

## **Library Profile**

The Lincoln Public Library operates with a Library Director under the direction of the Board of Trustees. The Library consists of 12 full time and 11 part-time employees including 5 full time and 4 part-time professional librarians. The library is open 60 hours per week. As of June 30, 2021 the library has a collection of 139,231 items, which include 119,414 books, 10,663 videos, 7,135 audios, 1,451 periodicals and other specialty items including museum passes, Kindles and hotspots.

The Lincoln Public Library has made significant strides in accomplishing many of the goals and objectives laid out in the Long-Range Plan issued in September of 2016. Since the last plan was issued, the library has a new website, upgraded WiFi, and has also added WiFi outdoors accessible in the library's parking lot and new seating area, increased programming, including STEM. The Library works toward achieving a balance between traditional programs and new technologies while maintaining the personalized service valued by our patrons. During the next five plus years the Library will continue to provide the present level of services while adapting to the ongoing shift in trends and technology needs.

## **Community Needs Statement**

The town of Lincoln covers 18.6 square miles and is located minutes from Providence. Centrally located in the Historic Blackstone River Valley, Lincoln has a population of 21,105, according to the 2010 census, a small increase over the last census. Population is distributed as follows: 22.5% were under the age of 18 years, 77.5% or 15,741 persons were 18 years of age or older, with 20.1% of the population over the age of 62, and 16.6% over the age of 65. Estimates show a small increase in the town's population in 2020 to 22,529.

The Lincoln community has high expectations for their public library service, consistently seeking relevant physical materials, updated technologies, and knowledgeable staff. The Lincoln Public Library will play a vital role in ensuring that the town's information needs will continue to be met. Our identifiable needs to meet the community expectation include the following: a multi-use facility that will provide differentiated spaces and programs, computer use and research, collections of print and non-print material, as well as space to accommodate informal community gatherings, conversations, discussions and programming. In addition, the library will continue to have a well-trained qualified team of professionals to deliver these services in an effective and responsive approach.

## **Lincoln Public Library Mission**

The library strives to provide patrons of all ages access to information, educational and cultural reading materials, and services in traditional and innovative formats. As the community's recreational reading and information resource, our goal is to help library users become lifelong learners. The library is a living, growing entity that responds to meet its patron's changing needs.

## **Lincoln Public Library Vision**

The Lincoln Public Library will be a fully-funded community hub by providing a wealth of current informational, educational and recreational resources to all members of the community, maintaining the principles of diversity, equity, and inclusion. The library will be known throughout the area for its knowledgeable and friendly staff, welcoming and safe environment, accessibility, convenience, current technology, extensive and varied collections, and helpful assistance.

## **Long Range Plan Goals – 2022-2027**

### **Facilities**

#### **I. Goal**

To increase access and availability to current technology for both patrons and staff and to continue to upgrade regularly.

##### **Objectives & Strategies**

- a. To continue to be aware of current trends and the potential of such trends to be implemented in the library.
- b. Provide on-site access to mobile charging stations for various devices.
- c. Provide an outdoor charging station for various devices.
- d. Investigate cloud storage providers and consider moving all essential staff files to cloud storage.

#### **II. Goal**

To enhance accessibility and functionality of the library's existing facility and grounds.

##### **Objectives & Strategies**

- a. Update the library's phone system.
- b. Investigate sound dampening materials to enable a more welcoming environment for individuals using the public space.
- c. Perform ongoing evaluation of statistics to determine the organization of library collections based on use and community need.
- d. Improve the appearance of library grounds to create an attractive and welcoming environment.
- e. Add more shelving to better display Large Print and DVD collection.
- f. Increase outdoor seating to make use of our public Wi-Fi.
- g. Establish a specific teen services area for patrons ages twelve to seventeen that is a safe space for them to study, socialize, and interact with library collections.

- h. Create quiet study spaces for individuals or groups to work that will not interrupt the comfort or goals of other patrons.
- i. Purchase a generator to ensure continuous operations during a power outage.

### **III. Goal**

The library will begin to investigate the possible options for adding library space to create increased services, functionality, and materials in support of identified needs of community stakeholders.

#### **Objectives & Strategies**

- a. Form a committee of library stakeholders to highlight and propose how to address the library space and create a space better equipped for service.
- b. Survey the current population's needs.
- c. Research how other public libraries are using their physical space.

## **Services**

### **I. Goal**

Provide an inclusive collection of materials that are relevant and beneficial to our community, while maintaining the principles of diversity, equity, and inclusion.

#### **Objectives & Strategies**

- a. Bring attention to cultural and social diversities through book displays both in the library and through our social media platforms.
- b. Increase traffic to both online and on-site resources.
- c. Provide access to various online resources that are user friendly.
- d. Provide individual assistance on the use of library resources and technology.
- e. Continually update content on the library website.
- f. Purchase a self-serve fax machine to improve services to patrons.

### **II. Goal**

To provide quality programs, for all ages and abilities, that are complementary to and support the library mission.

#### **Objectives & Strategies**

- a. Increase programming for all age groups to encourage a lifelong use of the library.
- b. Maintain awareness of current trends and implement them as seen fit for specific needs of the community.
- c. Promote literacy, information literacy and early literacy through accessible materials and engaging presentations by library staff and outside individuals.

## **Staff**

### **I. Goal**

Create, cultivate, and encourage a well-trained and qualified library team that demonstrates a strong public service ethic and awareness of needed public services.

#### **Objectives & Strategies**

- a. Training of staff will be made available both in-library and off-site to ensure that they are prepared to carry out their duties.

- b. Encourage and support staff to attend professional development, workshops, and seminars.
- c. Provide space and time to participate in Zoom meetings and online continued learning opportunities.
- d. Provide 2 mandatory in-service training sessions per year for library staff. Topics may include diversity and inclusion training, conflict resolution, customer service, etc.

## **II. Goal**

Undertake a wage survey to better align our pay rates with like libraries.

### **Objectives & Strategies**

- a. Advocate for budgetary dollars to increase wages and add benefits for part-timers to attract and maintain quality candidates for library positions.
- b. Advocate for competitive salaries to enable hiring and retention of professional library staff.

## **Community Relations**

### **I. Goal**

Increase community awareness of the Lincoln Public Library's materials, collections, and public centered community services.

#### **Objectives & Strategies**

- a. Investigate creating an outreach service program to homebound/assistant living individuals.
- b. Explore new community hubs to distribute promotional material about library services.
- c. Continue to make use of all PR avenues open to us, such as local newspapers, social media, and email, while researching new avenues to reach the public.
- d. Create and distribute promotional materials relevant to the community to increase visual understanding and potency within the community mindset.
- e. Increase support for the library by encouraging participation and involvement in the Friends of Lincoln Library.

### **II. Goal**

Improve library accessibility, comfort, convenience, and awareness for outreach opportunities

#### **Objectives & Strategies**

- a. Partner with the Town of Lincoln's Family Literacy Center to promote the library's resources.
- b. Outreach directly to the Lincoln Senior Center to create awareness of library resources and programming for seniors in the community.
- c. Outreach directly to schools to create a partnership in order to be a resource year round to students.