

NORWALK PUBLIC LIBRARY



2016-17

GOALS & OBJECTIVES

4/12/2017

Norwalk Public Library

Mission Statement

The Norwalk Public Library, with our open access to diverse resources, is the information and cultural center for Norwalk's residents and businesses.

Norwalk Public Library

Challenges in 2016-17:

- The main library has been an anchor of the Wall Street area since 1879. It should remain as the neighborhood hub, but to meet the needs of today's citizens, the library needs to permanently expand parking and update the building—last renovated in 1982—to secure additional space for local and historical research, public art exhibitions, an auditorium with outside entrance and additional space for public meeting rooms.
- The South Norwalk branch also needs additional public parking for its growing patronage, as well as soundproofing its community room so that citizens may use the room without interfering with their right to a quiet atmosphere in the computer and reading rooms directly underneath it.
- The Library plans to continue and expand its roll in adult education and adult language learning.
- The Library plans to address the slow (10% per year) but steady decrease in the circulation of library materials.

2016 – 17 Service Goals

1. Support Norwalk's Business & Non-Profit Community.
2. Assist in Job & Career Development.
3. Provide Access to Emerging Technologies.
4. Develop Young Readers in line with Norwalk Public Schools' Cradle to Career Goal.
5. Promote Adult Literacy.
6. Welcome New Immigrants.
7. Power the Imagination by Providing Cultural and Educational Opportunities for all Norwalkers.
8. Promote Community Resources.
9. Preserve and Discover Norwalk's Heritage.
10. Establish Real and Virtual Technology Spaces.

4/12/2017

Goal 1: Support Norwalk's Business & Non-profit Community.

2016-17 Objectives & Activities

1. Partner on projects with Norwalk businesses & non-profits, the Greater Norwalk Chamber, and SCORE.
2. Use local talent for library programs and refer consumers to local businesses in order to support Norwalk whenever possible.
3. Make meeting rooms available at no charge to Norwalk based non-profits and create one new study room on the lower level of the main library.
4. Promote our business databases.
5. Allow access to NPL databases to Rowayton and East Norwalk patrons.
6. Teach classes on the use of our digital resources in the libraries and offsite.
7. Develop and post to our website webinars on needed tech topics.
8. Develop gallery space in both buildings where artists can display and sell their work.
9. Offer a "Norwalk only" library card to people who work or attend school, but do not live, in Norwalk.

Goal 2: Assist in Job & Career Development. 2016-17 Objectives & Activities

1. Provide and promote our resources for the unemployed and the underemployed.
2. Assist patrons with job applications and resume writing, both one-on-one and in workshops at both libraries.
3. Support entrepreneurs with library resources, including small meeting rooms and WiFi.
4. Deploy more library assistants in reference and circulation to help with program presentations, to troubleshoot IT problems, and to assist patrons with computer applications, filling out job applications, using social media, etc.

Goal 3: Provide Access to Emerging Technologies. 2016-2017 Objectives & Activities

1. Continue and expand on the diversity of computer classes in English and Spanish.
2. Maintain the speed and reliability of NPL's public computing; upgrade WiFi while still maintaining open access.
3. Continue relationship with city IT department for help desk.
4. Deploy new equipment procured by city IT.
5. Partner with city IT, the Norwalk Board of Education, and the Norwalk Education Foundation to host a consumer-oriented technology fair.
6. Seek tech savvy staff to man public desks.
7. Display technology, in addition to print and non-print materials, throughout both libraries.
8. Circulate WiFi hotspots to patrons.

Goal 4: Develop Young Readers. 2016-17 Objectives & Activities

1. Librarians will continue and expand on story times, book clubs and writing clubs.
2. Librarians will continue to make connections with Norwalk Public Schools, the community at large, and early childhood educators to book talk and to demonstrate our databases.
3. Enhance our 3D printing, “maker” technologies, robotics and other science and technology based programming. Add updated equipment to MakerSpace.
4. Renovate SoNo teen room.
5. Increase the total number of children’s library cards by 10%; pursue the goal of an NPL library card for every Norwalk student.
6. Visit Norwalk public schools and preschools and invite them to visit the library.
7. Increase participation in the citywide summer reading program in cooperation with Norwalk Public Schools, Norwalk ACTS and the Norwalk Early Childhood Council in order to prevent the summer slide.
8. Add elementary and middle school science and technology programs.

