

**Concord Free Public Library
Plan of Action FY24 & FY25**

Project	Scope	Departments Impacted	Status	Strategic Priorities	Timeframe
Host a Writer in Residence	Advertise, evaluate and select a Writer in Residence; coordinate programs and events to connect the WIR with the community	Administration, Youth Services, Reference, Fowler	First WIR hosted April-Oct 2023	Exploration "Foster community learning"; Community Connection "Connect people"; Innovation "Provide new services and opportunities"	Launch new search in FY24; WIR selected by FY25
Open the Workshop makerspace	Hire a Makerspace Coordinator who will outfit the makerspace with appropriate tools, establish a service model, policies and procedures, host classes and open maker hours	Administration & Innovation	Workshop opened June 10, 2023	Innovation "Provide new services and opportunities"; Exploration "Open the Workshop makerspace"; Community Connection "Connect people"	Complete first year June 2024
Overhaul and Relaunch the Library of Things	Evaluate current holdings and selection criteria, consider improved check out process, new location for displaying and additional items to add	Innovation & Circulation	In Progress, new Board Game Collection launched August 2023	Innovation "Provide new services and opportunities" and "Use Library resources in new and innovative ways"; Exploration "Open the Workshop makerspace";	Launch new LOT by end of FY24
Update Library Policies & Procedures	Review all library policies and procedures to update them in a post-pandemic and fine-free world; add new spaces and services to appropriate policies; Convey new policies to patrons	Administration & Library Leadership & Circulation	In Progress - Systematically reviewing with Dept Heads	Innovation "Provide new services and opportunities" and "Use Library resources in new and innovative ways"	Ongoing
Become a certified Sustainable Library	Establish a Green Team and work on completing the Sustainable Libraries Initiative application	Reference & Circulation & All Departments	In Progress	Innovation "Invest in realizing the goals of the Library's Sustainability Plan"	Certification by end of FY25
Celebrate the Library's 150th anniversary	Host an anniversary event on October 1, 2023; plan other events, celebrations and exhibits throughout the anniversary year	Special Collections & All Departments	Will end December 2023	Exploration "Celebrate the Library's 150th Anniversary"; Community Connection "Integrate Special Collections"	Complete in FY24
Relaunch the Library's home delivery service	Review the Direct To You service including policies and procedures including liability regarding drivers, rebrand, train new volunteers and recruit participants	Circulation/Fowler, Administration & Community Partners	In Progress	Community Connection "Identify and address emerging community needs", "Connect People";	Complete in FY24
Increase programs on topics of social justice and inclusion	Partner with local organizations to offer library programs on topics of inclusion and social justice, and engage citizens in conversation; offer training to staff	Administration & Library Leadership	In Progress	Exploration "Foster community learning"; Innovation "Promote Civic Discourse"	Ongoing

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Provide hybrid technology for hosting Library programs virtually	Complete the Forum's audiovisual setup including additional camera and microphones; train Minuteman Media Network and Library staff on how to use this technology	Administration, Technical Services & Innovation	In Progress	Exploration "Foster community learning"; Community Connection "Connect people"; Innovation "Provide new services and opportunities"	Winter 2024
Provide internship opportunities to foster interest in the fields of Archives and Library Science	Foster an interest in the field of Archives, Records Management, Library Science by hosting internships with an eye to increasing diversity with in the field	Special Collections	In Progress	Community Connection "Integrate Special Collections" and Exploration "Integrate inclusion and social Justice priorities"	Ongoing
Create a Safety & Security Guidelines Document for Staff	Compile all safety and security guidelines and procedures into one document and provide training for staff on these procedures	Administration	Not Started	Innovation "Provide new services and opportunities"	Begin in Summer 2024
Complete a review of the Library's Collections and Layout	Evaluate the library's collections, considering layout and accessibility, in newly expanded Main Library; Circulation staff will "adopt a shelf" and increase their role in collection maintenance	Administration, Circulation, Reference	In Progress	Community Connection "Identify and address emerging community needs" and Exploration "Foster Community Learning"	Complete by June 2025
Evaluate and Improve Facilities Management	Establish procedures for addressing complex facilities needs beyond the duties of the Library's Custodians; Collaborate with the Library Corporation on hiring and onboarding a Facilities Manager	Administration	In Progress	Innovation "Provide new services and opportunities"	Complete by Dec 2024
Promote sustainability practices and educate the community	Partner with municipal departments and committees, non-profits, and community members, including the Natural Resources Division, the Concord Land Conservation Trust, the Town Pollinator Health Advisory Committee, and the West Concord Green Thumbs to create educational opportunities related to climate change, including the pollinator garden, winter seed sow, etc.	Fowler Branch	In Progress	Innovation "Invest in realizing the goals of the Library's Sustainability Plan," Community Connection "Connect people" and Exploration "Foster Community Learning"	Ongoing
Strengthen Community Outreach	Foster partnerships with local organizations and businesses within the two Cultural Districts (Concord Center and West Concord) through creating collaborative programming and supporting community and town initiatives such as Discover West Concord Day, Spring into West Concord, Love Local, and more.	Fowler Branch	In Progress	Community Connection "Connect people"; Exploration "Foster Community Learning"	Ongoing

