

Five Year Plan, 2015-2019
Mary Riley Styles Public Library
120 N. Virginia Avenue
Falls Church, VA 22046
www.fallschurchva.gov/library

Vision Statement

The Mary Riley Styles Public Library is an integral part of the community's intellectual, educational, recreational, business, and cultural life. The Library Board of Trustees and staff envision a future in which all of the community's interests are well represented in the Library's collections, a future in which all Falls Church residents can make use of the library's resources to enrich their own lives, and a future in which Falls Church residents turn to the Mary Riley Styles Public Library when the need for information is greater than the resources immediately at hand.

Mission Statement

The mission of the Mary Riley Styles Public Library is to provide and promote open access to reading, educational, recreational, cultural, intellectual and informational resources that enrich and enlighten all segments of our community. The library, as a member of the Council of Governments, also serves, through an interlocal agreement, citizens outside the City limits of Falls Church.

The Library's Board of Trustees and staff believe that:

1. The patron comes first.
2. Reading and learning are important responsibilities of citizenship, essential to individual growth and enrichment and are among the most enjoyable forms of recreation.
3. Reliable access to information and cultural resources is a right of citizenship in a democracy and fundamental to the preservation of democracy.
4. Readily accessible programs and services of the highest quality are necessary as is the relevance of those programs and services to all current and future populations served by the library.
5. The importance and value of library services must be promoted to patrons by the staff, and creativity is encouraged.

6. It is necessary to stay ahead of social and technological change so as to always be of critical value to the community.

In light of the above, the following roles have been adopted to enable the library to fulfill its mission.

- ❖ **Learning center**, providing materials and guidance in continuing education and servicing student needs that complement school resources at all times, particularly when they are not available to students;
- ❖ **Children's door to reading**, fostering library and reading habits for children;
- ❖ **Information center**, providing information and information guides on a wide range of subjects and sources, including research materials on the historical and cultural aspects of the City of Falls Church;
- ❖ **Popular (or recreational) library**, supplying fiction, non-fiction, DVDs, compact discs, eBooks and eAudiobooks, as well as other materials in popular demand for leisure time, pleasure, and personal enlightenment; and,
- ❖ **Study center**, providing space and assistance for area students.

Assumptions about the City of Falls Church

1. The educational level of the community will remain above the average for the metropolitan area, but some individuals and groups within the community will continue to have an educational level significantly below the community's average.
2. Falls Church will remain a culturally diverse community, and the library's patrons will continue to represent numerous racial and ethnic groups.
3. Falls Church will remain an economically diverse community.
4. The library's financial position depends on its ability to make a strong case for the value of quality library service for the community.
5. Falls Church's population size will increase due to its proximity to Washington, D. C.

Assumptions about Learning and Education

1. Lifelong learning is and will continue to be the key to personal satisfaction as well as economic and professional success for most people. It is essential if one is to understand the world in which we live.
2. The habit of lifelong learning is the result of recognizing reading and study as necessary and pleasurable activities. That recognition is most easily developed in childhood.
3. The Mary Riley Styles Public Library will continue to have a role as a supplemental educational resource for its patrons from preschool through graduate school.
4. The Mary Riley Styles Public Library will continue to be one of the main lifelong learning resources available to those not affiliated with a school or other educational institution.

Assumptions about Information Delivery

1. For economic, aesthetic, and practical reasons, books will continue to be one of the most effective means of communication. This will be true particularly for subtle and complex ideas, narrative materials, and works of limited appeal.
2. Electronic information technology continues to alter the way in which information is delivered in fundamental ways. A successful public library must monitor these changes and be prepared to respond. The impact will be most noticeable in the provision of bibliographic data, reference service, periodical publications, and eResources such as eBooks, eAudiobooks, and streaming video. Proliferation of eReader devices owned by patrons will create even more demand. First-rate library service will become more and more technology based.
3. The electronic information resources available in many homes and offices will continue to grow richer and more complex. Many people, however, will continue to require the assistance of information specialists to make the most of the resources available to them whether in their home, office, or library.
4. The publishing, sound recording, and film industries produce a large number of quality works that have a limited commercial appeal. The public library has a responsibility to assist in providing access to these works.

Goals of the Library

These goals are not listed in priority order.

Goal 1: Continue to develop library automation and technology infrastructure that provides the basic core library services of an online catalog, circulation, technical services, and website capabilities as well as provide workstations for the benefit and use of the public and staff.

