaning up the look of Database page						
Added Genealogy Database pages online						
Added Teen YouTube channel						
Virtual Storyhours						
Created Virtual Promotional package for the schools from SRP						
Created Monthly book chats on Instagram						
Attended Plaza Market, Parks Department and BlufftonNOW events for community presence						
Kept Calm and Carried on during a file crisis in which we lost the U: and P: drive to ransomware						
2021						
Participated in the 4-H Fair Parade and held a Storytime at the Fair program						
Created lots of Canva templates and have slowly added staff to use Canva for marketing & promotions						
Added mobile-friendly video tutorials to the library website via Niche Academy						
Increased email newsletter usage by adding all program attendees to the newsletter automatically with a welcome message instructing them to opt-out if they don't want to receive the newsletter, instead of an opt-in function						
Made the online catalog mobile friendly						
Started using Niche Academy for staff training						
Will be adding Hoopla in 2022						
Started in-home daycare storytime presentations throughout the community						
Started circulating in-house use of preloaded Atari and Nintendo consoles, Wii and Nintendo Switch for teens and adults						
Removed barriers to information access by going fine free						
Removed barriers to teen access of information by removing parental permission for internet computers						
2022						
Reached out to local realtors and created a library information flyer to be included with FOL bags and handed out at community title companies.						
Participated in the 4-H Fair Parade and held a Storytime at the Fair program						

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	Added Hoopla in March						
	Adding VR children's non-fiction interactive books						
	Added and additional Tail Waggin' Tutor-Luna						
	Adult Services assisted patrons to connect with the Literacy Alliance to help their reading comprehension and obtain their GED.						
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	2017	Jan-18	Jan-19	Jan-20	Jan-21	Jan-22
Measures	Increased number of homebound services provided.	255	223	195	556	450	292
	Continue strong program attendance.	19,351	29,229 (CBF)	22,966	4,452 in-person 36,170 virtual	25,322 (CBF)	18,742
	Increased use of the genealogy department. (Programs, Attendance, Visitors and Reference)	2,058	2,074	2053	369	696	712
	Measure participation for Book-a-Librarian program.		10	27	14	111	270

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	Increased number of new adult programs.		21	13	52	146	214
	Increased number of multi-generational programming			1	10	15	9
Possible Activities:	Successful initiation/continuation/completion of task		2018	2019	2020	2021	2022
	Explore putting book baskets in social service agencies.	We were told no	x				
	Continue to offer adult programs at Ossian		x	x	x	x	x
	Explore offering Teen programs at Ossian	Snacks	x				x
	Continue to offer regularly scheduled genealogy workshops.		x	x	N/A	x	N/A
	Redevelop the Genealogy Database and access to Genealogy Materials with Portfolio		x	x			x
	Educate staff on the technology available to patrons.			x	x	x	x
	Explore library opportunities to involve students and their devices.			x	x	x	x
	Offer a monthly or bi-monthly adult program on different topics		x	x	x	x	x
	Explore offering food/cultural programs for adults			x	x	x	x
	Explore a cookies and canvas program			x			x
	Explore implementing a knitting/crochet program for the after-school crowd	Teens not interested					
	Explore the use of Virtual Reality programming for all ages			x	x	x	x
	Explore adding a Local Artist Fair, perhaps in conjunction with our Local Author Fair					x	
	Implement a Book-a-Librarian program.		x	x	x	x	x
	Explore the implementation of a makerspace.			x		x	x
	Continue to offer and expand homebound services		x	x	x	x	x
	Encourage staff to seek technology education		x	x	x	x	x
	HIGHLIGHTS:						
	2018						
	Special One-time Adult Programs: Action Plan for Healthy Living, Yule Ball, Radio Technician Licensing Course, Homemade Bath Bombs, Secerts to Aging/Ikaria, Greece Travelogue, Rocks and Gems, Canning Demo (Cook, Talk, Taste), Historic Homes Tour, Cemetary Tour, Escape Rooms, Murder Mystery Theatre						
	Bluffton will be starting a Game Night for adults like the popular Game Night at Ossian						
	Looked into placing reading baskets at Social Service Agencies and they already have their own baskets						
	2019						
	Cook Talk Taste monthly program had increased attendance as we offered new programming ideas.						
	Completed a five-session "Try-It Tech" class during Senior Explorations, which included two sessions using augmented reality apps. Also tested this with the iPad Club group.						
	We increased our Book-a-Librarian bookings by 270%.						
