

Summit Free Public Library Long Range Plan



2014 - 2017

Background

Located in Union County 25 miles west of NYC, the City of Summit sits atop the second of the Watchung Mountains. Summit is home to more than 21,000 residents who speak over 35 languages, representing an economically and culturally diverse community. Summit is a major transportation hub with 30-minute direct access to Manhattan, major highways and the Newark Airport. The City is made up of six square miles of tree-lined streets, open spaces and an active community-oriented business district. Summit's public school system has been ranked consistently outstanding in New Jersey with more than 90% of its students college-bound, and Summit is also in close proximity to top-rated NJ private schools.

Library History

On January 10, 1874 the Ladies Book Club of Summit held a meeting to form the Summit Library Association with 2,000 shares of capital stock issued at the cost of \$5.00/share to each stockholder. The books were kept in the home of Dr. Risk and the library was open for two hours each Saturday afternoon. By 1878, the library moved into the new school building and the library was now open on Wednesday and Saturday afternoons. Non-stock holders were permitted to borrow books at the rate of \$.15/week. In 1882 the library moved again to the rear room of Mrs. Rapelyea's notion store.

A dedicated library building was finally built in 1891. The small round building on Tulip Street served as a library until 1911 and is now the Summit Playhouse. In 1901, Summit residents voted to establish the library as a Free Public Library, thereby a municipal library receiving taxpayer support. Andrew Carnegie donated \$21,000 for a new library to be built on Maple Street in 1911. The architect for the new building was Earl Harvey Lyall. Thirty local high school boys moved 1,000 books to the new building in boxes strung on rope, making the trip by foot! An additional sixty boxes were moved on three horse-drawn carts.

The Carnegie building served the community well until January 1964 when a mid-century modern building was opened right next door. A chute was built between the two buildings and the cartons of books were slid from one building to the other. The current building was updated and expanded to more than 35,000 square feet in the late '90s and continues to serve the community well.

In 2013, almost 285,000 items were circulated from the library. The library collection contained over 150,000 items including eBooks and eAudio books and over 200 periodical subscriptions. There were 19,902 library card holders and 207,000 people visited the library during the year. The library offered 637 programs for adults, teens and children that were attended by more than 9,400 people. The library's public access computers logged over 20,000 sessions.



MISSION STATEMENT

The Summit Free Public Library informs, enriches and inspires the community.

VISION STATEMENT

The Summit Free Public Library will be a destination vital to the fabric of the community. The library will be the focal point for knowledge, entertainment, social gathering and the exchange of ideas.

I. GOAL: To provide comprehensive library materials, programs and services to meet the needs of all patrons.

- 1) Provide library materials to meet patron needs.

Action Steps:

- a. Continue to provide an excellent print book collection
 - b. Investigate new e-book lending models.
 - c. Investigate streaming services, collections and programming.
 - d. Investigate newer and emerging formats and technologies.
 - e. Follow trends in education in collection development.
 - f. Evaluate and enhance the foreign language collection.
 - g. Provide materials to supplement school reading programs such as reading kits, core reading materials and materials for special needs children.
- 2) Provide services and materials that establish the library a resource for the business community.

Action Steps:

- a. Provide a self-printing release station.
 - b. Provide document scanning services for patrons.
- 3) Provide improved access to library services.

Action Steps:

- a. Investigate updating library cards.
 - b. Review the reserve/holds notification process.
 - c. Improve organization of library materials and services.
- 4) Provide stimulating programming for all ages.

Action Steps:

- a. Utilize new trends in programming for all ages.
 - b. Increase collaboration with community organizations to enhance programming.
 - c. Invite authors, experts and performers to share their expertise.
- 5) Provide education and career information services.

Action Steps:

- a. Increase career assistance services including resume assistance and job search skills.
- b. Increase access to information on colleges, technical schools, financial aid and exam preparation.
- c. Evaluate who we are targeting for these services.

- 6) Provide opportunities for learning.

Action Steps:

- a. Offer training for technology, software, databases, and social media.
- b. Offer training for use of devices.
- c. Provide links to online tutorials.

- 7) Increase outreach services.

Action Steps:

- a. Provide access to library services to patrons with special needs.
- b. Increase visits with public schools, private schools and community organizations.

- 8) Preserve and/or digitize local historical documents.

Action Steps:

- a. Work with local organizations and other libraries to share, preserve and digitize historical materials.
- b. Evaluate the relevance of the local newspaper archives.

- 9) Review and revise library policies as needed.

