

Melrose Public Library, Melrose

FY2025

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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 FY2025</b>	<b>Actions</b>	<b>By Whom</b>	<b>Outcome</b>
Assess collections for diversity/inclusion	Continue to approach collection development with the diversity audit results, focusing on strengthening weak sections of the collection.	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.
Prioritize preservation of local history collection.	Ensure that collection is ready for return to permanent library location after construction project.  Continue to add uncataloged materials to the collection.	Local History Librarian	Easily accessible materials for all users in renovated space.
Prioritize preservation of local history collection.	Set up collection in new space; advertise availability to public; establish any necessary protocols and policy.	Local History Librarian and Library Director	Easily accessible materials for all users in renovated space.
Increase awareness of the lesser known databases.	Implement series of database spotlights for social media.	Reference Librarian/Social Media Coordinator	Better knowledge of and use of library resources.
Assess possibility of a Library of Things collection once settled into new space.	Discuss logistics with department heads; connect with other libraries about their approach; possible survey to the public.	Library staff, multiple departments	Variation in the types of collections offered can appeal to a wider range of the community.

**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.

<b>Objectives for FY2025</b>	<b>Actions</b>	<b>By Whom</b>	<b>Outcome</b>
Look at ways to adjust our services to match a new, younger and more ethnically diverse Melrose.	Continue to design programming to meet the needs and interests of working people, adjusting style and location after move to renovated space.	a. Youth Services Librarian b. Adult Services Librarian	Connect more patrons with the library when it is most convenient for their lives.
Adjust programming to new/renovated building.	Begin to plan and implement programming for all ages specific to the purpose-designed spaces in the new library.	a. Youth Services b. Teen Services c. Adult Services	Patrons will be welcomed into the building through programming
Continue pop-up / off site library events. Incorporate as much on-site programming as possible.	Teen Services Librarian will connect with new high school librarian to attempt a more regular physical presence in the school.  Youth and Adult Services Librarians will continue to seek out and embrace community event 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. Patrons' ability to physically come to the library will not limit their knowledge of our resources.
Offer opportunities and resources for continued learning around diverse programming.	Identify workshops and webinars relevant to different departments  Communicate professional development and training opportunities to staff as schedule allows	a. Youth Services b. Teen Services c. Adult Services remaining staff as appropriate	Staff will learn best practices to implement diverse programming and increase the visibility of diverse voices, books and experiences within programs.
Publicize new e-card initiative.	Use social media and outreach visits to advertise e-cards and their uses.	Circulation staff Social Media Coordinator	Patrons' ability to physically come to the library will not limit their knowledge of our resources.
Assess ways to adjust services to meet the needs of all Melrose families.	Design programming and spaces for families and young patrons with physical and intellectual disabilities and neurodivergence.	Youth Services Librarian	All families feel comfortable using library space and attending programs.

**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.

<b>Objectives for FY2025</b>	<b>Actions</b>	<b>By Whom</b>	<b>Outcome</b>
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	Building progress will be closely monitored to ensure excellent results.
Enable patrons to easily find frequently used sites and important resources	Update landing page that is in use on public computers.	Reference/Technology Librarian	Patrons will be able to more effectively find resources without asking for assistance.
Look at accessible computer technology for hearing and vision impaired patrons in the new space.	Work with NOBLE technical support and consult with other NOBLE libraries on what has worked for them.	Technology Librarian	Patrons with disabilities will have improved access to databases and online resources.
Curate a welcoming and age-appropriate Teen Room	Work in advisement with Teen and Tween Advisory Group to make decoration and aesthetic choices	Teen Services Librarian	Youth will feel that they are valued in the Melrose community and encouraged to use the library as a third space.
Updated hardware and software throughout building.	Continue ongoing assessment/update/replacement 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.
Updated hardware and software throughout building.	Learn about laptop kiosks; once in new building, assist staff and patrons in learning this new technology.	Reference/Technology Librarian	Patrons will have access to computer technology throughout the building.

**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.

<b>Objectives for FY2025</b>	<b>Actions</b>	<b>By Whom</b>	<b>Outcome</b>
Positive re-entry into West Emerson building for staff and public	Library Director will bring staff to the building prior to move for orientation. All staff can participate in tours for the public.	Library Director All library staff	Effective and welcoming staffing in the new building
Transition to in-person events on site in new building.	Host in person programming and evaluate need for virtual only content.	Programming staff	Staff will target programming that best meets the needs of the community.
Have excellent communication with staff during transitions to minimize anxiety and confusion	Utilize staff-wide email and other internal communications to ensure that staff have sufficient knowledge of changes and opportunity to ask questions.	Library Director; Assistant Director; Department Heads	Patrons will experience a staff that is knowledgeable and grounded during a transitional year.
Provide training opportunities to staff on use of Overdrive/Libby and Hoopla.	Technology/Reference Librarian will familiarize staff with best ways to help patrons with these collections.	Technology/Reference Librarian	Staff will feel comfortable offering knowledgeable assistance to patrons.
Provide adequate staffing coverage for all departments (circulation, reference, teen, children's, technical services and administration)	Hire staff as needed for the new space. Assess levels for each department as workflows adjust. Inform the Director of any changes needed after adjustment period.	Director Assistant Director Department Heads	The needs of both staff and patrons will be met.