

Turner Free Library, Randolph, Ma.:

Long Range Plan: FY17-FY20

Introduction:

Founded in 1874, the Turner Free Library has evolved with its ever changing community. The 21<sup>st</sup> century brings the opportunities of digital literacy, evolving computer needs, multi-lingual patronage, wildly diverse age groups, and multiple information platforms. The library also faces annual budget stressors and rapidly escalating usage.

In the face of all this change, it is important to define the goals and objectives of the library for the next three years.

The Turner Free Library is defined as a “popular materials” library. In order to define what the patrons expect to see when they think of popular materials, we have included the results of a user survey of over 286 community members. The survey was posted to all social media outlets, the Turner Free Library website, the Town of Randolph website, paper copies around town, Wicked Local Randolph, and our monthly newsletter email blast.

The library has identified three core services: relevancy, balanced, technology-forward materials provision for all ages, cutting edge technology provision, and modern, consistent, culturally relevant community programming for all ages.

**Meaghan James**

**Library Director**

**April 20, 2016**

**Mission Statement:**

It is the Mission of the Turner Free Library in Randolph to serve the informational, educational, cultural and recreational needs of all the members of the diverse

Randolph community by providing access to a professional staff, cutting edge technology, and quality materials, programs and services. The library seeks to encourage reading and the use of current technology for life-long learning and the enrichment of life in the community.

### **Vision Statement:**

Our vision is of a vibrant future for the Turner Free Library where the citizens think of the library as a place to go to get information, to find resources to enjoy a culturally and intellectually rich life, to share activities, programs and ideas with people from every corner of the world and a place where they can continue on their journey as lifelong learners.

### **Needs Statement:**

The 2016 User Survey was imperative to the success of planning for the future of the Turner Free Library. The survey indicated many improvements that the library is currently undergoing through our renovation, such as, quiet spaces, teen room, more meeting space, updated and cleanly bathrooms. Community members indicated the need for extended library hours in the Summer, along with added hours on Sundays. It is important to the community for the Turner Free Library to continue to add new technologies, and to increase programming with the continuous addition of multicultural events. Second to checking out materials, Randolph residents come to the library to attend interesting events and classes that need to be geared toward the diversity of Randolph.

## **Goals & Objectives:**

### **Goal: Improve Reachability and Customer Service**

Objective: Improve phone system for welcome recording, voicemail, and use of extensions.

Objective: Use technology like text messaging, chat, email blasts, social media, to reach out to patrons about programs and to assist with their informational needs

Objective: Collaborate with local businesses, town departments and state agencies to approve on outreach and resources

Objective: Extend library hours in the Summer and provide Sunday hours to accommodate busy working individuals

### **Goal: Staffing for optimal services to library patrons visiting the library and accessing materials remotely.**

Objective: Increase continuing education and in house training for staff to learn current technology trends and research avenues

Objective: Lobby for Adult Librarian position for increased programming, outreach, information science expertise, and supervisory staff to share night and weekend needs

Objective: Cross train staff members to improve consistent service

Objective: Advocate for a full time custodian to ensure a well maintained new building

Objective: Implement staff training program in collaboration and agreement with SEIU 888

### **Goal: Increase circulation statistics**

Objective: Provide relevant and up-to-date materials consisting of all formats to our patrons at the library, online and at town wide events

Objective: Consistently weed physical and virtual collections of outdated information and/or damaged materials

Objective: Purchase additional copies of popular fiction in downloadable and physical forms

Objective: Enhance patron ability to search and browse the nonfiction collection using signage and reorganization

**Goal: Provide cutting edge technology to the Randolph Community**

Objective: Implement and regularly review attached Technology Plan

**Town of Randolph**

The Town of Randolph was incorporated in 1793. It is located in Norfolk County and occupies 10.08 square miles, with a 2010 population of 32,111 (U.S. 2010 Census). It has been called by The Boston Globe “the most racially and ethnically diverse community in the Commonwealth of Massachusetts”. According to the Randolph School Department, 41 different languages are spoken in the homes of students. Randolph is now primarily a residential commuter community with some local businesses and manufacturers and many national chain stores and restaurants.