

Action Plan

Goal 1: Library services and staff will be accessible, courteous, and responsive to the needs of the community.

- a. Examine the feasibility of increasing library hours (e.g., until 4:00 p.m.) and take action depending upon the results of that determination.
- b. Implement effective means of gathering patron ideas.
- c. Add a staff directory to the homepage of the library website.

Goal 2: The Library will meet the public's needs for current and popular materials, information, education, culture, and entertainment.

- a. Continue to meet patron demand for current and popular materials.
- b. Revisit the book challenge policy.
- c. Expand the Library of Things (collate current list of resources; expand as needed and add list to website).
- d. Tune piano and provide access to patrons.

Goal 3: Residents of all ages will regard the Medway Public Library as a prominent place to meet and interact with others in the community.

- a. Investigate the feasibility of renting land near the Library.
- b. Promote accessibility of meeting rooms and current outreach initiatives like Summer Lunch Program.
- c. Implement weekly coffee hours to attract remote workers to the library.

Goal 4: Residents will have access to a variety of innovative programs.

- a. Evaluate the current programming and determine if there are target populations that are not being served.
- b. Expand our diversified array of library programs in response to the evaluation mentioned in 4a.
- c. Offer English Language Learner (ELL) classes for adults.

Goal 5: Library patrons will have access to a broad range of technology and a well-equipped Makerspace.

- a. Increase utilization of the Makerspace to 6% of library patrons per month.
- b. Complete the construction of the CNC machine.
- c. Update how-to manuals and signage throughout the Makerspace.
- d. Replace outdated computer.
- e. Provide access to technology kits and starter coding kits in the Makerspace for the youngest patrons to borrow and use in the library and at home.

Goal 6: The Library will continue its comprehensive outreach to increase visibility and raise the public's awareness of the many services and opportunities available.

- a. Develop or expand five programs to increase utilization of library services.
- b. Work with schools and the community to raise awareness of library programming, such as summer lunch programs, backpack distributions, and outreach to the homebound.
- c. Provide access to a variety of easy to use online tutorials and promote these via library website.

Goal 7: The Library will be an inviting and safe space for our community.

- a. Provide training to staff in use of AED, CPR, choke-saving practices, and other first aid techniques.
- b. Complete painting of children's areas.
- c. Plan murals for children's areas.
- d. Welcome marginalized communities through monthly book displays, specialized programming, and targeted collection development.
- e. Ensure updated community resource guides are easily accessible.

Goal 8: The Library will explore creative ways to ensure fiscal sustainability of library services.

- a. Work with the Town Treasurer/Collector and the Finance Director to determine the most appropriate financial procedures for safeguarding donated funds.
- b. Apply for appropriate MBLC grants and other funding.