

Account	Budgeted	October	YTD		Remaining	
Revenue						
5000100 LIBRARY COPY FEES	12,000	722	10,214	85%	1,786	15%
5000177 RENTALS & FEES	8,500	-	3,600	42%	4,900	58%
5000189 OTHER LOCAL GOVERNMENTS	846,573	423,287	634,930	75%	211,643	25%
5000312 RENTAL CHARGEBACKS	49,000	-	49,000	100%	0	0%
5000426 MISCELLANEOUS	10,000	222	4,368	44%	5,632	56%
5000431 MISCELLANEOUS	15,000	-	-	0%	15,000	100%
5000451 INTEREST AND EARNINGS	17,500	3,839	54,805	313%	-37,305	-213%
5000470 VENDING MACHINE	0	16	66		-66	
5000530 REFUNDS OF PRIOR YEARS EXPENDIT	-	-	1,711		-1,711	
5000531 GIFTS AND DONATIONS	500	-	-	0%	500	100%
5000545 CREDIT CARD REBATES	100	-	-	0%	100	100%
5000546 Trust Account Inflows	500	-	-	0%	500	
5000562 TRANSFER FROM GENERAL FUND	1,500,059	-	1,500,059	100%	-	0%
5000569 TRANSFER - DEBT SERVICE FUND	1,770	-	1,791	101%	-21	
5000808 OTHER STATE AID	98,690	23,664	90,889	92%	7,801	8%
5000952 ARRA DEBT REIMBURSEMENT	237	86	240	101%	-3	-1%
Total Revenue (operating):	2,560,429	451,835	2,351,673	92%	208,756	8%

Projects & Grants						
6004117 STATE CONSTRUCTION AID - 2022	378,023	-	340,221	90%	37,802	10%
6004117 STATE CONSTRUCTION AID - 2023	157,447	-	141,702	90%	15,075	10%
6004117 BROOME COUNTY CIP - 2023	100,000	-	100,000	100%	-	0%
6004138 COMMUNITY FOUNDATION - Period Pant	1,280	-	1,280	100%	-	0%
Friends HOYT GRANT - Reading Garden	50,000	-	0	0%	50,000	100%
Friends KRESGE GRANT	31,700	-	31,700	100%	-	0%
Friends COMMUNITY FOUNDATION - bilungual	5,000	-	5,000	100%	-	0%
Friends COMMUNITY FOUNDATION - Narcan	2,000	-	2,000	100%	-	0%
Friends COMMUNITY FOUNDATION - Farm2Lib	9,125	-	9,125	100%	-	0%
Friends KLEE GRANT	75,000	-	75,000	100%	-	0%
Friends KLEE SUPPLEMENTAL	30,350	-	30,350	100%	-	0%
Friends Period Pantry	6,703	-	6,703	100%	-	0%
Friends 2024 Library Support	34,400	4,730	20,384	59%	14,016	41%
Friends Friends - Farm to Library	6,000	-	6,000	100%	-	0%
Projects & Grants Revenue	887,028		769,465	87%	116,893	13%

Account	Budget	Encumbered	October	YTD	Remaining
Salary and Benefits					
6001000 SALARIES FULL-TIME	920,950		64,979	687,784 75%	233,166 25%
6001001 SALARIES PART-TIME	149,560		11,088	89,653 60%	59,907 40%
6001002 SALARIES TEMPORARY	20,070		3,862	42,558 212%	(22,488) -112%
6001003 SALARIES OVERTIME	-		381	3,697	(3,697)
Total Salary	1,090,580		80,310	823,691 76%	266,889 24%
6008001 STATE RETIREMENT	136,887		10,317	89,717 66%	47,170 34%
6008002 SOCIAL SECURITY	82,514		5,880	60,403 73%	22,111 27%
6008004 WORKERS COMPENSATION	6,304		0	4,728 75%	1,576 25%
6008006 LIFE INSURANCE	285		8	77 27%	208 73%
6008007 HEALTH INSURANCE	143,359		10,575	105,459 74%	37,900 26%
6008009 RETIREE HEALTH INSURANCE	351,529		-	272,116 77%	79,413 23%
6008012 EMPLOYEE TUITION REIMBURSEMENT	3,500		-	- 0%	3,500 100%
6008014 NYS Voluntary Defined Contribution	6,967		532	5,451 78%	1,516 22%
Total Benefits	731,345		27,312	537,952 74%	193,393 26%
Salary and Benefits	1,821,925		107,622	1,361,643 75%	460,282 25%
Contractual Expenditures					
6004012 OFFICE SUPPLIES	2,000	407 20%	-	6,200 310%	(4,607) -230%
6004021 BLDG MAINTENANCE SUPPLIES	1,000	3,402 340%	-	1,296 130%	(3,699) -370%
6004022 FUEL AND HEATING SUPPLIES	26,000	- 0%	477	10,453 40%	15,547 60%
6004023 BLDG AND GROUNDS SUPPLIES	4,300	5,246 122%	-	3,714 86%	(4,660) -108%
6004030 FOOD AND BEVERAGES	100	- 0%	-	- 0%	100 100%
6004048 MISC OPERATIONAL SUPPLIES	5,785	- 0%	-	41 1%	5,744 99%
6004055 COMPUTER SOFTWARE AND SUPPLIES	70,684	- 0%	-	69,619 98%	1,065 2%
6004056 COMPUTER EQUIPMENT(NON CAPITAL)	5,000	- 0%	-	311 6%	4,689 94%
6004070 BOOKS ADULT SERVICES	67,550	11,539 17%	3,832	48,775 72%	7,236 11%
6004071 JUVENILE BOOKS	54,000	3,138 6%	5,161	43,941 81%	6,921 13%
6004073 SUBSCRIPTIONS	7,563	- 0%	-	5,052 67%	2,511 33%
6004074 AUDIOVISUAL MATERIALS	33,000	1,877 6%	1,603	17,976 54%	13,147 40%
6004075 ELECTRONIC ACCESS MATERIALS	33,650	- 0%	3,856	41,004 122%	(7,354) -22%
6004100 POSTAGE AND FREIGHT	700	0 0%	-	1,260 180%	(560) -80%
6004105 DUES AND MEMBERSHIPS	1,500	- 0%	-	1,288 86%	212 14%
6004112 BLDG GROUNDS AND EQUIP REPAIR	2,060	3,686 179%	233	4,568 222%	(6,194) -301%

