

**NEW CARLISLE - OLIVE TOWNSHIP PUBLIC LIBRARY
THREE YEAR PLAN OF SERVICE
2008 - 2012**

OUTLINE

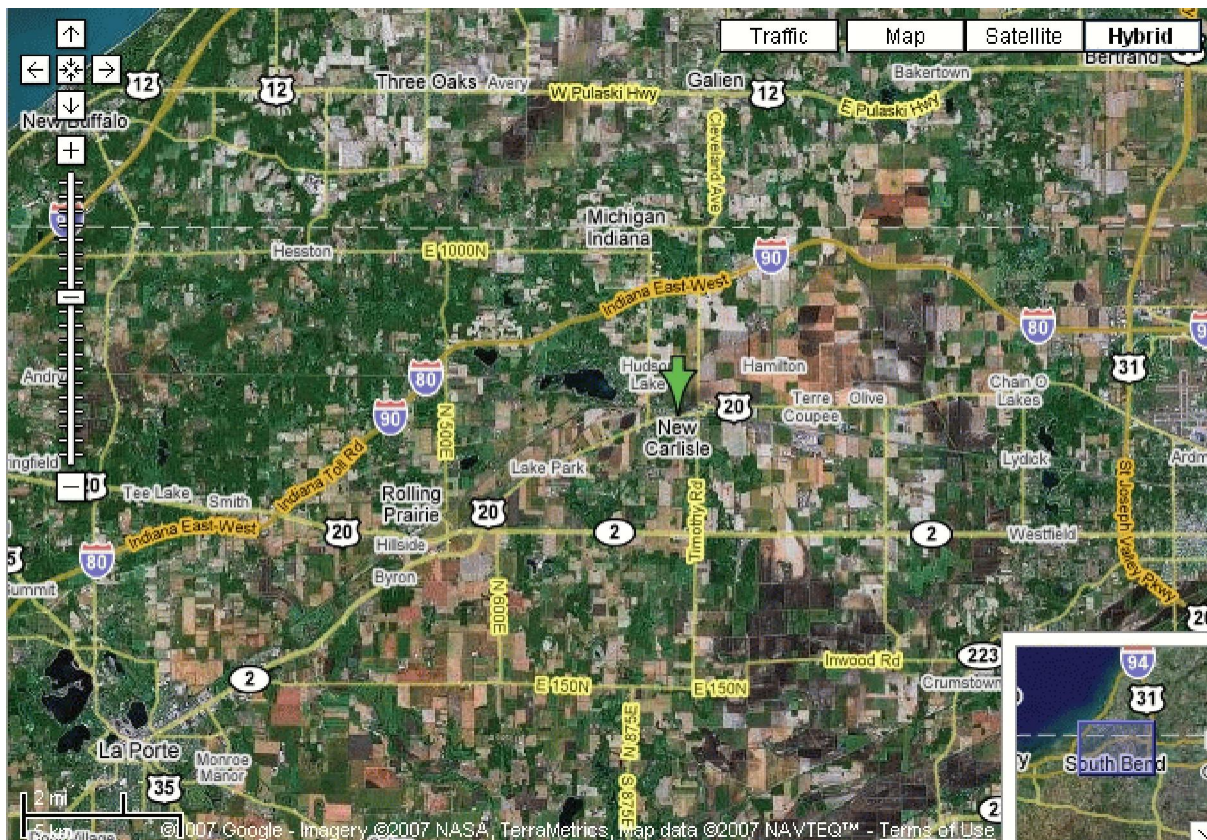
I. Description of library service area

II. Relevant Library Information

III. Three Year Plan

I. DESCRIPTION OF THE LIBRARY SERVICE AREA




- A. New Carlisle, Indiana is located in north central Indiana, 12 miles west of South Bend and 10 miles east of LaPorte. The New Carlisle - Olive Township Public Library serves residents in New Carlisle and Olive Township in St. Joseph County Indiana. Service is extended to LaPorte County residents via a reciprocal borrowing agreement maintained with the LaPorte County Public Library in 1968.
- B. The legal service boundaries are Warren Township to the East, Lincoln Township to the



South, LaPorte County on the East and the State of Michigan to the North.

