

Handley Regional Library System

Long Range Plan 2023- 2028

This Long Range Plan continues to support our Vision *“To be the Center of Information and Learning”* and informs our Mission *“To provide outstanding information, resources, programs and services to enrich our diverse community.”*

Underlying all aspects of this plan are our Service Responses that link the community’s needs, interests and priorities with the services and programs that HRLS provides. These service responses include the following:

- Dedication to a “Commons” environment that helps address the need of people to meet and interact, and to participate in public conversation about community issues. The desire to strive for greater diversity in meeting the needs of our community, and to work cooperatively and effectively with all government entities, community organizations, and interested individuals.
- Providing “Community Referral” addressing the need for information related to services provided by community agencies and organizations.
- Providing “Current Resources” in the form of current topics and titles that help fulfill community residents’ appetite for information about popular culture and social trends and their desire for satisfying recreational experiences.

Current, Outstanding Needs

In order to match and to nominally increase service and programing levels to the pre-COVID period, the primary need is increased staff hours. All staffing efficiencies have now been exhausted.

- System-wide
 - Continue the ongoing process to bring staff salaries up to the market rate for similar positions as outlined in the 2020 Salary Survey.
 - Add full-time employee to lead and coordinate Adult Programing/Outreach for all three branches.
 - Convert Part time Marketing and Outreach Associate to Part time Marketing Associate. (*note: Outreach duties moving to Adult Programming/Outreach coordinator*)
- Handley
 - Add part-time Early Literacy Youth Services Program Specialist.

- Bowman
 - Add part-time Teen Services Specialist for proposed Teen Services space. (*See Teen Services space below*).
- Clarke County
 - Add part-time employee with a focus on Youth Services.
- Facilities
 - Add part-time employee dedicated to Bowman Library.
 - Consider outsourcing larger cleaning/maintenance duties.
- Friends
 - Add part-time employee to help with general activities, notably book sales.
 - Move Friends' programming duties into above mentioned added Adult Programming employee.
- Archives
 - Add hours to current part-time staff.

Proposed Comprehensive Program Funding Needs

In order to substantially improve and increase services to our community we must develop comprehensive program funding that includes both capital and operational staffing requirements.

- System-wide
 - Purchase and outfit a Pop-up library vehicle and add part-time employee to provide outreach and library services to outlying areas, non-traditional locations, and community events.
 - Initiate planning for a fourth branch situated in the Western portion of Frederick County.
- Handley
 - Develop a certified "Family Place" program, including appropriate facilities and add a part-time coordinator. (*See Early Literacy Youth Services Specialist listed above*)
- Bowman
 - Develop Teen Services space, using professional design, appropriate facilities and equipment and add a part-time coordinator (*See Teen Services Specialist listed above*)

Ongoing Facility Needs

In order to provide our patrons with appropriate, clean and safe facilities in good working order, and to preclude major repair issues in the future, the primary need is timely maintenance and reinvestment in technology.

- Handley
 - Dome repair
 - Parking lot repair
 - Reading Garden improvements
 - Implementing the Space Use Study

- Bowman
 - Carpet replacement
 - Teen Center

- Clarke County
 - Wireless Printing

- Tech Services
 - Network servers (need replacement every 5-6 years)

Projected Board Activities

- Develop a Board Governance Framework (policies, budget, evaluation, review, and planning)
- Explore BoardSource portal for Board record keeping and communications.
- Partner with Localities now and for the future
- Develop a “Gift Policy”
- Develop a Succession Plan for Library Leadership
- Develop a Succession Plan for Library Board.
- Explore the need and feasibility of Sunday hours; considering public desire, staffing requirements and other operational costs.