LIBRARY VISION

To be the welcoming heart of our community where all come to learn, discover, create, and connect.

MISSION STATEMENT

The Malverne Library is a center to support lifelong learning needs. To that end, the Library seeks to: serve as a community center, providing patrons the resources, services, and programs to meet their personal, educational, and professional needs enhancing their quality of life.

CORE VALUES

1. Being a warm and welcoming place for community members to gather, explore, learn and discover.
2. Being actively engaged in the life of the community.
3. Employing a collaborative, creative, and positive staff focused on library user’s interests and needs.
4. Being good stewards of the Malverne Public Library’s financial and material resources.
5. Ensuring ready and equal access to library materials.
7. Championing everyone’s right to intellectual freedom.
"Libraries are always in a state of transformation: as the means of information production and consumption change, so do libraries."

--Shannon O'Neill, Librarian

INTRODUCTION

The new library goals and objectives for 2020-2025 create a roadmap for the future, describing the results the library is striving to achieve. The Library provides valuable services that fulfill essential roles in the community within the limits of financial resources and facility space. The plan is designed to be a continually evolving, living document that provides flexibility to adapt to the changing needs of our community.

ARRANGEMENT

The Plan has been organized into 6 key areas:

Goal 1: Library Space and Facilities
Goal 2: Library Services and Programs
Goal 3: Library in the Community
Goal 4: Library Staff Development and Training
Goal 5: Library Collections
Goal 6: Library Technology

Progress will be reviewed annually and additional goals and revisions will be made as needed based on our accomplishments, resources and funding available for the library to achieve stated goals.
LIBRARY BOARD OF TRUSTEES

Malverne Public Library Board of Trustees

Rita Chiachiere – President
Diane Callaghan – Vice President
Jeannine Correa – Trustee
Thomas J. Grech – Trustee
Christine Marchese-Franolic, Ph.D. – Trustee
Tim Sullivan – Village Trustee, Library Liaison

LIBRARY TEAM

Library Director-Carol Lagos

Librarians

Cathy Wellikoff—Adult Services
Antoinette Levine—Children’s Services
Kerri Rose—Teen Services

Pages

Mari-Leigh Carroll
Alex Castro
Shahreen Islam
Liz Ray

Account Clerk

Jane Mootoo-Eckstein, Account Clerk

Clerks

Alice Lenski—Senior Clerk
Ellen Allard
Joe Andreaci
Michele Esselborn
Trish Hannifin-Golden
JoAnn Zenewitz

VILLAGE

Mayor—Keith Corbett

Perry Cuocci-Deputy Mayor
Tim Sullivan—Village Trustee, Library Liaison
John O’Brien-Village Trustee
Lauren Touchard-Village Trustee
GOALS, OBJECTIVES & ACTIONS

Goal 1: Library Space and Facilities

Objective:
Through the library, the community will experience an inviting environment to engage in social interaction, reading, research, reflection, experience entertainment, explore topics of individual interest and continue to learn throughout their lives.

Action:
Opportunities under review include creatively redesigning the library's interior to maximize the use of existing floor plan in line with general safety and CDC recommendations.
- Reconfigure (distance) furniture and computer placement to maximize safety (COVID-19 precaution).
- Expand programs to outdoor spaces after necessary modifications (safety fencing).
- Study and evaluate air purification systems and processes.
- Expand square footage devoted to Teens to accommodate new CDC distance requirements while affording optimal space for study, supervised "hang-out" and programs.
- With the absence of toys, the library will create fun, non-touch activities for kids in the Children's Department.

Goal 2: Library Services and Programs

Objective:
Library services and programs will continue to benefit the Malverne Community and provide a wide array of library services and programs both virtually and in person when safe.

Action:
Families with Children
- Provide programming for families virtual and in person.
- Redesign space to be more interesting to children, such as floor maze, interactive display boards and scavenger hunts to make up for the toys in storage due to COVID-19.

Teens
- Entice local Teen involvement through expanded Teen Department floor space availability and "laid-back" design.
- Maintain a teen resource center.
- Provide programs for pre-teens grades six through eight.
Seniors
- Offer virtual services to reduce isolation such as monthly zoom chats, book clubs as well as telephone calls.
- Continue to offer in person activities for seniors such as weekly films, health programs, crafts, financial and exercise programs when considered safe.
- Offer homebound service.
- Provide technical training, ipads, cell phone apps, etc.

Goal 3: Library in the Community

Objective:
The Library will continue to be an active voice in the community. We will promote public awareness so that the community is better informed of the library’s resources and services.