Goal 2: Provide excellent customer service to patrons, other City and area schools.

Goal 3: Increase the library's visibility throughout the City to make residents aware of the services and materials offered.

Goal 4: Continue to upgrade the existing facility to meet patrons' needs, technological demands, program accessibility, and facility upkeep.

Goal 5: Create cooperative efforts and partnerships by library staff with other governmental agencies, businesses, and non-profit clubs and organizations.

Goal 6: Continue to enhance the library's collection in a variety of media to meet the evolving informational, vocational, and recreational needs for all ages and interests and also provide programs of interest to all ages.

Goal 7: Continue educational opportunities for staff development and development and improvement of the library's administrative structure.

Five Year Plan

This plan is modest in its projected tasks for the next few years since funds continue to be limited both at the local and State levels, but usage has remained steady or in many instances has increased. Since the plan is updated on an annual basis, it can be revised should the library budget increase, or technology, or citizens' needs change.

The format of this plan is formulated to more easily reflect the work in progress and as a resource document that can be quickly consulted. Many recurring tasks are accomplished each year, but the purpose of this plan is to project new tasks, not those that are recurrent in nature unless they hold particular significance for the library, staff work plan, or patrons. Tasks are grouped by fiscal years, and each task has a library department that is assigned to carry it out, a deadline for accomplishing the task, the goal the task addresses, and the results achieved. The following abbreviations have been used for the departments responsible for completing the tasks: AD, Administration; C, Circulation; IT, Automation; MT, Management Team; R, Reference Services; TS, Technical Services; and, YS, Youth Services.

Fiscal Year 2014 (July 1, 2013 through June 30, 2014)

Tasks	Department	Date Due	Goal #	Results
1. Assess the library collection and write a collection development plan based upon prior findings; if appropriate and funding can be secured, purchase downloadable eVideo and online periodicals	MT, Selectors	June 2014	2, 6	Have not begun work on this task yet. 4/14
2. Work with library and architectural consultants on library's long range master plan and review of 2008 space study/prepare CIP request with recommendations from study in mind for FY2015	AD	December 2013	4, 5	Completed. 3/14 Note: CIP submission on time; library request put in FY17 for \$8M rather than what the Board submitted, which was FY15 for \$18,860,000. Will work with Asst. City Manager about shared parking and amend RFP to engage architects to develop new ideas/plans for \$8M.
3. Host a Thomas Jefferson Elementary School art display.	YS	November 2013	2,3	Postponed. School canceled this program because school coordinator out on extended leave. 10/13
4. Attend the PTA information night and provide library information for parents.	YS	September 2013	2,3	Completed. 160 people attended. 10/13
5. Catalog and process 95% of all new materials within one month of arrival	TS	June 2014	6	On target as of 4/14.
6. Conduct a regional pay scale survey for Pages and incorporate results, if possible, in 2015 budget	C	November 2013	7	Completed. 11/13
7. Scan and add 250 local history pictures to the digital photograph database	R	June 2014	6	Completed goal, but work continues.303 scanned to date, 850 total photos scanned and in database. 4/14
8. Investigate the reduction or possible elimination of microfilm/fiche	R	December 2013	6	Completed 12/13. Working on process to eliminate the microfilm/fiche.
9. Replace broken magazine display units	TS	December 2013	4	Completed. 11/13
10. Establish a plan to begin to move some resources from traditional formats to digital formats (ex. audiobooks to eAudiobooks)	MT	January 2014	6	Work continues on this in FY15. Began the process when compiling FY15 budget, but nothing formalized. 4/14
11. Reevaluate all standing orders for Reference	R	August 2013	6	Completed. 10/13
12. Investigate the use of MarcEdit for cataloging eResources	TS	October 2013	1	Completed. Installed and being used now. 10/13

