

CRANSTON PUBLIC LIBRARY

STRATEGIC PLAN

2009 – 2011

APPROVED BOARD OF TRUSTEES October 14, 2009

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INTRODUCTION

The city, state and nation are facing a financial crisis that will impact the Cranston Public library for at least the next three years. During this period CPL will be a good steward of human and financial resources in providing a service program of value to the community. The focus of the plan will be the delivery of core services to the largest number of people possible.

To the extent possible we will attempt to preserve and build on the accomplishments of the 2004-2008 plan.

Accomplishments

- Successful family literacy program and citizenship classes at Auburn and Hall libraries
- Maintained “fall” schedule year round
- Established homebound services
- Began quarterly newsletter for the public
- Built collaborative activities with Cranston School Department
- Won successful bond referendum for Arlington Library
- Secured federal grant funds for Arlington Library
- Established non English materials collection
- Conducted a neighborhood ethnicity survey
- Computer training classes for adults
- Patrons allowed to borrow magazines at Central
- Staff reviewed library operations to improve customer service

GOAL # 1: THE COMMUNITY WILL RECEIVE FRIENDLY AND PROFESSIONAL SERVICE FROM A WELL TRAINED STAFF.

Strategies

1. Revision of CPL part time wage rates.
RESPONSIBILITY: Board of Trustees
TIMELINE: Ongoing
2. Staff development activities to include ongoing workshops and training.

Actions to include: Explore opportunities for cooperative staff training with other groups, organizations and libraries.
Focus on emerging technologies.
RESPONSIBILITY: Dept. and Branch Heads
TIMELINE: Ongoing

3. Review and revise CPL policies to ensure user access to quality service and to ensure staff health and safety.
RESPONSIBILITY: Adult and Information Services Dept.
TIMELINE: Review every six months

GOAL # 2: THE COMMUNITY WILL ENJOY ACCESS TO LIBRARY SERVICES AT WELL-EQUIPPED LIBRARY FACILITIES DURING CONVENIENTLY SCHEDULED HOURS.

Strategies

1. Establish a 501C3 to facilitate grant funding opportunities.
RESPONSIBILITY: Board of Trustees
TIMELINE: 2009 -2010
2. Pursue major capital repair and maintenance project funding through Champlin Foundations grants.
RESPONSIBILITY: Administration
TIMELINE: 2009-2011
3. Explore products and applications of new technologies, especially wireless formats.

Actions to include: Evaluation of chat, wireless, 2.0 applications and workstation configurations.

RESPONSIBILITY: Public service departments and Technical Services Dept.
TIMELINE: Ongoing

4. Introduce the Arlington community to full library service at well equipped facility.

Actions to include: Conducting community needs assessment, consideration of site options, identify funding sources, and develop service program.

RESPONSIBILITY: Board of Trustees, staff
TIMELINE: 2009-2011

5. Grant writing team will evaluate opportunities and collaboratively pursue funding sources to support program activities.

Actions to include: Identification of community partners. Establish funding priorities..

RESPONSIBILITY: Grant team

TIMELINE: 2009-2011

GOAL # 3: THE COMMUNITY WILL DISCOVER AND VALUE LIBRARY SERVICES, PROGRAMS AND GOALS.

Strategies

1. Develop and implement a marketing plan.

Actions to include: Quarterly newsletter in electronic format to continue, explore new venues and media outlets, build public awareness of databases, develop community service component for teen program.

RESPONSIBILITY: Adult and Youth Service Depts..

TIMELINE: 2009-2011

2. Survey of users.

Actions to include: Surveys of general, Internet, program attendees and community partners to determine interests and awareness.

RESPONSIBILITY: Public Service Depts.

TIMELINE: Ongoing

GOAL # 4: THE COMMUNITY WILL RECEIVE SERVICE AND SUPPORT FOR THEIR CHANGING LITERACY AND INFORMATION NEEDS.

Strategies

1. Expand public technology training classes.

Actions to include: Establish a mobile computer lab at central library.

RESPONSIBILITY: Adult and Information Services Dept.

TIMELINE: 2009-2010

2. Build on existing relationship with schools and other community service organizations.

Actions to include: Focus on early childhood learning.

RESPONSIBILITY: Youth Services Dept.

TIMELINE: 2009-2011

3. Rhode Island Family Literacy program to remain high priority.

RESPONSIBILITY: Board of Trustees, Administration.

TIMELINE: 2009-2011