

MINUTES

Henika District Library
Planning Committee Meeting
January 26th, 2026 at 4:15pm

I. Call to Order

II. Approval of Agenda

III. Approval of Meeting Minutes

- 10/14/2025 Minutes

IV. Unfinished Business

V. New Business

- A. Campaign Committee/Cabinet
- B. Campaign Project Manager
- C. Strategic Plan 2027 - 2030

VI. Around the Table

VII. Adjournment

MINUTES

Henika District Library
Planning Committee Meeting
October 14th, 2025 at 6pm

I. Call to Order - 6pm by Brinks

II. Approval of Agenda - Motioned by Augustin, seconded by VanderSlik

III. Approval of Meeting Minutes

- 9/30/2025 Minutes - Motioned by Augustin, seconded by Brinks

IV. Unfinished Business

A. Professional Fundraiser

- a. Discussion ensued. Brinks motioned that the planning committee recommend to the board to hire Kennari Consulting. Seconded by Simmons. All in favor. Motion carried.

V. New Business

None

VI. Around the Table

Brinks: Nothing to add

Simmons: Nothing to add

Bakovka: Nothing to add

VanderSlik: Nothing to add

Augustin: Wishes she had brought snacks.

VII. Adjournment -6: 14pm Motioned by Augustin, seconded by Brinks



**Henika District Library
Expansion Project Campaign
Board Progress Report January 2026**

Goal: \$4.5m

Raised to Date: \$500,000

Campaign Development Accomplishments to Date

- Completed the Fundraising Infrastructure Assessment and shared with staff
- Met with the Mayor of Wayland to identify other potential prospects to the project as well as addressed community's view of the library
- Established bi-monthly coaching meetings to begin Thursday, January 15

Suggested Action Steps January – December 2026 (taken from Assessment Report):

While Henika District Library has a strong history and reputation in the community, it lacks a strong history of private support outside of millage dollars. It will be important to recruit high-level campaign volunteers who have the willingness and connectivity to donors in the community to help make this campaign successful. Kennari recommends the following timeline:

- Update the budget and determine what elements could be done with just private support and what elements will need to be done with a passing millage. Also determine a secondary plan in the event the millage does not pass.
 - Create a case for support and supporting materials for the project including but not limited to a slide deck to be used for funder conversations, a one-pager showcasing the high-level elements of the project including the projected impact, a high-level budget, and appealing renderings.
 - Communicate the case for support and plan with a few donors first, gathering feedback about the project and if the donor is ready, also making specific asks.
 - Recruit and train Campaign Committee members and hold one-on-one conversations with each committee member to identify their donor list and solicitation plans.
 - Create a donor tour for the library that showcases what the project will entail and how it will impact the library long-term.
 - Establish an online giving structure that grows with the library's fundraising needs over time. For now, look into Givebutter as a tool for processing gifts and managing donors.
 - Consider the fundraising staffing recommendations noted above and how this will impact the library budget as well as the success of the campaign. Kennari can provide more details on salary and roles if needed.
 - Begin first steps in determining what data can be collected and used from the Lakeland Library ILS. If data cannot be collected and used, it is possible that HDL could work with Lakeland ILS to give patrons an option to join the HDL mailing list to learn more about the project.
 - Even with the campaign underway, begin communicating with patrons, volunteers, donors, and general community members the importance of the library. Not from a standpoint of supporting the expansion but rather supporting the ongoing work of the library. This can be
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done through digital and hard copy communications, and the campaign project manager could potentially help with this initiative.

Board Tasks Today:

- Update the project budget and determine what elements could be done with just private support and what elements will need to be done with a passing millage. Also determine a secondary plan in the event the millage does not pass.
- Determine if serving on the campaign committee is a fit for you
- Help provide intel on campaign prospects including individuals, foundations, and businesses
- Invite people to upcoming events or tour the library with you
- Thank donors who have already committed to the project

Kennari Team: Kirstin VanderMolen & Kim Kverka





Board's Role During a Campaign

The *Board of Directors* has an important role to play in campaigns. Ultimately, the Board is responsible for the financial well-being of the organization – supporting major fundraising efforts – while keeping annual fundraising strong.

In addition to this broad role during a campaign, the Board of Directors should:

1. **Give** – Members of the Board should be among the first donors to the campaign. Having 100% financial participation from members of the Board makes a strong statement of their investment in the project. Donors and foundations want to see that those who are spending campaign funds have “skin in the game.”
2. **Protect** – The Board of Directors needs to protect the organization through policies during the campaign. The Board should adopt policies regarding gift acceptance, donor recognition, and naming, and freshen up general fundraising and donation policies. The Board should assist the executive in determining the priority use of incoming donations and managing cash flow during and after the campaign. The Board should monitor the progress of the campaign and ensure that subsequent construction progresses smoothly so that it is completed on budget and in a timely manner once funds are secured. Finally, the Board must ensure that the organization will be sustainable after the campaign.
3. **Fundraise** – Board members can help with campaign fundraising where they can and when it is appropriate. While a few board members serve on the campaign cabinet, the rest of the Board can help by writing thank you notes to donors, hosting donor events, and introducing friends to the project.
4. **Support** – Taking on a campaign creates a large amount of stress on an organization and its staff. In many cases, the Project Manager needs to focus 100% of his or her time on the campaign and administrative staff may be called upon to support the efforts of the Project Manager. The Board must be aware of the time and dedication it takes for staff to accomplish all the tasks associated with the campaign and provide the resources needed to get the job done. Turnover during a campaign results when staff are under-resourced and not supported.
5. **Advocate** – Finally, the Board of Directors should serve as ambassadors for the organization during the campaign and the subsequent construction phases.



Henika District Library

Fundraising Infrastructure Assessment

December 2025

Kennari conducted a fundraising infrastructure assessment to determine Henika District Library's readiness to launch and complete a successful campaign. Assessment meetings, which included staff and board members, were held to determine strengths and areas of opportunities for HDL as they embark on a capital campaign. Additional recommendations for strategies that could also strengthen the organization's ability to grow annual giving and operational support are also included. The following recommendations are designed to help Henika District Library take next steps to strengthen capital campaign efforts.

Capital Campaigns can be a catalyst for exponential growth and mission advancement for nonprofits. However, when organizations don't go through the appropriate planning steps in preparation for the campaign, it can take much longer to meet goals. An extended campaign can then lead to volunteer, staff, and donor fatigue, and it can take a lot more resources from the organization in the process. In contrast, taking time and resources to follow appropriate planning activities from the beginning usually means realistic goals and timelines are set, and donor resources are leveraged with the highest possible return on investment.

The following checklist represents the breadth of planning that is essential for successful campaigns. Depending on their desired campaign's size and scope, organizations might not meet all these criteria, but these questions can help identify the tasks necessary to ensure a successful campaign.

1. *Clearly Defined Project*

- a. Henika District Library (HDL) has a master plan for the project, however, the project goal is contingent on a passing millage. It will be important for HDL to determine which project elements could be completed with private support and which elements would need to wait until a millage passes.
- b. Henika District Library also needs to consider their long-term plan should the millage not pass at the desired time. The decision of whether to try again, or change the scope of the project, or both, lies with the board and/or planning committee decision. It is good practice to determine alternate pathways before the vote even takes place.

2. *Budgets*

- a. Henika Library has an estimated budget for the project, however, it does not include all components of developing and implementing a campaign. Campaign budgets should not only include cost of brick and mortar but other needs such as campaign expenses (marketing, consultants, printing, fundraising, etc.), technology
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upgrades, and furniture, fixtures, and equipment. Kennari recommends revisiting the budget to add these components as well as gathering new estimates if estimates are over 12 months old. **A sample campaign budget was provided to library staff and is included in the attachment section of this report.**

- b. To understand the long-term impact of the project on the organization, HDL should develop a pro forma identifying how the project will impact the organization both in revenue and expenses after the project is complete. This includes costs of electricity, maintenance, supplies, etc. which will increase due to the expanded size of the library as well as the use the library will see due to increased programming opportunities.

3. Leadership

- a. It is positive that both the Library Director and the Board agree about the total scope of improvements needed to enhance the library.
- b. The library is respected in the community and there are other community members that desire to be a part of the library.

4. Prospective Donors

- a. Henika District Library has a very small pool of regular donors. While there are likely many in the community that will support the campaign, starting with a small base of donors means that it will likely take longer to reach the goal of \$1.5M in private funds. Recruiting high level volunteers who can help extend the donor base will play an important role in meeting the goal.
- b. Once volunteers have been recruited to help with this work, the next steps are to determine major donor prospects from the current donor base as well as identify other community donors who have major gift potential.
- c. Create a gift chart to begin mapping out where the more significant major gifts will come from.
- d. While HDL receives millage support each year that helps fulfill their operating needs, there is still opportunity to grow the donor base by gathering contact information from every person who engages with the library in some way. This will be easier once the library is able to grow programming efforts and host more community activities. Having a stronger donor base will help the library with any long-term upgrades or maintenance needs that extend beyond what millage support provides.
- e. HDL has a list of patrons but it is held by the Lakeland ILS. There is likely donor potential among the patron list. Part of the campaign strategy will be a targeted approach to the patron list to identify those who have gift capacity. More details about this are in the records and research section.
- f. Utilize grant prospecting tools to identify potential grant resources for capital needs. Kennari Consulting will help build this list.

5. Volunteers

- a. HDL already has a planning committee comprised of only board members. The role of this committee has largely been developing the project and they should continue this work.



- b. While there may be some members of the planning committee who would enjoy the philanthropic aspect of the campaign, it is still essential to create another committee that is focused solely on funding the project. To that end, Kennari recommends adding another committee – a campaign cabinet or campaign committee. This committee would have 1–2 board members and 6–8+ non-board community members who are well-connected, well-respected, and willing to do the work of philanthropy. Because the library’s donor base is so small, this committee will be essential in helping reach the fundraising goal. **A document detailing the campaign committee’s role is included in the attachment section of this report.**
- c. The library recently had several people apply for a board position. These individuals are a good starting point for volunteers for the campaign committee.
- d. As the library considers ongoing annual giving needs after the campaign, it will be important to review the addition of new board members through that lens. Seating board members with a more diverse background and those who have a desire to help expand philanthropy will be essential in aiding the library with long-term funding goals.

6. History of Support

- a. As noted above, the library has a limited history of support outside of the millage. Yet, it does have the opportunity to ask its supporters, patrons, and community members for ongoing support. Kennari recommends installing routine donor communications that advise the community and library patrons how to support their local library and the role the library plays for its community members. These communications should describe how both millages and philanthropy play a distinct role to support ongoing library upgrades, maintenance, and programming efforts. The case for support that Kennari Consulting creates for the project will be helpful with broader messaging to the community on the importance of having a local library. It will be important to start this work now even as the library is beginning to launch a campaign.

7. Staffing

- a. Moving a campaign forward often takes additional staff resources and time. The Library Director has time to manage the current day-to-day operations of the library, however, to move campaigns forward, nonprofits often rely on a project manager. A campaign project manager helps recruit the campaign volunteers, manages and creates print material, and ensures the campaign volunteers have what they need to help with solicitation activities. This work can be done by current library staff but it’s important to understand that it may take longer to complete the campaign because they need to prioritize daily operations and may have limited time to devote to campaign work.
- b. A campaign project manager is a part-time position (10–15 hours a week) through the duration of the campaign. Kennari can provide a job description upon request.
- c. When the campaign is complete, and if the library decides to implement annual giving activities to help bolster operational and maintenance upgrades, the board/staff should consider the addition of a part-time development and



communications specialist. Often, the project manager shifts into this role once the campaign is complete.

8. *Records & Research*

- a. Donor data is currently kept in Google sheets. While data is at an extremely low volume right now, a CRM or donor software tool will be needed as fundraising increases. In the meantime, the spreadsheet should be organized in a more transactional display format. **A sample data tracking tool will be shared with the organization.**
- b. Patron data is kept in the Lakeland Library Cooperative Integrated Library System (ILS). Because ILS is protected by the Michigan Privacy Library Act (MPLA), the ability to use that specific data is limited to what the MPLA allows. Determine if any type of communication can be sent to patrons or send them a patron survey to get them into the Mailchimp email list. It will also be helpful to eventually mail to the patron list to uncover any potential donors for the campaign.
- c. Online giving is currently set up through PayPal and there are one or two recurring gifts established through PayPal. Yet, the platform has limited donation form options and requires the organization to include a campaign goal. Based on these facts, HDL should consider an online giving platform that is donor specific and user friendly. Givebutter is a great tool that allows for easy online giving and will eventually integrate with a donor database as the organization grows
- d. To be successful in relationship-based fundraising long term, it is important that the library invest in a donor-specific CRM or database to capture all data. While the library grows their donor base and fundraising efforts, a tool such as Givebutter would allow for management of donors, online giving, campaign-specific giving, event management and registration, and basic email communication. Givebutter has a free starter platform where fees are collected through processing fees from donations/registrations. This tool will work great for now but as the organization grows its fundraising efforts, it should eventually consider donor management software such as Little Green Light or Bloomerang.

9. *Motivation*

- a. Fortunately, the board and staff are motivated to update and expand the library, and they see its potential for the community. By working together and adding a campaign committee to help with donor solicitation, they are ready to do what it takes to see these plans come to fruition.



Suggested Timeline & Next Steps

While Henika District Library has a strong history and reputation in the community, it lacks a strong history of private support outside of millage dollars. It will be important to recruit high-level campaign volunteers who have the willingness and connectivity to donors in the community to help make this campaign successful. Kennari recommends the following timeline:

1. Update the budget and determine what elements could be done with just private support and what elements will need to be done with a passing millage. Also determine a secondary plan in the event the millage does not pass.
2. Create a case for support and supporting materials for the project including but not limited to a slide deck to be used for funder conversations, a one-pager showcasing the high-level elements of the project including the projected impact, a high-level budget, and appealing renderings.
3. Communicate the case for support and plan with a few donors first, gathering feedback about the project and if the donor is ready, also making specific asks.
4. Recruit and train Campaign Committee members and hold one-on-one conversations with each committee member to identify their donor list and solicitation plans.
5. Create a donor tour for the library that showcases what the project will entail and how it will impact the library long-term.
6. Establish an online giving structure that grows with the library's fundraising needs over time. For now, look into Givebuttr as a tool for processing gifts and managing donors.
7. Consider the fundraising staffing recommendations noted above and how this will impact the library budget as well as the success of the campaign. Kennari can provide more details on salary and roles if needed.
8. Begin first steps in determining what data can be collected and used from the Lakeland Library ILS. If data cannot be collected and used, it is possible that HDL could work with Lakeland ILS to give patrons an option to join the HDL mailing list to learn more about the project.
9. Even with the campaign underway, begin communicating with patrons, volunteers, donors, and general community members the importance of the library. Not from a standpoint of supporting the expansion but rather supporting the ongoing work of the library. This can be done through digital and hard copy communications, and the campaign project manager could potentially help with this initiative.