Tasks	Department	Date Due	Goal #	Results
13. Set up and begin using eCommerce, an ILS module	AD, Treasurer, IT	June 2014	1	Postponed until FY15.
14. Set up and begin using the Acquisitions module in Innovative Interfaces for FY2015	AD, TS, IT, Finance	June 2014	1	Postponed until FY15. Awaiting info from III about additional staff training before setting this up. 4/14
15. Develop, distribute, and tally story hour survey	YS	June 2014	3	Staff decided not to require registration for story hours; will consider if there is other information needed from a possible survey. 4/14
16. Develop and present 1 special program for adults a quarter (in addition to the eBook, Armchair Travel, and book discussion groups already available)	R	June 2014	3	In Progress , 4/14; Two programs scheduled before 6/30/14.
17. Review all policies and update as necessary	MT	June 2014	7	Continued into FY15. 4/14 Work continues on this and will take until end of FY15 to complete.
18. Develop ESF 17 (Volunteers/Donations)	Ad, MT	May 2014	4,7	Continued into FY15. 4/14 Work has begun; attended several trainings; Work will continue into FY15 to complete this item..
19. Review and update, as necessary, the library's COOP and EOP plans	Ad, MT	June 2014	4,7	Continued into FY15. 4/14 Work will continue into FY 15 to complete this item.
20. Complete weeding of cataloged books in Local History collection	R	June 2014	6	In Progress , 4/14; Weeded items boxed until after public/staff focus group for Local History Room meet early FY15 to create guidelines for room.
21. Upgrade Encore to Release 5.0 and delete classic catalog except for staff use (contingent on III upgrade of servers)	IT	June 2014	1	Completed . 4/14; Encore on latest release; Classic catalog not deleted from public catalog, only from staff.
23. Purchase any needed uniforms for custodian (all seasons)	AD	October 2013	7	Completed . 11/13
24. Review and update, as necessary, the library's Safety Manual	AD with help from others	June 2014	2,4	On Target . Work continues and expect completion date of June 2014.
25. Roll out Microsoft 2010 and Windows 7 for staff and public machines as well as wi-fi	IT	February 2014	1, 2,4	Work continues ; Staff rollout completed in January, 2014; public PCs by end of April, 2014. 4/14
26. All staff to take the basic level of eLearning on Microsoft Word, Outlook, Excel, and Windows 7	All staff	December 2013	1, 7	Completed . 4/14

Fiscal Year 2015 (July 1, 2014 through June 30, 2015)

Tasks	Department	Date Due	Goal #	Results
1. Analyze all library job descriptions and update as necessary	AD, MT	May 2015	7	
2. Set up and begin using eCommerce, an ILS module	AD, IT, Treasurer	Jan. 2015	1, 2	
3. Complete a full set of City resolutions/ordinances in the Local History room	R	Feb. 2015	6	
4. Continue to pursue additional space for the library via the CIP; work with architects and create a CIP request from that work	AD	Dec 2014	4	
5. Revise and update all library policies/procedures as necessary	MT	March 2015	7	
6. Set up and begin using the Acquisitions module in Innovative Interfaces for FY2016	AD, TS, IT, Finance	May 2015	1,6	
7. Establish a plan to begin to move some resources from traditional formats to digital formats (ex. audiobooks to eAudiobooks)	MT	Jan 2015	1, 6	
8. Solicit patron feedback via a survey to determine how well the library is providing services	AD	June 2015	2	
9 Catalog and process 95% of all new materials within one month of arrival	TS	June 2015	6	
10. Have an overall satisfaction rating of 95% or above on user survey	AD	June 2015	2	
11. Host a Thomas Jefferson Elementary School art display.	YS	April 2015	2, 3, 5	
12. Promote Summer Reading Program to grades K-8 @ TJ, Mt. Daniel, and MEH by speaking to at least 1,000 children	YS	June 2015	2, 3, 5	
13. Purchase approximately 50 more titles of downloadable magazines	MT	Aug 2014	6	
14. Meet with digital reference representatives, view webinars related to the topic and decide on possible purchases	R	March 2015	5, 6	