C. New Carlisle is very fortunate to be served by a variety of roadways. Via U.S. Highway 20 which runs through the downtown section of New Carlisle, Highway 2 which runs to the south of the town, South Shore Railway (has a stop a Hudson Lake and at the Regional Transportation Center in South Bend), Indiana 80/90 Tollway (use exit 49 at LaPorte or 72 at South Bend). Air, bus and train service is very easily reached at the Michiana Regional Transportation Center in South Bend.

D. Year 2000 census data follows:

	 <p style="text-align: center;">OLIVE TOWNSHIP</p> <p style="text-align: center;">1990-2000 Increase in population of 9.5 % 1980-2000 Increase in population of 14.5 %</p>		
Census Category	1980	1990	2000 
Total Population	3,418	3,573	3,914
White Population	3,408	3,549	3,774 (96.4%)
Black Population	1	9	58 (1.5%)
Hispanic Population (Not a race)	2	10	50 (1.3%)
Under Five years	243	255	180
Median Age	33.0	36.4	39.7
% Under 18	27.2	25.2	25.2
% 65 and Over	15.0	21.5	20.3
Households	1,177	1,277	1,424
Single Parent Female householder with children under 18	40 (3.4 %)	63 (4.9 %)	60 (4.2 %)
Single Parent Male householder with children under 18	16 (1.4 %)	16 (1.3 %)	26 (1.8 %)
% High School Graduates 25 and Over	64.6	76.3	83.0
Median Household Income (1979 /1989/1999) dollars	19,405	26,956	44,857
% Persons Below Poverty	4.8	8.6	4.3
Median Value of a Home	37,100	57,400	98,300
<p>All data was taken from materials published by the Bureau of the Census, Washington, D.C. The 2000 and 1990 figures were from the STF1A and STF3A CD-ROMs; the 1980 data was from publication PHC--80-2-336---Census Tracts: South Bend, IN, Standard Metropolitan Statistical Area and Summary Characteristics For Governmental Units--1980--Indiana.</p>			

- E. Since 1985 the following new housing developments have begun in the general area and two new apartment complexes.

Subdivision Name	approximate # of residents
Edge of the Woods	210
New Prairie Knolls	301
Stone Oak Estates	297
Cooreman East of Olive Elementary	266
Cooreman on Dunn Rd.	200
New Apartments Phase 1	194
New Apartments Phase 2	194
The Point at Hamilton Grove	200

When the above new developments are completed there will be 1,662 new residents added to the area representing an approximate growth of 47%.

- F. Businesses. The local economy is still driven primarily by agriculture and small business enterprises. The largest local employer is I/N Tek I/N Kote employing approximately 300 people
- G. The community is well served by the New Prairie United School Corporation. Enrollment in the district is 2,554 and the corporation employs 148 people. The only corporation school in Olive Township is Olive Elementary where 441 students attend classes. New Carlisle is also fortunate to be served by Wee Care Nursery school where 40 pre-K students attend. Area residents also enjoy a very high level of access to places of higher learning. Within 50 miles west residents can travel to the campuses of Purdue North Central in Westville and Indiana University North West in Gary. Within 30 miles east residents have access to Indiana University at South Bend, Bethell College, St. Mary's College, or the University Notre Dame.

H. Area Media

New Carlisle is served by three daily newspapers: The South Bend Tribune, The LaPorte Herald Argus and The Michigan City News Dispatch as well as a bi-weekly local newspaper The New Carlisle News.

A wide range of local television and radio stations can be received in the New Carlisle area as well as cable and satellite television.

High speed Internet is also available in many areas.

I. Health Care Practitioners/Clinics

Dr. Ralph Inabnit D.O. New Carlisle Clinic 8984 E US Highway 20 New Carlisle, IN 46552 (574) 654-8490
Howard Wiesjahn II DDS - Jeffrey A Huyvaert DDS - 132 E Michigan St New Carlisle, IN 46552 (574) 654-8811
Dr. Tom Morton - Eye Care Assoc 8984 E US Highway 20 New Carlisle, IN 46552 (574) 654-8806
Dr. Alfred Pinto, DC Dr. Lynne Hancock - Preventive Medicine 109 E Michigan St, New Carlisle, IN 46552 (574) 654-7900

J. History

The Town of New Carlisle was settled by Richard Carlisle and platted in 1835. Currently the town is undergoing an organized and logical annexation plan and has recently sold bonds for infrastructure improvements. In 1999 the Town completed a project of replacing the outdated streetlamps with those that were more historically correct for the area and repaved a majority of the sidewalks in the downtown area.