Conclusion

Henika District Library has a passionate board ready to see this project come to life. Wayland is no longer the "sleepy town" it once was in 2007 when the first feasibility study was conducted but rather a thriving area that continues to grow. The library itself is busy and fulfilling many needs outside of just lending books. The next steps are to begin communicating to the public the role and significance of the library and doing the due diligence of uncovering high-level volunteers who will be just as passionate as the current board in seeing the library expansion meet the population of the town it serves.



ATTACHMENTS



KENNARI
CONSULTING



Campaign Cabinet Roles & Responsibilities

The primary responsibilities of the campaign cabinet are to help build prospect lists, cultivate prospects, make asks, and thank donors.

Examples:

1. Support the development and implementation of the campaign plan to secure significant philanthropic support.
2. Participate (where appropriate) in one-on-one identification/evaluation (I/E) sessions.
3. Participate (where appropriate) in the cultivation and/or solicitation of key prospects.
4. Focus constituent and community attention on the needs of the organization and its campaign.
5. Personal endorsement and financial support commensurate with financial abilities.
6. Attend campaign meetings as scheduled. (Cabinet meetings should not be monthly.)



Job Title:	Campaign Project Manager	Position Type:	Hourly, part-time
Location:	Regular meetings at <location address>, ongoing virtual work/meetings, occasional local/state/national travel	Timeline:	This is currently a temporary position, with a likely timeline of October 2024–December 2026.
Level/Salary Range:	\$20–50/hr, depending on experience	Skills Required:	Nonprofit fundraising, Microsoft Office, email/calendars, virtual meeting platforms

To apply, email someone@example.com with subject line Campaign Project Manager position

General Summary

The Campaign Coordinator is responsible for executing the day-to-day operations of all capital campaign activities. This position works in close collaboration with the Board, Executive Director, and Volunteers. Office-based part-time professional office position, averaging 20 hours per week with occasional night/weekend hours.

Essential Functions include (but are not limited to):

- Coordinate campaign fundraising activities for volunteers and staff
- Create all materials related to internal planning sessions including agendas, reports, budget updates, campaign updates, letters (solicitation and recruitment of campaign leadership)
- Oversee the creation of all campaign materials (brochures, stationery, pledge forms, etc.)
- Provide support/ follow-up / reminders to fundraising leadership committee
- Manage volunteer leadership communications, solicitations, and cabinet meetings
- Coordinate prospect lists and manage donation documentation and ongoing updates
- Manage gift acknowledgement, data, and donor and volunteer correspondence with other staff
- Coordinate campaign events including logistics, committee recruitment and management
- Coordinate and assist in the development of communication pieces, particularly e-blasts and social media
- Maintain organizational data in the donor database with consistency and attention to detail for all donor and gift entries. Manage database operations including: data entry, gift recording and acknowledgments, gift reporting, and regular data hygiene.

Qualifications:

- Nonprofit fundraising experience required, capital campaign experience preferred
- Experience working with high-level volunteers in a fund development setting
- Demonstrated ability to handle donor interest and personal information with tact and sensitivity, in a confidential manner
- Ability to work collaboratively in a team environment, with a strong customer service orientation
- Excellent organizational skills, with accuracy and attention to detail
- Working knowledge of Microsoft Office, virtual meeting platforms, and a general comfort with technology
- Professional presentation, with excellent verbal, written, and interpersonal communication skills, and an energetic and engaging personality
- Ability to set and meet realistic goals, establish work priorities, organize people and materials to reach goals, handle pressure well, and evaluate and report results
- Ability to multi-task while handling work expectations including telephone, basic office machines, reading, writing, typing, computer/data entry, and some travel



Campaign Project Manager Responsibilities

The campaign project manager is responsible for supporting all fundraising aspects of the campaign, ensuring all tasks are being completed and that steady progress is being made. The following outlines the main responsibilities of the campaign project manager. While this is not all-inclusive, it represents the key priorities that the campaign project manager will be responsible for moving forward and identifying when additional support or resources are needed. This list should be amended to reflect the specific needs of the team.

CAMPAIGN PROJECT MANAGER OVERVIEW OF TASKS AND RESPONSIBILITIES

- Create and distribute agendas and materials for all campaign meetings (internal, co-chairs, cabinet)
- Monitor progress toward completion of all campaign materials, including:
 - Campaign case for support
 - Campaign budget
 - Campaign brochure and/or video
 - Naming Opportunities and/or giving levels
 - Campaign letterhead
 - Pledge forms, gift acknowledgements, and other branded communication materials
- Manage fundraising reports; distribute as necessary
- Maintain campaign lists, including:
 - Cabinet prospects and cabinet list
 - Donor prospects
 - Cultivation or other campaign event guest lists
- Create, coordinate, and/or distribute campaign letters, including:
 - Initial participation/thank you letters for cabinet
 - Cultivation-related letters
 - Gift acknowledgement letters
- Maintain Naming Opportunities, with selected and available opportunities up to date
- Work directly with fundraising consultants

CORE FUNCTIONS AND TASK BREAKDOWN

Campaign Leadership Liaison

- Track and follow up on cabinet and executive assignments and activities
- Conduct donor prospect research
- Assist in scheduling donor prospect meetings and/or tours
- Prepare and produce meeting materials

- Coordinate cultivation events
- Report to organizational leadership on all fundraising activities
- Coordinate annual fund activities with development director

Campaign Materials Development

- Work with organizational leadership and outside creative vendor, as appropriate, to develop campaign toolkit, which includes:
 - Campaign video
 - Campaign brochure
 - Pledge card
 - Campaign tour
- Manage printing/production of toolkit materials
- Distribute toolkit to cabinet for use with prospects
- Develop and distribute monthly/quarterly campaign communication to keep cabinet up to date on campaign and project progress

Solicitation Support

- Coordinate with organizational leadership and campaign co-chairs to ensure full participation from board members and campaign leadership in making a campaign contribution
- Work with development staff to develop donor prospect list
- Work with campaign cabinet to assign and track cultivation steps for donor prospects
- Manage master donor prospect and campaign donor workbook
- Support solicitation process, including:
 - Following up with cabinet on prospect cultivation and solicitation
 - Scheduling meetings
 - Preparing follow up materials and/or pledge cards

Database Record Maintenance

- Maintain donor, donor prospect, and cabinet records
- Enter and maintain campaign pledges and gifts, allocating as indicated by donor
- Pull campaign donor reports
- Ensure proper tracking and invoicing for campaign pledges
- Collaborate with development/finance staff or generate gift acknowledgement letters, gift receipts, and/or reminder statements

**NOTE: This role is not responsible for construction related project management – this is specific only to the fundraising portion of the campaign.*





“A Place to Grow”

Strategic Plan 2023-2026

Library Profile:

The Henika District Library (HDL) is a class III public library serving the residents of Wayland City and Wayland Township. Located in downtown Wayland, the library is supported by both local Wayland City and Wayland Township taxes, local penal fines, and state aid. The library is housed in the original building that was built in 1899 and had an addition added on in 1968. This location holds the library's 14,600+ item collection. The library's seven employees consist of three full-time staff and four part-time staff. Two of the full-time staff members hold an MLIS. The library is open 50 hours a week Monday through Saturday and is closed on Sundays.

Planning Committee:

- Library Director, Cierra Bakovka
- Library Board President, Meghan Augustin (ex-officio)
- Library Board Trustee, Sara LeFevre (Committee Chair)
- Library Board Trustee, Tami Fryling
- Library Board Trustee, Danielle Simmons

Planning Process:

Beginning at the start of 2022, the Planning Committee was formed with the above members, who met throughout the year. Other outside library models were consulted as viable options, along with guidance from the Lakeland Library Cooperative Director, Carol Dawe. Furthermore, Henika District Library's organizational culture and values were essential in determining ways to better serve the community. The culture and values of library staff were investigated through staff surveys. Additionally, a Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis was performed by the Planning Committee members to analyze the strengths, weaknesses, opportunities and threats to Henika District Library. All of the internal data generated from staff input and the SWOT analysis were actively integrated into the course of action outlined in the strategic plan. Community input was also at the center of the planning process. A community needs assessment survey was administered to members of the community and library patrons.

This information accumulated from the SWOT analysis, staff survey, and community input gave the library insight into Henika's needs and desires for the future. It was discovered that the community values the library's services and programming, particularly those revolving around collection diversity and technology. As a result, the Planning Committee formulated goals and objectives around these findings and submitted the plan to Henika District Library's Board of Trustees for approval.

Planning Outline:

- Stick with the mission.
 - The Planning Committee reviewed the library's current mission statement which is "To encourage community and personal growth through diverse

materials, services, and experiences.” The committee believes that it should be the driving force behind our strategic planning process.

- Develop a model.
 - The Library Director researched other libraries' strategic plans with similar demographics and resources to Henika District Library in order to gain insight into possible models.
- Define the organizational culture and values.
 - The Library Director created a staff survey that was administered to all library staff to define the culture and values of Henika District Library.
- Define community needs.
 - The Library Director worked with the Planning Committee to design a needs assessment survey for the Henika community. Both paper and digital copies were distributed, with staff members handing out surveys to patrons in the library and the Library Director adding the survey online to the library's website and social media channels.
 - The Library Director and Planning Committee analyzed internal data from circulation, website, technology, program, outreach and usage statistics and used it for additional consideration when assessing priorities.
- Develop goals and objectives.
 - The Planning Committee developed goals and objectives based on findings from the community needs assessment, library statistics, SWOT analysis research and the organizational culture and values staff survey.
- Submit the plan to the Board of Trustees for approval.
 - The Library Director submitted the finalized strategic plan to the Board of Trustees.

Henika District Library Strategic Plan 2023-2026

Mission:

Henika District Library encourages community and personal growth through diverse materials, services, and experiences.

Goal 1:

Improve Henika District Library building accessibility and safety for all patrons and staff.

The elevator is currently a “Barrier Free Lifting Device” with a cage-style system, and is original to the 1960s addition. It is difficult to obtain parts and the elevator also randomly stops between floors. Patrons with mobility difficulties have trouble opening the heavy, manual outer doors and the cage door. It is also small and uncomfortable for both mobility challenged people and people with strollers.

Objective 1.1: Pending/In-Progress

Optimize elevator function and accessibility

Action 1:

Clarify ADA requirements and recommendations regarding elevator service, floor space, etc.

- Expected Deadline: February 2023
 - Met

Action 2:

Outline at least three options to meet requirements and recommendations with ballpark estimates

- Expected Deadline: April 2023
 - Tabled pending grant decision and exploring rolling into building expansion.

Action 3:

Building Committee meets to decide on an option to pursue

- Expected Deadline: May 2023
 - See above to Action 2

Action 4:

Collect two to three quotes from contractors and present options for board decision

- Expected Deadline: July 2023
 - See above to Action 2

Action 5:

Finance Committee meets to decide on funding and submit for board approval

- Expected Deadline: Fall 2023
 - See above to Action 2

Action 6:

Elevator renovation begins

- Expected Deadline: Fiscal Year 2024
 - See above to Action 2

Goal 2:

Expand the current library building to meet community wants and needs. The library is roughly 3,400 sq. ft and is too small to sustain adequate service to the rapidly increasing population of the area. Staff is having a hard time placing new acquisitions and finding space to continue to grow in both collection and technological offerings. The library also lacks a dedicated programming space, which severely limits the amount of attendants allowed at programs, despite their increased popularity.

Objective 2.1:

Explore a building expansion plan and blueprint.

Action 1:

Building committee meets to develop a building Needs v.s. Wants List

- Expected Deadline: January 2023
 - Met

Action 2:

Contact at least 2 architects for plans meeting our needs

- Expected Deadline: April 2023
 - Partially Met/In-Progress
 - Updated timeline date to 2024

Action 3:

Building Committee reviews draft blueprints for potential changes

- Expected Deadline: June 2023
- Updated timeline date to 2024

Action 4:

Blueprint drafts are submitted for board approval

- Expected Deadline: July 2023
- Updated timeline date to 2024

Objective 2.2:

Plan how to fund the building project.

Action 1:

Finance committee will meet to explore funding options through grants, loans, donations, millage, etc.

- Expected Deadline: August 2023

- Met

Action 2:

Finance committee presents funding plan for board approval

- Expected Deadline: December 2023
 - Partially Met/In-Progress
 - Updated timeline date to 2024

Objective 2.3:

Select a contractor to complete the project.

Action 1:

Open a bid room for contractors to bid on the building plan.

- Expected Deadline: January 2024
 - Partially Met/In-Progress
 - Updated timeline date to Fall 2024 to early 2025

Action 2:

Library board meets to review proposals and select a contractor

- Expected Deadline: June 2024
 - Updated timeline date to early 2025

Action 3:

Finalize financing and paperwork

- Expected Deadline: August 2024
- Updated timeline date to 2025

Action 4:

Break ground on a building expansion

- Expected Deadline: April 2025
- Updated timeline date to 2025

Goal 3:

Expand community connections and involvement with the Henika District Library.

Objective 3.1:

Maintain current connections with local community businesses and groups.

Action 1:

Continue relationships and involvements we already have with the local Downtown District Association, schools, Sawmill Estates, Green Acres, Allegan County Great Start, Friends of the Library, Country Cat Lady, and others.

- Met 2023/Ongoing 2024

Objective 3.2

Establish new connections in the community and surrounding areas.

Action 1:

Form at least one new relationship with a local business or organization each year. Current ideas include the Women of Wayland, Paws for a Cause, Gun Lake Tribe, local daycares, etc.

- Met 2023/Ongoing 2024

Objective 3.3

Develop partnership oriented programs with the above connections.

Action 1:

Offer at least two partnership based programs each year.

- Met 2023/Ongoing 2024

Summary:

The Henika District Library 2023-2026 Strategic Plan was created with involvement from various levels within the library and community including the Library Director, Henika District Library Staff, public, stakeholders, and community partners. The collection of data from focus groups with community stakeholders and partners, a community needs assessment, SWOT analysis, and library statistics were key in helping to create the library's goals and objectives.

The next three years will be filled with opportunities for the Henika District Library. The library's focus on safety and space will help better meet community needs and standards. A more accessible building and elevator will allow all patrons the ability to use the library more easily. The addition of a dedicated programming space and more physical footage would allow more patrons access to our growing services and offerings. The Henika District Library will dedicate staff to cultivate connections and foster community engagement by actively seeking out partnerships to expand library services and programs. The expansion of the library's outreach services will foster a bigger sense of community as well as grow involvement in library service.

Through the implementation and execution of this strategic plan, Henika District Library will be able to provide the safety, space, and outreach services/partner programs to the Wayland community. By encouraging growth, Henika District Library can continue to carry on the work of cultivating connections, ensuring access to information and fostering community engagement.