Goal 5: Promote Literacy.

2016-2017 Objectives & Activities

1. Hold at least two large scale family events each year to help engage parents in the literacy of their young children.
2. Continue to support Norwalk Reads.
3. Remain open for family friendly hours, especially Sunday afternoons year-round.
4. Employ staff who are fluent in the languages spoken in Norwalk households, including Spanish, Haitian Creole, Polish, Greek, Hindi and Mandarin.
5. Ask for preferred language on library card applications.
6. Develop programs for families in their native language.
7. Provide online, language learning databases for both adults and children.
8. Attend community and school events to promote NPL's materials and programs.

Goal 6: Welcome New Immigrants. 2016-2017 Goals & Objectives



1. Fully fund Literacy Volunteers in the 2017-18 operating budget.
2. Assess and upgrade technology in the Literacy Volunteers Department.
3. Develop an Advisory Council to the NPL Foundation for the continued support of Literacy Volunteers at Norwalk Public Library.
4. Increase the number of volunteers to meet the needs of the students on the waiting list.
5. Increase programming and information sessions for new immigrants.

Goal 7: Power the Imagination by Providing Cultural & Educational Opportunities for all Norwalkers.

2016-2017 Goals & Objectives

1. Promote new digital services like downloadable music, E and audiobooks, movies from Hoopla and Overdrive, and downloadable magazines from Zinio.
2. Increase book related programs, including the AuthorSpeak program for local authors.
3. Provide library programs during the Friends' book sales.
4. Buy materials in new formats as they are released; add multiple copies of titles in popular formats.
5. Review collection development and circulation policies.
6. Continue customer-driven acquisitions.
7. Continue to weed materials that are not being used.
8. Implement security measures to protect the collections.
9. Re-appoint Norwalk's Poet Laureate to serve a second term from April, 2017 to April, 2018.
11. Continue and promote the Lit Crawl in the Wall Street area in 2017.
12. Continue thematic displays in both buildings to promote the collections.

Goal 8: Promote Community Resources.

2016-2017 Objectives & Activities

1. Provide and promote library databases for students that offer free tutoring and homework help.
2. Provide in-house homework help with local educators and/or quality organizations.
3. Provide and promote library databases to language learners, small businesses and entrepreneurs.
4. Offer Temporary Teen Cards to students who cannot otherwise access library databases.
5. Improve collaboration with the East Norwalk and Rowayton libraries.
6. Give access to our Integrated Library System (ILS) to BMHS and Norwalk HS to provide convenience and more options for Norwalk students.
7. Continue working with BOE and NEF to look at the big picture for Norwalk's needs and to work on projects that connect schools, teachers, and parents.
8. Continue hosting "Lets Talk@SoNo" , a series dedicated to the discussion and debate of critical issues that is held at our South Norwalk Branch location.

Goal 9: Preserve & Discover Norwalk's Heritage.

2016-2017 Objectives & Activities

1. The Norwalk History Room will continue to be staffed by a PT reference librarian and volunteers, and supervised by the Information Services department.
2. Promote Ancestry.com, and other similar services for Norwalk residents who are interested in learning about their history and heritage.
3. Address preservation of *The Hour* newspaper by seeking funding for the digitization project.
4. Complete digitization of the *South Norwalk Sentinel* (1870 – 1945).
5. Use the Past Perfect software to increase access to the History Room's photography collection.

Goal 10: Provide Exciting Technology Spaces, both Real & Virtual. 2016-2017 Objectives & Activities

1. Initiate planning for increased parking and an expansion/modernization of the main library.
2. Complete improvements of the South Norwalk branch children's room (walls/ceiling).
4. Professionally soundproof the community room at the South Norwalk branch
5. Improve the safety of outdoor lighting at the main library.
7. Continue monthly online newsletter and event e-blasts.
8. Add two additional self checkout stations for a total of three (two at main; one at SoNo).
9. Provide real time library emergency information on the website and phone message.
10. Add flat screens in both buildings for continuous display of library events and local information.
11. Provide online and in person technology discovery and instruction.