Action Steps:

- a. Revise library policies to improve customer service as needed.
- b. Develop plans to deal with emergencies.

II. GOAL: To provide functional current technology.

- 1) Replace or upgrade the integrated library systems.

Action Steps:

- a. Customize Online Public Access Catalog (OPAC) for user-friendly searching.
- b. Submit a capital request for an integrated library system to the City of Summit.
- c. Prepare a Request for Proposal (RFP) for an integrated library system and go out to bid.

- 2) Continue to modernize and enhance the library website.

Action Steps:

- a. Add local digitized documents.
- b. Add the ability to book study rooms online.
- c. Increase interaction for parents and kids.
- d. Provide links to tutorials.
- e. Investigate options for mobile access to website and catalog.

- 3) Continually upgrade and replace staff and public computer hardware and software.

Action Steps:

- a. Replace laptops or obtain tablets for computer lab.
- b. Offer device lending.
- c. Keep software up-to-date.
- d. Boost wireless connectivity throughout the building.
- e. Upgrade telephone system.
- f. Investigate self-check systems.
- g. Investigate maintenance management and room reservation software.

III. GOAL: To provide a welcoming, comfortable, accessible and functional environment.

- 1) Redesign public and staff spaces to improve functionality and appearance.

Action Steps:

- a. Work with a consultant to create an ongoing master plan.
- b. Relocate and reduce the size of the reference desk.
- c. Create a kid-friendly environment in the youth services department.
- d. Create a teen-friendly environment.
- e. Rearrange and replace furniture as needed
- f. Provide ergonomic, collaborative work areas.
- g. Ensure that all space is in compliance with building and fire codes.

- 2) Improve lighting and electrical capacity throughout the building.

Action Steps:

- a. Review the number of outlets and electrical capacity and provide adequate outlets for staff and public as needed.
- b. Increase lighting levels throughout building to meet the needs of patrons.

- 3) Improve signage throughout.

Action Steps:

- a. Provide a map for easy location of collections.
- b. Utilize large, clear and uniform signage throughout.

- 4) Identify the library as a community emergency center as needed.

Action Steps:

- a. Meet with City representatives to determine how the library can fit into the City's emergency plan.
- b. Purchase a generator.
- c. Investigate the capacity of the wireless network and expand to meet increased needs that arise during an emergency.

- d. Provide additional power strips for public use.
- e. Develop an emergency plan.

IV. GOAL: To provide the community with a well-trained and highly motivated staff.

- 1) To provide a well trained and competent staff.

Action Steps:

- a. Provide ongoing training for staff members.
- b. Staff members shall participate in at least one Continuing Education opportunity per year.
- c. Provide computer training as needed.

- 2) To ensure excellent customer service to all patrons.

Action steps:

- a. Provide a mechanism to clearly identify staff members (names tags....)
- b. Provide ongoing customer satisfaction/feedback mechanisms.

- 3) Review and update policies.

Action Steps:

- a. Update personnel policy.
- b. Organize and update the policy manual.
- c. Update job descriptions, as needed.

V. GOAL: Increase public awareness of the changing role of the library in today's world.

- 1) Improve public relations and marketing of library services.

Action Steps:

- a. Review public relations procedures and update as needed.
- b. Develop a “brand” in public relations that standardizes all library publicity materials.
- c. Consider utilizing paid advertising for promotion.
- d. Investigate City regulations as to exterior signage (electronic sign).
- e. Increase networking by working with local organizations and associations.
- f. Develop and distribute a “new member packet” to patrons when they get a library card.
- g. Explore alternative media and venues for the dissemination of information.

- 2) Utilize merchandising techniques in the display and promotion of library materials.

Action Steps:

- a. Create a current location code in Sirsi for display items.
- b. Test a variety of display techniques.

VI. GOAL: Supplement the budget by establishing new funding sources.

- 1) Identify and seek out alternate funding sources.

Action Steps:

- a. Work cooperatively with the Friends of the Library and library foundation.
 - b. Develop a fee-based policy for renting meeting rooms to community groups.
 - c. Seek out local corporate sponsors for larger-scale programs.
 - d. Create a brochure outlining the donation process.
 - e. Seek out new grant sources.
- 2.) Engage city government on the continuing issue of “adequate” funding of the library, rather than “minimum” funding.

Action Steps:

- a. Seek dialogues with the Mayor and Council on the adequate funding responsibility.
- b. Engage other libraries through MUF, MURAL and state organizations, for example, on adequate funding.
- c. Discuss adequate funding with the public in appropriate forums.

