



# **5 Year Plan**

**2024 - 2029**

Date Created: June 13, 2024

# Five Year Plan

- The purpose of the five year plan is to provide the public an assessment of operations, technology, facilities and services.
- The plan serves as a comprehensive representation of the community's needs and goals.

## Five Year Plan Committee

Liz Rozelle	Library Director and Plan Chair
Laurie Hogue	Library Assistant Director
Lauren Davis	Library Youth Services Librarian
Patricia Freeman	Board Treasurer
Toavona Best	Board Member, library patron with a child

# Mission

- The mission of the Yorktown Public Library is to provide a variety of current materials and services to meet the educational, informational, and recreational needs of the community.



# Community Needs and Goals

1. Facilities Goals
2. Circulation Goals
3. Patron Goals
4. Collection Goals
5. Technology Goals
6. Programming Goals
7. Staffing Goals
8. Collaborative Efforts
9. Financial Information
10. Challenges
11. Annual Review

## ***FACILITIES GOALS***

- Improve and maintain the building and grounds

Continue improvements in and around the building in order to enhance and maintain the library property

Plan for replacement of rubber roof on original building

Plan for replacement of HVAC units on original building

Continue to offer and improve accessibility of the library building and property to persons with limitations

Remain cognizant of ways to improve our footprint on the environment

### **Outdoors:**

Install fencing between library property and service station

Repair and maintain turf with seasonal fertilization and weed/pest control. Regular mowing to maintain appearance.

Repaint/repair outdoor storage sheds or investigate building a new storage unit in place of the two current sheds

Continue to maintain outdoor NaloxBox

Place a sign on the Board Room for better recognition

Investigate issues with turf in front of board room window. Possible solutions could be concrete over a portion of this area. Get professional advice on drainage issues that may be present.

### **Indoors:**

Phone charging station

Toggle bar on conference room exit door – may require replacing current door or removing automatic door function

Remedy low lighting in certain areas of the collection

Investigate alternative uses of interior spaces

Update furniture throughout the library for better function

Decorative mural on large, floor to ceiling, corner windows for seasonal use and add sun blocking material

Put stained glass in the three small windows in the conference room or put sun blocking material on them

- Improve and maintain overall security of the building

Continue using security cameras inside and outside the building

Add security cameras as needed to cover all areas of the property

Lock all doors except front lobby doors during operating hours

Lock all doors and set alarms when closing the library

- Maintain remote security, fire and water through security monitoring company

Maintain fire equipment including sprinkler system by testing and documenting annually

- Serve as a community center in certain emergencies

Offer the library building and property for use in certain emergencies where such space is needed

## **Facilities information**

- After a new addition and remodeling project that spanned 2019 to 2020, the building has 12,000 square feet
- In the new addition, the roof, siding and HVAC were all new in 2020
- The three HVAC units on the original building are various ages and may need to be replaced in the next 5 years
- The rubber roof on the old building was replaced in 2005 and may need to be replaced in the next 5 years
- There are two parking lots, a small one in front and a larger one on the side

- There is an outside drop box for after-hour's material returns
- There are two storage sheds at the back of the building. One was placed in 2002, the other in 2011. Both will need to be repaired or replaced in the next 5 years.

## **Measures to assess facilities**

Over an 18 month period, assess the building and grounds by a targeted survey, a Facebook poll, or reading public comments by residents. Use this information to create new facility goals if needed.

## ***CIRCULATION GOALS***

- Circulate available items both physical and electronic to eligible people living in the library district

Maintain an accurate database of eligible people living in the district by purging patrons that no longer live in the district or are deceased

Provide a large, diverse collection, both physical and electronic, that is easily discoverable by patrons through the library catalogue, library website, or other means and that can be borrowed for a reasonable length of time

- Provide efficient and convenient ways for items to circulate

Hire friendly, knowledgeable staff at the circulation desk

Use a dependable, efficient and cost effective ILS (integrated library system) so that circulation of items is quick and accurate

Provide self-checkout for patron use

Maintain a user friendly online card catalogue that is available at stations throughout the library and online for easy discoverability of both physical and electronic materials that circulate

Provide interlibrary loan services so that items not available at Yorktown Public Library can be obtained for patrons

Consider the use of outdoor lockers or similar items to provide pick up of physical materials after hours

Continue to provide curb side service for those requiring or requesting such service.  
Consider adding signs in the parking lot with library information.

