OYSTER BAY-EAST NORWICH PUBLIC LIBRARY
LONG RANGE PLAN OF SERVICE
2019 – 2022
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Vision Statement

The Library helps to satisfy the informational and recreational needs of the community by offering 24-hour access to professionally selected and easy-to-use online information and resources, as well as by providing an extensive collection of books and media.

By keeping abreast of the latest trends in technology and information delivery, the Library provides the most up-to-date library services available within the limits of its budget.

Through interaction and partnership with other local non-profit organizations and community groups the Library responds to the needs of the community whenever possible.
Mission Statement

The Oyster Bay-East Norwich Public Library provides materials and services to offer an opportunity for learning, recreation and personal growth.

Special emphasis is placed on supporting learning at all levels and ages, and on stimulating children’s interest in, and appreciation for, reading.

The Library makes use of both traditional expertise and changing technology to serve as an information and education center for all members of the community.
Library Roles

The Oyster Bay-East Norwich Public Library will continue to provide access to new technology to all patrons, and to assist patrons in becoming acquainted with the latest electronic resources.

Primary Roles

1) Reference Library

The Library will actively provide timely, accurate and useful information for community residents.

2) Popular Materials Library

The Library will feature current, high demand, high interest materials in a variety of formats for persons of all ages.

Secondary Roles

1) Formal Education Support Center

The Library will assist students of all ages in meeting education objectives established during their formal courses of study.

2) Preschoolers’ Door to Learning

The Library will encourage young children to develop an interest in reading and learning through services for children and parents together.
History of the Library

In 1893, The People's Library and Reading Room opened on the first floor of a building in Oyster Bay with funds solicited from the community. Subsequently, a committee was formed to raise money for the construction of a permanent home for the library. One of the earliest contributors was Andrew Carnegie, who made an annual donation of $1,000 for many years. In 1896, a parcel of land on East Main Street was donated to the committee.

In 1899, Governor Theodore Roosevelt laid a cornerstone for the Oyster Bay Free Library at the Library's present site. The building was formally dedicated in 1901. In 1925, the Library was turned over to the Oyster Bay School District for tax support; and, in 1949, the building underwent remodeling, paid for by donations made in memory of TR's son, Brigadier General Theodore Roosevelt, Jr. In 1938, the East Norwich Library was founded.

In 1962, the Oyster Bay and the East Norwich Libraries were consolidated, and the first Library Board of Trustees was formed. In 1967, an Absolute Charter was granted to the Oyster Bay-East Norwich Public Library, to serve the residents of the Oyster Bay-East Norwich School District, which currently has a population of 13,025.

In 1973, the New York State Board of Regents issued a Certificate of Registration to the Library. An addition to the building was completed in 1981. Ten years later, in 1991, a major renovation and expansion project was undertaken. When this project was completed in 1993, it substantially doubled the size of the Library. The use of the Library by members of the community and residents of the surrounding areas has increased since the completion of this expanded and upgraded facility.
Organization

Board of Trustees

The five-member unpaid Library Board of Trustees inquires into all matters affecting the Public Library, and sets policies concerning operation of the Library. Board Members are elected by residents of the community for a term of 5 years.

The Director of the Library is appointed by the Board. The Treasurer and Secretary to the Board are appointed annually by the Board Members.

The major responsibility of governing the library is invested in the Board. The Board’s powers and duties include:

* Determining the policies of the Library.
* Selecting the Director and establishing personnel policies.
* Approving changes in library services and personnel recommended by the Director.
* Advising in preparation and approving the budget of the Library.
* Entering into contracts for major Library construction.
* Selecting the location of and approving plans for the Library building.

The Board meets formally a minimum of 4 times a year. Notices of Board Meetings are posted in accordance with New York’s sunshine laws.

Director

The Director recommends to the Board the appointment of Library employees, and is responsible for their proper direction and supervision, for the care and maintenance of library property, for overseeing an adequate and proper selection of library materials in keeping with the stated policy of the Board, for recommending new or improved library services to the Board, for efficiency of service to the public, and for operation within the budgeted appropriation.