Appendix:*Staff Survey Responses***Q : What has your experience working here been like?**

- My favorite job I've ever had! My coworkers are great and I have fun coming into work almost every day. I like that Cierra actively tries to improve the library and our working environment.
- I see us as a young and enthusiastic team testing out different ways to work together and serve our community. We have a lot of opportunities to stretch ourselves and try new things, and that's been wonderful. The only imminent danger I see is the possibility of staff stretching too far, too fast and burning out. This is the best library and team I've worked for thus far.
- My experience working here has been very mixed, but overall a positive experience. I greatly appreciate the flexibility that this job provides, as well as the warm work environment. Recent updates/changes have drastically improved working conditions (new paint/carpet, updated staff breakroom, new computers) and I am excited for upcoming changes.
- My experience working here has been amazing thus far.

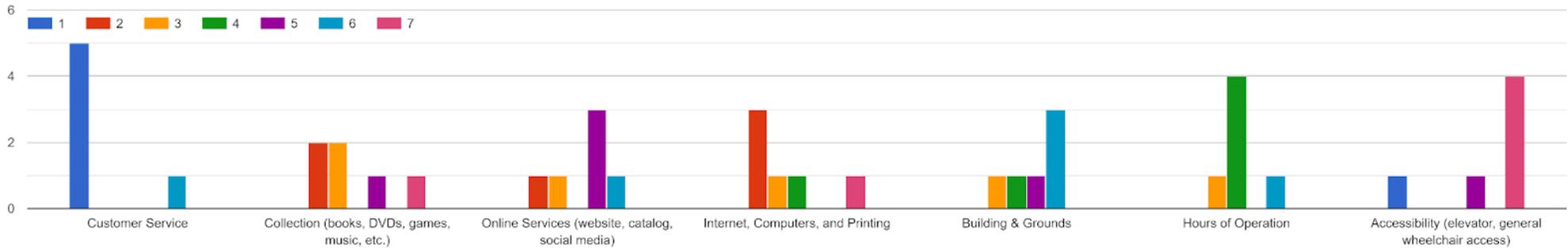
- I have been working here for a long time. This library has always been a second home to me.
- good

Q: From a staff perspective, what could be changed to help Henika grow in the future?

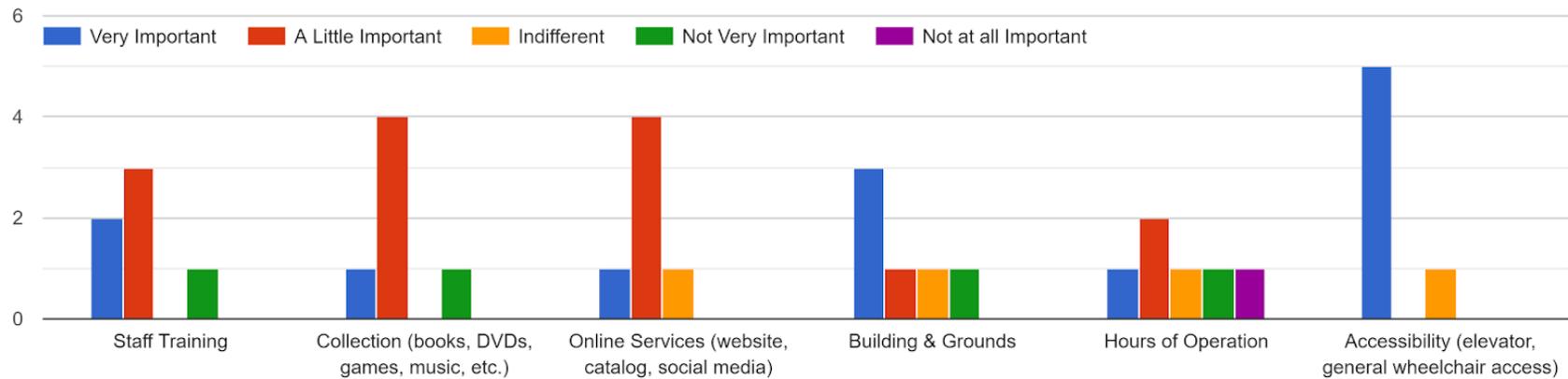
- Wish upon a star for an expansion! Would also like sound control in main library area (sound absorption pads on walls or ceiling) to help with computer and programming noise.
- The size and layout of the building is one of the biggest hindrances in giving the best service possible. I would love a programming room, space for computers that only kids can use, study rooms, a separate YA room, a new copier, a private work space for staff to focus on program prep, and a safer and more reliable elevator.
- Building accessibility (if I could only pick one thing it would be this). I cringe every time I hear an elderly patron slowly climb the stairs, fearing that they will fall. I would love for all patrons to be able to access our materials without physical barriers that prevent them from entering the building and navigating it.
- The addition of study rooms would be great - I answer questions almost daily about whether we have any available. Programming space is also a need, especially as our programs grow in popularity. It's tough to have enough space to hold programs, and when programs are running they sometimes disrupt other patrons using the library
- A better elevator for people who have disabilities.
- building expansion for more staff space, programming space, and expanded children's area

Staff Survey Responses Continued

Please rank our library's strengths from 1 (strongest) to



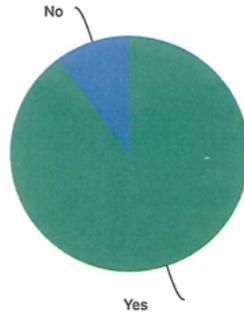
How important would the expansion or addition of the following attributes or services be to you as a staff member?



Community Survey Response Summaries

Q1 Do you have a library card?

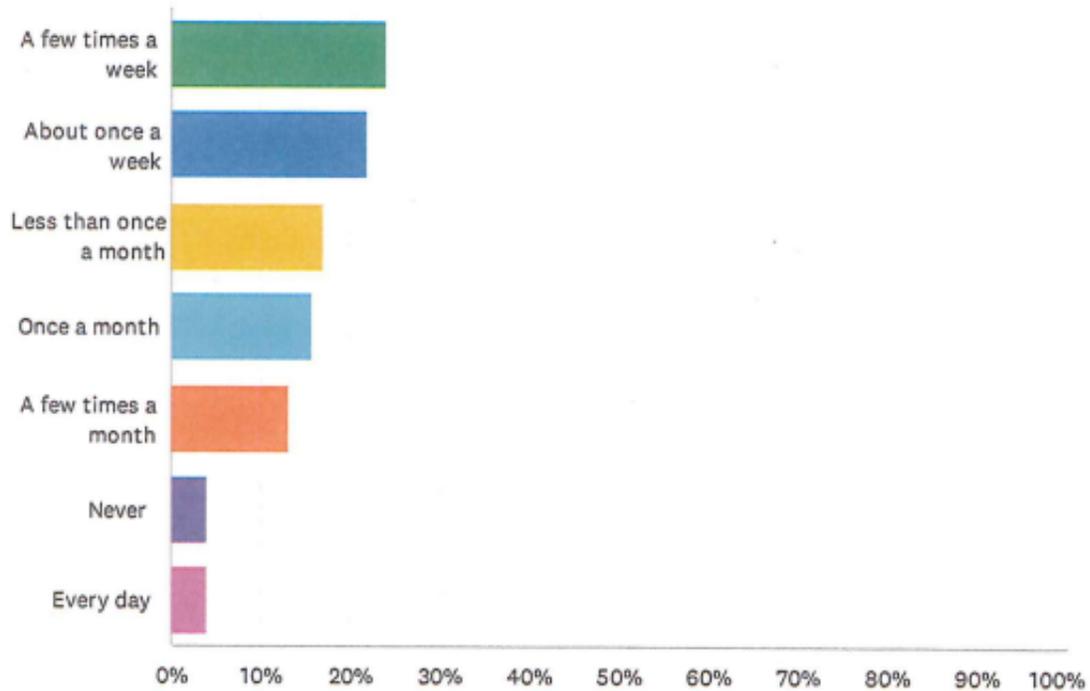
Answered: 228 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	89.91%	205
No	10.09%	23
TOTAL		228

Q2 An average, how often do you visit the library?

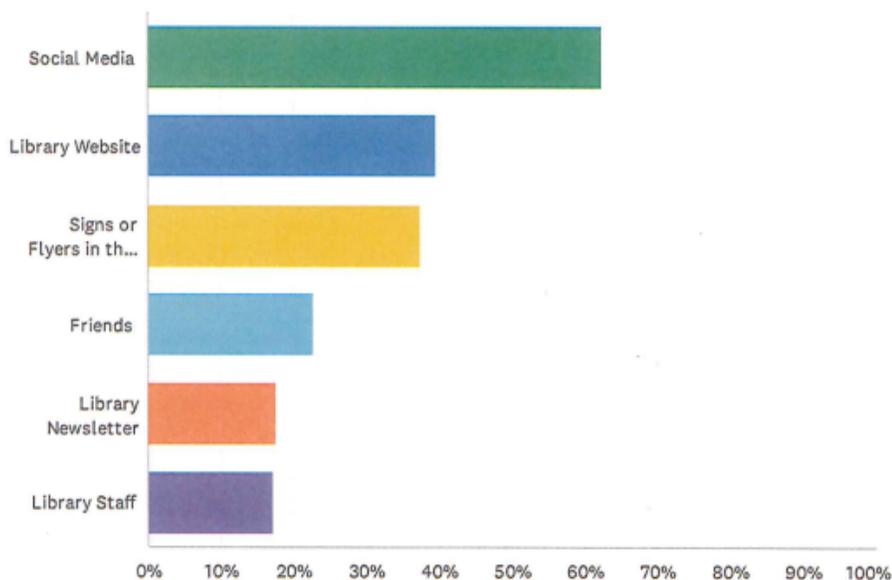
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Community Survey Response Summaries Continued

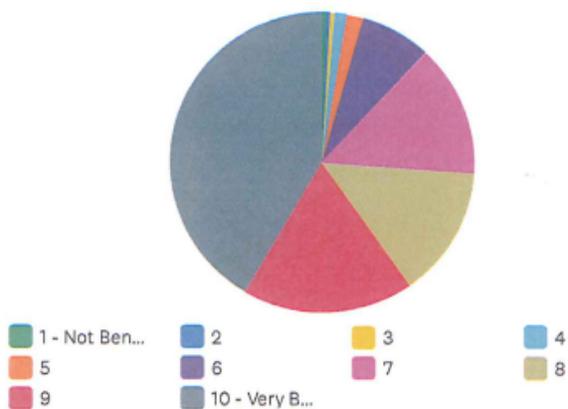
Q5 How do you typically find out about library programs? Check all that apply.

Answered: 227 Skipped: 1



Q8 Please rank the library's benefit to you or the community?

Answered: 226 Skipped: 2



	1 - NOT BENEFICIAL	2	3	4	5	6	7	8	9	10 - VERY BENEFICIAL	TOTAL	WEIGHTED AVERAGE
(no label)	0.44%	0.44%	0.44%	1.33%	1.77%	7.52%	14.16%	14.16%	18.14%	41.59%	226	8.54
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Community Survey Response Summaries Continued

Q :What do you value most about the library?

- Material Selection - 88 = 31%
- Friendly Staff / Customer Service - 32 = 11%
- Children's Activities - 32 = 11%
- Library Style / Decor / Layout - 25 = 8%
- General Services - 21 = 7%
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- Fax - 4 = 1%
- Digital Materials - 4 = 1%
- Hours - 1 = 0.7%
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Standout Comments From Previous Question

- “FREE is always the best price, and selection is helpful, and staff assistance and knowledge is important. I appreciate newer options like educational and entertainment games, movies, computers and fax/printers access, deals and offers to other experiences, and love take n makes when we can get them!”
- “The library is in the perfect location in downtown Wayland. I appreciate the summer reading event that starts around the same time the farmers market starts”
- “I am a Homeschool mama. The library is essential to this and to provide my children with new reading material every week. I also value the many different resources it provides. I do not like e-books and the library is a great resource for my family.”
- “The Library staff are welcoming. The Library is constantly adding materials, games, 'items' to borrow (e.g. seeds, Kindle). One of my favorite aspects is the Library cares about its history and displays it (pic of the architect, older pics of the Library, etc). The atmosphere is pleasant and welcoming. Summer movie nights are fun - like that the seating was moved to the grass rather than the parking lot (we bring blankets to sit on). Great variety of programs for kids.”

Community Survey Response Summaries Continued

- “I love that you can come in and print important stuff, and you don't expect a certain amount per page. The donation box is a great idea, especially for low income families.”
- “I love that it’s close to my house; I live within city limits; i can walk or drive. I like that the small parking lot is adjacent. I think you have a fabulous selection of materials; new releases, etc. I think the cooperative is so amazing; I reserve online, request from any location in the network, and then pick up locally. Henika is small but mighty. When my kids were small, I brought them weekly for programming, play, and book checkout. A fabulous resource for a family with young children.”
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- “The new staff seems to be doing an excellent job. They seem to have a great vision for improving the library. Continue as they are.”
- “I live in Pennsylvania and have taken part in a variety of online programs. Thank you so much for offering these programs. Everyone I have spoken with (when there was an issue with online log in) has been wonderful with help.”

Q: How could the library or its services be improved?

- More Space / Bigger Building - 83 = 37%
- More Materials - 23 = 10%
- Seperate Program Space - 16 = 7%
- More Programs / Services - 14 = 6%
- Extended Hours - 12 = 5%
- More Sitting Areas - 8 = 3%
- Better Handicap Access - 8 = 3%
- More Staff Training - 8 = 3%
- More Parking - 6 = 2%
- Study Rooms - 5 = 2%
- More Staff - 5 = 2%
- Bigger Play Area - 3 = 1%
- Bigger Children’s Area - 3 = 1%
- More Toddler Programs - 3 = 1%
- Better Lighting - 3 = 1%

Community Survey Response Summaries Continued

- Improve Cleaning - 3 = 1%
- Bigger Dropbox - 2 = 0.8%
- Bigger Budget - 2 = 0.8%
- Bigger Social Media Presence - 2 = 0.8%
- More STEM Activities -1 = 0.4%
- More Language Options - 1 = 0.4%
- More Exits - 1 = 0.4%
- Everything on the Same Floor - 1 = 0.4%
- Outreach - 1 = 0.4%
- More Digital Materials - 1 = 0.4%
- Vending Machines - 1 = 0.4%

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- “Nooks with a comfy chair for reading, back in the stacks. Even more old pictures of the Library - inside and out.”
- “Many ways. 1. Too crowded 2. Update Handicap Access 3. Friendlier and Knowledgeable Staff that cares about people instead of making one feel they are a nuisance. 4. Update bathrooms. 5. Bring in natural light. It feels closed in, dark and very dreary.”
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- “I would like a modern elevator and the hand railing is a little rickety to go upstairs.”
- “everything is great, but the building is old and small”

Community Survey Response Summaries Continued

- “Overall I'm happy with the service and the hours works well... library is fine - convince wayland to build coffee shop near library”
- “If space was available, it'd be nice to separate the computer area because kids can be loud while playing games online. The front desk area can appear messy/cluttered/crowded but I think this is a space issue.”
- “Expanding building to hold more. Love the library. Just want more of it. I feel the community deserves a bigger better one.”
- “More selection. I know you can get books from other libraries, but I would still like to see a larger collection at Henika.”
- “You definitely need to improve the parking. I'm not sure why you allow Dr. Sexton's employees use all the parking spots on the south side of the library. The handicapped parking is also on that side and you can never find a parking spot on that side and for older people it is such an inconvenience!! Dr. Sexton has all that parking and they should be using that for their employees, they have the north side and the east side to park by their building!! Maybe I need to go to a council meeting to see if this could be changed!! Please think of the patrons of the library not Dr. Sexton's employees.. Signs should be put up to say for library patrons only!!”