Continue to provide outreach services for individuals in the library district who cannot physically visit the library building to get materials

➤ **Maintain or increase circulation levels**

Use the statistics provided through the ILS to keep track of annual checkouts by all age groups. This is done through the required Indiana State Library annual report.

Assess the feasibility of increasing/decreasing the number of items allowed to be checked out by all patrons

Assess the feasibility of increasing/decreasing the length of time items can be borrowed

Manage the number of items allowed to be checked out at one time and the length of checkout time through Board policy

## **Circulation information**

<b><i>Material Type</i></b>	<b><i>Loan Period</i></b>
New adult books	14 days
All other books	28 days
Music, magazines, audio books	28 days
Kindles with preloaded books	28 days
Family Passes: Eiteljorg Museum, Muncie Children's Museum, Indiana State Museum	7 days
New entertainment movies	3 days
All other entertainment movies	7 days
Video games	7 days
TV series	14 days
Non-fiction DVDs	28 days
Roku devices	14 days
Hotspots*	14 days
Tablets*	14 days

- Parents or guardians are responsible for reviewing and/or restricting items checked out by their children less than 18 years of age.
- Adult patrons may check out up to 30 items on his/her card at one time. Of these 30 items, 10 can be movies and one can be a video game.
- Youth (ages 5 to 17) may check out up to 15 items on his/her card at one time. Of these 15 items, 5 can be movies and one can be a video game.



- Items can be renewed in person, online, by text or by phone as long as there are no holds on the items being renewed.

\*Check out of Hotspots and Tablets is limited to adult patrons 18 or older.

## **Measures to assess circulation**

Use the Indiana State Library annual report statistics on circulation of materials to compare the rate of circulation with prior years.

Use ILS reports to maintain the database of active patrons.

## ***PATRON GOALS***

- Provide excellent customer service to patrons and others at all times

Train new staff in the importance of excellent customer service and the patron centered service we strive to provide at this library

Re-train, remind, mention to current staff the same goals

Staff will make every effort to correctly identify eligible residents of the library district when issuing cards

Strive to meet whatever needs a particular person is seeking through any reasonable means necessary

Provide an environment people will want to revisit by hiring friendly, professional, and courteous staff

- Effectively communicate information on policies, programs and services available to patrons and others

Have available various ways for patrons to communicate with the library such as text, email, phone, online or in person

Have patron policies available on the library's website

Maintain an up-to-date website and social media platforms with information about upcoming events, programs or other pertinent information

Advertise events, programs or other important information throughout the library using signage, brochures, fliers, etc.

➤ Maintain patron growth

Meet the needs of patrons as they occur and continue to provide excellent customer service

Promote New Library Card Sign-Up Month with promotions and/or contests

Provide easy ways for people to sign-up for new cards such as remote sign-up at events, online sign-up process, self-sign-up at the circulation desk

➤ Offer assistance to patrons and others when using our programs or services

Patrons needing assistance should be helped with kindness and professionalism

Staff will treat all people in a consistent manner

Every avenue should be explored to get a patron the assistance they need even if it requires additional staff time and effort

Staff should know who to seek assistance from for different situations, however, the director and/or assistant director can always be asked for assistance

Provide staff with proper training and time to practice using various methods of information retrieval

Staff offers visitors assistance when asked for. Staff can approach someone when it is apparent they need help but are not sure how to proceed.