	We provided a "canvas and mocktails" program during the Summer Reading Program.						
	Increased pages read in the Adult Summer Reading Program by 150 percent.						
	Ran "Try-it-Tuesday" programs for teens in the Spring that focused on trying various types of technology. Bloxels was a favorite that allowed teens to create their own video games and share them with others in the group.						
	Special One-time Teen Programs- Chocolate Creations, March Mystery Mania, After Hours Glow Party, T-shirt Make Over, Space themed Escape Room, Galaxies Galore, Lunar Labyrinth and Landing Challenge, May the Forks be With You, Star Wars Night, Perfect Picnic Program, Awesome Apples, Thanksgiving Escape Room, Christmas Around the World.						
	Continue to provide monthly programs for teens including book club, Teen Advisory Board, and Manga Club.						
	Added children's books to our existing Wait'n'Read baskets.						
	2020						
	Many of our programs and activites planned for in-person were cancelled due to COVID-19.						
	We Kept Calm and Carried On during a pandemic						
	Greatly increased our online presence- online story times, book chats, Teen Tuesdays, Teen Youtube channel, Instagram posts increased						
	Implemented Curbside Pick-up to allow better access to information						
	Staff have learned to use multiple online meeting platforms and virtual technology						
	Hosted a VR kit from the state library in October and November						
	Adult programs-Day of the Dead, Cook, Talk, Taste, Charlie Deam Program, Genealogy,						
	Teen/Children with devices: Minecraft, Tween Tech						
	Added 5 study rooms of varying sizes to promote life-long learning and community. Were used greatly for eLearning, virtual workplaces and virutal programming.						

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	Had staff perform database exploration/education during COVID						
	Modified Summer Reading so it could be distributed virtually and still offered a program						
	Did offer some in-person programming in the Fall for storytimes, teens and book clubs with no complications. Parents were vocal in their appreciation of the programs offered						
	2021						
	Removed cost inhibitors to entertainment movies						
	Teen staff attended Bluffton freshman orientation to hand out material on digital resources and programs						
	Childrens & Teen staff attended SW parent-teacher orientation to do remote sign-ups for library cards						
	Hosted a VR kit from the state library in October and November						
	Teen staff attended the Wells County Career Expo, open to all local high schools, private schools & homeschooling groups						
	Added Try It Kits, which offer makerspace-type activities that patrons can check out and complete at home, including a button maker, embroidery, light box, nature kit, and more.						
	Implemented Niche Academy to train staff on databases and other software the library offers						
	Monthly Adult Programs resumed and we added two new Dungeons & Dragons programs a month.						
	Monthly To-Go Kits for adults were offered to reach more patrons and included a variety of foods/recipes, crafts, and information, while promoting collections. Kits included: Hygge, Pi/Pie Day, Walking the Trails of Wells County, Origami, Writing, Frankenstein Day, Tie-Dye, Inktober, Self Care, Baking, and more.						
	Council on Aging did not offer AARP Tax Help and because of some increased Covid-19 protocols, the library had to pivot constantly when setting up tax appointments. Approximately 960 patrons were assisted with filing their taxes.						
	With the pandemic, Senior Explorations converted to shorter Senior Snippet sessions. Both sessions held at the library in the spring and fall were well attended, including the book and movie programs, Senior STEAM, and smart phone tips. Two of the most popular activities for the seniors were creating a stop motion animation video using LEGOs and expanding their adult coloring skills by using the Happy Color app.						
	Started circulating Botanical Conservatory pass to allow patrons to experience more activities and programs outside of the library as well.						
	Genealogy trainings and video tutorials were added to Niche Academy and are available on the library's website, so patrons can watch when convenient for them.						
	Added a collection of yard games						
	Trying Family Retro Game Night monthly program @ Ossian						
	Offer after school snacks and passive programming @ Ossian						
	Offered a more user friendly reading program platform with app						
	Hosted an Among Us program to incorporate Teens and eDevices						
	Added a school age cooking basics program with JL Crew. 4-6th grade						
	Partnered with the Wells County Historical Society on multiple programs, including: 19th Amendment Suffragette Program, Historical Walk of Cherry Street, and Cemetery Walk						
	Offered 2 virtual and 1 physical author visits in-house and 8 virtual author visits with our local schools						
	2022						
	Teen staff attended Bluffton freshman orientation to hand out material on digital resources and programs						
	Childrens & Teen staff attended SW parent-teacher orientation to do remote sign-ups for library cards						
	Teen staff continues to visit the SW Jr/sr high school monthly for a book club during lunch time						
	Teen staff gave library tours for the Kingdom Academy middle school and for the middle & high school-aged Life Adventures homeschooling co-op students						
	Adult Services Book-a-Librarian requests have grown by over 1/3 compared to 2021.						