Technical Services

The Technical Services staff is responsible for the acquisition, cataloging and processing of library materials, as well as for interlibrary loan and data entry.

Circulation Staff

The Circulation Staff utilizes an automated system to check in and check out library materials, and oversees the library’s self-check station. They fulfill and forward inter-library loan requests, collect fines, send overdue notices, issue new library cards, assist with museum pass reservations, call patrons when reserves or interlibrary loans are available, and answer non-reference questions.

Public Services

Reference and Adult Services Librarians are responsible for all professional and support activities, including programming, information services, readers advisory, and all other activities dealing with the public.

Adult, Young Adult and Children’s Librarians and the Director select materials to be used in the Library, to meet the informational, recreational and reading needs of the community.
Considerable time is spent by professional librarians in assisting the public in the use of computers, online databases and the Internet; in the development and maintenance of the materials collection, including systematic weeding; organizing the collection for easy access; planning programs and publicizing them, and reading reviews in professional journals to aid in the selection of materials for acquisition.

Programming for Children includes storytimes, crafts programs, reading clubs, book discussions, workshops, supervised motion, and entertainments such as musical and magic shows, storytellers and puppet shows.

The Librarian specializing in Teen services (Young Adult) will allow for the development of appropriate collections, services, programs and help provide social opportunities for teens to interact with their peers. The Teen services Librarian will also supervise the Teen Advisory Board.

The development of bibliographies and displays for all age groups is done by the Children's, Young Adult and Adult Services Librarians.

The Library also assists and works with local schools through class visits, provision of books for school reading lists and homework assignment and other cooperative projects, and interacts with other non-profit agencies in the community via monthly meetings and other contacts.

In addition to the basic library services provided, various information programs are conducted in the Library. Among these are computer and technology courses, health, safe driving and boating courses, guest speakers, adult crafts and cooking programs and workshops designed for the community. The Library makes its meeting rooms available to local public groups for meetings whenever possible.
The Planning Process

This Long Range Plan evolved as the result of meetings between the Director and Trustees and the Heads of all Departments. A community survey was conducted to ascertain whether the majority of patrons were satisfied with the library’s services, materials provided and programs. Comments were welcomed and suggestions were given careful consideration. Input from the community continues to serve as our guide in planning the Library’s goals and objectives. (See Appendix)

A variety of output measures, such as the percentage of population registered as library users, and our circulation per capita, were also examined in the planning process. Counts were taken of patrons entering the library, the number of reference transactions, and of attendance at programs for different age groups. Statistics of computer and Internet use, as well as database usage reports, were also taken into consideration.

Current library services and collections were observed and evaluated, and decisions were made using input from the Trustees and Department Heads, and from all the information gathered, as to which services and collections were considered most essential, which factors needed to be addressed in the coming years, and which goals and objectives should be included in our Long Range Plan.

This plan is meant to be a continually developing, living document that provides flexibility to adapt to the changing needs of our community. It has been arranged in 6 key areas:

**Goal #1:** The Library will continue to make use of the latest technology to better serve the public.
**Goal #2:** The Library will provide materials in a variety of formats to adequately serve the informational, educational, cultural and recreational needs of the community.
**Goal #3:** The Library will serve all elements of its population.
**Goal #4:** The Library will assist students of all ages in meeting their educational objectives.
**Goal #5:** The Library will serve as a Preschooler’s Door to Learning.
**Goal #6:** The Library will be a safe, inviting and comfortable place for all members of the community.
The Community

The population of the Oyster Bay-East Norwich Central School District encompasses a wide range of household incomes, from poverty to extreme wealth, with every gradation of income in between. There is a correspondingly wide range in housing accommodations, from rooming houses and condos to large estates, with many older Victorian homes, as well as newer housing developments of varying sizes and price ranges.