➤ Offer programs, services and materials that meet the educational, informational, and recreational needs of the community

Programs should be interesting and appealing to the intended audience

Programs will be offered at times convenient to the public

Programs will be offered for all age groups

Library programs will be free to all that attend

Programs should be evaluated after they are initiated to guide future offerings and to make sure the program is meeting the needs of those it is intended for

Services normally offered by a public library will be offered

Services will be delivered in a professional, courteous manner

New services will be offered as they become necessary and available

Patron requests for new programs, services and materials will be accepted and given consideration for implementation

Offer databases that meet patron needs and are available for use at no charge

## **Patron Information**

- The following types of patron cards can be issued:  
Resident, Non-resident, PLAC (Public Library Access Card), Student, Educator, and Reciprocal Borrower
- Transient visitors may use library services within the building, however, they will not be granted a library card
- Anyone visiting the library may use the public computers and the free Wi-Fi inside and outside the building
- Interlibrary loan services will be offered to patrons with an active library card
- Patron statistics are reported each year through the Indiana State Library Annual Report

## **Measures to assess patron goals**

- Patron data can be accessed through the Apollo ILS and should be reported accurately each year on the Annual Report
- At the time of reporting the Annual Report, the director will compare the number of current patrons with the past year to assess growth, maintenance or significant loss of patrons. Appropriate action should be provided if needed.

## ***COLLECTION GOALS***

- Include new and diverse materials

Continually add new and diverse materials to the collection

Include materials that meet the diverse needs of all patrons

Provide the newest and most popular materials when they are published as well as classic and older items requested by patrons

- Maintain an updated and relevant collection

The collection should reflect the needs and desires of the community

Use any reasonable means to keep abreast of new releases such as professional journals, news sites, literary articles, social media, and patron requests

- Consider new collections to meet community needs

Carefully consider new collections requested by the community

As much as possible, keep those patrons requesting new items for a collection informed of any decisions

- Use statistics to manage each collection

The current ILS, Apollo, provides many ways to generate reports that help in the management of collections

Use the statistics and parameters offered through Apollo to guide decisions on additions or subtractions from the collections

- Maintain and evaluate electronic resources

Consider usage reports for current electronic resources to decide which resources to continue expending funds on

Consider new additions to electronic resources by weighing the cost vs. the benefits to the community

- Provide Interlibrary Loan services to meet the needs of those patrons who request materials the library does not own

- Create a process for material challenges

Use the current Collection Development Policy to answer questions from the public about the collection or a particular item

Give individuals the current form for material challenges and assist them with how to complete it

Carefully consider each challenge and reply in writing with the reasoning behind any decision

## Collection Information

- The collection is divided into the following main categories:

Adult, Young Adult, and Children

- Within each main category there are many different types of collections. There is some cross over of these collections.

**Adult Collection:** hardback books, paperback books, books on CD, Periodicals, movies (R rated) and TV series, video games, music CDs

**Young Adult Collection:** books, books on CD, periodicals, movies (PG and PG-13)

**Children's Collection:** books, periodicals, movies (rated G), literacy bags

- Other specialized collections include graphic novels, databases, electronic books and magazines, classic books, Caregiver kits, periodicals and newspapers

- Collection Snapshot: 4/24/24

Type	Holdings
0 - Unassigned	27
2 - Adult DVD	3177
3 - Adult Fiction	4664
4 - Adult Nonfiction	4314
5 - Audiobook	1927
6 - Board Book	423
7 - CD	1652
8 - DVD Nonfiction	821
9 - Easy	3819
10 - EP	196
11 - GRA	858
12 - INS	1739
15 - JBR Fiction	1413
16 - JBR Nonfiction	391
18 - Juvenile Audio	288
19 - Juvenile DVD	1488
20 - Juvenile Fiction	3927
21 - Juvenile Nonfiction	4038
24 - Large Print	3217
25 - Mystery	3345