The Town is governed by a 5 member elected board, but the library also serves all of Olive Township in St. Joseph County.

II. Relevant Library Information

A. Mission Statement

To assemble, preserve, and administer in organized collections, information in a variety of formats to serve the educational and recreational needs of the community. To promote and stimulate the communication of ideas, fostering enlightened citizenship, and enrich personal lives. To encourage and provide all citizens the opportunity and resources for lifelong learning.

- B. The New Carlisle - Olive Township Public Library officially was formed in 1921. The Carnegie building was built with the assistance of a \$9,000 grant from the Carnegie Corporation of New York. In 1986 a 3,000 square foot addition was added to the original 1921 building. For a detailed history of the library, visit the library's website at <http://www.ncpl.lib.in.us/history/history.htm>

C. Budget information for 2007

General Fund	\$642,051.00
Lease Rental Payment	\$443,500.00
Library Capital Projects	\$88,553.00
Total Approved Budgets	\$1,174,104.00

D. Governance:

The seven member Board of Trustees that governs the library is composed of the following people:

**New Carlisle - Olive Township Public Library
Officers and Members
2007**

<p>PRESIDENT</p> <p>Tom Pietrzak 501 S. Bray St New Carlisle, IN 46552 Home phone: 968-2474 Cell phone: 298-2830 Work phone: 235-2504 Appointed by: School Board Term Expires: December 31, 2010</p> <p>E-mail (home): tom@pietrzaks.com E-mail (work): pietrzakt@1stsource.com</p>	<p>TREASURER</p> <p>Karla L. Scott 52300 County Line Rd. New Carlisle, IN 46552 Home phone: 654-8701 Appointed by: County Commissioners Term Expires: December 31, 2011</p> <p>E-Mail: klos2468@hotmail.com</p>
<p>Vice President</p> <p>Nancy Niespodziany 29401 Johnson Rd. North Liberty, IN 46554 Home phone: 287-1716 Work phone: 654-7531 Appointed by: County Council Term expires: December 31, 2009 E-mail (home): libraryladynn@aol.com E-mail (work): nniespodziany@npusc.k12.in.us</p>	<p>SECRETARY</p> <p>Lori Kimmel 52510 N. Timothy Rd. New Carlisle, IN 46552 (574) 654-8612</p> <p>lakimmel@earthlink.net</p> <p>School Board, December 31, 2010</p>
	<p>Wendy Glon 57417 Tulip Rd New Carlisle, IN 46552 Home phone: 654-3898 Appointed by: School Board Term expires: December 31, 2011 wglon@myvine.com</p>
<p>Angel Ness 221 W. Michigan St., P.o. Box 433 New Carlisle, IN 46552 Home Phone: (574) 654-8703 Work Phone: 1-800-998-5018 x 244 E-mail: aness@championchair.com Appointed by: Town Board Term Expires: December 31, 2009</p>	<p>DIRECTOR</p> <p>Stephen Boggs 33767 Early Road New Carlisle, IN 46552 Home phone: 654-3224 Cell phone: 261-0034</p> <p>E-mail (home): sbatncpl@gmail.com E-mail (work): sboggs@ncpl.lib.in.us</p>

Regular Board meetings are the 3rd Tuesday of every month

E. Staff

The Library employs a total of 19 people; seven full-time and twelve part-time.

PLAN EVALUATION

The plan will be evaluated at least annually while the Library's Capital Projects Fund is being composed. The plans completed elements will be judged using the following criteria:

Project Goal/Purpose

Project Activities/Methods

Project Outputs:

Project Outcome(s):

Project Budget Status

PLAN UPDATES

The plan can be substantially updated or changed at any regular monthly business meeting by the Board of Trustees.

Collection Statistics

Circulation Statistics 2006												
*stats for 2005 were artificially high due to double checking-in items												
Adult Department												
	2003		2004		2005		2006					increase/ decrease
Adult Non-Fiction	15,575		16,609		17,927		15,013					
Large Print Biography	20		17		29		15					
Large Print Non-Fiction	50		20		40		32					
Magazines	2,635		2,572		2,985		3,231					
Reference Books	245		179		79		73					
Biographies	910		910		1,628		795					
Adult Fiction	10,667		11,485		12,776		12,247					
Large Print	1,231		1,356		1,185		1,011					
Mystery	2,976		3,213		3,044		3,259					
Other	121		457		1,001		3,264					
Science Fiction	875		855		719		903					
Temporary	373		247		395		211					
Westerns	432		523		682		563					
Children's Department												
J	4,546		4,148		4,226		3483					
Easy Books	14,942		15,629		11,280		10534					
Child LP	147		189		75		43					
Child SF	20		12									
Pre School	1,049		1,241		681		652					
SJ	3,973		4,596		3,097		2998					
Toys	44		50		56		41					
YP	1,823		2,067		2,055		2385					

