

# **PAMUNKEY REGIONAL LIBRARY**

## **FIVE- YEAR PLAN**

*August 2, 2024*

*Revised August 12, 2024*

*Revised August 16, 2024*

*Revised August 21, 2024*

### **PREFACE**

The Pamunkey Regional Library’s five-year plan (“the Plan”) was developed in 2015, and outlined the Library’s mission, goals and objectives for fiscal years 2016 through 2020. The Plan was developed through customer surveys and significant analysis of customer usage patterns.

Accomplishments since 2015 include the implementation of credit card acceptance in the branches, improvement of fuel efficiency in the Library fleet with the replacement of older vehicles, continued increases in Library usage and the number of patrons registering for Library cards, a relatively smooth transition involving the exit of King and Queen County from the Library system, and the establishment of useful processes and procedures in the course of completing the FY24 audit.

The Library has undergone significant changes in 2024, including losing one of its partners (King and Queen County). The Library Director of 15 years resigned in June 2024.

In light of these changes, Library staff made revisions to bring the Plan current to 2024, including adding a few new critical goals and objectives driven in part by the recent significant changes. The Board of Trustees in turn developed a one-year action plan to guide Library operations from September 2024 to October 1, 2025. The Library Board and staff will work later in 2025 to develop a more comprehensive public process to gather input to develop a plan to guide the Library system into 2030.

### **MISSION STATEMENT**

The Pamunkey Regional Library enhances the quality of life in our communities by providing free access to information, promoting reading enjoyment, nurturing lifelong learning, and providing places for people to interact.

### **CORE VALUES FOR LIBRARY STAFF**

- Pursuing excellence in customer service and continual improvement of library services, staff, resources, and facilities
- Providing, supporting and advocating free access to information

- Promoting intellectual exploration, nurturing youth to become readers, and providing resources for people to become life-long learners
- Respecting library patrons, volunteers, and personnel
- Working together with one another and, through Library management, with the Board of Trustees as a team with enthusiasm and optimism to reach the library's goals
- Working with one another and, through Library management, with the Board of Trustees in an atmosphere of trust and cooperation
- Serving as responsible stewards of library resources

### **LIBRARY SERVICES**

The Library provides:

- GENERAL INFORMATION to help meet the need for information and answers to questions on a broad array of topics related to economic development, recreation, work, school, and personal life.
- LIFELONG LEARNING services to help address the desire for self-directed personal growth and development opportunities.
- A COMMUNITY COMMONS to help address the need of people to interact with others in the community and to participate in public discourse about community issues.

### **GOALS**

The Pamunkey Regional Library will:

- Cultivate and nurture a love of reading and continuous learning.
- Encourage all to use its services by promoting community access to high quality facilities, materials, programs, and individualized assistance from Library staff.
- Accommodate a wide variety of community interaction – informal discussions, recreation and relaxation, and participation in scheduled programs - by providing safe, attractive meeting places that are convenient and accessible.
- Respond to the recreational reading and informational needs of its community by providing a diverse and up to date collection and a broad array of programs.
- Encourage family use of library resources to help instill a love of libraries in the next generation of library users.
- Review customer use of digital materials and ensure access and usage comport with available financial resources.
- Encourage the use of technology, including artificial intelligence, to increase efficiency in library service.

- Expand destination usage to deepen and strengthen customer relationships.

### **OBJECTIVES FOR 2024-2025**

- Assess prior work updating library facilities and identify key construction and repair needs anticipated for FY25.
- Continue to explore development of additional regular messages utilizing the library's dashboard and expanding the Library's messaging system to promote Library services.
- Conduct comprehensive review of library policies and recommend amendments to the Board, and develop schedule for regular review and update of Library policies.
- Review and update Library staffing plan, hours of work, position descriptions, responsibilities, and evaluations.
- Modify the Library website to improve its functionality for users employing mobile technology.
- Investigate development of online payment systems to simplify payment of fines, printing costs, and other expenses Library users incur.
- Explore mechanisms to track and measure the extent of customer usage of digital materials, and administer the library's digital collection in a dynamic manner that reflects that usage.
- Analyze use of community spaces in each branch to assess the frequency of use and explore the extent to which data indicating that requested uses cannot be accommodated can be collected.
- Explore options to provide an online library card registration system.
- Build on the 2024 audit process by developing and implementing best practices to help ensure fiscal accountability and simplify future audits.
- Develop recommendations to the Board of Trustees regarding whether King & Queen County residents should be allowed to obtain a Library card or use Library services that require a Library card.