Action:
- Develop and distribute informative brochures, bookmarks and other collateral that explains library services.
- Continue staff presence at the Village’s monthly meeting.
- Promote the library in community newspapers through informative articles.
- Continue to develop, update and modernize an easier to navigate website.
- Promote use of the library web page, Facebook, Instagram (inc. other social platforms), and email, to advertise services and programs.
- Create connections with community using local businesses for prizes and participation in Village wide storywalks and scavenger hunts.
- Cultivate connections with community groups such as the Historical Society, Civic Associations and Chamber of Commerce.

Goal 4: Library Staff Development and Training

Objective:
Ensure library staff remains knowledgeable and trained in trends and developments in library service.

Action:
- Develop a staff-training plan ensuring all have the opportunity to learn and become competent technology users.
- Develop coordinated communications procedures to keep everyone up-to-date and aware of Library issues, programs. (email, text, clipboard).
- Encourage staff membership to professional organizations.
- Plan and schedule technology upgrades.
- Attend professional conferences.
Goal 5: Library Collection

Objective:
The library will serve the public through various mediums, from traditional items to creative nontraditional items.

Action:
- Continue providing introductory lessons for patrons on how to use library services, with a focus on online systems for reference information, book renewals, reserves, etc.
- Continue providing ad hoc computer assistance to enhance the ability of patrons to access electronic resources.
- Circulate library owned e-readers and provide assistance for personal e-reader usage.
- Add non-traditional items for circulation for all three departments, including Discovery Backpacks, telescope and Roku sticks.

Goal 6: Library Technology

Objective:
Explore new technologies that would expand Library service access to our community. Streamline library functions by using technologies that increase effectiveness and productivity.

Action:
- Maintain a state-of-the-art automated circulation control system and easy to navigate Internet site.
- Create easier access to popular patron services such as printing and scanning.
- Create computer plan to maintain up-to-date public access to computers.

Adopted: 12/21/20
Q1. How often do you visit the library?

- 18 (30.5%) Monthly
- 9 (15.3%) Weekly
- 23 (39.0%) Daily
- Other responses:
  - Monthly, Due to covid, we only visit monthly and briefly. Prior to that, we would be there a few days a week.
  - Few times a year
  - Not since pandemic, otherwise, weekly
  - I came a few times before the pandemic started. Loved it but have been back as I avoid indoor public buildings.
  - 3-4 times a week
  - APPROX 2 TIMES PER MONTH

Q2. In recent library visits, describe how often you found what you were looking for?

- 7 (11.9%) Always, Often
- 22 (37.3%) Mostly inter-library loaned
- Other responses:
  - Often, Sometimes
  - Usually
  - N/A
  - Always, Often
  - Sometimes
Q3. Count of Have you asked the library staff for help using library resources?

- Yes: 81.4%
- No: 16.9%
- NO NEED TO: 1.7%
Question 4. How would you rate our...

Customer Service

- Excellent: 62.0%
- Good: 14.8%
- Fair: 23.3%
- Not used: 23.3%

Interlibrary Loan

- Excellent: 74.1%
- Good: 8.6%
- Not used: 15.5%

Seating area

- Excellent: 48.3%
- Good: 23.3%
- Fair: 23.3%
- Not used: 23.3%

Children's Programs

- Excellent: 55.0%
- Good: 26.7%
- Not used: 15.0%

Teen Programs

- Excellent: 75.4%
- Fair: 14.0%
- Not used: 7.0%

Adult Programs

- Excellent: 59.6%
- Good: 3.5%
- Not used: 10.5%

Museum Passes

- Excellent: 42.4%
- Good: 13.6%
- Not used: 40.7%

Internet Access

- Excellent: 44.1%
- Good: 40.7%
- Not used: 15.3%
Continued: Question 4. How would you rate our...

- Website
  - Excellent: 46.7%
  - Good: 31.7%
  - Not used: 16.7%
  - Fair: 6.0%
  - Not used: 8.3%

- Adult Collection Books, Audio, DVD's, etc
  - Excellent: 48.3%
  - Good: 31.7%
  - Not used: 16.7%
  - Fair: 4.0%

- Teen Collection Books, Audio, DVD's, etc
  - Excellent: 68.4%
  - Good: 17.5%
  - Not used: 12.3%

- Children's Collection, Books, Audio, DVD's, etc
  - Excellent: 60.0%
  - Good: 33.3%
  - Not used: 5.0%

- Technology
  - Excellent: 45.0%
  - Good: 30.0%
  - Not used: 23.3%

- Hours
  - Excellent: 60.0%
  - Good: 33.3%
  - Not used: 5.0%

- Meeting Rooms
  - Excellent: 50.0%
  - Good: 27.6%
  - Not used: 22.4%

- Comments for "How would you rate each of the following library services?"
  - Excellent: 5.3%
  - Good: 5.3%
  - Not used: 5.3%
  - Fair: 5.3%
  - I've never had a problem with any library
  - Amazing! the library is an essential part
  - Excellent
  - I would like to see Julie Gaudin return to do
  & more