OYSTER BAY-EAST NORWICH PUBLIC LIBRARY
LONG RANGE PLAN OF SERVICE
2023-2028
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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, assist patrons with copy machines, 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, craft 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 7 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.
**Goal #7:** The Library will provide public outreach.
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.
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.
- Secure funding 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 and other non-profits.

**Objective C.** To provide Library staff with annual technology training appropriate to their position that will help address the community’s needs.

**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.
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 Senior Center (Life Enrichment), civic association, youth groups and other community organizations.
- The web page will be improved, kept current and will become ADA compliant.
- 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 all age groups.
- 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.
• Continue to offer virtual programs, Take n’ Make programs and To Go Food Creations

**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, and in various print and social media.

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

**Objective A.** To provide 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 services 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 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.
• 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.

Goal 7. The Library will provide public outreach & engagement.

Objective A. Collaborative efforts with schools, especially with school librarians for the purpose of establishing relationships, increase library users and promote programs and library services.

Activities:
• The Young adult Librarian and the Children’s Librarian will meet with school librarians to collaborate periodically.
• Highlight databases, resources and new books via the Library Newsletter, social media and commercials.

Objective B. Offer homebound services to OBEN PL Library patrons for those in need.

Activities:
• Certain library staff will deliver and or pick up library materials

Objective C. Offer off-site library services such as administering library cards.
Activities:
  • Work with IT Technician to prepare equipment to administer library cards off-site (laptops, Dymo printers)

Objective D. Increase the visibility of the library and what it has to offer by participating in community events such as Oyster Festival, Oyster Bay Day and Cruise Nights.

Activities:
  • Have staff participation at certain events.
  • Prepare handouts about library services, programs and collections.
  • Work with NLS (Nassau Library System) to continue to promote library resources and programs.
Appendix
As part of reviewing our long-range plan, we are asking the OBEN community to answer questions that will help form the direction the library will go in offering services, programming, and materials to the community for the years to come.

1. How often do you or someone in your household visit the Oyster Bay-East Norwich Public Library? (Please circle one.)
   - Daily
   - Weekly
   - Monthly
   - Rarely
   - Never

2. Your age group? (Please circle all that apply to your household.)
   - 11 years and younger
   - 12-17 years
   - 18-25 years
   - 26-39 years
   - 40-49 years
   - 50-59 years
   - 60-69 years
   - 70-79 years
   - 80 years & above

3. What is the primary language spoken in your house? (Please circle all that apply.)
   - English
   - Spanish
   - Other: ______________________

4. What are your main reasons for using the Library? (Please circle all that apply.)
   - Homework/studying
   - Computer use/Internet/Wi-Fi
   - Local history/genealogy resources
   - Borrow books/reserve books
   - Online sources/eBooks
   - Borrow non-print materials (CDs, DVDs, Audiobooks, Playaways, Museum Passes) borrow LOT – (Library of Things) items
   - Programs
   - Other: _____________________________

5. Do you place books on hold prior to their release date? (Please circle one.) Yes or No

6. Do you choose books only by browsing?
   - Yes or No
   - 6A. If answered no, how do you choose what to read? ________________________________

7. What does your library mean to you?

____________________________________________________________________________

8. On a scale of 1-5 how would you rate the following current services in the Adult Reference Department?
   (Please circle one value only.)

   8A. Book collections................................. Needs improvement 1 2 3 4 5 Excellent
   8B. Database offerings............................... Needs improvement 1 2 3 4 5 Excellent
8C. Ease of placing holds for items ............... Needs improvement 1 2 3 4 5 Excellent
8D. Internet Access & availability ............... Needs improvement 1 2 3 4 5 Excellent
8E. Media Collections ................................ Needs improvement 1 2 3 4 5 Excellent
8F. Online Subscriptions and services
(Universal Class, Tutoring, Ancestry...) ....... Needs improvement 1 2 3 4 5 Excellent
8G. Patron service & friendliness ............... Needs improvement 1 2 3 4 5 Excellent
8H. Public Computers/Printing ...................... Needs improvement 1 2 3 4 5 Excellent
8I. Study Rooms ........................................... Needs improvement 1 2 3 4 5 Excellent

