

Melrose Public Library, Melrose	FY2023
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Goal I: Comprehensive Collections
 Melrose Public Library has collections that reflect depth and breadth of topics, a wide range of formats, and current material as well as standard works.

Objectives for FY2023	Actions	By Whom	Outcome
Assess collections for diversity/inclusion	Invite community members to provide feedback regarding DEI gaps in collection <ol style="list-style-type: none"> a. Develop survey b. Disburse survey c. Collect survey d. Review/analyze results 	<ol style="list-style-type: none"> a. Assistant Director b. Office Coordinator c. Office Coordinator d. All collection librarians 	Through assessment with an eye towards diversity and inclusion, the collection will be stronger and better reflect the community's needs.
Convert circulating collections to RFID technology	<ol style="list-style-type: none"> a. Create system for tagging and entering circulating items. b. Provide staff with training for RFID conversion project. 	Technical Services with supplemental staff.	Patrons' circulation transactions will be efficient and accurate.
Prioritize preservation of local history collection.	Complete following, to allow for moving and storage: <ol style="list-style-type: none"> a. Inventory materials in vertical files b. Weed materials deemed out of scope 	a. Local History Librarian	Easily accessible materials for all users in renovated space.
Popularize the lesser known museum passes.	Create series of museum pass spotlights for social media.	Office Coordinator/Social Media Coordinator	Public will be aware of our holdings and have the benefit of more cultural/active outings.

Goal II: Diverse Services

Melrose Public Library offers programming, hours, and technology resources that reflect the current lifestyles of residents and publicity that actively reaches out to and engages with the community.

Objectives for FY2023	Actions	By Whom	Outcome
Look at ways to adjust our services to match a new, younger and more ethnically diverse Melrose.	Design programming to meet the needs and interests of working people.	a. Youth Services Librarian b. Adult Services Librarian	Bring more patrons to the library when it is best for their lives.
Increase pop-up / off site library events.	Reach out to other community organizations to find partnering opportunities.	a. Youth Services Librarian b. Teen Services Librarian c. Adult Services Librarian	New/more people will see the library and the resources we offer, and library presence in the community will be maintained during construction.
Participate in Melrose Community Read	Act in advisory/support partner capacity for city-wide community read effort.	a. Library Director b. Youth Services Librarian c. Technical Services Dept.	Library will be an active participant in a community-building reading/programming event.

Goal III: User-Centric Facilities

Melrose Public Library will strive to provide well-maintained facilities that are clean, welcoming, accessible, and contain appropriate spaces for staff and public, with a focus on user-centric design for libraries.

Objectives for FY2023	Actions	By Whom	Outcome
Work towards renovated/new building to serve community.	Finalize renovation plans; monitor all stages of construction.	Library Director; key staff	We will be ready to open a newly renovated library in FY2024
Expand technological offerings for in-house use.	Provide Chrome Books for use in the Children's Room.	Head of Youth Services; Technology Librarian	Temporary space will have increased functionality, which will carry forward into the new building.

Create a temporary facility space that is welcoming and functional.	Assess space; determine locations for collections, staff and patrons. Tweak as needed.	Director; Assistant Director; Department Heads; input from full time staff	Melrose patrons will receive continuation of library services during renovation.
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Goal IV: Superb Staffing

Melrose Public Library staff will engage in training opportunities that encourage excellent, professional library service. Staffing levels will be maintained and enhanced to allow time for direct patron interaction, program and service planning, and outstanding implementation of library services.

Objectives for FY2023	Actions	By Whom	Outcome
Maintain appropriate staffing levels throughout renovation process; plan ahead for staffing needs post-renovation.	Ensure staffing budget remains intact during budget process to ensure success of remote services and special projects; communicate about post-renovation staffing needs with Mayor and CFO.	Library Director	Staff will have the bandwidth to offer services via satellite locations, temporary location and virtually.
Have excellent communication with staff during transitions to minimize anxiety and confusion.	Utilize staff-wide email and internal Staff Information Site; maintain excellent inter-department communication between supervisors and staff; hold monthly department head meetings and individual department meetings.	Library Director; Assistant Director; Department Heads	Patrons will experience a staff that is knowledgeable and grounded during a transitional year.