Child Non-Fiction	5,595		4,908		7,004		4,836			
Reference	43		36		35		31			
Biographies	555		800		398		464			
YP NF	29		66		49		0			
Multi-Media										
Audio Books	6,194		6,194		3,815		2,219			
Music CDs	9,903		10,255		7,537		10,674			
Book on CD	1,091		1,809		2,425		3,375			
CDR/CLI	218		3		4		84			
DVD/DVR	6,261		12,090		12,614		31,827			
VID/VIR	18,027		11,789		5,531		7,996			
JCD	607		600		355		386			
EBC/EBD	426		251		174		487			
J Audio Books	466		161		268		125			
JCB	5		1		2		0			
Other Statistics										
Computer Usage		13,637	20,047		17,206		15,176			
Laptop usage			24		44		497			
Play Station		916	999		1,546		641			
Nintendo		1,103	1,184		1,419		406			
Telephone Ref.		2,189	14,248*		15,219		15,342			
Reference			9,672*		9,984		10,147			
Directional			7,124*		7,488		7,599			
Interlibrary-Loan requests							597			
Computer			4,888*		4,928		5,076			
Other: questions about										
hours, programming and			11,700*		12,753		12,976			
Conference room usage										
Study Room usage							477			
Main meeting room usage										
Children's program room										
usage										
Adult Programming		6,610	6,228*		11,719		12,152			

Children Programming													
	Funday												
	Monday	1,479		1,758*			1,659		499				
	Summer												
	Reading	0		142*			304		376				
	Story Time	1,185		1,168*			1,010		1,362				
	Lapsit	79		101*			53		30				
	Playgroup	178		110*									
	School Visits	826		1,039*			688		2,010				
	Outreach	0		739*			745		582				
Other items i.e. tents, accu-cut, projectors etc.				*					296				
				*									
New library card issued									1,341				

2006							
RECEIPTS							
	2001	2002	2003	2004	2005	2006	
Property Taxes	231,570.00	332,222.00	460,372.00	218,551.00	736,793.00	519,785.00	
Financial Inst. Tax	1,329.00	684.00	671.00	644.00	609.00	653.00	
License and Excise tax	6,760.00	11,783.00	10,884.00	21,321.00	22,796.00	22,849.00	
COIT	19,688.00	44,085.00	73,975.80	111,210.00	90,439.00	113,410.00	
CVET	684.00	408.00	432.00	467.00	467.00	528.00	
Other	2,450.00						
State Lib	421.98		419.77		390.00	390.00	
Copies	2,959.40	2,606.47	2,129.20	2,483.70	2,950.79	3,036.85	
Other Chgs	753.50	762.00				712.04	
Fines and Fees	1,417.20	1,573.99	2,520.76	3,489.02	4,804.91	6,212.24	
Interest	1,948.43	1,002.66	915.12	965.48	3,708.91	20,952.09	
Misc Revenue	132.37		1,986.33	460.76	148.15	35.00	
E-Rate	1,359.22	610.90		1,613.46	2,429.86	5,100.00	
Fax	1,162.40		1,227.05	1,378.25	2,079.55	1,852.15	
Video	4,173.00	4,250.00	6,294.00	6,333.00	9,270.50	944.05	
Reimb From LIRF	2,450.00						
Transfer/rental/other	0.00	7,509.30	3,714.00	20,000.00	8,950.00	10,267.00	
Total Receipts	279,258.50	407,497.32	565,541.03	388,916.67	885,836.67	706,726.42	
Expenditures							
Personal Services	136,808.90	166,053.21	225,211.09	247,894.50	274,585.24	305,159.91	
Supplies	6,779.19	19,125.01	29,205.61	18,971.11	24,363.68	19,724.20	
Other Services & Chgs	26,199.19	43,092.96	77,854.27	75,207.46	94,036.14	98,765.18	
Capital Outlays	46,942.00	44,510.94	113,964.39	89,208.50	111,652.01	128,910.69	
Other Expenditures	2,786.33						
Transfers	3,000.00	3,714.00		8,950.00		37,891.00	
Total Expenditures	222,515.61	276,496.12	446,235.36	440,231.57	504,637.07	590,450.98	
Add cash balance							
on Jan. 1	108,002.84	164,745.73	295,746.93	415,052.60	363,737.70	744,937.30	
Balance after							
Expenditures	164,745.73	295,746.93	415,052.60	363,737.70	744,937.30	861,212.74	
Lease Rental							
Fund							
RECEIPTS							

