



MILFORD PUBLIC LIBRARY STRATEGIC PLAN

2022 - 2025

Library Mission Statement

The Mission of the Milford Public Library is to inspire learning and discovery through individual growth and community connections in an engaging and welcoming environment.



**Milford
Public
Library**

Milford Public Library Strategic Plan 2022-2025

In 2018, the library entered an intensive strategic planning process. Over the course of that year community input was solicited on how best to focus library services over the ensuing three years. We convened focus groups, administered community surveys, formed an Advisory Council of community members, and worked closely with library staff and the Library Board. We were proud of the plan developed and entered a period of working towards the goals set by the community. These goals were aspirational:

1. Support Community Engagement
2. Promote Childhood Literacy
3. Satisfy Curiosity and Stimulate Imagination
4. Foster Informed Citizens
5. Facilitate Creation and Collaboration

Barely halfway through this three-year plan, the COVID pandemic hit, and library services took an immediate turn towards maintaining services and operations while dealing with the health and safety of our patrons, staff, and community. We began online patron registration, offered curbside pickup, moved programs to a virtual format, and remodeled the building in accordance with the health dictates of the time. Our 2018-2021 Strategic Plan, while not forgotten, was at times subsumed by the immediate needs of providing basic services.

Now, in 2022, we are re-visiting and re-focusing on that plan. However, we understand that we may now be in a different place as to what the community needs are for library services. So, in the summer of 2022 we put forth a new community survey asking how we were meeting community needs, and what we could do better. Approximately 300 respondents let us know what we were doing well, as well as where we fell short.

We have taken those responses, and in close review of the 2018 plan, pulled out the three themes that seemed to be most desired/mentioned/relevant:

1. Provide an exceptional library experience for the entire community
2. Make the Library facility and services more welcoming and accessible
3. Expand meaningful relationships that build community and support the library's mission.

We are thankful for your support during these tumultuous times and are committed to providing the best services to our community. This map for our future demonstrates our ongoing commitment to honing our services to best meet current needs as well as anticipate future demands.

We look forward to serving you on the journey forward!

Christine Angeli
Library Director

Planning Process:

This Strategic Plan was intended to build upon the 2018 plan which was updated during the societal upheavals of the COVID pandemic. Our goal was to update that plan with new community input and create an engaging plan to guide library services for the next three years.

A committee of library staff drafted a new community survey, which was publicized in local newspapers, on social media, and in-house. Questions ranged from how well we were meeting community needs, what services needed to be prioritized, and what aspiration or vision did community members have for the library.

Approximately 300 people responded to this new survey. The majority (34%) of respondents were between the ages of 30-44, and overall response to current library services was good, an 8/10. Individual responses however seemed to highlight areas where improvement is needed. We have paid attention, and incorporated those suggestions into three strategic themes that will guide our service:

Provide an exceptional library experience for the entire community

Continue to make the library facility and services more welcoming and accessible

Expand relationships that build community and support the library's mission

Message from the Milford Public Library Board of Trustees:

The Milford Public Library Board of Trustees firmly supports the newly revised 2022 Strategic Plan developed by the Library Director and staff. The plan clearly incorporates input from a community survey and sets forth an ambitious path forward, one in which the diverse needs of the Milford community can be met. It is the intention of the Board to remain committed to ensuring the library is an engaging and welcoming environment for all and continues to provide the best possible services to the residents of Milford and others who may wish to use our library. Over the years the face of the library has changed greatly as have the needs of the public. This plan charts the way for responsible growth, enhanced offerings and services and greater community involvement within the confines of an ever changing and challenging world. It is with the spirit of cooperation and mutual respect that we set forth on achieving the goals set forward in this comprehensive plan.

Linda Wanosky
Library Board President

Goal One

Provide an exceptional library experience for the entire community

Objective A: Offer up to date, and sufficient quantities, of resources in a variety of formats and quantities to meet patron demand

Actions:

1. Commit to purchasing enough copies of bestselling titles to reduce patron hold ratio 1:3
2. Increase e-Content budget yearly to ensure better hold ratios and broader content
3. Review database subscriptions yearly for relevancy and use.
4. The physical collection will be inventoried and reviewed on a yearly basis to ensure it remains current and relevant

Objective B: Support Technology Needs

Actions:

1. Increase public computer availability to decrease wait times / increase usage time per patron
2. Provide technologies and services, for use on-site or at home, that may be cost prohibitive to individuals and of interest to a wide range of library users.
3. Introduce new and more effective methods of computer/internet instruction

Objective C: Offer programs that meet a wide range of ages/interests

Actions:

1. Implement a method of public evaluation for programs
2. Partner / collaborate with other agencies to supplement library offerings and build community engagement
3. Improve marketing / communication on program offerings
4. Simplify and streamline program registration / enable program reminders

Objective D: Explore ways to increase services to marginalized residents

Actions:

1. Codify / ease procedure to register and use library services for homebound residents

2. Review policies and procedures to remove any barriers to accessing library services
3. Review communication methods to best inform the community of library programs and services.

Objective E: Educate staff in library trends and best practices.

Actions:

1. Yearly, set a calendar of staff training on relevant topics
2. Encourage and provide opportunity for individualized training in specific subject areas especially as those topics relate to the goals set forth in this strategic plan

Goal Two

Continue to make the library facility and services more welcoming and accessible

Objective A: Remove barriers to use

Actions:

1. Examine ways to improve parking lot
2. Explore installation of drive through book return
3. Evaluate library hours to ensure the library is accessible to a broad range of the community.
4. Examine use of signage and staff service points in the library

Objective B: Improve patron library experience

Actions:

1. Improve website
2. Offer use of credit / debit services for all transactions
3. Offer café / food services
4. Enliven and make better use of outdoor space
5. Update furnishings
6. Explore options for balancing quiet and active areas.
7. Yearly examination of library policies and procedures.

Goal Three

Expand relationships that build community and support the library's mission

Objective A: Continue to strengthen relationships with Milford public and private schools, as well as the home school community

Actions:

1. Continue / increase school visits to the library
2. Explore ways to streamline the library card application process for students.
3. Ensure there are library resources relevant to the needs of students and educators.

Objective B: Develop and strengthen relationships with Milford partner agencies. A partner agency is a public or private non-profit human service agency that provides support to the Milford community and aligns with the library's mission

Actions:

1. Develop list of agencies and make contact to discuss ways of mutual support.
2. Assign staff liaisons to specific community groups

Objective C: Identify business needs and build resources to support the business / entrepreneur community

Actions:

1. Continue and increase engagement with local business organizations
2. Actively promote business resources through attendance at Chamber of Commerce / DMBA meetings.
3. Commit to patronizing local businesses whenever possible for library goods and program incentives.

Objective D: Support and provide space for activities that support civic engagement

Actions:

1. Provide opportunities that foster the civil exchange of ideas
2. Host opportunities for local / state officials to engage with the community