As a waterfront community, its residents enjoy sailing, swimming, fishing and other seasonal sports. There is considerable interest among the members of the community in the area’s interesting history. Among the local groups working to preserve this heritage are the Oyster Bay Historical Society, the Theodore Roosevelt Association, the Townsend Society, the Oyster Bay Railroad Museum, and Raynham Hall Museum. Also located in Oyster Bay are the Theodore Roosevelt Sanctuary, the Sagamore Hill National Site, Planting Fields Arboretum, the Oakcliff Sailing Center, and the Sagamore and Seawanhaka Yacht Clubs.

The Boys and Girls Club of Oyster Bay-East Norwich provides after-school homework help and recreation, as well as summer recreation for children, and the Senior Center (Life Enrichment) adjacent to the Library provides recreation for older adults, a variety of trips and programs including exercise and computer training, meals and day care for the elderly. The Youth and Family Counseling Agency offers help to troubled, substance-addicted and impoverished members of the community. Also active in the community are The Friends of the Bay, The Waterfront Center, Rotary, The Main Street Association, the Oyster Bay Chamber of Commerce, and the Oyster Bay and East Norwich Civic Associations.

According to the Census of 2010, the median age of the area’s residents was then around 42, and the percentage of pre-school and elementary school students had increased slightly. There was a mix of senior citizens aging in place and newer families with young children.

In recent years, the population has become increasingly multi-cultural, as Hispanic, Asian and other populations have expanded. The Hispanic population was projected to continue to increase, and a Hispanic Cultural Society now actively serves this growing segment of the population. The Asian/other population was projected to increase only slightly, while no significant increase was expected in the African-American population, many of whose families have resided in Oyster Bay for generations. In planning how to best serve all the members of the School District, the demographics of the community are always a primary consideration.
Goals and Objectives

**Goal 1.** The Library will explore and expand its focus on the latest technology to better serve the community.

**Objective A.** To provide increased access for library patrons to online services and streaming media.

**Activities**
- Research offerings of various vendors of online services and streaming media.
- Increase line item in budget for downloadable materials.
- Select vendors providing widest range of materials.
- Publicize these services in newsletters, local papers, etc.
- Make availability known to local non-profits.

**Objective B.** To increase student awareness and usage of the library's online homework help and online databases.

**Activities**
- Undertake a publicity campaign via posters, flyers, bookmarks, newsletters, local papers, etc.
- Increase number of visits to schools by Librarians to discuss these programs.
- Increase number of visits by offering classes to residents to demonstrate what databases we have and how to conduct searches.
- Continue to discuss the availability of this help with School Superintendent, Hispanic Society, and other non-profits.

**Objective C.** To Schedule each Librarian to attend a minimum of 1 computer or database workshop annually.

**Objective D.** Introduce current and emerging technologies to patrons.

- Create opportunities for patrons to have hands on exposure to current technologies, such as 3D Printing, robotics, 3D Doodlers, etc.

**Objective E.** Provide an additional OPAC (Online Public Access Catalog) to the lower study.

- Work with Computer Technician for the proper setup of additional OPAC.

**Objective F.** Ability for patrons to register for programs online as well as make reservations for museum passes online with the ability of POD (Print on Demand).
Goal 2. The Library will provide materials in a variety of formats to adequately serve the informational, educational, cultural and recreational needs of the community.

Objective A. To continue to expand our collection of DVDs, Books on CD, Playaways, etc. and explore new forms of media.

Activities

- Secure funding for their purchase.
- Closely monitor circulation of DVDs and Books on CD.
- Clear space on shelves by weeding Books on CD that are not circulating.
- Purchase well-reviewed DVDs, Audiobooks and Books on CD on an ongoing basis.

Objective B. To respond to input from patrons to provide what the community wants.

Activities

- Conduct a Library User Survey.
- Discuss patron requests and comments with appropriate staff members.

Goal 3. The Library will serve all elements of its population.

Objective A. To increase library usage and awareness of library services throughout the community.