Property Taxes	n/a	326,858.00	451,723.00	223,717.00	764,673.00	492,642.00
Financial Inst. Tax		672.00	658.00	659.00	635.00	619.00
Excise Tax		11,592.00		21,825.00	23,792.00	21,656.00
CVET		400.00		478.00	488.00	500.00
Interest/transfer/other		3,219.00	40,988.00	158,552.80	47,439.80	15,112.39
COIT			34,667.20			
Total Receipts		342,741.00	528,036.20	405,231.80	837,027.80	530,529.39
Expenditures --						
lease payments		178,469.00	617,750.00	233,111.00	822,802.80	474,448.40
Add cash balance						
on January 1		0.00	164,272.00	74,558.20	246,679.00	260,904.00
Balance after						
expenditures		164,272.00	74,558.20	246,679.00	260,904.00	316,984.99
Library Capital						
Projects Fund						
RECEIPTS						
Property Taxes	44,840.00	42,240.00	50,524.00	1,722.00	43,794.00	15,600.00
Financial Inst. Tax	261.00	87.00	73.00	5.00	51.00	19.00
Excise Tax	1,330.00	1,498.00	1,064.00	168.00	1,919.00	686.00
CVET	134.00	52.00	47.00	4.00	39.00	16.00
Interest						1,865.81
Temp loan/trans	4,900.00					864.00
Other	262.50		4,418.00		79,659.80	
Total Receipts	51,727.50	43,877.00	56,126.00	1,899.00	125,462.80	19,050.81
Expenditures	22,684.10	5,844.59	27,039.39	108,249.67	75,307.04	11,864.28
Add cash balance						
on January 1	10,702.68	39,746.08	77,778.49	106,865.10	514.43	50,670.19
Balance after						
expenditures	39,746.08	77,778.49	106,865.10	514.43	50,670.19	57,856.72

III. THREE YEAR PLAN

I. In-order to provide the highest level of customer service the library staff require the best possible training and support from the Library's Administration and Trustees.

- A. Adequate and supportive training for new staff members helps to ensure new hires reach a minimum level of competency for their position.
 - 1. Begin a mentoring system for new hires.
 - 2. Cost: ongoing, Responsibility: Supervisors, Timeline: January 2008
- B. Staff need to be made aware that they are the backbone of the library's mission. It is imperative that the staff know that they are appreciated and that their input is considered.
 - 1. Staff buy-in of decisions made further up the organizational ladder frequently determine the success or failure of a decision.
 - 2. Input from staff (even using staff members as sounding boards) needs to be increased.
 - 3. Cost: Minimal, Responsibility: Supervisors, Timeline: ongoing
- C. Maintain a minimum level of cross-competencies for all staff members.
 - 1. Cross-training of staff members will enable the library to run more smoothly during vacations, other leaves of absence and during high use periods.
 - a. Provide ongoing and re-training as required
 - b. Post-it" notes and staff meetings are simply not adequate. Staff need to be encouraged and trained as necessary to use any and all means of technology currently at their disposal to communicate their needs to other staff members.
 - c. All staff members need to have a basic level of technology which includes, but not limited to:
 - (1) What is a USB/Flash drive
 - (2) How is such a device used
 - (3) Where such drives are kept for sale.
 - (4) How to register patrons for computer use and how to use the printing kiosk.
 - d. All staff members must be, or at least aware of, the basic policies and guidelines of the library and where such can be found.
 - (1) manual of basic policies and library information is currently and will be available at the front desk and will also be available on the library's Intranet.
 - 2. Cost: Minimal, Responsibility: Supervisors, Timeline: ongoing
- D. Is the library and staff as "green" (ecologically sensitive and responsible) as possible?
 - 1. An audit needs to be performed to learn whether or not our current practices are in keeping with the established recycling and environmental norms.
 - a. Are we recycling as much as we possibly can or are we just dumping things into the trash containers without thinking.