26 - Paperback	2084
27 - Paperback Mystery	1138
28 - Periodicals	1051
29 - RD	195
30 - Reference	124
31 - Science Fiction Paperback	461
32 - Television series	2508
34 - Western Paperback	530
35 - YA Audiobooks	276
36 - YA DVD	2197
37 - YA Fiction	2311
39 - YA Periodical	38
41 - Juvenile Foreign Language	9
42 - Blu-ray	278
43 - Adult Graphic Novel	1865
44 - PG Rated DVD	1336
45 - Video Game	425
46 - Early Literacy Bag	15
47 - Young Adult Classics	290
48 - Classic Movies	427
Total	59282

## **Measures to assess Collection**

- Librarians manage each collection as assigned
- Each collection sub-set should be assessed by the librarian for:  
Needed space, patron requests, community needs, relevance, popularity, etc. as the need arises and periodically as able
- The librarian has various reports available in the Apollo ILS to assist in the above assessments

## ***TECHNOLOGY GOALS***

- Budget sufficient funds to support current and future technology needs
- Provide enough public computers to meet the needs of the public
- Maintain adequate WiFi for public use inside and outside the library building
- Consider additions to the technology offerings and the library's technology systems as they become available
- Stay abreast of new and upcoming technologies such as AI
- Continue to provide e-books; consider adding digital music and video
- Provide patrons with information and assistance using these technologies
- Maintain positive relationship with IT company to provide technology support and advice

## **Technology information**

- The library currently contracts with eKeepers for all technology needs including security, hardware, and software management
- The following is a list of current hardware and equipment owned by the library:

### **System Hardware and Equipment**

Dell PowerEdge R640 Server  
Wireless AP Access Point  
Smart-UPS 3000 Battery Backup  
PA-440 PaloAlto Firewall

ISR4331 Router  
Digital CCTV Security camera server (NVR)  
14 indoor security cameras  
4 outdoor security cameras

### **Staff Hardware and Equipment**

9 Staff Dell desktop computers  
6 Staff HP inkjet printers  
1 Staff HP laser printer  
2 Dell Circulation desktop computers  
1 Toshiba EStudio3505AC Copy Machine (copy, print, scan, fax)  
1 Lexmark 748DE Color copier/printer  
10 Scanners  
12 AVAYA telephones  
1 36" Samsung TV wall mounted in children's department for announcements  
1 75" LG TV wall mounted in addition for announcements  
2 Receipt printers at Circulation  
1 Desktop Dell computer for TimeClick employee time clock  
1 Cricket machine  
1 Cover One book repair machine  
1 Eco-Smart RTI Disk cleaning machine  
1 RTI Blu-Ray cleaning machine  
1 Samsung RF28T5001ISR Refrigerator in Program Room  
1 Whirlpool stove  
1 Samsung microwave with vent  
1 Oster toaster oven  
1 Epson Expression 12000XL scanner  
1 "cooker" for bedbug prevention  
1 LG Refrigerator for staff use  
1 Black & Decker microwave for staff use  
1 Frigidaire chest freezer

### **Public Use Hardware and Equipment**

3 Public Dell desktop catalogues  
2 Self-serve Dell laptops for registration  
2 Self-serve Dell laptops for checkout  
6 Public Dell desktop computers  
9 Teen Dell desktop computers  
2 Desktop Dell computers in children's department  
2 AWE educational computers in children's department

## **Dual Use Hardware and Equipment**

- 1 Dell laptop for use with Conference Room TV
- 1 75" LG Smart TV wall mounted in Conference Room
- 1 ViewSonic 86" ViewBoard 4K HD Flat Panel TV with ViewSonic ViewBoard i5 PC in Program Room
- 1 Sound system in Program Room
- 1 Video camera for TV in Program Room

- The following is a list of current software owned by and vendors used by the library:

Apollo ILS (Information Library System)  
TimeClick by Hawkeye Technologies employee time clock software  
EnvisionWare reservation software  
Go Daddy domain name, yorktownlib.org  
Veritas Backup Exec software  
Faronics Deep Freeze  
AVC bookkeeping and payroll software  
MyLibro library app software  
Consumer Security Systems, Inc. security software  
Streamline website developer and hosted services