MLS Three Meeting Model

Meeting One: Orientation & SOAR Exercise

Timeframe: 2 hour meeting

- Facilitator leads orientation to the Strategic Planning Process
- Library Director reports on the Community as well as the Library's programs & library trends
- Facilitator defines and reviews rules for the brainstorming session
- Facilitator leads the SOAR (Strengths, Opportunities, Aspirations, Results) Exercise

After Meeting One the Library Board and Staff review and respond to the SOAR exercise themselves (in-person or on paper). Needs Assessment begins with determining how information will be collected (survey, community forums, interviews, etc.) and drafts questions.

Meeting Two: Visioning & Draft Goals

Timeframe: 2 hour meeting

- Facilitator leads a Community Vision Statement Exercise
- Ideas are posted and reviewed. Facilitator consolidates similar vision statements and the Committee prioritizes and votes on what is most important to them
- Facilitator begins to help committee develop draft goal statements based on the statements that reflect the highest priority.

After Meeting Two the Library Needs Assessment can be continued or finished. Responses are tabulated and distributed to the committee before Meeting Three. Also Library Director and staff members further define the goals based on the Committee's SOAR exercise, vision statements and draft goals.

Meeting Three: Survey Results & Wrap-Up (Optional)

Timeframe: 90 minutes

- Director reports on the final results of the survey, and the direction of the strategic plan with draft goals.
- Facilitator discusses the final plan, what should be included and specific language that yields the best results.

After Meeting Three, the Director will develop goals and objectives for strategic plan with action items. After completion, the Board approves the plan.

Note: This model is only one way that the strategic planning process can be implemented for your library. It is not a required process.

S.O.A.R. Exercise Chart

To be used with staff or other members of a strategic planning group which are unable to meet in person and brainstorm ideas. It is always recommended to do this exercise in a group setting where people can build their ideas from each other.

Please write a list of up to 10 words or phrases for each category. Use the question(s) to help you think about your organization and its **Strengths**, **Opportunities**, **Aspirations** and **Results**.

Strengths

What are your greatest strengths? What is working really well? What do you value most in the organization? What are you most proud of?

Opportunities

What are the best opportunities for your organization? How can you meet the needs of the stakeholders? Where can you add value and benefit to others?

Aspirations

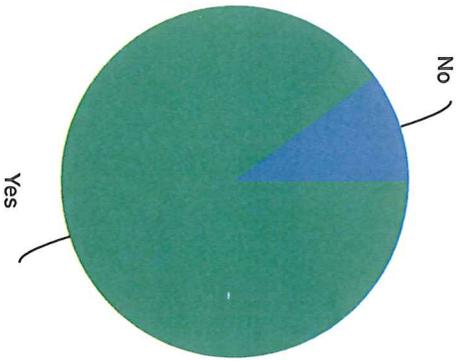
What are your hopes for the organization? What would you like the future to look like? What are you deeply passionate about? What projects, programs and services would support these dreams?

Results

How do you know you are reaching your goals for the organization? What are 3-5 indicators or measures that will let you know you are achieving the preferred future? What will be different for the stakeholders? Who is going to be responsible for making things happen?

Q1 Do you have a library card?

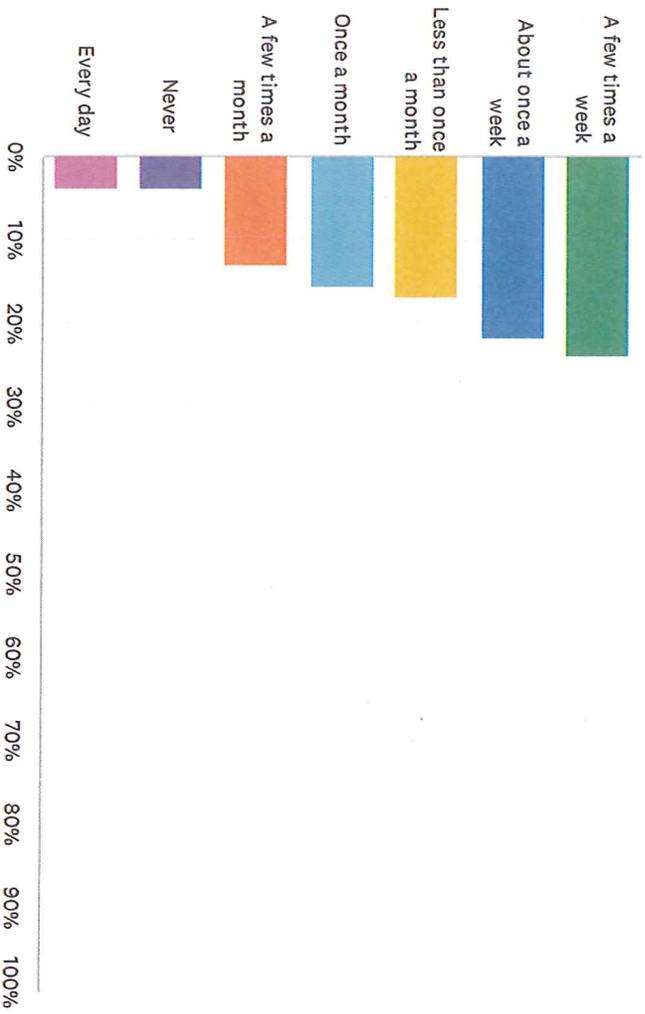
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ANSWER CHOICES	RESPONSES	
Yes	89.91%	205
No	10.09%	23
TOTAL		228

Q2 An average, how often do you visit the library?

Answered: 228 Skipped: 0



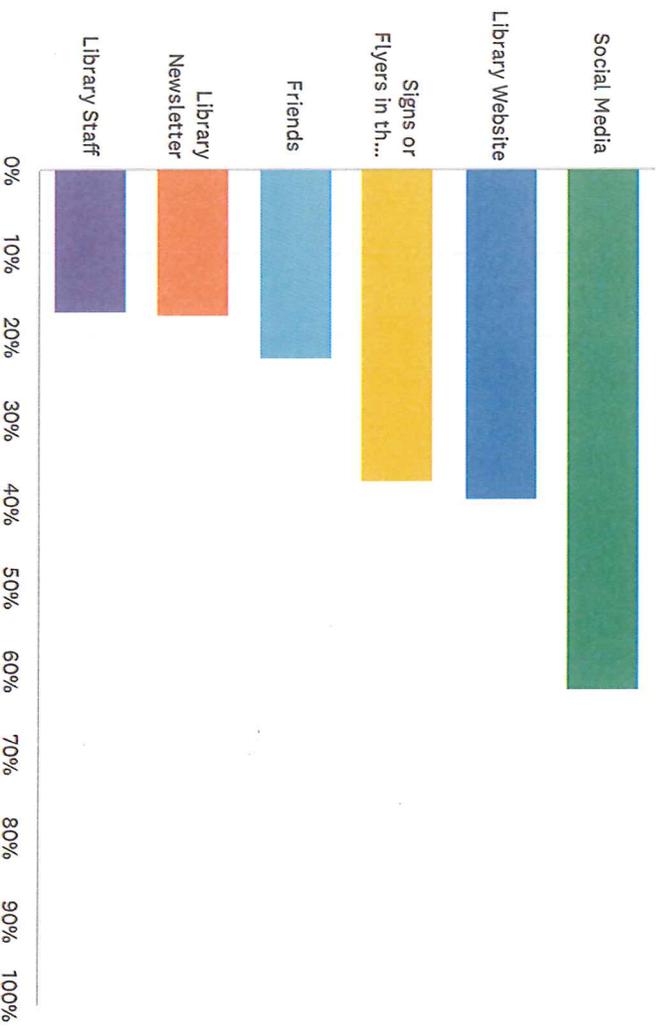
Henika District Library Strategic Planning Survey 2022

88

ANSWER CHOICES	RESPONSES	
A few times a week	24.12%	55
About once a week	21.93%	50
Less than once a month	17.11%	39
Once a month	15.79%	36
A few times a month	13.16%	30
Never	3.95%	9
Every day	3.95%	9
TOTAL		228

Q5 How do you typically find out about library programs? Check all that apply.

Answered: 227 Skipped: 1



Henika District Library Strategic Planning Survey 2022

40

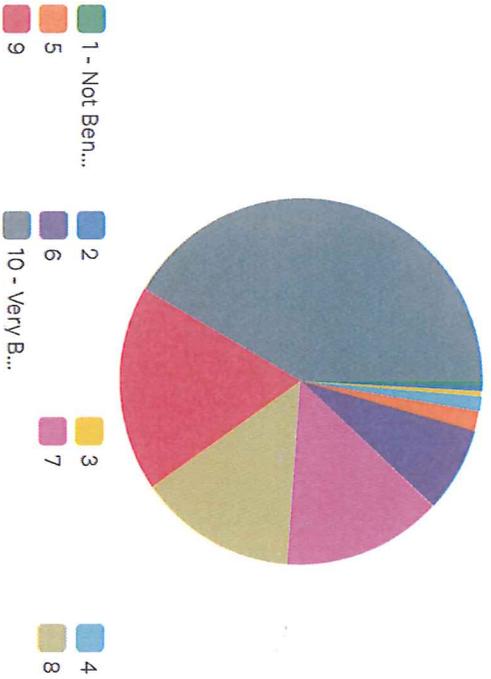
ANSWER CHOICES

RESPONSES

ANSWER CHOICES	RESPONSES	
Social Media	62.56%	142
Library Website	39.65%	90
Signs or Flyers in the Library	37.44%	85
Friends	22.91%	52
Library Newsletter	17.62%	40
Library Staff	17.18%	39
Total Respondents: 227		

Q8 Please rank the library's benefit to you or the community?

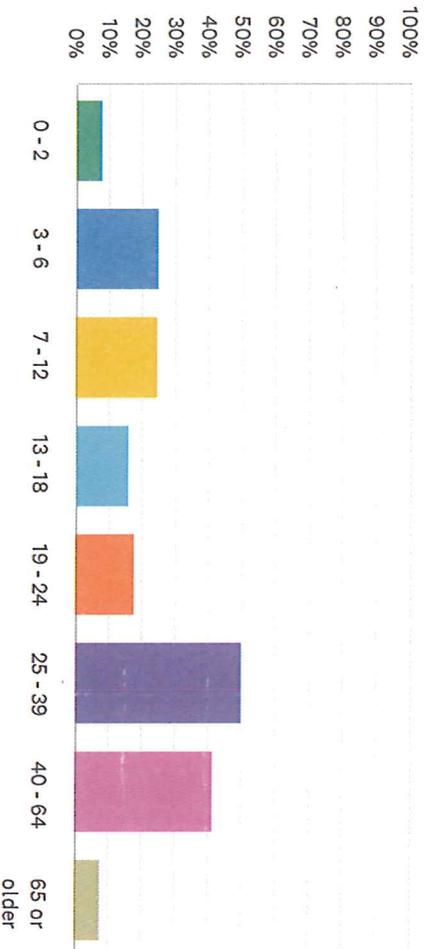
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	1	1	1	3	4	17	32	32	41	94		

Q9 How old are the person(s) in your household? Check all that apply?

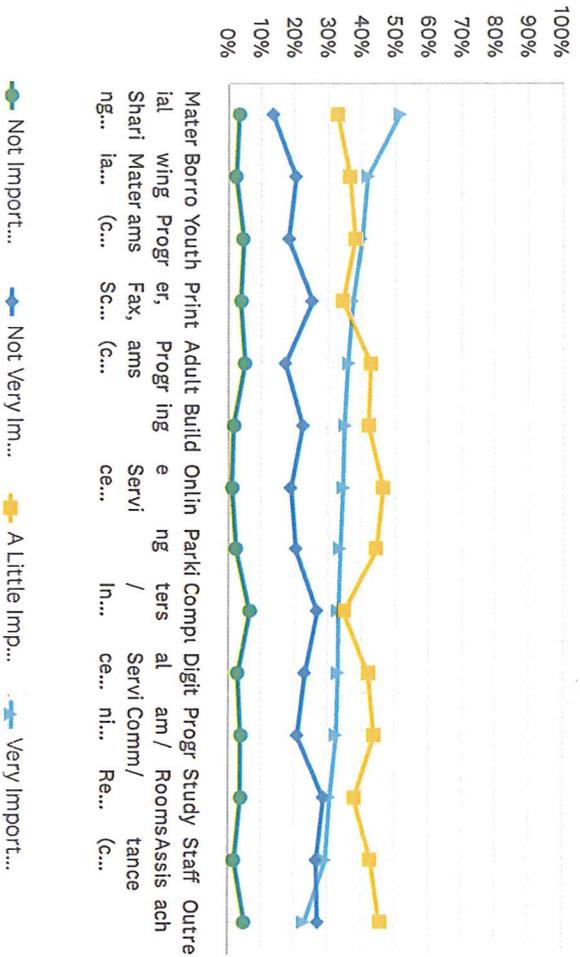
Answered: 227 Skipped: 1



ANSWER CHOICES	RESPONSES	
0 - 2	7.93%	18
3 - 6	24.67%	56
7 - 12	24.67%	56
13 - 18	15.86%	36
19 - 24	18.06%	41
25 - 39	50.22%	114
40 - 64	41.41%	94
65 or older	7.93%	18
Total Respondents: 227		

Q4 How important would the expansion or addition of the following services be to you?

Answered: 227 Skipped: 1



Henika District Library Strategic Planning Survey 2022

	NOT IMPORTANT AT ALL	NOT VERY IMPORTANT	A LITTLE IMPORTANT	VERY IMPORTANT	TOTAL
Material Sharing with other libraries	3.10% 7	13.27% 30	32.74% 74	50.88% 115	226
Borrowing Materials (Books, DVDs, Games, etc)	2.22% 5	20.00% 45	36.44% 82	41.33% 93	225
Youth Programs (crafts, lecture, activity, etc)	4.46% 10	17.86% 40	37.95% 85	39.73% 89	224
Printer, Fax, Scanner, Copier	3.57% 8	25.00% 56	34.38% 77	37.05% 83	224
Adult Programs (crafts, lecture, activity, etc)	4.89% 11	16.89% 38	42.67% 96	35.56% 80	225
Building	1.33% 3	22.12% 50	42.04% 95	34.51% 78	226
Online Services (website, social media, etc)	0.88% 2	18.58% 42	46.46% 105	34.07% 77	226
Parking	2.22% 5	20.00% 45	44.44% 100	33.33% 75	225
Computers / Internet Access	6.28% 14	26.46% 59	34.53% 77	32.74% 73	223
Digital Services (Mel Databases, ABC Mouse, E-Materials, etc)	2.68% 6	22.77% 51	41.96% 94	32.59% 73	224
Program / Community Room	3.57% 8	20.54% 46	43.75% 98	32.14% 72	224
Study Rooms / Reading Areas	3.56% 8	28.44% 64	37.78% 85	30.22% 68	225
Staff Assistance (computer help, research, etc)	1.79% 4	26.34% 59	42.86% 96	29.02% 65	224
Outreach	4.91% 11	26.79% 60	45.54% 102	22.77% 51	224

Summary of “What do you value most about the library?”