	WCPL began partnering with Parlor City Brewery for a reoccurring trivia program.						
	Indiana Room volunteers are again adding new obituaries to Portfolio, expanding the number of obituaries available through Enterprise. Steady progress has also been made on overall obituary scanning. We nearly have all obituaries scanned through 1980. The book scanner has also been placed back in service with several irreplaceable books digitized and preserved for future researchers.						
	Two Oculus Quest's were purchased. Both contain a mix of games and educational applications and are very popular.						
	Adult Services staff educated library patrons and staff on the dangers of microwaving popcorn near a smoke detector. This is a continuation of 2021's wildly successful event.						
	Adult Services held a drop in multigenerational escape room.						
	Added a collection of board games						
	Media Services created and cataloged CDs of the historical WCRD and Barb Elliott interviews.						
	Adult Services Staff gave a presentation to the Wells County Genealogical Society regarding genealogy resources at the library.						
	Adult services worked with and assisted local authors by providing information regarding one room schools and family history. The created works being donated to the Indiana Room.						
	Adult Services began the digitization of maps to be added to the WCPL website.						
	Teen and Adult services departments partnered with the Bluffton Parks department for a multigenerational river clean-up program with a brief educational overview of the history of the Wabash river and creation of the river greenway.						

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Goal 3:	We Believe in Community						
Library Service Responses:	*Know your community: Community resource and Services -Residents will have a central source for informaton 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.	159,946	153,124	142,338	69,577	112,864	130,542
	Increased number of meeting room uses.	1,677	1,535	1,734	1,048	2306	3,360
	Positive and constructive customer feedback on a variety of customer survey tools.					x	
	Continue to offer community collaborated programs with the library.	x	x	x	x	x	x
	Increased number of outreach(off-site) programs provided by the library.						
	Increased followers to library social media. (Facebook)		1,830	2,125	2,365	2,562	2,853
	Instagram		193	283	501	633	732
	Twitter		454	469	466	470	469
	Successful initiation/continuation/completion of task		2018	2019	2020	2021	2022

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Possible Activities:	Explore community partnership with a "Get Out into the Community" event	This event was discontinued but we have done our own events			x		
	Be a part of community welcome packets.	In Chamber info want to ask Realtors			x		x
	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.	Upper Wabash Conservation is discontinued	x	x	x	x	x
	Encourage businesses to offer "ask the expert" series at the library.	Switching focus to a day event with multiple experts in next LRP.					
	Be more involved in the BlufftonNow organization		x	x	x	x	x
	Explore partnering with the American Legion to record oral histories of war vets and Virtual Reality Honor Flight trips	Already being done by a community member.					
	Be more involved in the Ossian Revitalization Committee.		x	x			x
	Annually update the community resource information at the public service desks.		x	x	x	x	x
	Annually evaluate and expand our community links on website.		x	x	x	x	x
	Continue with our Historical Society collaboration.		x	x	x	x	x
	Explore adding library information to local Healthcare Facilities' new baby packets.					x	x
	Explore ways to continually communicate and inform teachers of what the library can offer them and their students.		x	x	x	x	x
	Increase publicity efforts with other groups.		x	x	x	x	x
	Continue to expand our outreach programs at Southern Wells School.		x	x	can't due to Covid	x	x
	Explore the possibility of a branch in our Southern part of the county	Looking into offering holds pick-up to SW students. In the process of offering overnight hold pick-up lockers.	x				x
	Explore ways the library can share and coordinate services with other area libraries for both financial savings and increased patron service.		x	x	COVID	x	x
	Provide library program information to the people in charge of homeschool newsletters.	Have lost contact information but continue to post on their Facebook page.		x	x	x	x
	Explore the possibility of partnering with the 4-H Aerospace and Robotics Clubs	Contacted but no response...does not exist anymore					
	Explore the possibility of taking programs to the Boys and Girls Club.	Tried and did not work as hoped.	x		COVID		
	Explore re-organization of public service areas and staff to better serve the patrons.		x	x	x	x	x
	Showcase our customers in our marketing of the library and its services.			x	COVID	x	x