9. On a scale of 1-5 how important are each of these services to you? (Please circle one value only.)

9A. Book drops in the community ............... Least important 1 2 3 4 5 Very important
9B. Browsing for books and media on the shelf .... Least important 1 2 3 4 5 Very important
9C. Copying/Faxing/Scanning for personal use ...... Least important 1 2 3 4 5 Very important
9D. Delivery/Pickup of items for the homebound ... Least important 1 2 3 4 5 Very important
9E. Helping with/using computers and printers ..... Least important 1 2 3 4 5 Very important
9F. In-person library programs ........................ Least important 1 2 3 4 5 Very important
9G. Interloans/reserving books and media .......... Least important 1 2 3 4 5 Very important
9H. Meeting room space ................................. Least important 1 2 3 4 5 Very important
9I. Newspaper/Magazine Collection ................ Least important 1 2 3 4 5 Very important
9J. Online platforms like Universal Class,
Tutoring, Ancestry etc. ................................ Least important 1 2 3 4 5 Very important
9K. Quiet Study and Work Space ...................... Least important 1 2 3 4 5 Very important
9L. Ready Reference (assistance from Librarians in research of other tasks).... Least important 1 2 3 4 5 Very important
9M. Virtual Library Programs ............................. Least important 1 2 3 4 5 Very important

10. What do you value most about the Adult Department and the services that we offer?

11. How can we improve our Adult Reference Department and the services we offer?

12. What types of movies do you like to watch?

13. Would you like a longer loan time on new DVDs? (Please circle one.) Yes or No

14. What types of Audiobooks do you like to listen to?

15. What music do you like?

16. How are you informed about library programs? (Please circle all that apply.)
newsletter, emails, social media, word of mouth, other __________________
17. How satisfied are you with the programs that we offer?
   On a scale of 1-5 (Please circle one value only) .......... Very Unsatisfied  1 2 3 4 5 Very Satisfied

18. Are there any programs we don't offer that you would like to see offered?

Survey questions 19-24 are for Parents (If not applicable, please skip this section.)

19. Do your children have library cards? (Please circle one.)
   Yes or No

20. How often do you visit the children's room? (Please circle one)
   Daily  Weekly  Monthly  Rarely  Never

21. What are your main reasons for visiting the children's room?

22. Do you attend children's library programs? (Please circle one) Yes or no

23. What kind of children's programs would you like to see offered?

24. What days and times would you like these programs offered?

YA Survey Questions 25-37 are for Tweens/Teens Grades 5 -12 (If not applicable, please skip this section.)

25. How often do you visit the library? (Please circle one)
   Every day
   Once a week
   Once a month
   A few times a year
   Once a year
   Never

26. Would you come to the library more if there was a designated area for teens only? (Please circle one)
   Yes or No

27. When you come to the library, it is to ___________. (Please circle all that apply.)
   Use the Internet / free Wi-Fi
   Do homework/research
   Hang out with friends
   Attend library programs and events
   Borrow materials (books, music, movies/DVDs, graphic novels, etc.)
   Find information of personal interest
   Get help from a librarian
   other ______________

28. Which online / digital resources do you use? (Please circle all that apply.)
   Libby
   Hoopla
Comics Plus
Tutor.com
Various online research databases
Oyster Bay – East Norwich Public Library “Teen Links” page

29. How do you hear about Library tween/teen events or programs? (Please circle all that apply.)
   Library monthly newsletter
   Library Facebook page
   YA Instagram (obenp1teens)
   The Oyster Bay Patch
   Word of mouth
   School librarian

30. Have you attended a Teen Library Program in the past year? (Please circle one.)
   Yes
   No

31. If No, why? (Please circle all that apply.)
   Didn’t know about it
   The program did not interest me
   Inconvenient time
   Conflicted with school, sports, clubs etc.
   The age range of attendees

32. What are your favorite types of Teen programs? (Please circle all that apply.)
   Book Clubs
   Manga discussion groups
   Board game meet ups
   Game clubs (Dungeons and Dragons)
   Teen Advisory Board
   Community service
   In-person crafts and “Take and Makes”
   After school “Teen-only” movies
   Technology based (VR, Virtual, multiplayer online games)
   Food-based programs (Cupcake Wars, cooking)
   Informational programs (i.e. homework help, learning about college, jobs, writing, etc.)
   other________

33. What day would be the best time to schedule a teen program? (Please choose all that apply.)
   Monday
   Tuesday
   Wednesday
   Thursday
   Friday
   Weekends

34. What time would be best for a teen program? (Please circle all that apply.)
   4 PM
   5 PM
   6 PM
   7 PM
35. Have you signed up for a “Take n’ Make” craft in the past year? (Please circle one.)
   Yes or No

36. If No why? (Please circle all that apply)
   Did’nt know about it
   The craft did not interest me
   Reservation slots filled up too quickly

37. Overall, how satisfied are you with the OBEN Public Library? (Please circle one value only.)
   Very Unsatisfied  1  2  3  4  5  Very Satisfied

38. Please share with us any additional thoughts on services, technology, programming etc.

Thank you so much for taking the time to fill out our survey.

Please return the completed survey either by:

- mail to 89 E. Main Street, Oyster Bay, New York 11771
- dropping the survey into the survey box located at the Circulation Desk
- completing the survey online by visiting our website at www.oysterbaylibrary.org