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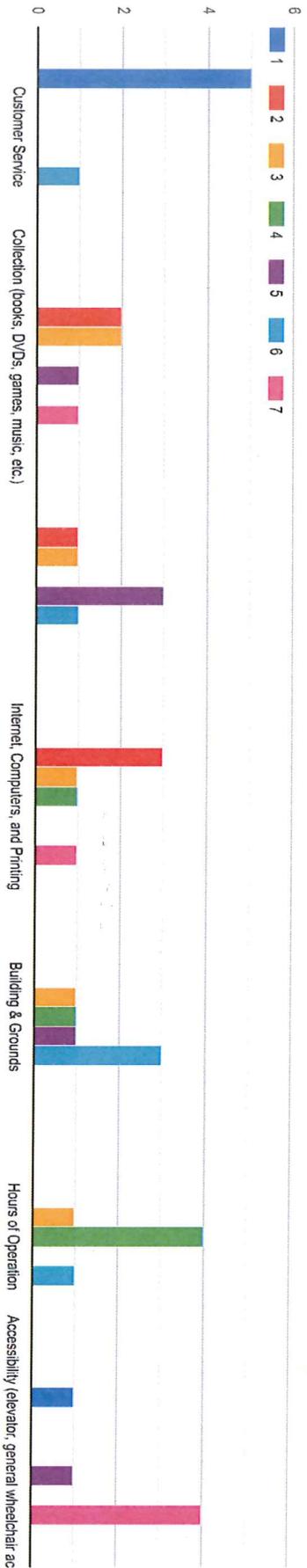
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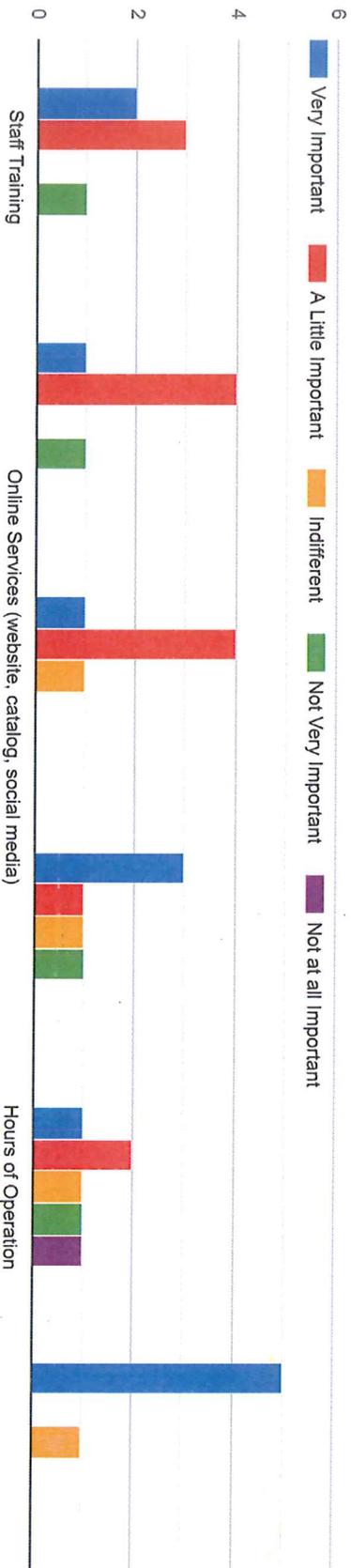
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From a staff perspective, what could be changed to help Henika grow in the future?

- Wish upon a star for an expansion! Would also like sound control in main library area (sound absorption pads on walls or ceiling) to help with computer and programming noise.
- The size and layout of the building is one of the biggest hindrances in giving the best service possible. I would love a programming room, space for computers that only kids can use, study rooms, a separate YA room, a new copier, a private work space for staff to focus on program prep, and a safer and more reliable elevator.
- Building accessibility (if I could only pick one thing it would be this). I cringe every time I hear an elderly patron slowly climb the stairs, fearing that they will fall. I would love for all patrons to be able to access our materials without physical barriers that prevent them from entering the building and navigating it.
- The addition of study rooms would be great - I answer questions almost daily about whether we have any available. Programming space is also a need, especially as our programs grow in popularity. It's tough to have enough space to hold programs, and when programs are running they sometimes disrupt other patrons using the library
- A better elevator for people who have disabilities.
- building expansion for more staff space, programming space, and expanded children's area

Goal (from library's current strategic plan)

Objectives (if included in current strategic plan)	Actions	Timeframe for Activity	By Whom

Goal (from library's current strategic plan)

Objectives (if included in current strategic plan)	Actions	Timeframe for Activity	By Whom

Abington Public Library Strategic Plan July 2017 – June 2022



Board of Library Trustees: Henry DiCarlo, Chairman
Library Director: Deborah Grimmett
September 2016

Abington Public Library
600 Gliniewicz Way
Abington, MA 02351
781-982-2139
www.abingtonpl.org
ablib@ocln.org

Service Priority One

Create Young Readers: Early Literacy

“Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write, and listen.” (Nelson, p. 165).

Goal: Children age 5 and under and caregivers will find materials which enhance early literacy and which encourage reading as a positive and valuable activity.

Objectives

- Circulation of toddler books, picture books and beginning readers will increase by 2% each year.
- Circulation of non-print materials will increase by 2% each year.
- In-house use of technology, such as computers and tablets, and items such as table top games will increase by 3% each year.

Action Plan for FY18

- Continue rotating dynamic displays of new and featured preschool materials.
- Develop new signage for preschool and parent materials.
- Use tools such as website widgets and social media platforms such as Pinterest to develop and promote bibliographies.
- Offer 4 programs which will introduce in-house technology and games.

Goal: Children age 5 and under and caregivers will have programs designed to ensure that young readers enter school prepared to learn to read, write, and listen.

Objectives

- Participation in programs, such as Story Hour, for children age 5 and under that incorporate early childhood educational principles will increase by 3%.
- Participation in programs for children age 5 and under which feature STEM/STEAM activities will increase by 3%.
- Class visits to pre-K and Kindergarten classes will increase by 20% upon the hiring of an Outreach Children’s Librarian to supplement the Youth Services staff.
- Participation by children age 5 and under in the annual Summer Reading Program will increase by 3%.
- Use of the “Tumblebooks” eBook subscription will increase by 5% each year.

Action Plan for FY18

- Continue to offer age-appropriate Toddler and Preschool Story Times, which develop skills necessary for school preparedness.
- Continue to develop programs for children age 5 and under which incorporate STEM and STEAM concepts.
- Promote and evaluate Summer Reading Program participation of children age 5 and under.
- Promote “Tumblebooks” to parents and teachers.
- The Library Trustees will work toward obtaining funding for a part-time Children’s Librarian, specializing in Outreach to facilitate visiting and hosting additional school classes.

Service Priority Two

Stimulate Imagination: Reading, Viewing and Listening for Pleasure

“Residents who want materials to enhance their leisure time will find what they want when and where they want them and will have the help they need to make choices from among the options.” (Nelson, p. 199).

Goal: Adults and Senior Citizens will find materials which enhance leisure time activities and which encourage intellectual pursuits and imagination.

Objectives

- Circulation of new adult fiction in print and audio formats will increase by 3% each year.
- Circulation of adult eBooks will increase by 5% each year.
- Circulation of downloadable audio and video materials will increase by 5% each year.
- Participation in book discussion groups and at other programs featuring recreational materials will increase by 5% each year.
- Participation in “Abington Reads” will increase by 5% each year. “Abington Reads” titles alternate between fiction and non-fiction from year to year.
- Participation in programs such as Craft Nights will increase by 5% each year.

Action Plan for FY18

- Continue monthly physical displays of materials on disparate topics.
- Explore options for downloadable video content.
- Research additional ways to use website tools and social media to promote leisure time materials.
- Continue the Friends’ mystery and popular fiction book discussion groups.
- Continue promoting book discussion groups on social media, such as Facebook and Pinterest.
- Offer monthly programs featuring creativity such as Craft Nights.
- Plan and present a comprehensive “Abington Reads” community reads program featuring a fictional work.
- Explore resources to help residents share their creative works with others.

Goal: Children and teens will find materials which enhance leisure time activities and which encourage intellectual pursuits and imagination.

Objectives

- Circulation of children’s and teen fiction and picture books will increase by 2% each year.
- Circulation of children’s and teen eBooks will increase by 10% each year.
- Circulation of children’s and teen downloadable audio materials will increase by 5% each year.
- Circulation of children’s and teen downloadable visual materials will increase by 5% each year.
- Participation in the summer reading program, book discussion groups and at other programs featuring recreational materials will increase by 5% each year.
- Participation in TAB, the Teen Advisory Board will increase by 3% each year.

Action Plan for FY18

- Continue dynamic monthly displays of physical materials on disparate topics.

- Use social media and website tools to promote reading/listening/viewing for pleasure.
- Continue the three book discussion groups for children and teens.
- Continue the summer reading program for children and teens.
- Continue monthly TAB meetings and programs, including literature based after-hours programs.
- Offer six additional programs for children which encourage reading/viewing/listening for pleasure.
- Explore resources to help children and teens share their creative works with others.

Service Priority Three

Satisfy Curiosity: Promote Lifelong Learning

“Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.” (Nelson, p. 195).

Goal: Adult and Senior residents will have access to information to meet their need to explore topics of personal interest and to facilitate lifelong learning.

Objectives

- Circulation of new adult non-fiction print and audio materials will increase by 3% each year.
- Circulation of downloadable non-fiction eBooks will increase by 5% each year.
- Circulation of downloadable non-fiction audio materials will increase by 5% each year.
- Attendance at library-sponsored informational programs for adults will increase by 5 % each year.
- Participation in “Abington Reads” will increase by 5% each year. “Abington Reads” titles alternate between fiction and non-fiction from year to year.
- Participation in the Non Fiction Book Discussion Group will increase by 10% over five years.
- Use of library sponsored and statewide databases will increase by 3% each year.
- Resources for job seekers will increase 2% each year.

Action Plan for FY18

- Continue the comprehensive weeding plan for the adult non-fiction print collection.
- Study acquisitions of downloadable materials in all formats and increase spending by 5% on Non-Fiction materials.
- Assess adding a tablet/tablets in the Non-Fiction stack area for use as a quick online catalog.
- Offer four programs to assist users with library technology.
- Continue assisting users with library technology on an individual basis.
- Present six informational programs for adults/seniors.
- Continue the monthly Non-Fiction Book Discussion Group for adults and seniors.
- Promote and monitor database usage.
- Reference/Adult Services staff will evaluate print and non-print career resources.

Goal: Teens and children will have access to resources which fulfill their need to investigate topics of personal interest.

Objectives

- Circulation of children’s and young adult non-fiction physical materials in all formats will increase by 2% each year.
- Circulation of children’s and teen non-fiction eBooks will increase by 5% each year.
- Circulation of children’s and teen downloadable audio and visual materials will increase by 5% each year.
- Attendance at library sponsored informational programs, including programs featuring STEM/STEAM activities for children and teens will increase by 5% each year.

- Use of library sponsored children's and teen databases will increase by 3% each year.

Action Plan for FY18

- Develop a comprehensive weeding plan for young adult and children's non-fiction collections.
- Continue dynamic monthly displays of physical materials on disparate topics.
- Use social media and website tools to promote informational materials in all formats.
- Continue to offer programs which incorporate STEM/STEAM principles for children and teens, building off the recent Science is Everywhere grant.
- Present two non-STEM/STEAM informational programs for teens
- Present two non-STEM/STEAM informational programs for children.
- Promote and monitor children's and teen database usage.

Service Priority Four

Visit a comfortable place: Physical and virtual spaces

“Residents will have safe and welcoming physical spaces to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.” (Nelson, p. 210).

Goal: Residents of all ages will enjoy a welcoming physical space, conducive to using library materials or meeting with others.

Objectives

- Copeland Meeting Room use will increase by 3% each year.
- Copeland Room exhibits will be recruited and promoted to the community.
- Study Room use will increase by 3% each year.
- Space for people will increase by 2022 as the need for space for physical reference materials decreases.
- Funding building maintenance and repairs will be a budgetary priority; the municipal appropriation for building maintenance and repair will increase by at least 3% each year.
- Participation in community building activities for adults will increase by 3% each year.

Action Plan for FY18

- Evaluate on-line Meeting Room Use application.
- Recruit Copeland Room exhibits for nine of the twelve months.
- Evaluate the study rooms and consider other spaces for small groups.
- Evaluate using the Copeland Room for tutoring one day per week after school.
- Evaluate Reference area with ideas for repurposing space.
- Create and advocate for minimum 3% increase in the municipal appropriation for building repair and maintenance in the FY19 budget.
- Celebrate the 20th anniversary of the library building.
- Actively market current community building activities such as the ongoing jigsaw puzzle.
- Implement an additional ongoing group activity for adults.

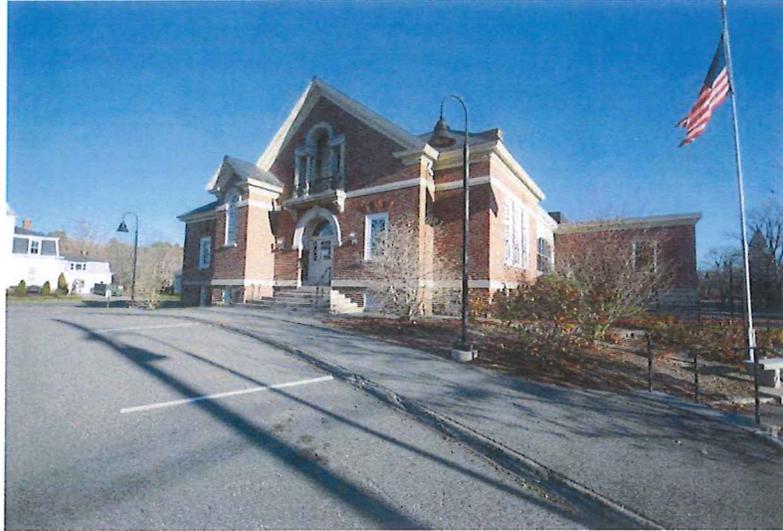
Goal: Residents of all ages will find an accessible virtual space which supports their needs.