IMPLEMENTATION TIMELINE

	Completed	In Progress	2014	2015	2016	2017
I. GOAL: To provide comprehensive library materials, programs and services to meet the needs of all patrons						
<i>1) Provide library materials to meet patron needs.</i>						
Action Steps:						
a. Continue to provide an excellent print book collection		X	X	X	X	X
b. Investigate new e-book lending models.		X				
c. Investigate streaming services, collections and programming.				X		
d. Investigate newer and emerging formats and technologies.		X	X	X	X	X
e. Follow trends in education in collection development.		X	X	X	X	X
f. Evaluate and enhance the foreign language collection.				X		
g. Provide materials to supplement school reading programs such as reading kits, core reading materials and materials for special needs children.				X	X	X
<i>2) Provide services and materials that establish the library a resource for the business community.</i>						
Action Steps:						
a. Provide a self-printing release station.	X					
b. Provide document scanning services for patrons.				X		
<i>3) Provide improved access to library services.</i>						
Action Steps:						
a. Investigate updating library cards.				X		
b. Review the reserve/holds notification process.	X					
c. Improve organization of library materials and services.		X	X			
<i>4) Provide stimulating programming for all ages.</i>						
Action Steps:						
a. Utilize new trends in programming for all ages.			X	X	X	X
b. Increase collaboration with community organizations to enhance programming.		X	X	X	X	X
c. Invite authors, experts and performers to share their expertise.		X	X	X	X	X
<i>5) Provide education and career information services.</i>						
Action Steps:						
a. Increase career assistance services including resume assistance and job search skills.				X	X	X
b. Increase access to information on colleges, technical schools, financial aid and exam preparation.		X	X			
c. Evaluate who we are targeting for these services.				X	X	X

	Completed	In Progress	2014	2015	2016	2017
6) <i>Provide opportunities for learning.</i>						
Action Steps:						
a. Offer training for technology, software, databases, and social media.				X	X	X
b. Offer training for use of devices.			X	X	X	X
c. Provide links to online tutorials.				X	X	X
7) <i>Increase outreach services.</i>						
Action Steps:						
a. Provide access to library services to patrons with special needs.				X	X	X
b. Increase visits with public schools, private schools and community organizations.		X	X	X	X	X
8) <i>Preserve and/or digitize local historical documents.</i>						
Action Steps:						
a. Work with local organizations and other libraries to share, preserve and digitize historical materials.					X	X
b. Evaluate the relevance of the local newspaper archives.				X	X	
9) <i>Review and revise library policies as needed.</i>						
Action Steps:						
a. Revise library policies to improve customer service as needed.		X	X	X		
b. Develop plans to deal with emergencies.				X	X	

	Completed	In Progress	2014	2015	2016	2017
II. GOAL: To provide functional current technology.						
<i>1) Replace or upgrade the integrated library system.</i>						
Action Steps:						
a. Customize Online Public Access Catalog (OPAC) for user-friendly searching.			X	X		
b. Submit a capital request for an integrated library system to the City of Summit.	X					
c. Prepare a Request for Proposal (RFP) for an integrated library system and go out to bid.			X	X		
<i>2) Continue to modernize and enhance the library website.</i>						
Action Steps:						
a. Add local digitized documents.					X	X
b. Add the ability to book study rooms online.		X				
c. Increase interaction for parents and kids.			X	X	X	X
d. Provide links to tutorials.				X	X	X
e. Investigate options for mobile access to website and catalog.		X	X	X		
<i>3) Continually upgrade and replace staff and public computer hardware and software.</i>						
Action Steps:						
a. Replace laptops or obtain tablets for computer lab.			X	X		
b. Offer device lending.				X	X	X
c. Keep software up-to-date.		X	X	X	X	X
d. Boost wireless connectivity throughout the building.		X				
e. Upgrade telephone system.				X	X	
f. Investigate self-check systems.				X	X	
g. Investigate maintenance management and room reservation software.		X	X	X		
III. GOAL: To provide a welcoming, comfortable, accessible and functional environment.						
<i>1) Redesign public and staff spaces to improve functionality and appearance.</i>						
Action Steps:						
a. Work with a consultant to create an ongoing master plan.				X	X	
b. Relocate and reduce the size of the reference desk.		X				
c. Create a kid-friendly environment in the youth services department.		X	X	X	X	
d. Create a teen-friendly environment.		X	X			
e. Rearrange and replace furniture as needed		X	X	X	X	X
f. Provide ergonomic, collaborative work areas.				X	X	X
g. Ensure that all space is in compliance with building and fire codes.		X	X	X	X	X

