Hopkinton Town Library
Long Range Plan
April 2017 Revised July 2022

In March 2020 the Hopkinton Town Library temporarily suspended services due to the Covid Pandemic. During the balance of the year and through much of 2021 library services were significantly curtailed and revamped. As a result, many of the goals outlined in the Long Range Plan have not been realized, especially around programming and public use of community spaces. As of the beginning of 2022 library services were reinstated.

Library Vision: The goal of the Hopkinton Town Library is to be a center of learning and recreation for all in our community.

Library Mission: The mission of the Hopkinton Town Library is to provide community members of all ages resources that support their educational, practical and recreational interests through a wide range of traditional and online resources. The library serves as a commons that provides a meeting place and resource center for the community with activities and facilities for all age groups.

Goals and Objectives

The Hopkinton Town Library is a

- ❖ Center of Learning for all ages that provides access to
  - Current and reliable information
  - Reading materials in multiple formats
  - Current technologies
  - Varied public programs

- ❖ Community Gathering Space that is
  - Well managed, efficient and accessible
  - A place for community meetings and informal interactions

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[1] *CONTEXT: A committee of volunteers met in 2015 and 2016 to review and revise the Hopkinton Town Library's 2008 Long Range Plan. Among the activities were brainstorming sessions, interviews with staff and trustees by an outside consultant, paper and online community surveys and focus groups, which reached approximately 300 townspeople. Key first steps were the revision of our vision and mission statements and creation of the broad goals and objectives statements that frame the revised plan. Overall, feedback about the library's work has been very positive. One of our major challenges is how to more effectively "tell our story" and to get the word out about programs. We also must keep up with new technologies and make wise use of our physical plant, which has limited storage space or room for expansion. Similarly, the front of the library needs to be reworked and repaired to increase accessibility for all patrons, to expand parking and to address our deteriorating steps and walls.*

Goal One: The Hopkinton Town Library is a Center of Learning for all ages that provides access to

1. **Current and Reliable Information. The Library will**
   a. Provide popular materials in sufficient quantities to meet demand in a reasonable period of time.
   b. Monitor current journals and other review media in order to build a strong and varied collection of materials to meet community needs.
   c. Maintain a 4:1 ratio of requests to number of copies.
   d. Maintain and actively review circulation statistics by subject area on a monthly basis to determine popular trends.
   e. Provide programs, exhibits and user aids that highlight areas of the collection and relate to current events.
   f. Plan and implement at least six user aids or handouts on subjects of current interest or demand (e.g. bibliographies and other resource lists) per year for children and adults.

2. **Reading Material in Multiple Formats. The Library will**
   a. Maintain a strong core collection of print materials.
   b. Maintain access to materials in multiple formats including DVDs, CDs and downloadable books to meet patron demands.
   c. Maintain access to online databases to meet needs for consumer, recreational and research resources.
   d. Maintain services for individuals with varied needs, including large print books and audiobooks and through our "Words on Wheels" program through which library materials are delivered to those with limited ability to get out.

3. **Current Technologies. The Library will**
   a. Incorporate and use new technologies in the library as they become available and use them to promote reading and library use.
   b. Maintain public computers for patron use. Usage will be monitored to determine whether community needs are being met.
   c. Maintain adequate access to wireless services.
   d. Increase access to portable devices including e-readers and tablets for borrowing and in-library use.
   e. Provide assistance on the use of current technologies.
   f. Publicize the availability of technological resources

4. **Varied Public Programs. The Library will**
   a. Provide monthly programs for adults on consumer, travel, health, civic education, humanities or other topics of interest often in collaboration with outside partners.
   b. Provide monthly family-friendly programs with a focus on the promotion of literacy and the love of reading.

      c. Collect evaluation data after at least half of its programs to determine participant satisfaction and other areas of interest.
      d. Publicize programs widely through a variety of methods.

Goal Two: The Hopkinton Town Library is a community partner and gathering place that is

1. **Well-managed, efficient and accessible. The Library will**
   a. Manage its physical plant for the best energy efficiency possible.
   b. Be a responsible steward of its annual budget.
   c. Maintain and support a staff and group of volunteers that are committed to the library's mission.
   d. Publicize its new acquisitions, services, and programs.
   e. Promote services through *Library Ink* at least biannually.
   f. Update the library website on a regular basis.
   g. Develop a multi-faceted communications plan including proactive use of social media.
   h. Develop a plan to reconfigure the front of the library to provide better access for people with limited mobility.
   i. Monitor patron and staff satisfaction on at least an annual basis.
   j. Develop plans to reach out to non-library users at venues including Town Meeting and Voting Day.
   k. Partner with other community agencies including town departments and the schools to improve the quality of life in our town.
   l. Monitor library policies and the revised plan on a quarterly basis to ensure progress toward goals.

2. **A place for community meetings and informal interactions. The Library will**
   a. Provide access to its community spaces for local organizations.
   b. Provide access to glass study rooms, the Local History Room and Community Room for quiet study as available.
   c. Partner with other community agencies including town departments and the schools to provide meeting space and public programs.
   d. Provide a neutral and safe place for interactions large and small.
   e. Promote the availability of these spaces free of charge.