Tasks	Department	Date Due	Goal #	Results
15. Install wi-fi printing capability for public	IT	Dec 2014	1, 2	
16. Install WAP (wi-fi) in Reference area	IT	Aug 2014	1, 2	
17. Investigate and install, if possible, color copier for public use	IT	Oct 2014	1, 2	
18. Replace LYserver 02 and Websense with new server	IT	Nov 2014	1	
19. Weed all microfilm/fiche and remove all microfilm/fiche cabinets no longer needed	R	Dec 2014	6	
20. Schedule adult-g geared programs every other month (6 programs other than book discussion and Armchair travel groups)	R	June 2015	6	
21. Scan 250 photographs to online databases	R	June 2015	6	
22. Investigate use of Neatoscan and other means (such as online) of selling donations in addition to the ongoing book sale	TS, YS	June 2015		
23. Review and work with Baker & Taylor on material processing standards	TS	Jan 2015	6	
24. Reduce back issues of magazines to one year (using a rolling year)	TS, R	Dec 2014	6	
25. Create a formal teen advisory group	YS	Dec 2014	2	
26. Conduct Page salary survey of neighboring libraries	C	Dec 2014	7	
27. Investigate a new self-checkout machine	C, IT	Feb 2015	1, 2	
28. Investigate self-pickup of holds by patrons	C	Dec 2014	2	
29. Create a standardized format for inputting patron information into the ILS	C	Dec 2014	2	
30. Create a volunteer policy/procedure manual for both teens and adults; revise volunteer application online and in print format	TS, YS	Mar 2015	7	
31. Form a focus group of library staff and citizens to set up guidelines for the Local History collection and services	R	May 2015	7	
32. Create a procedural manual for the library Administrative office	AD	Mar 2015	7	
33. Develop a procedural manual for Youth Services	YS	June 2015	7	
34. Formalize, in writing, a weeding policy	MT	June 2015	7	

Fiscal Year 2016 (July 1, 2015 through June 30, 2016)

While this is a modest proposal at this time, it will be amended in the future as prospects for increased funding seem realistic and are reflected in the library's budget and staffing. Currently (FY15) the library is in the CIP for a renovation/expansion in FY17. If that remains on schedule, this work plan will change drastically as the library begins working toward those changes. Concrete tasks will be developed and assigned at that time.

Tasks	Department	Date Due	Goal #	Results
1 Catalog and process 95% of all new materials within one month of arrival	TS	June 2016	6	
2. Have an overall satisfaction rating of 95% or above on user survey	AD	June 2016	2	
3. Attend the PTA information night and provide library information for parents.	YS	September 2015	2,3	
4. Continue to pursue additional space for the library via the CIP	AD	June 2016	4	
5. Solicit patron feedback via a survey to determine how well the library is providing services	AD	June 2016	2	

Fiscal Year 2017 (July 1, 2016 through June 30, 2017)

While this is a modest proposal at this time, it will be amended in the future as the prospects for increased funding seem realistic and are reflected in the library's budget and staffing. Currently (FY15) the library is in the CIP for an \$8M expansion/renovation beginning in FY17. If that remains on the schedule, many tasks will be centered around that. Concrete tasks will be developed and assigned at that time.

Tasks	Department	Date Due	Goal #	Results
1 Catalog and process 95% of all new materials within one month of arrival	TS	June 2017	6	
2. Have an overall satisfaction rating of 95% or above on user survey	AD	June 2017	2	
3. Attend the PTA information night and provide library information for parents.	YS	September 2016	2,3	
4. Continue to pursue additional space for the library via the CIP	AD	June 2017	4	
5. Solicit patron feedback via a survey to determine how well the library is providing services	AD	June 2017	2	

Fiscal Year 2018 (July 1, 2017 through June 30, 2018)

While this is a modest proposal at this time, it will be amended in the future as the prospects for increased funding seem realistic and are reflected in the library's budget and staffing. Concrete tasks will be developed and assigned at that time.

Tasks	Department	Date Due	Goal #	Results
1 Catalog and process 95% of all new materials within one month of arrival	TS	June 2018	6	
2. Have an overall satisfaction rating of 95% or above on user survey	AD	June 2018	2	
3. Attend the PTA information night and provide library information for parents.	YS	September 2017	2,3	
4. Continue to pursue additional space for the library via the CIP	AD	June 2018	4	
5. Solicit patron feedback via a survey to determine how well the library is providing services	AD	June 2018	2	

Fiscal Year 2019 (July 1, 2018 through June 30, 2019)

While this is a modest proposal at this time, it will be amended in the future as the prospects for increased funding seem realistic and are reflected in the library's budget and staffing. Concrete tasks will be developed and assigned at that time.

Tasks	Department	Date Due	Goal #	Results
1 Catalog and process 95% of all new materials within one month of arrival	TS	June 2019	6	
2. Have an overall satisfaction rating of 95% or above on user survey	AD	June 2019	2	
3. Attend the PTA information night and provide library information for parents.	YS	September 2018	2,3	
4. Continue to pursue additional space for the library via the CIP	AD	June 2019	4	
5. Solicit patron feedback via a survey to determine how well the library is providing services	AD	June 2019	2	