- b. Are we properly recycling/disposing of technology items?
 - c. While maintaining the same lighting levels, is the library using the most efficient and ecologically sound lighting systems?
 - d. Are the cleaning chemicals used in the library as efficient and biodegradable as possible?
2. Cost: \$3,000, Responsibility: Director et. al. Timeline: January 2009
- E. Annually audit what tasks employees currently perform.
- 1. Audit will occur during the annual evaluation.
 - 2. Cost: Minimal, Responsibility: Director, Timeline: Mid-2008

II. To continually communicate, market to the community that the library is always growing and changing with the needs of the community.

- A. The Long Range Plan requires monthly/yearly updates in-order-to remain relevant and should not be left on the shelf. The Trustees have adequately added sections under the standard monthly agenda template for both the technology plan and the long range plan, but the plan is still not being used as a guide. Even when goals are only short-term (30 days etc.) a statement still should be included for reference purposes.
 - 1. The Technology Plan and Long Range Plan will both be due for updating at the same time as the Trustees work on the Library Capital Projects Fund budget.
 - 2. Cost: n/a, Responsibility: Director/Trustees, Timeline: January 2008.
- B. Develop a practical and viable marketing plan.
 - 1. Cost: n/a, Responsibility: Admin Staff, Timeline: Third quarter 2008
- C. Study traffic patterns within the building and compare these patterns to concepts utilized by retail establishments.
 - 1. Internal signage
 - a. General signs
 - b. Shelf "talkers."
 - 2. Cost: \$1,000, Responsibility: Admin. Staff, Timeline: Third quarter 2007
- D. Shelving conventions
 - 1. For years libraries have held the fixed belief that the way the items are placed on the shelves are best. This is a library-centric way of thinking and it places libraries in the dark ages as far as the customer/patron is concerned.
 - a. We will begin to re-think how we do things and first will be the re-shelving of fiction titles. Fiction titles will be shelved by genre instead of by the author's last name.
 - b. Next will be non-fiction, but the changes there will be less drastic. Changes will be to improve signage and to add a label on the spine denoting its general subject classification.
 - c. Cost: n/a, Responsibility: Admin Staff, Timeline: Start Third quarter 2007
- E. Study ways in which the library can be more visible in the community.
 - 1. Investigate banners at the corner of Michigan and Bray Streets and in the library's parking lot.
 - 2. Better ways to identify non-library users.
 - 3. Community electronic bulletin board.
 - 4. Circulation goals.
 - 5. Cost: \$1,000, Responsibility: All Staff, Timeline: Mid-2008

III. To create/strengthen partnerships and promote new collaborative events with schools, churches, businesses and community organizations

- A. Continue to provide existing programs with Olive Township Elementary, but try to extend those same programs to other elementary schools.
 - 1. Cost: n/a, Responsibility: Director/Children's Coordinator, Timeline: Third quarter, 2008
- B. Communicate with educators in as practical manner as possible to coordinate library displays and reserve shelves with curriculum.
 - 1. Cost: n/a, Responsibility: Director/Children's Coordinator, Timeline: Third quarter, 2009
- C. Investigate the viability of collaborative historical programs in partnership with the local historical society.
 - 1. Cost: \$1,000, Responsibility: Local History, Timeline: First quarter, 2009

IV. Provide a safe and secure environment for staff and library patrons.

- A. Ensure that basic safety procedures are in-place
 - 1. Maintain emergency exits for optimal safety
 - a. Emergency doors must open with minimal force.
 - b. Alarms must sound upon opening of door.
 - c. Areas outside of door must be free of debris, snow and ice.
 - d. Exit lights must be in working order 24/7.
 - 2. Cost: n/a, Responsibility: Director, Timeline: Third quarter, 2007
- B. Security guidelines for staff members:
 - 1. Train staff how to handle themselves while encountering a difficult patron.
 - 2. Investigate utilization of priority codes to be used when summoning assistance.
 - 3. Emergency numbers near phone stations.
 - 4. Train additional staff members on the use of the video surveillance system for retrieval of data.
 - 5. Train staff on using security system via desktop workstations
 - 6. Train staff to be aware of not only their own environment, but also that of the patrons.
 - 7. Partner with the St. Joseph County Youth Services Bureau to begin a Safe Place program at the library.
 - 8. All staff will require training and information on procedures etc.
 - 9. Commenced mid-2007
 - 10. Tornado and fire drills
 - 11. Cost: n/a, Responsibility: Director, Timeline: First quarter, 2008