Activities

- Continually update “Welcome” packets with information about current library hours and services, bibliographies, etc. for all new borrowers.
- The Library will serve as the “Welcome Wagon” to new residents in the service area, by providing brochures, bookmarks, flyers and posters of library services and databases to the local schools as well as information on the Hispanic Society, Senior Center (Life Enrichment), civic association, youth groups and other community organizations.
- The web page will be improved, kept current and will be made mobile friendly.
- Emails will be sent periodically to registered patrons, which will include newsletters, programs, and other happenings.

Objective B. To expand programs to serve the Oyster Bay-East Norwich Community and demographics.

- Offer programs geared towards the 20-35 year old population.
- Offer more programs for Young Adults.
- Develop and implement a Summer Reading Program for Adults, Young Adults and Children yearly.
- Continue to provide programs relevant to the wants and needs of the community.
Goal 4. The Library will assist students of all ages in meeting their educational objectives.

Objective A. To assist students with homework assignments even when the Library is closed.

Activities
- Continue subscriptions to live online homework help.
- Secure funding for this service and for online databases.
- Publicize the availability of these services at the schools, Boys and Girls Club, Hispanic Society, and in various print media.

Goal 5. The Library will serve as a Preschooler's Door to Learning.

Objective A. To provide online programs and learning media for children that will encourage preschoolers to learn to read, and beginning readers to enjoy reading.

Activities
- Research library literature to discover best programs and media to help achieve this objective.
- Consult with Children's Librarian to get her professional assessment of available programs.
- Select best available program.
- Publicize new service to parents' groups, day care centers and schools.

Objective B. To provide early literacy programs for young children.

Activities
- Children's Librarians will prepare and conduct story time programs for ages nine (9) months up to the age of five (5) years old.
- Offer additional early literacy based programs.
- Develop and implement a Summer Reading Program yearly.
- Provide the opportunity for children to be a part of the 1,000 Books Before Kindergarten program.

Goal 6. The Library will be a safe, inviting and comfortable place for all members of the community.

Objective A. Increase safety measures amongst the facility-ensure the safety of all employees and patrons.

Activities
- Library will provide high quality customer service training for all staff.
- Library will provide situational awareness training and verbal judo for all staff.
- Library will arrange for a Security Survey – A site-specific review of existing security measures and suggestions on how to enhance building safety.
- Additional security cameras will be installed in both the Community Room and the Green Room.
- Periodic Lockdown and Lockout drills will be performed to ensure safety amongst all.
- Measures shall be taken to ensure that staff can reach the authorities quickly.

**Objective B.** The Library Director, along with the Board of Trustees, will continue to assess the building and grounds to secure a sound facility.

**Activities**
- Director will report to the Library Board on maintenance of grounds and facilities.

**Objective C.** To evaluate the library’s interior and exterior space to increase usage.

**Activities**
- Library will investigate ways to maximize the space in order to provide more seating.
- Library will investigate ways to create a space for Young Adults which will encompass the YA collection as well as space that will meet their needs.
- Solicit teen feedback on the planning of a Young Adult space.
Appendix
The Oyster Bay-East Norwich Public Library is conducting this survey in order to better improve the services it offers. As part of reviewing our long range plan, we are asking our users to answer questions that will help form the direction the library will go in offering services, programming, and materials to its visitors for the years to come.

1. How often do you or someone in your household visit the OBEN Public Library?
   ○ 1 or 2 times a week
   ○ At least once a month
   ○ At least once a year
   ○ I never visit the library
   ○ Other (please specify)________________________

2. What are your primary reasons you use the library?
   Check all that apply.
   ○ Quiet space to work, read or study
   ○ Place to meet
   ○ Borrow or print materials (books, large print, magazines, etc.)
   ○ Borrow non-print materials (DVDs, audiobooks, Playaways, music CDs, etc.)
   ○ Browse collections
   ○ Attend library programs (for me or for my child)
   ○ Help with finding books/or a good read (for me or my child)
   ○ Assistance with research, school assignments or other information (for me or my child)
   ○ Participate in any one of our Summer Reading Programs (Children's, Young Adult or Adult)
   ○ Enjoy friendly, welcoming staff
   ○ Use public computers and/or WiFi
   ○ Use local history or genealogy resources
   ○ Access online resources via our website
   ○ Download eBooks
   ○ Borrowing of Museum Passes
   ○ Use of office services such as: print, copy, scan, fax
   ○ Other (please specify)________________________