	Continue customer service training for our staff.		x	x	x	x	x
	Investigate the addition of a makerspace	Add items in Adult Services and Makerspace kits that can be checked-out?		x			
	Add/update technology in our meeting rooms		x	x	x	x	x
	Continue to promote the Library's brand "Your Go To Spot..."		x	x	x	x	x
	Explore sound damping materials all-over the building		x	x	x	x	x
	Explore adding more cameras outside		x	x	x	x	x
	Add No-Smoking signs to the outside gathering spaces		x	x	x	x	x
	Explore the possibility of a west end emergency exit		x	x	x	x	x
	Explore the possibility of adding a nursing space		x	x	x	x	x
	Continuously evaluate our buildings for their use and accessibility.		x	x	x	x	x

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Work to keep library appearance and displays fresh and de-cluttered.		x	x	x	x	x
Develop a variety of customer satisfaction tools for yearly implementation.			x			x
Library board will take advantage of opportunities to prepare for future library expansion.		x	x	x		
Explore the opportunities to create a green space.					x	x
Improve communication between departments		x	x	x	x	x
Put our logo on the balcony in place of the directional graphics	after construction project decided not to do this					
HIGHLIGHTS:						
2018						
We hosted another successful Children's Book Festival						
We partnered with the CAC for the Murder Mystery, The Parks Department and Bluffton Regional for Theatre Thursday, YMCA for summer programming, Community Harvest for Teen/Family food packs, we took part in Parlor City Christmas and Boo-in-Bluffton						
We partnered with the Historical society to provide Historic Homes tours and a Historic Cemetery Walk						
We created a digital student card for teachers to allow their students access to our online materials						
We continued to offer the Chat and Chew bookclubs for 6th, 7th-8th and High School at Southern Wells along with 3 special one time programs						
We have staff serving on these boards: LiGHT, Parlor City Christmas, Leadership Academy and Leadership Academy Mentors, Historical Society, Genealogy Society, Bluffton NOW!, Bluffton NOW! Event Committee, WRAPP, United Way, Creative Arts Council, Wells County Chamber, YMCA, Chamber Education Committee, YMCA Early Learning Committee						
We provide a monthly program for the Norwell Life-skills class						
We are developing a coupon booklet for new library card registrations						
We talked with the middle school librarian from Norwell about the possibility of Word Wising their collection						
Our children's department met with the Marion Library Children's Director to share how they organize their materials for a better function						
We had staff attend and work with the Bluffton HS Entrepreneurial Class						
We started offering Krafty Kids, Try-it Tuesday, Tween Tech, Discovery Days, Lego and Block Play Days and Game nights to provide a variety of spaces for tech and creative outlets.						
2019						
Sponsored the "Kid Row" area at the Olde 303 Music Festival in partnership with Bluffton NOW! and the kid's area at the Parlor City Plaza Grand Opening.						
Created a community bulletin board using post-it notes to try to facilitate feedback and engagement using one of the Harwood: The Institute for Public Innovation's "Ask Tool" questions. Got some participation but need to modify this tool to get better qualitative data information.						
Finished the coupon booklet for new library card registrations and gained more participation from area businesses throughout the year.						
Partnered with the YMCA for a Nerf Night during the Summer Reading Program.						
Partnered with the Southern Wells Schools to provide "Chat and Chew" book clubs.						
No smoking sign decal was added to the picnic table area						
Did a PR push during the bond process specifically asking the public to write letters to our County Council sharing their library stories and the importance of the library. Highlighted several of these on social media with pictures of those library users and why the library is their "Go-To Spot." Also highlighted numerous "Did You Know" facts about the library, along with a library infographic.						
Worked with the Friends of the Library group to get "We HEART our library" yard signs throughout the community for National Library Week.						
We have staff serving on these boards: Parlor City Christmas, Leadership Academy and Leadership Academy Mentors, Historical Society, Genealogy Society, Bluffton NOW!, Bluffton NOW! Event Committee, WRAPP, United Way, Creative Arts Council, Wells County Chamber, YMCA, Chamber Education Committee, YMCA Early Learning Committee, Optimists						
2020						
Added material to our Spanish collection and highlighted the collection with all ages displays on Latinx Culture						
Cataloging Historical Society material, had a women's suffrage program planned but did not present b/c of COVID.						