V. Maintain optimal building maintenance for longevity and appearance.

- A. Perform a quarterly review of the exterior and site will enable the library's maintenance staff to be proactive instead of reactive to general maintenance issues.
 - 1. Investigate condition and appearance of exterior and interior of building for normal and abnormal wear and tear.
 - a. Monitor brickwork, mortar, windows, frames, roofing etc.
 - b. Include parking lot for resealing and striping.
 - c. Landscaping including plantings and grassy areas
 - d. Furnishings, carpeting and fixtures
 - 2. Cost: n/a, Responsibility: Director/Trustees, Timeline: Second quarter, 2008
- B. Consumable maintenance products should be in good supply.
 - 1. Create a more efficient system for making sure supplies are in adequate amount and tracking usage.
 - 2. Maintain a chart for cleaning duties
 - 3. Chart to note daily tasks that must be performed when Chief Custodian is absent or on leave
 - 4. Develop a cleaning kit of products for dealing with vandalism issues, blood/bodily fluid spills etc.
 - 5. Cleaning guide/chart for furnishings and equipment.
 - a. Note what products may be used on particular furnishings and finishes
 - 6. Cost \$1,000, Responsibility: Custodian/Director, Timeline: January 2008
- C. Material Safety Data Sheet is required.
 - 1. Existing M.S.D.S. is not in good order and needs revision and updates
 - a. Cost: n/a, Responsibility: Custodial Services, Timeline: Second quarter 2008
- D. Determine a needs analysis regarding layout of the existing facility for the upcoming five year period of 2010-2015.
 - 1. Expansion is not the goal. Goal is to use existing spaces to its optimal level.
 - 2. Cost \$7,000, Responsibility: Director, Timeline, January 2010
- E. Determine adequacy of existing parking lot.
 - 1. Cost (feasibility) \$3,000, Responsibility: Director, Timeline January 2010

VI. ADULT SERVICES/GENEALOGY/PATRON GENERAL

- A. Hours of Operation

1. Investigate the whether or not the current hours of operation are adequately meeting the needs of library clientele.
 - a. Purchase a patron counter for the front doors
 - b. Perform a survey to see what patrons think about our existing hours.
 2. Cost: Minimal, Responsibility: All Staff, Timeline: January 2008
- B. Patron Privacy
1. After the institution of The Patriot Act in 2001, the potential for authorities to more easily access a patron's confidential information has increased.
 - a. Better educate all staff, Trustees and Attorney about the effects of the Patriot Act in relation to Public Libraries.
 - b. Educate staff on what to do when "Big Brother" comes to call.
 2. Cost: \$2,000, Responsibility: Director, Timeline: January 2009
- C. With the staffing issue solved for the local history room, the resources of that segment of the collection can be promoted more heavily.
1. Organize room and collection
 2. Determine whether or not people will be allowed in room unattended
 3. Begin to promote genealogy resources
 4. Begin more genealogy partnerships and workshops
 5. Evaluate current paid online resources and usability
 - a. Keep or look for other resources
 6. History Project in partnership with Historic New Carlisle (slides, video, audio)
 7. Cost: \$5,000, Responsibility: Historic Room Staff, Timeline: 2009
- D. Adult Basic Education/GED classes
1. Recruit volunteer or local agency for information
 2. Cost: minimal, Responsibility: Program Coordinator, Timeline: mid-2008
- E. More aggressive non-fiction collection development
1. Cost: \$15,000, Responsibility: Reference Librarian, Timeline: January 2008
- F. Reference Department and Technology
1. Consider utilizing Instant Messaging and related conveyances for the Reference Department.
 2. Many free software add-ons are available that would compliment the current suite of resources used for answering patron requests.
 3. Reference Department will become more involved with website development, development and maintenance of the library's Flickr.com account and the library's blog at ncpl46552.blogspot.com
 4. Any and all signage must be easy to read and patron friendly. The word "no" should be avoided at all cost.