## **Measures to assess technology**

- Most technology decisions are coordinated with eKeepers, a local technology management company offering a full array of services to help us manage all areas of technology in the library
- eKeepers provides quarterly Preventive Maintenance Reports and reviews them with the director
- Use quarterly Preventive Maintenance Reports to budget and plan for future purchases and to keep track of items reaching end of life
- Replace hardware and software as it ages out, becomes obsolete or no longer functions with comparable, updated replacements
- eKeepers recommends electronic equipment be replaced every 5 years or as needed. During quarterly reviews, they provide a spreadsheet of all equipment and software, the date it was purchased, and when it will be end-of-life or will expire. If, after 5 years, the equipment or software is still functioning at a high level as evaluated by eKeepers, it will not be replaced at that time in an effort to save money.



## ***PROGRAMMING GOALS***

- Provide a wide variety of programs that meet the diverse needs and interests of the community
- Budget sufficient funds to support a variety of programs for all ages
- Seek other financial opportunities to support programming such as grants, collaborations, donations, etc.
- Communicate programming information widely through brochures, social media, website, library app, etc.
- Expand programming offerings by creating and supporting the job of Adult and Teen Programming Librarian
- Provide enough personnel to adequately staff for all programming needs
- Plan programming suitable for the current library facility that can comfortably accommodate participants
- Offer library sponsored programming at no cost to participants and open programming to all, regardless of library card status
- Work collaboratively with non-profits and other organizations to provide free/low cost programs to patrons

## **Programming Information**

- A 6-week summer reading program is offered every year for all ages
- Current Children's Programming:
  - Story Times: Tiny Tots, Bookworms
  - YPL Culinary Club (3<sup>rd</sup> – 5<sup>th</sup> grade)
  - STEM Friday
  - Reading Dragons
  - 1000 Books before Kindergarten
- Current Teen Programming
  - Teen Scene
  - Teen Advisory Board
  - Teen Book Club
  - Teen Subscription Bags

Teen Culinary Club  
Short Film Club

- Current Adult Programming
  - Kitchen Chronicles
  - Walking Club
  - Book Club
  - Blind Date with a Book
- Current Family Programming
  - Fiber Arts Club
  - Holiday Programs
  - Mini Art Show
  - Seed Library

## **Measures to assess Programming**

- Keep accurate attendance records

Use to assess whether programs are relevant to the target group  
Use to collect data for annual report  
Use to assess whether programs are worth continuing

- Use attendee evaluation forms

Use to assess whether program met program goals  
Use to assess how attendees felt about the program  
Use to assess knowledge gained from attending

- Carefully weigh factors for continuing programming

If a program is not meeting the goals set forth, is not well attended, and/or staff receives negative feedback from attendees, consider eliminating it, revamping it or replacing it with another programming idea

## ***STAFFING GOALS***

- Insure the library is staffed with enough employees to adequately meet the needs of the community
- Staff will be friendly, accommodating, helpful and knowledgeable in every interaction with the community and with co-workers

- Staff will be trained in the job they are assigned to and will be skilled in tasks associated with delivering excellent service
- Staff will be cross-trained as much as possible to take on the duties of another position to ensure consistent service and provide flexibility when needed
- Staff will be compensated fairly and in a manner comparable to other similar jobs in the library field
- Adequate funds will be budgeted each year to support professional training outside and inside the library, including traveling expenses
- Staff will be encouraged to attend conferences, webinars and other events that support their position at the library
- Professional development will be financially supported so that staff can attend pertinent educational or professional meetings
- Occasionally, the director may plan professional development programs at the library for staff
- Staff with a diverse background will be one of the goals in hiring new individuals, when possible
- Longevity of staff is encouraged and is currently rewarded with extra vacation time on a sliding scale after five years of continual employment