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Increase diversity in the collection and programming	Make the library more inclusive by actively seeking diverse performers and encouraging all staff to create and lead programs. Conduct a diversity audit of existing collection and purchase materials with diversity goals in mind. Hire a Librarian in Adult Services to focus on Programming.	Fowler Branch, Adult Services	In Progress	Exploration "Integrate inclusion and social justice priorities"; Exploration "Foster community learning"; Innovation "Promote Civic Discourse,"	Ongoing
Create welcoming and accessible spaces	Explore/modify layout of furniture, collections, and signage and ensure all of these aspects of the library serve the community and adhere to ADA best practices. Ensure all signage is decipherable by all, including non-English speakers.	Youth Services	In Progress	Community Connection "Identify and address emerging community needs" Innovation "Use Library resources in new and innovative ways"	Ongoing
Maintain a community Puzzle Swap	Demonstrate the reuse and lending economy by supporting the community puzzle swap project	Circulation, Fowler Branch	In Progress	Innovation "Use Library resources in new and innovative ways" & "Invest in realizing the goals of the Library's	Ongoing
Curate library materials displays to highlight holdings	Foster connections between library staff, patrons and the collections; builds a sense of personal connection.	Circulation	In Progress	Community Connection "Connect people"; Exploration "Foster community learning"	Ongoing
Create a training manual and program for Library Pages	Document the workflow for library pages and provide a concrete training tools for staff.	Circulation, Children's, Fowler Branch	In Progress	Community Connection "Connect people"	June 2024
Expand group of staff who participate in selecting and maintaining collections	Introduce several of the circulation staff to the use of Ingram, library journals, and collection development training opportunities for the selection of adult fiction.	Circulation	Started Fall 2023	Community Connection "Connect people"	September 2023
Offer a Healing Library to support families experiencing challenges	Plan, create and sustain a new set of circulating kits focusing on common challenges. Kits will include books, handouts, and other items patrons can use to navigate challenging times. Priority kits include "Grief," "Death of a Pet," and "Anxiety/Worry."	Youth Services	In Progress	Exploration "Foster community learning"; Community Connection "Connect people"; Innovation "Provide new services and opportunities"	June 2024
Create a Community Corner in the Rotunda to display community resources	Display resources related to mental health, drug and alcohol addition, low-income housing, etc.	Reference	Complete	Exploration "Foster community learning"; Community Connection "Connect people"; Innovation "Provide new services and opportunities"	January 2024
Create and sustain a Sensory Library and offer Sensory Storytimes	Create a circulating library of sensory items (examples include: fidgets, weighted blanket, wobble cushion, weighted lap pad) for use by patrons exploring their or their children's sensory needs.	Youth Services	In Progress	Exploration "Integrate inclusion and social justice priorities"; Innovation "Provide new services and opportunities"	Sensory Storytime pilot January 2024

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Conduct an audit of all digital repositories and electronic content in Special Collections	Perform an audit of all digital repositories in Special Collections to understand how data is being stored and presented. Make recommendations on appropriate improvements up to and include an RFP for storage and website services.	Special Collections, Technical Services, Administration	Started December 2023	Community Connection "Integrate Special Collections" and Innovation "Use Library resources in new and innovative ways"	Complete audit and draft RFPs by December 2024
Offer hands-on learning opportunities on Library resources and emerging technologies	Offer instructional classes on understanding and using emerging technologies such artificial intelligence (eg ChatGPT), online resources, and research tools.	Reference	Not Started	Exploration "Foster community learning"; Innovation "Provide new services and opportunities"	FY25

Approved by the Library Committee on December 12, 2023.