

Five Year Plan, 2020-2024
Adopted by the Library Board June XX, 2020
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 serves, through a reciprocal agreement, citizens within the Metropolitan Washington-Council of Governments region.

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 abreast 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;
- ❖ **Popular (or recreational) library**, supplying fiction, non-fiction, DVDs, eBooks, eMagazines and eAudiobooks, as well as other materials in popular demand for leisure time, pleasure, and personal enlightenment;
- ❖ **Study center**, providing space and assistance for area students and;
- ❖ **Local History Room**, providing and preserving information on the historical and cultural aspects of Falls Church and the lives of prominent residents.

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

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 2020 (July 1, 2019 through June 30, 2020) - Completed

Tasks (FY20)	Department	Date Due	Goal #	Results
1. Evaluate staffing and programming needs for the new building.	MT, All staff	July 2021	All	In Process. Carry forward to new FY. Significant effort put into staffing the temporary facility and during COVID-19 event.
2. Construction on the library expansion and renovation project (start in December 2019).	AD, City Staff	July 2021	4	In Process. Started March 2020. Expected completion May/June 2021.
3. Moving to the temporary locations.	MT, City Staff	Fall 2019	4	Completed.
4. Revise meeting room management policy and procedures to incorporate spaces in the new building. Including evaluating room management software.	MT	June 2020	2, 4	In Process. Carry forward to new FY.
5. Complete strategic planning for when we are in the new building. Incorporate community feedback.	MT	June 2020	All	Evaluating. Carry forward to new FY.
6. Evaluate and develop schedule for local history room in the new building.	REF	June 2020	6	In process. Carry forward to new FY.
7. Assess NEH evaluation of the Local History Room and incorporate into the work plan.	REF	Dec 2019	6	Completed. Reference staff are working on short, medium, long term goals incorporated into their work plans.
8. Evaluate the marketing plan including social media and library website.	MT	June 2020	3	In Process. Carry forward to new FY.
9. Re-evaluate technology needs for library services including time/print management, wireless printing, point of sale system.	MT	Dec 2019	1	In Process. Carry forward to new FY. Technology inventory completed prior to the move to the temporary locations.
10. Develop Emergency Support Function-Volunteers/Donation management plan.	MT	Dec 2019	5	In Process. Carry forward to new FY. Plan draft completed. To be reviewed by OEM.

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

Several tasks have been carried forward from FY20 due to impact of altered project timeline and COVID-19 crisis. Tasks are not listed in priority order.

Tasks (FY21)	Department	Date Due	Goal #	Results
1. Continue any construction necessary to complete project.	AD	April/May 2021	4	
2. Move back into the new building and prepare the building for re-opening to the public.	MT, All Staff	May/June 2021	4	
3. Planning and phasing library programs, services, staffing, and the building needs for the COVID-19 event.	MT	June 2021	All	
4. Hold a grand opening ceremony and coordinate with the Library Board and Library Foundation.	MT, All Staff	June/July 2021	4	
5. Update the vision and mission statements, assumptions, and goals to include diversity and inclusivity.	MT, All Staff, Library Board	June 2021	All	
6. Organizing and evaluating data collection and statistics including customer feedback and collection development to determine what data to collect and how to best use the information.	MT	June 2021	All	
7. Develop a technology plan – including post-COVID19 needs e.g. contactless service, time/print management, wireless printing, point of sale systems, room management software, and lending devices.	MT, ITS	June 2021	1, 4	Partial carry forward from FY2020.
8. Evaluate staffing and programming needs for the new building. Including the local history room schedule and the continuation curbside service.	MT, All staff	July 2021	All	Carry forward from FY2020.
9. Evaluate and revise policies to address changes to the new building and incorporate diversity/inclusivity. Including the code of conduct, materials selection, and meeting room policy.	MT	April 2021	2, 4	Partial carry forward from FY2020.
10. Evaluate the marketing plan including social media and library website.	MT	June 2021	3	Carry forward from FY2020.

11. Develop Emergency Support Function-Volunteers/Donation management plan.	MT	Dec 2020	5	Carry forward from FY2020. In Process. Plan draft completed. To be reviewed by OEM.
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Subsequent fiscal year tasks will be amended in the future as necessary and impacted by budget and staffing.

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

Tasks (FY22)	Department	Date Due	Goal #	Results
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	
3. Facilities management plan.	MT, DPW	June 2022	4	
4. Assess staffing needs.	MT	June 2022	2, 3, 5, 6, 7	

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

Tasks (FY23)	Department	Date Due	Goal #	Results
1. Complete strategic planning. Incorporate community feedback.	MT	June 2023	All	Carry forward from FY2020. Evaluating this task.
2. Solicit patron feedback/customer service feedback	AD	June 2023	2	

Fiscal Year 2024 (July 1, 2023 through June 30, 2024)

Tasks (FY23)	Department	Date Due	Goal #	Results
1. Solicit patron feedback/customer service feedback	AD	June 2024	2	

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