

<b>Melrose Public Library, Melrose</b>	<b>FY2024</b>
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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.

<b>Objectives for FY2024</b>	<b>Actions</b>	<b>By Whom</b>	<b>Outcome</b>
Assess collections for diversity/inclusion	Assess results of Ingram diversity audit conducted in FY2023. Begin to formulate a plan to increase diversity in areas where possible.	Assistant Director, Office Coordinator, 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	<ul style="list-style-type: none"> <li>a. Determine cost for conversion</li> <li>b. Determine funding for conversion</li> <li>c. Create system for tagging and entering circulating items.</li> <li>d. Provide staff with training for RFID conversion project.</li> </ul>	Assistant Director/Technical Services with supplemental staff.	Patrons' circulation transactions will be efficient and accurate.
Prioritize preservation of local history collection.	Move forward with digitization of local newspapers.	Local History Librarian	Easily accessible materials for all users in renovated space.
Prioritize preservation of local history collection.	Re-review non-Melrose specific local history books with an eye to streamlining for relevance.	Local History Librarian and Library Director	Easily accessible materials for all users in renovated space.
Popularize the lesser known museum passes.	Continue 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. They will have options of places to go while we are in our temporary space.

Continue awareness drive for Overdrive/Libby and Hoopla.	<ol style="list-style-type: none"> <li>1. Spotlight Overdrive/Libby and Hoopla in all forms of public messaging (newspaper, social media, etc.)</li> <li>2. Ensure that all staff are conversant with each product and can promote in-person to patrons</li> <li>3. Promote through checkout receipts and email messages, including easy links</li> </ol>	<ol style="list-style-type: none"> <li>1. Assistant Director, with input from various departments</li> <li>2. Reference/Technology Librarian</li> <li>3. Circulation Librarians</li> </ol>	Every patron who checks out an item or reviews our offerings has an opportunity to better understand Libby and Hoopla, and patrons who are unable to come to the library physically will have access to these resources.
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**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 FY2024	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.	<ol style="list-style-type: none"> <li>a. Youth Services Librarian</li> <li>b. Adult Services Librarian</li> </ol>	Connect more patrons with the library when it is most convenient for their lives.
Look at ways to adjust our services to match a new, younger and more ethnically diverse Melrose.	Highlight the diversity of materials and content available at the library through inclusion in displays and promotional materials	All staff involved in displays and promotional materials for all ages	Patrons of all backgrounds will be reflected in the library's offerings.
Continue pop-up / off site library events. Incorporate as much on-site programming as possible.	Reach out to other community organizations to find partnering opportunities.	<ol style="list-style-type: none"> <li>a. Youth Services Librarian</li> <li>b. Teen Services Librarian</li> <li>c. Adult Services Librarian</li> </ol>	New/more people will see the library and the resources we offer, and library presence in the community will be maintained during construction. Meanwhile, some onsite events will maintain the direct library connection.

Participate in 2 <sup>nd</sup> Melrose Community Read	Act in advisory/support partner capacity for city-wide community read effort.	a. Adult Services Librarian b. Teen Services Librarian b. Youth Services Librarian c. Technical Services Dept.	Library will be an active participant in a community-building reading/programming event for all ages.
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**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 FY2024	Actions	By Whom	Outcome
Effectively monitor progress of renovation/addition project.	Participate in weekly field meetings; remain informed of and participate in all aspects of the building project; report monthly to MLBC on project progress.	Library Director	We will be ready to open a newly renovated library in Spring 2024
Updated and accessible digital library web page.	Review work completed in FY2023; assess and make any necessary improvements. Work with Lauren to promote collections.	Reference/Technology Librarian	Patrons will have equitable access to the full range of our digital collections.
Updated hardware and software throughout building.	Build upon research and assessments completed in FY2023. Devise and implement ongoing assessment/update/replace ment process.	Reference/Technology Librarian	Technology will remain up to date, allowing staff and patrons to use current tools and avoiding potential security weaknesses in dated technology.

**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 FY2024	Actions	By Whom	Outcome
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<p>Maintain appropriate staffing levels throughout renovation process; plan ahead for staffing needs post-renovation.</p>	<p>Ensure staffing budget remains intact throughout renovation to ensure success of remote services and special projects; communicate about post-renovation staffing needs with Mayor and CFO.</p>	<p>Library Director</p>	<p>Staff will have the bandwidth to offer services via satellite locations, temporary location and virtually.</p>
<p>Have excellent communication with staff during transitions to minimize anxiety and confusion.</p>	<p>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.</p>	<p>Library Director; Assistant Director; Department Heads</p>	<p>Patrons will experience a staff that is knowledgeable and grounded during a transitional year.</p>