

# **DRAFT      DRAFT      DRAFT      DRAFT**

**Five Year Plan, 2019-2023**  
**Adopted by the Library Board XX/XX/2019**  
**Mary Riley Styles Public Library**  
**120 N. Virginia Avenue**  
**Falls Church, VA 22046**  
[www.fallschurchva.gov/library](http://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, eMagazines 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, eMagazines, 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. Please note that library automation has undergone a significant change in how it is administered, so IT related tasks, while on the plan, are not controlled by the library and what was specially IT library assigned staff.

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

**The ordinance to amend ordinance [1971] regarding the FY2018-FY2022 CIP budget and appropriating expenditure and revenue funds for the fiscal year 2018 was passed on July 24, 2017. This ordinance included the library renovation and expansion project. On November 2017 the Library Board affirmed BKV as the architects for the library project. As of January 22, 2018 City Council approved the task order award for BKV Architects in the amount of \$880,000.**

**The consultant’s recommendations from the Master Plan Development and Space Study Review dated September 30, 2013 have been removed from the five-year plan. KBA (Kimberly Bolan and Associates), library consultants, are part of the BKV design team who will be participating in the A/E Design services for the library project. Currently we are in the preliminary design phase and the five-year plan may be amended to reflect the most up to date recommendations by the design team.**

<b>Tasks (FY18)</b>	<b>Department</b>	<b>Date Due</b>	<b>Goal #</b>	<b>Results</b>
1. Prepare a Scope of Work for the two City vetted architectural firms and make a decision on how to proceed once their presentations are completed.	AD	June 2017	4	<b>Completed.</b> This task was completed in November 2017. BKV are the selected architectural firm.
2. Hold discussions with Board, DPW personnel, and staff concerning decision making, core priorities of the project, selection committee and other items related to the upcoming project.	AD	June 2018	4	<b>In process.</b> This will be an ongoing process throughout the project.
3. Preliminary design of library expansion and renovation including verifying the building program and public meetings to confirm patron/citizen needs.	MT	May 2018	4	<b>Completed.</b> Staff interviews were held at the end of December, and public meetings were held January 30 and 31, 2018. Schematic Design submitted October 2018.
4. Construction Manager At Risk (CMAR) selection for the library expansion and renovation project.	AD	May 2018	4	<b>Completed.</b> Invitation For Qualified Contractors was advertised in December 2017, a short list will be created in February, with final selection scheduled for May 2018. Awarded to Centennial Contractors in July 2018.

5. Full design and permitting of the library expansion and renovation project (starting in FY18); including Schematic design (SD) and Design Development (DD) phases.	AD	April 2019	4	<b>In process.</b> Schematic Design and Design Development are complete. Construction Documents (65%) expected end of April 2019.
6. Complete procedure manual for all departments in the library.	MT	June 2018	2, 7	<b>In process.</b> A majority of the manual has been completed; fine-tuning and review currently happening. Decided to complete essential procedures for move into temporary location.
7. Solicit patron feedback via a survey to determine how well the library is providing services	AD	June 2018	2	<b>In process.</b> Surveys completed and being tallied. Tasks related to the library project took priority.
8. Have an overall satisfaction rating of 95% or above on user survey	AD	June 2018	2	<b>See above.</b>

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

<b>Tasks (FY19)</b>	<b>Department</b>	<b>Date Due</b>	<b>Goal #</b>	<b>Results</b>
1. Full design and permitting of the library expansion and renovation project (started in FY18).	MT	April 2019	4	<b>In process.</b> Construction Documents (65%) expected end of April with cost estimate due mid-May.
2. Develop Guaranteed Maximum Price (GMP) for the library project (start in FY19).	AD, City Staff	July 2019	4	<b>Note:</b> Guaranteed Maximum Price expected September 2019 (FY2020).
3. Plan for how staff will relocate materials and stage work areas during construction	AD	June 2019	4	<b>In process.</b> Inventory of FF&E almost complete. Temporary locations secured (TJ trailers and Gage House).
4. Solicit patron feedback via a survey to determine how well the library is providing services	AD	June 2019	2	<b>Postponing. Re-evaluating overall survey and customer feedback process.</b>
5. Have an overall satisfaction rating of 95% or above on user survey	AD	June 2019	2	<b>Postponing. Re-evaluating overall survey and customer feedback process.</b>
6. Cross-training for staff in preparation for the move into the temporary location.	MT	Fall 2019	2, 7	<b>In process.</b>

**Fiscal Year 2020 (July 1, 2019 through June 30, 2020)**

**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.**

<b>Tasks (FY20)</b>	<b>Department</b>	<b>Date Due</b>	<b>Goal #</b>	<b>Results</b>
1. Construction on the library expansion and renovation project (start in December 2019).	AD, City Staff	July 2021	4	
2. Moving to the temporary locations.	MT, City Staff	Fall 2019	4	
3. Revise meeting room management policy and procedures to incorporate spaces in the new building. Including evaluating room management software.	MT	June 2020	2, 4	
4. Complete strategic planning for when we are in the new building. Incorporate community feedback.	MT	June 2020	All	
5. Evaluate and develop schedule for local history room in the new building.	REF	June 2020	6	
6. Assess NEH evaluation of the Local History Room and incorporate into the work plan.	REF	Dec 2019	6	
7. Evaluate the marketing plan including social media and library website.	MT	June 2020	3	
8. Re-evaluate technology needs for library services including time/print management, wireless printing, point of sale system.	MT	Dec 2019	1	
9. Develop Emergency Support Function-Volunteers/Donation management plan.	MT	Dec 2019	5	

**Fiscal Year 2021 (July 1, 2020 through June 30, 2021)**

**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.**

<b>Tasks (FY21)</b>	<b>Department</b>	<b>Date Due</b>	<b>Goal #</b>	<b>Results</b>
1. Continue any construction necessary to complete project	AD	December 2020	4	
2. Move back into the new building and hold a grand opening ceremony	MT	Jan/Feb 2021	4	
3. Implement strategic planning goals.	MT	June 2021	All	

**Fiscal Year 2022 (July 1, 2021 through June 30, 2022)**

**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.**

<b>Tasks (FY22)</b>	<b>Department</b>	<b>Date Due</b>	<b>Goal #</b>	<b>Results</b>
1. Evaluate community outreach programs and services.	MT, AD	June 2022	2	
2. Patron feedback/customer service feedback mechanism in place.	AD	June 2022	2	

**Fiscal Year 2023 (July 1, 2022 through June 30, 2023)**

**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.**

<b>Tasks (FY23)</b>	<b>Department</b>	<b>Date Due</b>	<b>Goal #</b>	<b>Results</b>
1. Solicit patron feedback/customer service feedback	AD	June 2023	2	

**Adopted by the Library Board XX/XX/2019**