

# Strategic Plan

July 2024 – June 2028



ENGAGE • GROW • DISCOVER

**Lindenhurst  
Memorial Library**

CERTIFIED AS A SUSTAINABLE LIBRARY

The Library Board of Trustees is excited to share the Library’s new strategic plan. We are especially proud to continue reinforcing our commitment to sustainable practices and philosophies that help build a more resilient community, where everyone can grow and thrive. Whether you are a regular library user, or you have not been through our doors in a while, we invite you to experience all of the services, programs, and materials that your Library offers.

## OUR MISSION

**“We help the community engage, grow, and discover using library resources and services.”**

### Our Values

**As a sustainably certified library, Lindenhurst Memorial Library values:**

**Respect** – We treat everyone, and each other, as valued individuals, and make an effort to ensure diverse collections, programs, services, and staff to serve our community.

**Learning** – We offer a wide variety of programs, classes, services, and databases designed to appeal to patrons from all backgrounds, abilities and ages.

**Accessibility** – We provide basic library services without fees (elimination of late fees, and most program fees) to help ensure access to information for people of all ages, abilities and means. We protect an individual’s freedom to read and view library materials.

**Collaboration and Community Partnerships** – We value our role as a community anchor, and offer partnerships and collaborations with local organizations, small businesses, and local government entities.

**Sustainability** – We hold ourselves accountable to following the “triple bottom line” definition of sustainability, recognizing that in order to be truly sustainable, the Library must embody practices that are environmentally sound, economically feasible, and socially equitable.

# Library at a Glance

## 2023 Annual Report Information



**41,711 RESIDENTS**

SERVICE  
POPULATION  
2020 CENSUS

**853**

IN-PERSON AND VIRTUAL  
PROGRAM SESSIONS  
ALL AGES

**65**

HOURS OPEN  
PER WEEK

**\$5,537,094**

2023-24  
OPERATING BUDGET

**20,078**

TOTAL PROGRAM  
ATTENDANCE

**368,415**

WEBSITE  
VISITS

**5,932**

PUBLIC WI-FI  
SESSIONS

**46**

PUBLIC COMPUTERS  
AVAILABLE FOR USE

**14,940**

PUBLIC COMPUTER  
SESSIONS

**162,831**

TOTAL COLLECTION USE  
PRINT, EBOOKS, DIGITAL  
RESOURCES

**69,187**

PRINT  
CIRCULATION

**93,644**

ELECTRONIC  
CONTENT USE

**1,106,161**

TOTAL ITEMS IN  
COLLECTION  
ALL PHYSICAL AND ELECTRONIC  
ITEMS AVAILABLE TO BORROW

**18,549**

LIBRARY  
CARDHOLDERS

**138**

PASSPORT  
APPLICATIONS  
PROCESSED  
SINCE START OF SERVICE  
IN JULY 2023

**84,131**

ANNUAL VISITS  
TO THE LIBRARY

**1,246**

ONE-ON-ONE  
APPOINTMENTS  
BOOK A LIBRARIAN, SOCIAL  
WORK ADVOCATE, TECH HELP

# Supporting Documents

## Patron Survey Compilation

This is a compilation of all feedback received from three separate focus groups – two were general adult population, and one was teen focused. They all shared the different ways they currently use the library.

### Books



- 9 Check out books
- 3 Checkout audiobooks using Libby app
- 3 Check out digital books
- 2 Browsing for new books and new authors
- 2 Check out audio books on CD
- 1 Check out large print books
- 1 Read library newsletter
- 1 Interlibrary loan through LILINK

### Programs



- 6 Attend library programs
- 2 Attend children's programs
- 2 Make and take during COVID
- 1 Local history programs
- 1 Parent support group

### Technology



- 7 Public computers
- 3 Printing services
- 2 Gaming computers
- 1 Stream music on hoopla
- 1 Borrow music
- 1 Copy machines
- 1 Public wi-fi

### Resources



- 3 Museum passes
- 2 Meeting space to use with clients / social services / early intervention work
- 2 Quiet study space
- 1 Online database
- 1 Meeting rooms for organizations to book
- 1 Cultural resources

### Socializing

- 3 Socialization of young child / grandchildren in the play area
- 2 Attend book clubs
- 2 Socialization / sense of community building
- 2 Participate in community service events
- 2 After school socialization
- 1 Play board games



# Feedback from our English Conversation Group

The English conversation group met during our focus group sessions, and provided the following feedback specific to services and programs that they would like to see included for patrons whose first language spoken at home is not English:



OVER 150 COMPLETED SURVEYS RECEIVED BACK

## Individualized Top Responses to the Question “Do you have any suggestions of services we can add?”

Creative writing workshops	A natural outdoor space to complement the children's room	More involvement of East Asian, South Asian, Muslim, and Buddhist communities
Community service opportunities for adults	Increase the number of Wi-Fi hotspots for loan	Utilize waitlists to add additional sections of classes that fill
More day trips for individuals with physical disabilities	Young adult events for ages 18-20	Art displays
Spanish language classes	Evening and weekend classes for families	Photo/video lab to convert DVD and video to digital, slide conversion

### Other Notable Suggestions

- A devoted section of books for sale
- A second large room for senior citizen events
- Sewing classes for kids
- Cooking classes for kids
- Sunday hours of service
- Cycling program
- Exploration of local parks and planting projects
- Game nights
- Flower arranging classes
- Crochet classes for non-beginners
- Ceramic classes
- More physical copies of new books
- Gaming systems for loan
- More diverse programming addressing AAPI heritage month
- Exercise classes for senior citizens
- Introduction to bridge class

# Sustainable Development Goals

## Leading the way as a Certified Sustainable Library

In 2019, Lindenhurst became the third library in the country to achieve Sustainable Library Certification from the Sustainable Libraries Initiative.

