



**Action Plan**

<b>Library Name, Municipality: Palmer Public Library, Town of Palmer</b>	<b>YEAR</b>
<b>Director's Name, Email: Dorene C. Miller (dmiller@palmer.lib.ma.us)</b>	<b>FY 2014</b>

*Connect to the Online World: Public Internet Access*

**Goal 1: Palmer residents will have 24/7 Internet access at the Library**

<b>Objectives</b>	<b>Actions</b>	<b>Timeframe for Activity</b>
To provide 12 charging stations inside the Library	<ol style="list-style-type: none"> <li>1. Conduct space survey of first and second floors to determine best placement of charging stations.</li> <li>2. Create a plan for electrical wiring.</li> <li>3. Explore different furniture options for charging stations.</li> </ol>	FY 2015
To provide outdoor Internet plaza with electrical access for 10-12 people	<ol style="list-style-type: none"> <li>1. Research outdoor Internet use.</li> <li>2. Determine best location for outdoor electrical access.</li> <li>3. Explore theft-proof outdoor seating.</li> </ol>	FY 2017

**Goal 2: The Library will provide instructional programs and user groups for individual devices**

<b>Objectives</b>	<b>Actions</b>	<b>Timeframe for Activity</b>
To provide 2 instructional programs per year	<ol style="list-style-type: none"> <li>1. Organize programs on e-reading devices with current staff.</li> <li>2. Identify staff to conduct each program.</li> <li>3. Research changing technologies to ensure relevant programs.</li> </ol>	FY 2014
To offer 6 user group sessions per year	<ol style="list-style-type: none"> <li>1. Identify volunteer experts in the community to lead sessions.</li> <li>2. Promote through social media, Town departments, <i>Seasons</i> newsletter, and Library flyers.</li> </ol>	FY 2015

*Satisfy Curiosity: Lifelong Learning*

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**Goal 3: Learning resources will be available at the Library for self-directed learners**

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Objectives	Actions	Timeframe for Activity
To add 200 nonfiction materials in areas of interest to learners	<ol style="list-style-type: none"> <li>1. Conduct online and service desk surveys to determine areas of interest.</li> <li>2. Evaluate identified areas of interest against current holdings.</li> <li>3. Collaborate with Top Floor Learning to increase holdings in ESL, GED, etc.</li> <li>4. Publicize Library's Do-It-Yourself<sup>®</sup> database</li> </ol>	FY 2016
To offer 9 online tutorials	<ol style="list-style-type: none"> <li>1. Explore products such as BrainFuse<sup>®</sup> offering online resources for adult learners (exam preparation, resumé help, etc.).</li> <li>2. Explore in-house screencast tutorials.</li> </ol>	FY 2018

*Succeed in School: Homework Help*

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**Goal 4: Learning resources will be available at the Library for home-schooled students**

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Objectives	Actions	Timeframe for Activity
To increase use of Library resources by home-schooled students	<ol style="list-style-type: none"> <li>1. Contact school district for number of home-school students.</li> <li>2. Survey home-schooling families to determine needs.</li> <li>3. Provide Library tours with introduction to resources.</li> <li>4. Start teen home-schoolers group.</li> </ol>	FY 2014

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**Goal 5: Students will find online tutorials and educational opportunities to support their use of Library resources**

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Objectives	Actions	Timeframe for Activity
To offer at least 2 programs on the use of Library resources	<ol style="list-style-type: none"> <li>1. Develop age-appropriate instructional activities for elementary and middle school students (i.e., scavenger hunt).</li> <li>2. Visit Old Mill Pond E.S. and Converse M.S. to promote Library resources and invite students to participate in programs and activities.</li> </ol>	FY 2014
To offer 9 online tutorials for elementary, middle, and high school students	<ol style="list-style-type: none"> <li>1. Explore products such as BrainFuse<sup>®</sup> offering online resources for elementary and high school students.</li> <li>2. Explore in-house screencast tutorials.</li> </ol>	FY 2017

*Create Young Readers: Early Literacy*

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**Goal 6: The Library will offer resources and programming to support family literacy**

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Objectives	Actions	Timeframe for Activity
To provide 3 programs related to family literacy each year	<ol style="list-style-type: none"> <li>1. Conduct staff training in current family literacy resources and programs.</li> <li>2. Purchase A.W.E.® student learning center for children’s department.</li> <li>3. Improve signage in children’s department.</li> <li>4. Create a parent-child book club for 10-12 age group.</li> <li>5. Collaborate with Palmer-Monson Family Network.</li> </ol>	FY 2014
To increase circulation of parenting collection by 10%	<ol style="list-style-type: none"> <li>1. Determine current circulation of parenting collection.</li> <li>2. Move parenting collection to more visible location.</li> <li>3. Improve display of materials.</li> <li>4. Develop publicity and flyers.</li> </ol>	FY 2015

*Understand How to Find, Evaluate, and Use Information: Information Fluency*

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**Goal 7: Adults will have opportunities to learn to use the Library’s resources**

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Objectives	Actions	Timeframe for Activity
To offer 3 workshops each year on the use of Library resources	<ol style="list-style-type: none"> <li>1. Develop training programs on the use of Evergreen catalog and personal account access.</li> <li>2. Develop training programs that focus on each of the various databases the Library offers.</li> </ol>	FY 2016
To increase use of the Quaboag Valley Historical Room by 15%	<ol style="list-style-type: none"> <li>1. Utilize FY2014 LSTA Preservation Survey grant award for the development and care of local history collection.</li> <li>2. Designate staff member to be responsible for the local history collection, patron access, and reference assistance for the Quaboag Valley Historical Room.</li> <li>3. Determine current use of local history resources by implementing a sign-in procedure at the Reference Desk.</li> <li>4. Promote the local history collection to self-directed learners through the <i>Seasons</i> newsletter and Library website.</li> <li>5. Develop a partnership with Palmer Historical Society members to provide research appointments at the Library upon patron request.</li> </ol>	FY 2014