5. Cost: n/a, Responsibility: Reference Department, Timeline: January 2009.
- G. Are patrons receiving the information they need as conveniently as possible? Are patrons finding what they are looking for?
 1. Need to devise some sort of Exit Interview with patrons prior to their leaving the library to determine whether or not their needs are being met and if their experience at the library was pleasant.
 2. Cost: n/a, Responsibility: Circulation Staff, Timeline: January, 2008.
- H. Too frequently patrons leave frustrated because the patron computer terminals are not functioning properly. While it is possible that the problem is more the user than the terminal we still need to be sure that what is on the floor for patron use is working 100%.
 1. Identify a shift Technology Support person who can easily troubleshoot and see that the patron's experience here is as pleasant as possible.
 2. Cost: unknown, Responsibility: Technology Coordinator/Director, Timeline: Mid 2008.

VII. Children's Department and Teen Services

- A. More home school "centric" programming and collection development.
 1. Cost: n/a, Responsibility: Children's Coordinator, Timeline: Third quarter, 2008
- B. Increase contact with Elementary teachers for purchase of classroom sets of books for circulation
 1. Cost: \$5,000, Responsibility: Children's Coordinator, Timeline: Second quarter 2008
- C. Consider partnering and expanding Junior Achievement to other elementary schools
 1. Cost: minimal, Responsibility: Director/Children's Coordinator, Timeline: Third Quarter 2008
- D. More family "centric" programming (needs driven).
 1. Families are already at the breaking point with respect to time commitments for jobs and after school activities.
 - a. Investigate Saturday or Sunday Storytimes etc.
 2. Cost: \$1,000, Responsibility: Children's Coordinator, Timeline: Fourth quarter 2008.
- E. More visits to and visits from area daycare and nursery school providers.
 1. Cost: n/a, Responsibility: Children's Coordinator, Timeline: First quarter, 2009

Timeline:

Year	Goal	Responsibility	Cost	Begun/Completed
2007Q3	IV. A. Safety Procedures	Director	n/a	
2007Q3	II. C. Shelving conventions	Dir/Assoc. Dir.	Staff time.	
2007Q3	II. B. Internal Signage	Assoc. Dir	\$1,000	
2008Q1	V. B. Maintenance supply system	Custodial Services	n/a	
2008Q1	I. C. Staff cross training	Supervisors		
2008Q1	IV. B. Safety training for staff	Director	n/a	
2008Q1	VI. E. Adult non-fiction deep development	Reference	\$15,000 (starting)	
2008Q1	VI. A. Hours of operation	Admin staff	n/a	
2008Q1	I. A. New Staff training	Supervisors		
2008Q1	II. A. Long Range and Technology Plan Updates	Director/Trustees	n/a	
2008Q2	II. D. Library visible in community	Admin Staff/All Staff	\$1,000 (starting)	
2008Q2	V. C. Be sure M.S.D.S. is properly maintained	Custodial Services	n/a	
2008Q2	V. A. Facilities exterior review	Director/Trustees	n/a	
2008Q2	VII. B. Classroom sets	Children's Coordinator	\$5,000	
2008Q3	III. A. Add new schools to existing programs	Director/ Children's Coord	Staff time	

2008Q3	VII. A. Home School "Centric"	Children's Coordinator	n/a
2008Q3	VI. D. Adult Basic Education	Program Coordinator/ Children's Coordinator	\$500
2008Q3	I. E. Job audit	Director	
2008Q3	VII. C. Junior Achievement at other elementary schools	Director/Children's Coordinator	unknown
2008Q3	VI. H. Shift Technology personnel	Technology Coordinator/Director	unknown
2008Q3	II. A. Marketing plan	Admin Staff	
2008Q4	VII. D. Family "centric" programming	Children's Coordinator/Progra m Coordinator	\$1,000
2009Q1	III. C. Collaborative Historical Programs	Local History	\$1,000
2009Q1	VI. F. - I.	Reference	n/a
2009Q1	VI. B. Patron Privacy	Director/Trustees/At torney	
2009Q1	I. D. Staff and recycling	Director	\$3,000
2009Q1	VII. E. Investigate weekend programming for children	Children's Coordinator	\$1,000
2009Q3	III. B. Communication with Educators	Director / Children's Coord.	Staff time (initially)

2009Q4	VI. C. Local History Room Promotion	Local History	n/a
2010Q1	V. D. Facilities needs analysis	Director/Trustees	\$7,000
2010Q1	V. E. Parking lot expansion	Director/Trustees	\$3,000
Ongoing	I. B. Staff appreciation	Admin Staff/Supervisors	