	Completed	In Progress	2014	2015	2016	2017
2) <i>Improve lighting and electrical capacity throughout the building.</i>						
Action Steps:						
a. Review the number of outlets and electrical capacity and provide adequate outlets for staff and public as needed.				X	X	X
b. Increase lighting levels throughout building to meet the needs of patrons.			X	X	X	
3) <i>Improve signage throughout.</i>						
Action Steps:						
a. Provide a map for easy location of collections.				X		
b. Utilize large, clear and uniform signage throughout.				X	X	
4) <i>Identify the library as a community emergency center as needed.</i>						
Action Steps:						
a. Meet with City representatives to determine how the library can fit into the City’s emergency plan.				X	X	
b. Purchase a generator.					X	
c. Investigate the capacity of the wireless network and expand to meet increased needs that arise during an emergency.				X	X	
d. Provide additional power strips for public use.				X	X	
e. Develop an emergency plan.				X		
IV. GOAL: To provide the community with a well-trained and highly motivated staff.						
1) <i>To provide a well-trained and competent staff.</i>						
Action Steps:						
a. Provide ongoing training for staff members.		X	X	X	X	X
b. Staff members shall participate in at least one Continuing Education opportunity per year.			X	X	X	X
c. Provide computer training as needed.			X	X	X	X
2) <i>To ensure excellent customer service to all patrons.</i>						
Action steps:						
a. Provide a mechanism to clearly identify staff members (names tags...).			X			
b. Provide ongoing customer satisfaction/feedback mechanisms.			X	X	X	X
3) <i>Review and update policies.</i>						
Action Steps:						
a. Update personnel policy.				X	X	
b. Organize and update the policy manual.		X	X	X		
c. Update job descriptions, as needed.				X		

	Completed	In Progress	2014	2015	2016	2017
V. GOAL: Increase public awareness of the changing role of the library in today’s world.						
<i>1) Improve public relations and marketing of library services.</i>						
Action Steps:						
a. Review public relations procedures and update as needed.			X	X		
b. Develop a “brand” in public relations that standardizes all library publicity materials.				X	X	
c. Consider utilizing paid advertising for promotion.				X	X	
d. Investigate City regulations as to exterior signage (electronic sign).				X	X	
e. Increase networking by working with local organizations and associations.		X	X	X	X	X
f. Develop and distribute a “new member packet” to patrons when they get a library card.				X	X	
g. Explore alternative media and venues for the dissemination of information.				X	X	X
<i>2) Utilize merchandising techniques in the display and promotion of library materials.</i>						
Action Steps:						
a. Create a current location code in Sirsi for display items.				X		
b. Test a variety of display techniques.			X	X	X	X
VI. GOAL: Supplement the budget by establishing new funding sources.						
<i>1) Identify and seek out alternate funding sources.</i>						
Action Steps:						
a. Work cooperatively with the Friends of the Library and library foundation.			X	X	X	X
b. Develop a fee-based policy for renting meeting rooms to community groups.			X	X		
c. Seek out local corporate sponsors for larger-scale programs.				X	X	X
d. Create a brochure outlining the donation process.				X		
e. Seek out new grant sources.			X	X	X	
<i>2.) Engage city government on the continuing issue of “adequate” funding of the library, rather than “minimum” funding.</i>						
Action Steps:						
a. Seek dialogues with the Mayor and Council on the adequate funding responsibility.				X	X	X
b. Engage other libraries through MUF, MURAL and state organizations, for example, on adequate funding.			X	X	X	X
c. Discuss adequate funding with the public in appropriate forums.			X	X	X	X

SUMMIT FREE PUBLIC LIBRARY - 2014

BOARD OF TRUSTEES

Mr. Jon Plaut	President
Ms. Mary Ogden	Vice President
Ms. Debra McCann	Treasurer
Ms. Ruth H. Hamann	Secretary
Ms. Sandy Bloom	At-large
Ms. Megan Hartley	School Representative
Ms. Anjali McCormick	Mayor's Representative

LONG RANGE PLANNING COMMITTEE

Susan Permahos	Library Director
Ann-Marie Aymer	Head of Youth Services
Abby Dreyer	Head of Adult Services
Beata Barrasso	Head of Technical Services/System Administrator
Diane Hull	Head of Circulation
Ruth H. Hamann	Trustee
Mary Ogden	Trustee