## **Staffing Information**

- Currently the library has four full-time employees (40 hours per week) and twelve part-time employees (1-28 hours per week)
- There are three employees with a Master of Library Science degree: director, assistant director and youth services librarian
- The following positions are currently active:

Director  
 Assistant Director  
 Youth Services Librarian  
 Adult and Teen Programming Librarian  
 Adult Services Librarian  
 Marketing and Communications Specialist  
 Outreach Program Coordinator

Youth Services Assistant  
Circulation Assistant  
Library Page  
Bookkeeper

- Custodial services are contracted out to Carter Cleaning, a local custodial service
- The library board approves any pay raises and the Pay Scale each December for the following year
- The library director makes hiring recommendations to the library board and the board approves these recommendations

### **Measures to assess staffing goals**

- The library director with the assistance of the assistant director, prepares a staff schedule monthly and distributes it before the beginning of the new month
- The director and assistant director strive to schedule two circulation assistants to be at the circulation desk during operating hours (meal times, breaks or time helping patrons away from the desk, are the exceptions to this rule)
- The director assures there are enough staff during operating hours to provide the community with excellent service at all times

### ***COLLABORATION GOALS***

- Seek chances to collaborate at every opportunity, especially with other public libraries
- Network at conferences and other professional meetings with the goal of establishing relationships and potential opportunities for collaboration
- Maintain Collaborative Borrowing Agreement with Muncie Public Library
- Continue collaboration with the Yorktown Community Schools and other private schools in the library district
- Continue collaboration with the Town of Yorktown

### **Collaboration information**

- Currently exploring collaboration with the Purdue Extension to bring nutrition, gardening and other related programs to the library

- Yorktown Public Library has a Collaborative Borrowing Agreement with Muncie Public Library which allows patrons from one library to have the same privileges at the other library as long as they are in good standing at their home library
- The library collaborates with the schools for tours, attendance at school events such as literacy events, promotion of programs such as the summer reading program, use of the library's conference room and program room, use of the schools for library events, homecoming parade, teacher library cards, book topic sets, etc.
- The library collaborates with the Town of Yorktown for use of Morrow's Meadow for programming, attendance at events such as the Luminary Festival, financial sponsorship of Summer Music Series, promotion of library programs, etc.

### **Measures to assess collaboration goals**

- After collaborative events, assess how many new cards were issued, how many people visited the library information table, etc. and determine how effective the collaboration was for the library and/or the community
- Review this data when deciding to continue the same collaboration and when trying new collaborative efforts

### ***FINANCIAL INFORMATION***

- The budget and financial statements are public information and are available through the state's Gateway portal
- The Board of Trustees is responsible for approval of the annual budget and monthly/annual financial statements
- All financial reports will be maintained and made available for state audits
- Alternative sources of revenue will be considered such as grants, reward programs, private donors, Friends of the Library, etc.
- Major revenue resources include property taxes, license excise taxes, and local income tax. Other sources of revenue include copy fees, donations, memorials, and grants.

## ***CHALLENGES***

- Changing technology, emerging technology, future technology must all be considered as challenges and as resources with an open mind to the future
- AI is a new technology that will need education, exploration, assessment and integration into the library resources
- Facility and grounds

The turf is in need of attention including fertilization and weed control

There are spots in the parking lot that need to be filled in with gravel

Landscaping should be considered that will beautify the grounds, keeping drainage and other issues in mind

- Reductions in tax revenues – ways to save money

The director should try to end each year in the black when at all possible so that cash balances grow instead of shrink

Careful and thoughtful consideration should be given before making purchases

Consideration should be made to hire a staff member dedicated to applying for grants

Comparison shopping with different vendors to find the best value

Supporting the Friends of the Library group that provides the library with funds for specific projects

Director should stay updated and aware of legislative action that could affect the library's tax revenue

## ***ANNUAL REVIEW***

- The Board of Trustees will review and make any needed updates to the 5 Year Plan on an annual basis
- The 5 Year Plan will remain available to all interested individuals or groups on the library website