Objectives

- “Hits” on the library website will increase by 5 % each year.
- Content on the library website will increase by 5 % each year.
- Use of Reader’s Advisory materials on the website will increase by 3% each year.

Action Plan for FY18

- Maintain library policies and trustees minutes on the website.
- Continue using social media, such as Pinterest, and professional tools, such as Booksite, to develop reader’s advisory tools.
- Develop more robust content for book discussion groups.
- Work with the network, and electronic materials vendors to make electronic content easier for readers to access.



Georgetown Peabody Library

Long Range Plan
FY2018-FY2022

Submitted by:
Sarah Cognata, Library Director
scognata@georgetownpl.org
(978) 352-5728

Collection – We aim for what people want, we're responsive, materials clean and attractive

Goals and Objectives FY 2018 – FY 2022

Goal	Objective	Action steps	Time frame	Responsibilities
1. Residents view the Georgetown Peabody Library as a community hub and a primary source of local information	1.1. Connect with more clubs & groups to use the variety of indoor and outdoor spaces as a place to connect as a community.	1.1.1. Identify organizations in town.	Before FY 2018 and continuing	Director Staff
		1.1.2. Revisit and modify the meeting room policy.	FY 2018	Director Trustees
	1.2. Library develops a brochure of current businesses, service groups, organizations, and library services for new residents who recently moved to Georgetown.	1.2.1. Collaborate with town offices, churches, businesses to develop master list.	FY 2019	Director Staff
		1.2.2. Develop template that can be easily updated.	FY 2019 and ongoing	Reference Librarian
		1.2.3. Research places to distribute brochure.	FY 2019	Director Staff
		1.2.4. Make available electronically and distribute to the public.	FY 2019 and ongoing	Director Staff Trustees Friends
	1.3. Library preserves the history of Georgetown and surrounding area through its historical collections.	1.3.1. Continue to digitize Georgetown newspapers and other collections.	FY 2018 and ongoing	Director
		1.3.2. Research other Local History collections at surrounding public libraries.	FY 2018, FY2019	Director Staff
		1.3.3. Collaborate with the Georgetown Historical Society.	FY 2018 and ongoing	Director Staff
		1.3.4. Hire an intern to catalog and document what sources and collections are in the Local History Room.	FY 2019	Director Reference Librarian
Goal	Objective	Action steps	Time frame	Responsibilities
2. The Georgetown Peabody Library is a	2.1. Library connects educators and	2.1.1. Discuss with patrons what	FY 2018 and ongoing	Director Children's Librarian

center of collaborative education in the community.	lecturers with public for enrichment of all ages.	workshops are suited for their needs. 2.1.2. Set up workshops based on patron feedback.	FY 2018 and ongoing	Teen Librarian Director Children's Librarian Teen Librarian
	2.2. Library continues to build relationships with schools to work together to help students "learn to learn".	2.2.1. Set up meetings with school administration and staff to facilitate communication regarding school assignments between the schools and the library. 2.2.2 Continue to present database/research class to high schools students. 2.2.3. Continue to have a presence at the public schools with school visits and library field trips.	FY 2018 and ongoing FY 2018 and ongoing FY 2018 and ongoing	Children's Librarian Teen Librarian Teen Librarian Children's Librarian Teen Librarian
	2.3. Library builds relationship with Senior Center for benefit of older adult education	2.3.1. Collaborate with Council on Aging Director on formal services for elderly, home bound needs.	FY 2018 and ongoing	Director Staff
	2.4. Increase sense of community service by inter-generational connections.	2.4.1. Collaborate with Georgetown Middle/High School and the Community Service Coordinator for mentoring and tech assistance by teens to seniors at the library. 2.4.2. Research opportunities for oral history interviews.	FY 2018 and FY 2019 FY 2019, FY 2020	Teen Librarian Staff
Goal	Objective	Action steps	Time frame	Responsibilities
3. The Georgetown Peabody Library is funded at a level that reflects the needs and expectations of the community.	3.1. Town approves and supports increased staff salaries.	3.1.1. Meet with Trustees to discuss how to accomplish this. 3.1.2. Library develops rationale and advocates at	FY 2018 FY 2018	Director Trustees Director

		Board of Finance Committee meeting.		
	3.2. Town approves and supports additional staff hours for increased hours open.	3.2.1. Create budget for Thursday hours. 3.2.2. Estimate staffing needs for increased hours. 3.2.3. Present to Trustees and Finance Committee.	FY 2018 and ongoing FY 2018 and ongoing FY 2018 and ongoing	Director Director Director
	3.3. Town approves and supports additional staff hours and new Outreach position.	3.3.1. Increase hours of Library Technician position from 11 hours per week to 16 hours per week. 3.3.2. Create a Community Outreach position that will be funded by the town. 3.3.3. Hire a Community Outreach Librarian.	FY 2018 FY 2019 FY 2019	Director Director Trustees Director
	3.4. Town approves and supports our library materials budget.	3.4.1. Continue to grow our collections through purchasing. 3.4.2. Weed out reference section or incorporate into circulating collection. 3.4.3. Increase our audiobook collection. 3.4.4. Maintain a current collection by weeding twice a year.	FY 2018 and ongoing FY 2018 FY 2019 and ongoing FY 2018 and ongoing	Staff Reference Librarian Reference Librarian Circulation Librarian
Goal	Objective	Action steps	Time frame	Responsibilities
4. Georgetown Peabody Library users have access to the most current information technology.	4.1. Town approves and supports funding for library technology upgrades and improvements.	4.1.1. Update and increase public computer system 4.1.2. Research phone system update in Town 4.1.3. Increase public access to software programs	FY 2018 and ongoing FY 2018 FY 2018 and ongoing	Director Staff Director Staff

	4.2. Library has a technology plan for managing hardware and software needs.	4.2.1. Create technology plan and update as needed.	FY 2019 and ongoing	Reference Librarian
Goal	Objective	Action steps	Time frame	Responsibilities
5. Staff members are empowered to continue their library education and professional development for the benefit of the users in the Georgetown community.	5.1. Fund is established to support library staff education and professional development.	5.1.1. Operating expenses have line item for staff education and professional development.	FY 2018 and ongoing	Director
	5.2. Fund is established to support staff coverage for training and meetings.	5.2.1. Research substitute needs 5.2.1. Increase hours in temporary staff position.	FY 2018 FY 2018	Director Director
	5.3. Library increases staff education and workshop opportunities.	5.3.1. Review all available workshops through MLS, MBLC, and MVLC yearly. 5.3.2. Identify list of needs for staff education. 5.3.3. Provide staff development days twice a year.	FY 2018 and ongoing FY 2018 and ongoing FY 2018 and ongoing	Staff Director Staff Director Staff
Goal	Objective	Action steps	Time frame	Responsibilities
6. Residents are aware of the variety of collections, services, and programs that are offered by the Georgetown Peabody Library.	6.1. Utilize community services to communicate Library programs and services.	6.1.1. Determine local community boards for posting Library events. 6.1.2. Contact Electric Company to include insert in monthly bill.	FY 2018 FY 2018 and ongoing	Staff Director Staff Friends
	6.2. Continue to increase visibility of library, its collections, programs, and services through website and social media.	6.2.1 Continue to post on our social media pages and update website regularly. 6.2.2. Increase subscribers to our e-newsletter.	FY 2018 and ongoing FY 2018	Staff Director
	6.3. Develop a library presence in Georgetown at all town events through	6.3.1 Put together a list of town events and prioritize which should have a library presence.	FY 2018 and ongoing	Director

	advertisement and physical means.	6.3.2. Recruit staff to attend these events on the library's behalf. 6.3.3. Add signage to streets outside of our location to aid in directions to library location. 6.3.4. Have a weekly section in the Georgetown Record and other local papers on what the library offers.	FY 2019 and ongoing Before FY 2018 FY 2018 and ongoing	Staff Director Trustees Circulation Librarian
Goal	Objective	Action steps	Time frame	Responsibilities
7. The Georgetown Peabody Library's physical space is reconfigured to better accommodate the future needs of its users.	7.1. Work with the boundaries of the present building to create the best space for library programs, services, and collections.	7.1.1. Identify areas that can be modified for alternate uses. 7.1.2. Investigate security measures in the library. 7.1.3. Investigate the possibility of adding closed off study rooms on second floor.	FY 2018 and ongoing FY 2018 FY 2021, FY 2022	Director Staff Trustees Director Trustees Director Trustees
	7.2. Create a welcoming entry lobby for the users that will be an introduction to the library as a whole.	7.2.1. Update book display case every 2 weeks. 7.2.2. Research variety of book displays and signage to replace current display case. 7.2.3. Move bulletin boards in hallway to entrance way and in front of Children's Room to increase visibility. 7.2.4. Create signage for above the Circulation Desk and Children's Room doors.	FY 2018 and ongoing FY 2019 FY 2019, FY 2020 FY 2020	Staff Director Reference Librarian Director Reference Librarian Director
	7.3. Investigate eco-friendly possibilities	7.3.1. Research opportunities to add	FY 2018, FY 2019	Director Trustees

	to reduce our carbon footprint and be a leader in green libraries.	<p>solar panels to library's roof top.</p> <p>7.3.2. Add solar panels to library's roof top.</p> <p>7.3.3. Present educational workshops on solar panels and the environment.</p>	<p>FY 2021, FY 2022</p> <p>FY2021, FY 2022</p>	<p>Director Trustees</p> <p>Staff</p>
	7.4. Continue to work on new Community Room to allow small groups an area to meet.	<p>7.4.1. Complete Community Room.</p> <p>7.4.2. Train staff on how to use cable equipment to teach patrons who are interested in filming and video editing.</p>	<p>FY 2018</p> <p>FY 2018</p>	<p>Teen Librarian</p> <p>Staff</p>

FY 2018 Action Plan

Goal 1: Residents view the Georgetown Peabody Library as a community hub and a primary source of local information

Objective	Action steps	Time frame	Responsibilities
Connect with more clubs & groups to use the variety of indoor and outdoor spaces as a place to connect as a community.	Identify organizations in town.	Before FY 2018 and continuing	Director Staff
	Revisit and modify the meeting room policy.	FY 2018	Director Trustees
Library preserves the history of Georgetown and surrounding area through its historical collections.	Continue to digitize Georgetown newspapers and other collections.	FY 2018 and ongoing	Director
	Research other Local History collections at surrounding public libraries.	FY 2018	Director Staff
	Collaborate with the Georgetown Historical Society.	FY 2018 and ongoing	Director Staff

Goal 2: The Georgetown Peabody Library is a center of collaborative education in the community.

Objective	Action steps	Time frame	Responsibilities
Library connects educators and lecturers with public for enrichment of all ages.	Discuss with patrons on what workshops are suited for their needs.	FY 2018 and ongoing	Director Children's Librarian Teen Librarian
	Set up workshops based on patron feedback.	FY 2018 and ongoing	Director Children's Librarian Teen Librarian
Library continues to build relationships with schools to work together to help students "learn to learn".	Set up meetings with school administration and staff to facilitate communication regarding school assignments between the schools and the library.	FY 2018 and ongoing	Children's Librarian Teen Librarian
	Continue to present database/research class to high schools students	FY 2018 and ongoing	Teen Librarian

	Continue to have a presence at the public schools with school visits and library field trips.	FY 2018 and ongoing	Children's Librarian Teen Librarian
Library builds relationship with Senior Center for benefit of older adult education	Collaborate with Council on Aging Director on formal services for elderly, home bound needs.	FY 2018 and ongoing	Director Staff
Increase sense of community service by inter-generational connections.	Collaborate with Georgetown Middle/High School and the Community Service Coordinator for mentoring and tech assistance by teens to seniors at the library.	FY 2018	Teen Librarian

Goal 3: The Georgetown Peabody Library is funded at a level that reflects the needs and expectations of the community.

Objective	Action steps	Time frame	Responsibilities
Town approves and supports increased staff salaries.	Meet with Trustees to discuss how to accomplish this.	FY 2018	Director Trustees
	Library develops rationale and advocates at Board of Finance Committee meeting.	FY 2018	Director
Town approves and supports additional staff hours for increased hours open.	Create budget for Thursday hours.	FY 2018 and ongoing	Director
	Estimate staffing needs for increased hours.	FY 2018 and ongoing	Director
	Present to Trustees and Finance Committee.	FY 2018 and ongoing	Director
Town approves and supports additional staff hours and new Outreach position.	Increase hours of Library Technician position from 11 hours per week to 16 hours per week.	FY 2018	Director
Town approves and supports our library materials budget.	Continue to grow our collections through purchasing.	FY 2018 and ongoing	Staff
	Weed out reference section or incorporate into circulating collection.	FY 2018	Reference Librarian
	Maintain a current collection by weeding twice a year.	FY 2018 and ongoing	Circulation Librarian

Goal 4: Georgetown Peabody Library users have access to the most current information technology.

Objective	Action steps	Time frame	Responsibilities
Town approves and supports funding for library technology upgrades and improvements.	Update and increase public computer system	FY 2018 and ongoing	Director Staff
	Research phone system update in Town	FY 2018	Director
	Increase public access to software programs	FY 2018 and ongoing	Staff

Goal 5: Staff members are empowered to continue their library education and professional development for the benefit of the users in the Georgetown community.

Objective	Action steps	Time frame	Responsibilities
Fund is established to support library staff education and professional development.	Operating expenses have line item for staff education and professional development.	FY 2018 and ongoing	Director
Fund is established to support staff coverage for training and meetings.	Research substitute needs	FY 2018	Director
	Increase hours in temporary staff position.	FY 2018	Director
Library increases staff education and workshop opportunities.	Review all available workshops through MLS, MBLC, and MVLC yearly.	FY 2018 and ongoing	Staff
	Identify list of needs for staff education.	FY 2018 and ongoing	Director Staff
	Provide staff development days twice a year.	FY 2018 and ongoing	Director Staff

Goal 6: Residents are aware of the variety of collections, services, and programs that are offered by the Georgetown Peabody Library.

Objective	Action steps	Time frame	Responsibilities
Utilize community services to communicate Library programs and services.	Determine local community boards for posting Library events.	FY 2018	Staff
	Contact Electric Company to include insert in monthly bill.	FY 2018 and ongoing	Director Staff Friends
Continue to increase visibility of library, its collections, programs, and services through website and social media.	Continue to post on our social media pages and update website regularly.	FY 2018 and ongoing	Staff
	Increase subscribers to our e-newsletter.	FY 2018	Director

Develop a library presence in Georgetown at all town events through advertisement and physical means.	Put together a list of town events and prioritize which should have a library presence.	FY 2018 and ongoing	Director
	Add signage to streets outside of our location to aid in directions to library location.	Before FY 2018	Director Trustees
	Have a weekly section in the Georgetown Record and other local papers on what the library offers.	FY 2018 and ongoing	Circulation Librarian

Goal 7: The Georgetown Peabody Library's physical space is reconfigured to better accommodate the future needs of its users.