The Library takes into consideration ways it can incorporate the triple-bottom-line definition of sustainability into its everyday work. **This definition states: *To be truly sustainable, an organization must embody practices that are environmentally sound, economically feasible, AND socially equitable.***



<https://sdgs.un.org/goals>

Part of a commitment to sustainable practices and services is to look at the Sustainable Development Goals (SDGs) from the United Nations. These goals provide a call for action, recognizing that to create a better community and world, we must all do our share to improve in the categories addressed by the SDGs. The library can educate, inform, and assist residents through library programs and services. By including the Sustainable Development Goals within our Philosophy of Service areas, the library shows its commitment to this important and necessary work.



# Philosophy of Service



## The Library will:

**Create a safe and inclusive space for residents**



- Increase close, working relationships with other libraries, community agencies, and organizations that foster cooperation, making the most efficient and effective use of shared resources
- Prioritize inclusiveness by evaluating our policies, signage, and communications
- Recruit and train a diverse staff and Board of Trustees to help ensure representation of all community members
- Continue to defend intellectual freedom and the confidentiality of each individual's use of the Library

**Serve as an engaging cultural and lifelong learning center for the community**



- Support early learning through quality programs and collections
- Provide more resources for speakers of languages other than English, including English classes and other programs of interest
- Build collections, programs and services that reflect the community we serve and that satisfies their information, education and entertainment needs
- Offer programs and services in hard to reach service areas, such as North Lindenhurst and other under-served community areas
- Increase number of library card holders, including in hard to reach service areas
- Offer additional programs for mixed audience types, such as teens and parents, and inter-generational family programs



## Philosophy of Service (continued)

**Provide broad-based, community participation with an innovative and welcoming environment for people of all backgrounds and abilities**



- Improve patron experiences through staff training, community feedback and improved accessibility to materials, collections and services
- Provide timely and accurate information that informs and empowers patrons
- Increase use of community space in the Annex backyard for programming and passive use
- Be seen as a trusted, safe space for diverse groups to meet and come together for information, networking, sharing and dialogue
- Provide more cultural programs to educate and entertain community members
- Expand upon services available for homeschooling families

**Build a sense of community beyond the walls of the physical Library**



- Maximize our resources through community collaborations
- Expand library usage through targeted outreach to community organizations and events
- Ensure that community members have access to information and the internet
- Support economic growth and local workforce development
- Participate in local outreach events to reach residents who may not be library users to increase materials in the Library of Things lending collection that will allow patrons to explore their community such as nature kits

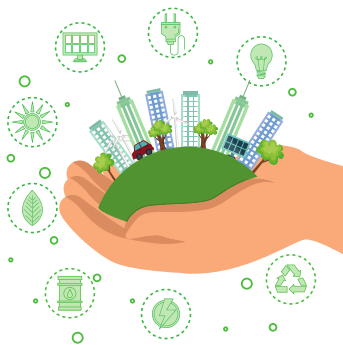
# Philosophy of Service (continued)

## Keep Lindenhurst's past alive



- Work with local organizations to offer local history collections and programs
- Create a Podcast and/or vlog to preserve local history stories and patron memories on our website
- Preserve library materials and the cultural history of Lindenhurst
- Empower patrons to digitize their own family history through loaning of equipment in the Library of Things
- Create art displays with the Historical Society and Town of Babylon Historian to share documents, photos and other realia with residents regarding the shared history of Lindenhurst and the Town of Babylon

## Help the community thrive by offering services and programs that ensure a resilient and sustainable future for the Lindenhurst community



- Provide responsive library spaces to ensure the library remains flexible, proactive and provides continued value to the community
- Engage in work around climate action, including climate mitigation, climate action and climate justice
- Reduce our greenhouse gas emissions by at least 10% over the span of this plan
- Continue to be good stewards of the environment by ensuring the building is adaptive for changes in climate and weather patterns
- Provide adaptive spaces that improve library services and community knowledge by offering flexible use of programming and collection space
- “Future-proof” the library

### In order to help track progress, library staff will utilize the following to collect data and outcomes:

- Attendance numbers, circulation statistics, number of programs offered, etc.
- Energy usage and other related statistics
- Services offered to different age groups, including homeschoolers
- Number of new partnerships and outreach events
- Patron surveys and focus groups
- Anecdotal feedback provided via suggestion forms, emails, individual meetings, etc.



The information in this strategic plan came from a group effort of community members, the Board of Trustees and library administrators, and the work of our dedicated staff who provide the community with needed services, materials and programs on a daily basis.

### **BOARD OF TRUSTEES**

**Jane Dietz**, *President*

**Gabrielle Giacomazzo**, *Vice President and Chair, Strategic Planning Committee*

**Kenneth St. John**, *Secretary (term ends June 30, 2024)*

**Lori-Ann Novello**, *Trustee*

**Courtney Bynoe**, *Trustee and Co-Chair, Strategic Planning Committee*

**Kathleen Busch**, *Trustee*

### **LIBRARY ADMINISTRATION**

**Lisa Kropp**, *Director*

**Caitlin Sempowich**, *Assistant Director*

### **VOLUNTEER STRATEGIC PLANNING COMMUNITY MEMBERS**

**Jim Baumbach**

**Kathleen Busch**

**Edith Castiglia**

**Anthony Costello**

**Avary Fresella**

**Sarah Giacomazzo**

**Tess LaMorte**

**Lisa Michalakopoulos**

**Howard Pohl**

**Katerina Rueb**

**Nicholas Rueb**

**Nicole Savin**



**Lindenhurst Memorial Library**

One Lee Avenue, Lindenhurst NY 11757

631-957-7755 · info@lindenhurstlibrary.org

www.lindenhurstlibrary.org

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