

Washington District Library Long Range Plan

Last updated: August 2019

Mission Statement: Washington District Library will be a welcoming, inclusive community space to foster learning, enjoyment, and engagement.

Washington District Library will:

- provide excellent customer service to all patrons utilizing the library and its platforms.
- serve all patrons equally and fairly.
- seek out innovative, effective ways to provide resources to its patrons.
- measure our success in order to continuously improve our services.
- use its resources wisely.

Long Range Plan Goals: 2019-2022

1. Assess the future location of the branch library
 - 2019: Analyze usage data to determine impact and efficiency of Branch location
 - 2019: Hire a consultant to help determine the efficacy of owning v. renting Branch location
 - 2020: Determine next steps for Branch location
2. Assess the patron experience
 - 2019: Survey patrons using a “daily snapshot” to determine what a typical patron experience looks like
 - 2019: Analyze data over several months to determine when library is most often used
 - 2019: Compare open hours to circulation and door count statistics
 - 2020: Based on “snapshot” results, determine recommended changes to processes and physical space
 - 2020: Using usage data, determine if open hours could be changed to provide more efficient and effective service
3. Increase community engagement and awareness
 - 2019: Utilize a community survey to determine community needs/wants
 - 2020: Develop a plan to implement survey results
 - 2020: Meet regularly with civic leaders to determine community needs and share library services
 - 2020: Feature marketing materials in community to reach non-regular users of the library
 - 2020: Reach out to other community organizations to cross-market programming and services
4. Assess library space improvement needs
 - 2019: Hire a consultant to develop plan for replacement and layout of fixtures and furniture in public and staff areas
 - 2020: Develop maintenance/replacement plan for furniture
 - 2020: Development maintenance/replacement plan for carpet, paint, etc...
 - 2020: Survey staff to determine their ideal library space and use
 - 2020: Survey patrons and community to determine their ideal library space and use
 - 2021-2022: Determine how space needs can best be met
 - 2021-2022: Regularly assess physical use of space to determine best layout and utilization