Objective	Action steps	Time frame	Responsibilities
Work with the boundaries of the present building to create the best space for library programs, services, and collections.	Identify areas that can be modified for alternate uses.	FY 2018 and ongoing	Director Staff Trustees
	Investigate security measures in the library.	FY 2018	Director Trustees
Create a welcoming entry lobby for the users that will be an introduction to the library as a whole.	Update book display case every 2 weeks.	FY 2018 and ongoing	Staff
Investigate eco-friendly possibilities to reduce our carbon footprint and be a leader in green libraries.	Research opportunities to add solar panels to library's roof top.	FY 2018	Director Trustees
Continue to work on new Community Room to allow small groups an area to meet.	Complete Community Room.	FY 2018	Teen Librarian
	Train staff on how to use cable equipment to teach patrons who are interested in filming and video editing.	FY 2018	Staff



2025 Henika District Library User Survey

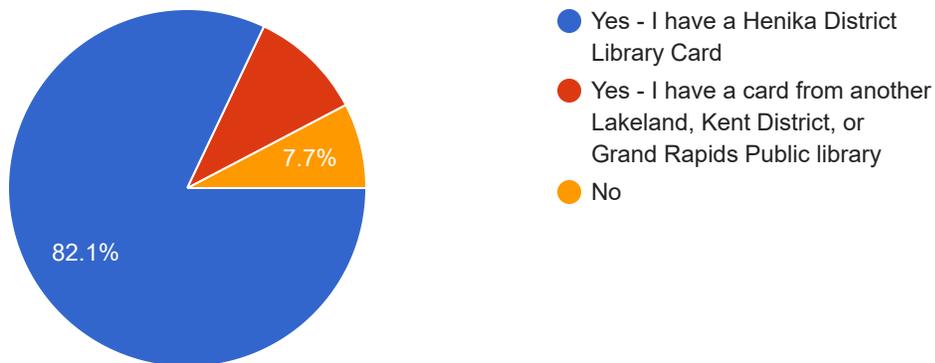
39 responses

[Publish analytics](#)

Do you have a library card?

Copy

39 responses

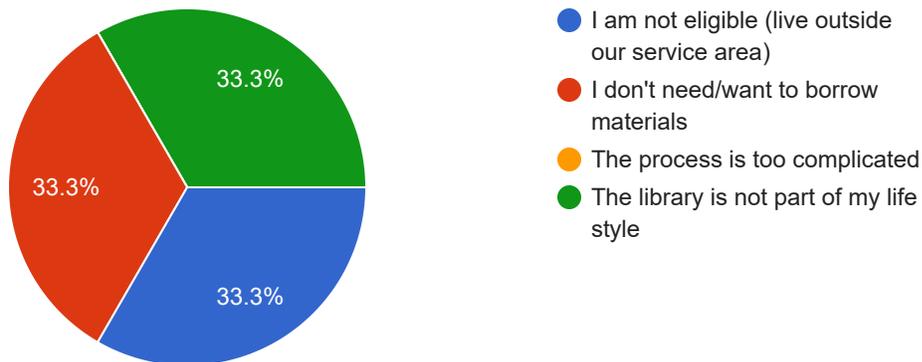


Interesting! Tell us more!

Why don't you have a library card?

Copy

3 responses



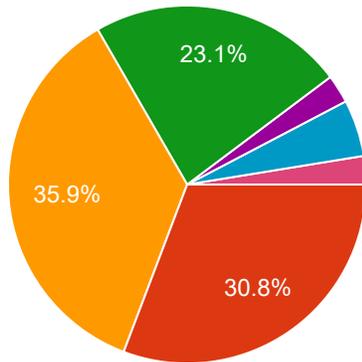
Continue the survey





How often do you visit the library?

39 responses



- Daily
- Weekly
- Every 2 Weeks
- Monthly
- Every 3 Months
- Every 6 Months
- Less often
- Never

What are we missing?

You indicated that you are not a regular library user, what could we do to make the library more useful to you?

3 responses

Nothing, just don't use library much anymore

A writing club would be nice. Or a game club in some capacity. Or a language learning club. Honestly, if you started more clubs and things to do for 20-year-olds, I'd show up weekly.

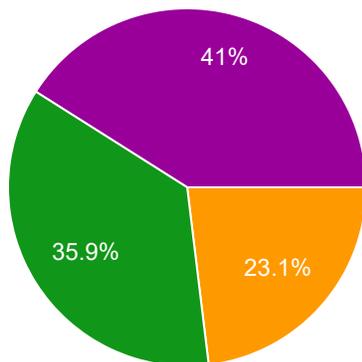
My family goes there more often and gets what I request.

Moving on!

How satisfied are you with the current opening hours of the library?



39 responses



- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

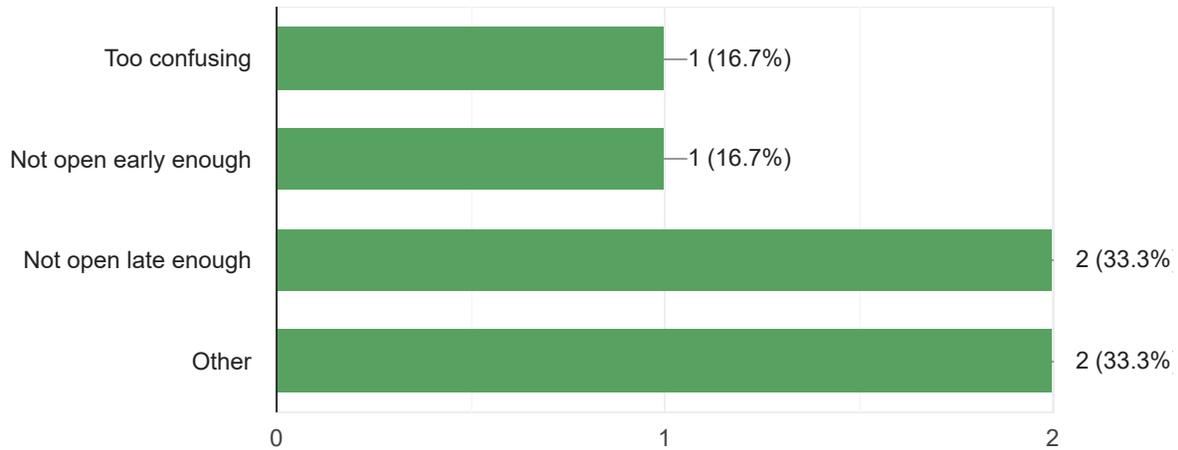
How can we be more accessible?



What about our current hours isn't working for you?

Copy

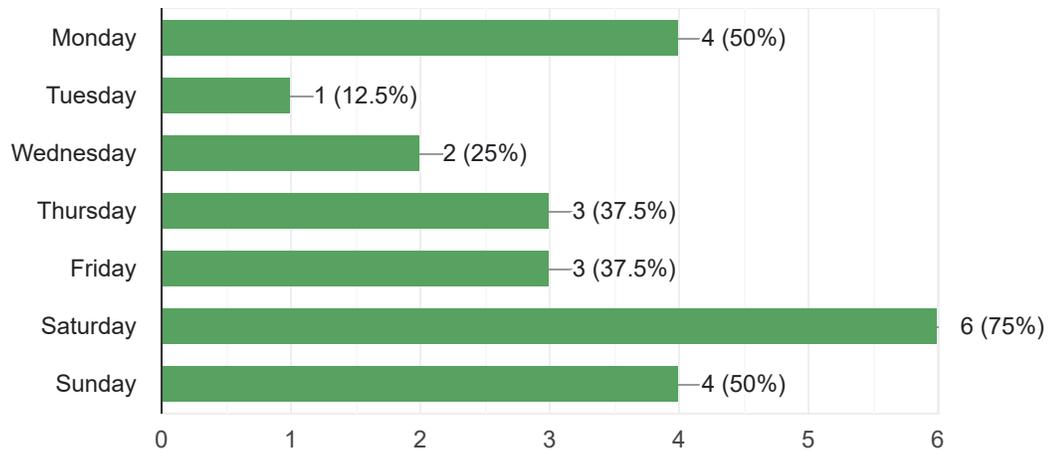
6 responses



What days of the week are you most likely to come to the library?

Copy

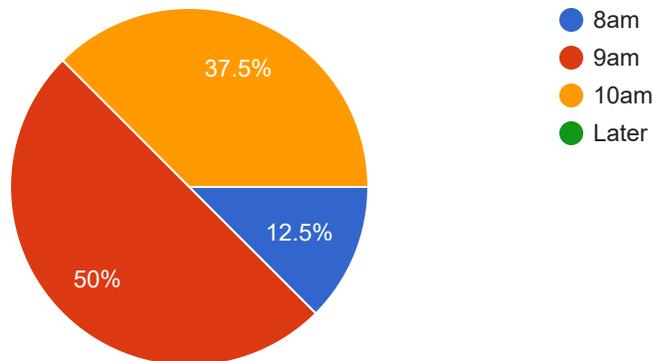
8 responses



On the days you indicated, what's the EARLIEST you would come to the library?

Copy

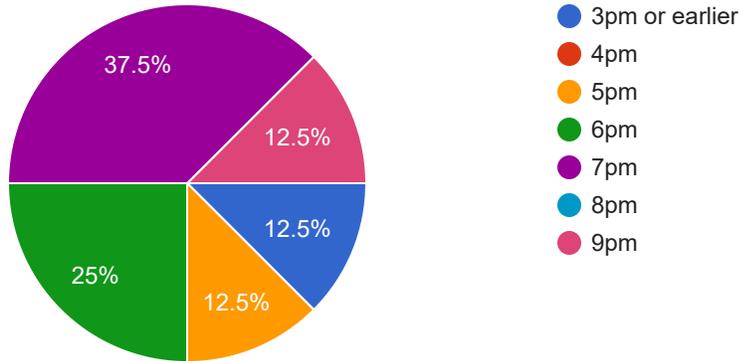
8 responses



On the days you indicated, what's the LATEST you would come to or stay at the library



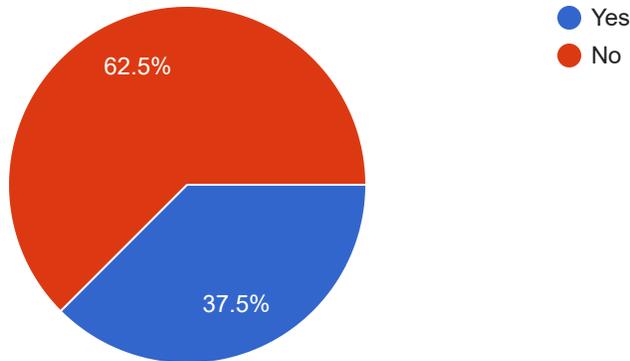
8 responses



Do you think the library should have seasonal hours? (Different hours in the summer than in the winter)



8 responses



If you think the library should have seasonal hours, what do you think that should look like?

3 responses

More days during summer and longer hours

??

Longer hours in the winter

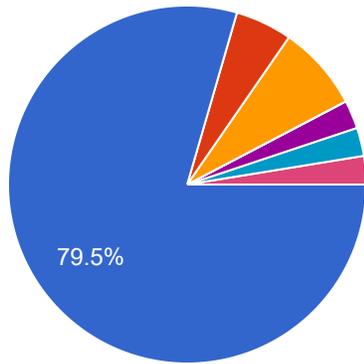
Onward



What is your primary reason for visiting the library?

 Copy

39 responses

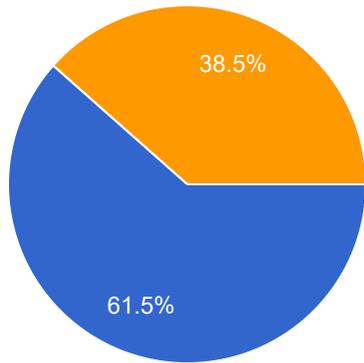


- Borrowing books or materials
- Using computers, internet, or printer/copier/scanner/fax
- Attending programs or events
- Quiet study or work
- I don't visit the library
- Borrowing books and materials, attending programs and events, using computers.
- come after school and

Have you checked out a special collection item?

 Copy

39 responses



- No, but I'm glad they're available
- No, and I don't think they're useful
- Yes, and I think it's great
- Yes, but I wasn't satisfied



Do you have a suggestion of something to add to the special collection?

15 responses

N/A

Zoo pass

Handheld GPS for trail hiking, kitchen dehydrator, kitchen vacuum sealer, Cricut or equivalent machine, laminator (unless there's one at the library we can use), jigsaw puzzles, garden soil tester, snowshoes, Kill-A-Watt electricity usage meter or equivalent, thermal camera, outdoor games (giant Jenga, cornhole/bean bag toss game, croquet, etc), STEM kits (Arduino, Lazer Maze and Circuit Maze or equivalents, Raspberry Pi or other low cost computers)

More tonies

More experiences

More museum or zoo passes

E-reader

No

Nothing

No I do not but others might have a suggestion.

Maybe a Nintendo Switch 2?

Perhaps a projector screen?

Not at the moment



What's the Henika District Library doing well?

34 responses

Great variety of new items. Can always count on the library to have the newer movies, which is so great for a single income family!!

Special collection items

Connecting with people who come to the library, communicating upcoming events to people who are the library, providing an engaging youth schedule.

Too many books online only. I want to read books! Not computer screens!

Helpful staff. Able to get books and other materials especially if coming from another library. Fun family events.

Collection of books and materials, children events

Lots of book options. Seed library is great!

Everything! The staff is amazing and the best part of the library. Thank you for being so welcoming!

Children's section is wonderful.

You guys are doing great. Can't think of anything right now.

Friendly staff, well organized, always clean

Welcoming, friendly and very helpful staff.

I love the staff. Very friendly and helpful.

The staff is awesome , love all the kids things, wish I could attend adult things but I work 2nd shift

They are helpful

Love programs and classes.

I love the seed collection option! Everyone is always super helpful and polite when I come in. The while place is also neat and clean when I visit!



Friendly. Helpful. Engaged in the community.

Very friendly and helpful staff. Although I haven't attended any special programs, they do seem to be well attended when I happen to visit while they are underway.

The programs/activities offered have a good variety & are great! The children's area is well organized & fun. The staff are all friendly & very helpful. The summer reading program is one of the best in the area. I appreciate how much the library is involved in the community & how much they care about area residents!

yes

A good variety of programs

I like the wide assortment of activities put on by the library. Also, I appreciate the wide selection of books and that often newer titles are available.

Everything

Available material

friendly personnel

Henika is doing great, from after school activities, to books in stock even to safety and other essentials.

Love the programs.

Having a wide access of ebooks available on Libby

Getting fresh new materials. Board games are a great addition.

They're doing all the things a library of their size and facilities should and doing it pretty well in my opinion.