3. What are some of the reasons why you do not use the library?
   ○ Too busy/no time
   ○ Prefer to buy books/resources
   ○ I mainly used the library for my children when they were young
   ○ Read little or not at all
   ○ Lending period is too short
   ○ Wait time is too long for popular materials
   ○ Programs not of interest
   ○ Had a bad experience
   ○ Disability or physical limitation
   ○ Overdue fines
   ○ Quiet areas not available
   ○ No teen gathering area
   ○ Prefer to use other libraries
   ○ Library does not have the materials and resources I want
   ○ Library is not comfortable to spend time
   ○ Other (please specify)________________________

4. How do you typically find out about library programs?
   Check all that apply.
   ○ Newsletter
   ○ Website
   ○ Local papers
   ○ Social Media (Facebook/Instagram)
   ○ Library flyers
   ○ Library staff
   ○ Friend/word of mouth
   ○ Other (please specify)________________________

5. The Library has what I need.
   Strongly Agree
   ○ ○ ○ ○ ○ ○
   Strongly Disagree
   ○ ○ ○ ○ ○ ○
6. Library staff provided the answers I needed.
   Strongly Agree  Strongly Disagree
   ○ ○ ○ ○ ○ ○

7. The library keeps me informed of events.
   Strongly Agree  Strongly Disagree
   ○ ○ ○ ○ ○ ○

8. Overall, how satisfied are you with the OBEN Public Library?
   Very Satisfied  Very Dissatisfied
   ○ ○ ○ ○ ○ ○

9. Which of the following would you like the library to provide? Check all that apply.
   ○ More programs for adults
   ○ More programs for children
   ○ More programs for Young Adults
   ○ More eBooks
   ○ Area dedicated to teens
   ○ Other (please specify) __________________________

10. Do you know of someone that would benefit from library homebound service?  Yes ○  No ○

11. Your age group?
    ○ 11 years & under
    ○ 12-17 years
    ○ 18-25 years
    ○ 26-39 years
    ○ 40-49 years
    ○ 50-59 years
    ○ 60-69 years
    ○ 70-79 years
    ○ 80 years & above

12. Your sex
    Male ○ Female ○

13. I find the Library's staff to be pleasant and helpful?
    Yes ○ No ○

14. Are there children under the age of 18 living in your home?
    Yes ○ No ○

15. Do you use our online services/databases?
    Yes ○ No ○

16. How often do you visit the library website?
    ○ Never
    ○ Once a year
    ○ Monthly
    ○ Weekly
    ○ Several times per week
    ○ Daily
    ○ Several times a day
    ○ Other (please specify) __________________________

17. How would you rate your overall level of satisfaction of our website?
    ○ Highly satisfied
    ○ Somewhat satisfied
    ○ Neutral
    ○ Somewhat dissatisfied
    ○ Highly dissatisfied

18. Do you have any suggestions for improvement of our website?
    ____________________________________________

19. On a scale of 1-5, with 1 being "Very Much So" and 5 being "Not at All", rate the degree the Oyster Bay - East Norwich Public Library introduces you to innovative technology?
    Very Much So ○  Not at All ○

   ○ Facebook  ○ Twitter  ○ Instagram  ○ Pinterest
   ○ Vine  ○ Tumblr  ○ Linkedin
   ○ Other (please specify) __________________________

20. What social media services do you use or check regularly?

21. What types of technologies would you like to see implemented?
    ____________________________________________

22. Please share with us any additional thoughts on services, technology, programming etc.________________________________________
    ____________________________________________
    ____________________________________________
    ____________________________________________