Hosted CCC Camp model and historical display, worked with State Park and local historian						
Offer virtual storytimes in preschools and special needs classes						
Offered tour of building and services for Bluffton's Life Skills class						
Sent a school email for services for teens						
Worked with schools to add Libby and Tumblebooks to all student devices and inform on process to obtain a digital library card						
Added sound system to Parlor and Storytime room. Added projector to storytime room.						
Finished the library construction project with many positive comments from the community						
Created an online community during the COVID-19 event and beyond						
Participated in Light Up Wells during COVID						
Decorated windows for Parks Department's Community Safari in place of Touch-a-Truck						
Because of community needs, we opened our building during construction and opened as quickly as possible/found creative ways to offer services during COVID						
Participated in multiple Bluffton NOW! events						
Added digital services to website highlighting what people could do during quarantine						

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	Designed and implemented a curbside service while closed during quarantine and will continue to offer curbside services in good will for all patrons post COVID						
	Highlighted new building to the community with a 3 day open house offering tours, a historical video of the library through the years, a virtual building tour and celebration perks						
	2021						
	Added Try It Kits, which offer makerspace-type activities that patrons can check out and complete at home, including a button maker, embroidery, light box, nature kit, and more.						
	Partnered with the Wells County Historical Society on multiple programs, including: 19th Amendment Suffragette Program, Historical Walk of Cherry Street, and Cemetery Walk						
	Created several pamphlets that were sent to the schools for teachers that listed books of benefit and teacher resources.						
	After much consultation decided to post all 1,000 Books Before Kindergarten pictures on Facebook after a child finishes (with parent permission, of course) to highlight our youngest readers more on Facebook. Celebrated the 10 year anniversary of 1,000 Books Before Kindergarten with photos of all finishers displayed throughout the Children's Department.						
	Maintained community partnerships by serving on committees for upcoming events and various organizations						
	Slowly started adding reader book reviews (with written permission) we have been receiving back as part of the WCPL Book Boxes and various surveys to social media to feature library patrons and their opinions on books on our shelves.						
	Added several general customer service trainings to Niche Academy that staff can access at any time.						
	Continue to use "Your Go-To Spot..." in advertising and have added a number of special logos that can be used on social media, videos, etc. for various different promotions that take a spin on the "spot" theme						
	The Teen and Adult Services Departments continue to meet quarterly for programming meetings to help improve communications across the two departments and have teamed up to work together for the WCPL Book Boxes and Try It Kits.						
	WCPL Book Boxes are a new way we have added to try to offer customer service and reader's advisory in a new way. Customers can also fill out a satisfaction form when they bring their books/empty box back to let us know if we are picking books wisely. As a whole, the staff seem to have enjoyed the feedback and it's helped with reader's advisory for future book selections.						
	Partnered with the YMCA for a Nerf Night during the Summer Reading Program.						
	Partnered with the Southern Wells Schools to provide "Chat and Chew" book clubs.						
	Started visiting YMCA daycare for storytimes						
	Started offering teacher training for current and future educators in our local schools						
	Attended Chamber Career Expo to educate local students about area opportunities						
	Participated in Tourism/Economic promotional advertising at Bluffton and Ossian						
	Attended Southern Wells parent teacher conference nights						
	Started in-home daycare visits with Children's Department staff						
	Shared SRP information with WACHE homeschool group						
	Conducted cross-training between Children's and Teen Departments						
	2022						
	WCPL provided a cyrillic keyboard for Ukrainian refugees to use at our public internet stations.						
	WCPL study rooms increased in usage to 5,826 patrons, over a 50% increase from 2021.						
	Adult services created monthly displays providing materials regarding black history and pride month. Displays also were created to help patrons learn about historical and current events.						
	Partnered with the YMCA to host the annual Nerf Night during the Summer Reading Program.						
	Teen staff visits Southern Wells jr/sr high school monthly to provide book clubs to the students during their lunch periods						
	Teen & Adult Services partnered with the Parks Department and the Upper Wabash River Basin Commission to hold the River Clean-Up program						
	WCPL staff attended Back-to-School orientation and parent-teacher conferences at the Bluffton and SW schools to promote library services and assist with remote & digital card sign-ups						
	Teen staff provided library tours to Kingdom Academy students and the Life Adventures homeschooling co-op						
	Books in Ukrainian and Russian were added to the library's Libby app to help incoming refugee students						
	Teen Zone provides Uncrustables (funded by donations from local churches) at mealtimes to assist food-insecure kids						
	Promoted LEGO Club & Crafty Kids @ Ossian using young patrons who attended programs						