Friendly staff

You guys are doing great, especially on events.

Polite and professional staff. Very welcoming and fun activities for kids!



How can the Henika District Library improve?

29 responses

Hopefully they get the funds to expand. It'd be nicer if the building was bigger.

The children's book selection is lackluster. The selection is disappointing. There are few books by award winning picture book authors, my hope is not to have to order quality children's literature to be sent to the library but instead be able to browse the shelves and have quality books available and at the ready.

Communicate upcoming events on Facebook more clearly and more consistently with regular scheduled posts. Events on the Facebook calendar do not show up in feeds for people who did not already respond to them in some way. The weekly post on upcoming events isn't enough (and the weekly post should also include details on what age group/category of people the event is for). The Facebook app hides the Events link for a Page under a More button. It is very common I am looking for event details and get frustrated I can't find a post about it until I remember I have to dig up the event calendar. Scheduled posts can be majority about the particular upcoming event, but the image could also include a note at the bottom that says something like (No children? or, Looking for something for adults? (you get the idea) Don't worry, we also have EVENT X and EVENT Y coming up this week too!))

Better selection of British/European/other country mystery series in book form.

Open longer on Saturday.

Improve/renovate space. Very outdated. Organize desks (not so cluttered)

Remodel space so it is updated or construct new space for children area. It is crowded and doesn't lend to children activities.

More books less ebooks.

Add faith based books-there are nearly zero currently

Wider selection of adult books

It often seems very crowded. I know an expansion is in the planning stages. Perhaps more publicity about the plans would be helpful.

Idk

Open on Sunday



Would like to see more learning opportunities for mushroom & foraging classes. I believe there is a foraging class coming up, but I don't see it on the website just yet (heard it from the instructor/presenter). I've found In Your Element Wellness (IYE), and Great Lakes Mushroom Company to be amazing people full of knowledge to learn from.

Just waiting for the expansion!

N/A

I believe they are doing an amazing already.

Nothing, you can immediately do anything about, but looking forward to a future expansion with more space for study and meeting.

Specifically in regard to the summer reading program, I think it would be fun to have different reading challenges instead of just tracking time spent reading (at least for the adults).

???

More space

expand!!!

I think Henika can improve by having a little study room/quiet private space. Although Henika does have a study area it would be nice for a separate room for tutoring, reading, studying, ect....

Having access to Mango Languages and Hoopla, like other Lakeland libraries. And more clubs, as previously stated.

You have limited space, so I've noticed that classic literature is harder to get there. Watership down, Brave New World etc.

More consistent hours. I work till the late evening most days and every weekday having its own separate closing time makes it hard to swing by on the way home from work. I never know off the top of my head if I'm actually passing by on one of the days you're open late.

More classical children books

I dont have an idea at the moment

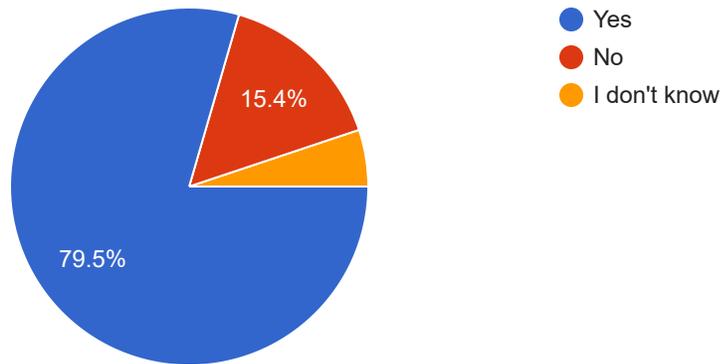
Longer hours in the weekend



Does the library offer most of the materials you need?



39 responses



Please Clarify

You indicated that the library doesn't offer some of the materials you need, please specify below what is missing

5 responses

Quality children's literature

Real books. Not e-books.

There are very few faith based book options, this should change

The Lakeland collective e-book offerings are terrible. There are almost never any of the books available that I want for anything under four months wait

If the library doesn't have what I need, I need to order the book to be sent to the library, but I am glad there is that option.

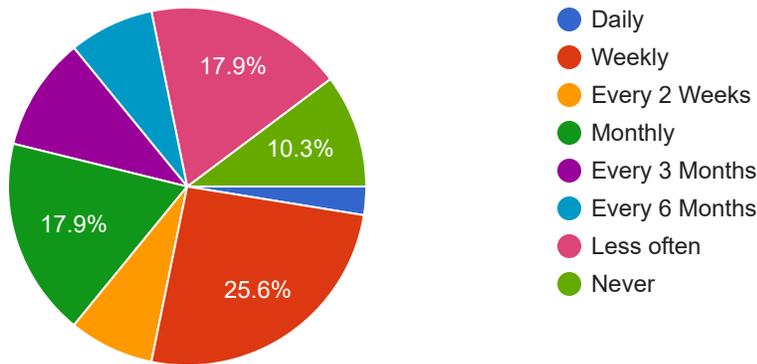
Please continue the survey





How often do you use the library website?

39 responses



What information is the most difficult to find on our library website? (Please state briefly)

12 responses

N/A

Seed library availability

Events - the calendar isn't always user friendly or doesn't load right

Signing up for the newsletter

Too many steps to log in, or am I missing something? And I already get the newsletter, would prefer to be able to bypass the option to sign up for it.

None

Newer titles

Seems easy so far

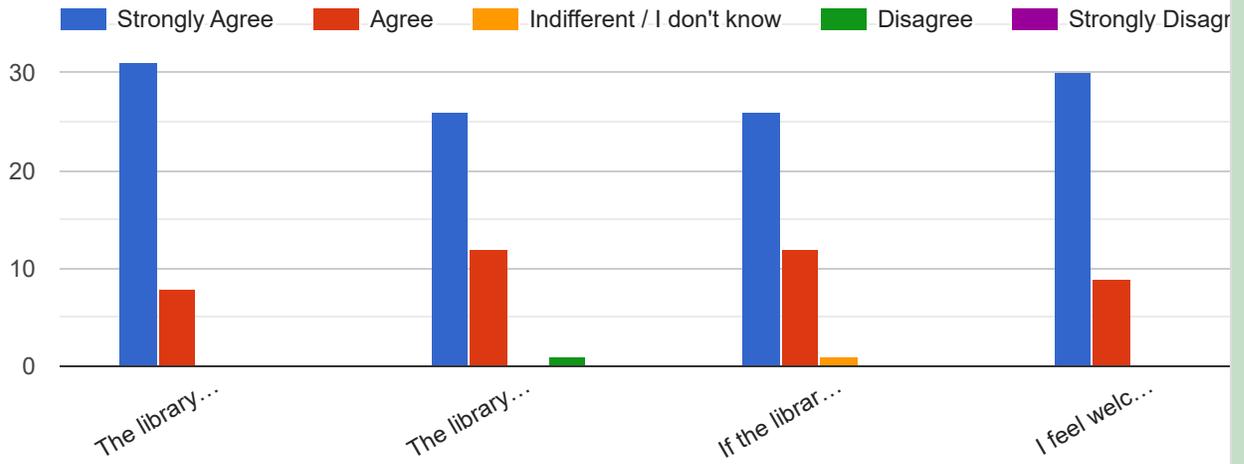
Account log in. But it's not that hard!

Im not very sure because I often don't use the website.

N/A, Henika's website is better than most other libraries' websites



To what extent do you agree with the following statements regarding the library:



If you would like to elaborate on your answers for the last question, please do so below

10 responses

The library is an incredible example of our tax dollars providing services for us that we don't have to pay more for to experience- not just events or activities on the library's schedule, but by providing computers, internet, printing, wifi hotspots- these are all things that the library needs to emphasize are paid for by the local community's tax dollars at work giving right back to them. A library expansion will provide more room for more community-focused services and materials.

A library is a key cornerstone of a community. Having a library that is modernized and fully equipped to welcome community members is a must. The City should invest in updating the library to encourage more visitors.

My kids enjoy library programs such as pokemon club, and they enjoy the scavenger hunts you do.

I recommend offering more homeschool activities or events. West MI has the largest homeschool community in the state.

A community without a library is a very depressing place. I love seeing how well-used ours is and will love even more post-expansion not having to trip over patrons and materials!

If I can't find a book they find for me at another location and order for me

Im thankful for the library for meeting my computer and printing needs.

I love everything the library is about!

They offer a wide variety of programs

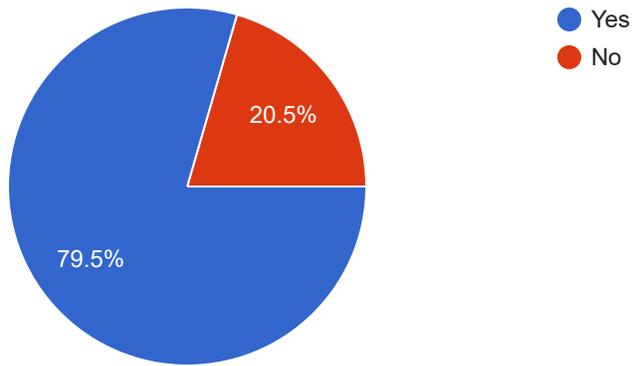
They have Programs that interact with Wayland Community programs.



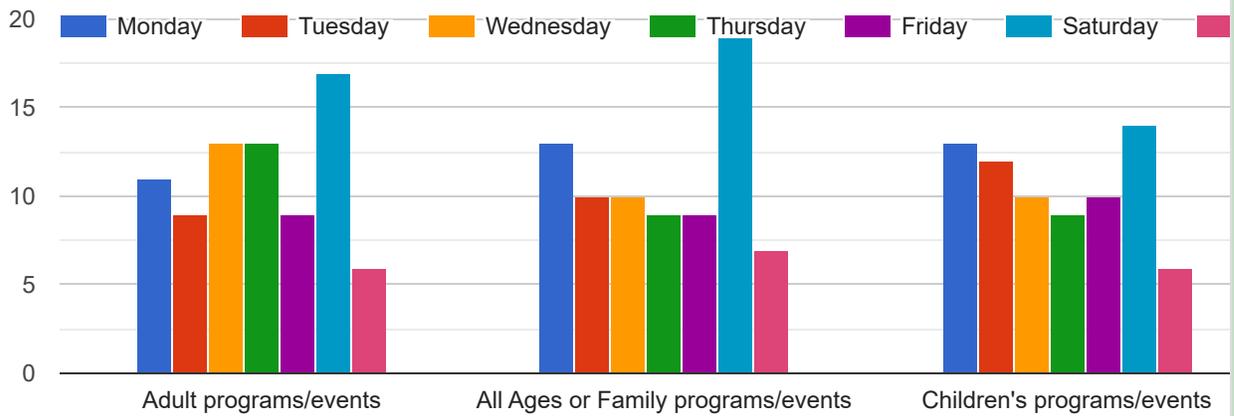
Have you or your family been to a program/event at the library before?



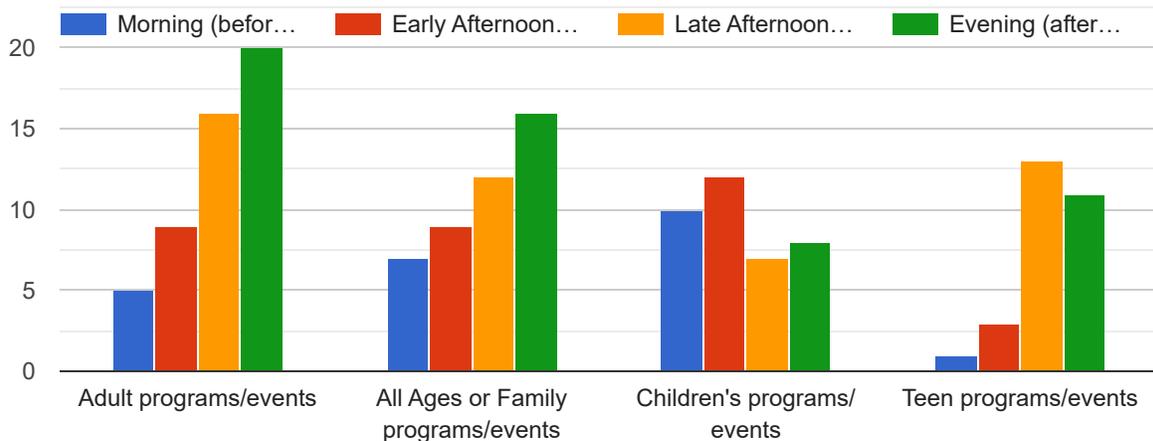
39 responses



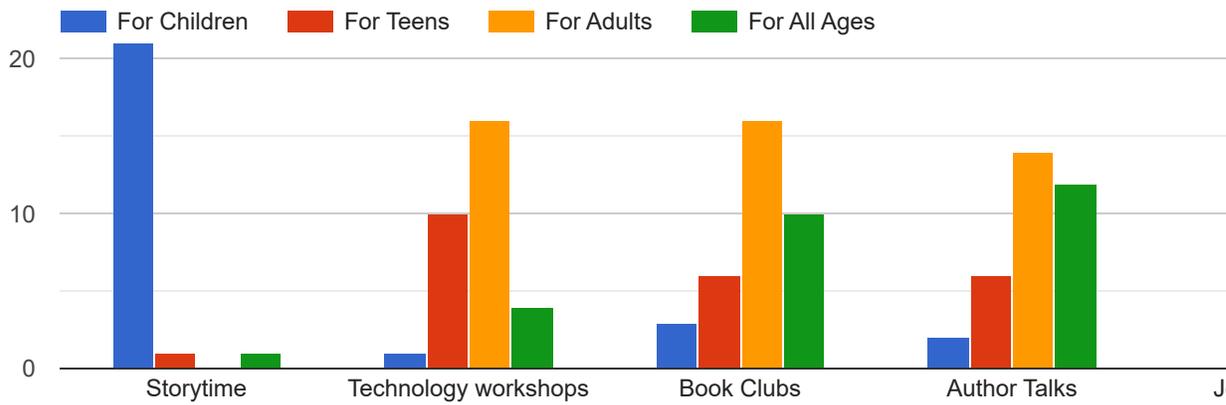
What are your preferences for the days programs/events are scheduled?



What are your preferences for the times programs/events are scheduled?



What types of programs or events would you like to see offered?



Do you have any program/event suggestions?

10 responses

No

Schedule events appropriately for weather/school/other events- keep track of what's going on in and around our community so events for adults or teens aren't scheduled during football games or heading into a holiday weekend, etc. If you do that already, great. :) I've just noticed a few times that some events are scheduled on days and times that lead to minimal community participation.

Community book swap or blind date with a book

Local/Michigan City/County/State history.

Mushroom/foraging/horticulture/herbalism

Someone to reavh crochet

Nope, Henika is pretty mush set on programs and events.

A writing club, or a language learning club, or some kind of board game/video game club for adults

Not at the moment



Where do you hear about what's going on at the library (events, services, etc)?



37 responses