6004113 WATER AND SEWAGE CHARGES	3,200	-	0%	-	2,120	66%	1,080	34%
6004115 ELECTRIC CURRENT	48,000	-	0%	4,844	52,786	110%	(4,786)	-10%
6004117 BUILDING AND GROUNDS EXPENSES	42,807	500	1%	5,683	31,970	75%	10,337	24%
6004136 OPERATIONAL EQUIPMENT REPAIRS	3,000	-	0%	-	-	0%	3,000	100%
6004137 ADVERTISING AND PROMOTION EXPE	3,000	-	0%	316	1,509	50%	1,491	50%
6004138 OTHER OPERATIONAL EXPENSES	16,000	6,809	43%	3,334	20,265	127%	(11,073)	-69%
6004147 OTHER PROGRAM EXPENSES	15,000	-	0%	-	-	0%	15,000	100%
6004160 MILEAGE AND PARKING-LOCAL	700	-	0%	204	552	79%	148	21%
6004161 TRAVEL HOTEL AND MEALS	2,000	-	0%	1,085	1,254	63%	746	37%
6004162 EDUCATION AND TRAINING	2,000	-	0%	722	2,804	140%	(804)	-40%
6004165 ADVISORY BD/TRUSTEES EXPENSES	175	-	0%	-	-	0%	175	100%
6004193 HARDWARE MAINTENANCE	8,610	-	0%	-	2,800	33%	5,810	67%
6004196 COPYING MACHINE RENTALS	7,000	-	0%	715	14,907	213%	(7,907)	-113%
6004504 OTHER FINANCIAL SERVICES	12	-	0%	-	12	97%	0	3%
6004573 OTHER FEES FOR SERVICES	9,260	-	0%	645	3,094	33%	6,166	67%
Total	475,656	36,604	8%	32,710	389,571	82%	49,480	10%

Chargebacks								
6004602 INSURANCE PREMIUM CHARGEBACK	26,181			6,545	19,636	75%	6,545	25%
6004604 DPW SECURITY CHARGEBACKS	105,991			-	79,493	75%	26,498	25%
6004606 TELEPHONE BILLING ACCOUNT	5,963			-	2,981	50%	2,982	50%
6004609 DATA PROCESSING CHARGEBACKS	56,892			-	23,129	41%	33,763	59%
6004617 DUPLICATING/PRINTING CHARGEBACK	166			-	-	0%	166	100%
6004618 OFFICE SUPPLIES CHARGEBACK	8			-	-	0%	8	100%
6004619 BUILDING SERVICE CHARGEBACK	5,000			-	3,750	75%	1,250	25%
Total Chargebacks	200,201			6,545	128,989	64%	71,212	36%

Debt								
6006000 PRINCIPAL ON SERIAL BONDS	6,849			-	6,849	100%	0	0%
6006001 BANS Principal	47,578			-	47,578	100%	0	0%
6007000 INTEREST ON SERIAL BONDS	628			-	628	100%	0	0%
6007001 BANS Interest	7,592			-	7,591	100%	1	0%
Grand Total (operating):	2,560,429	36,604	1%	146,877	1,942,849	76%	580,975	23%

Fund Balance 912,271
Trust Account Balance 16,209

Projects & Grants									
6004117	STATE CONSTRUCTION AID - 2022	378,023	-	0%	-	-	0%	378,023	100%
6004117	STATE CONSTRUCTION AID - 2023	157,447	-	0%	-	3,531	2%	153,916	98%
6004117	BROOME COUNTY CIP - 2023	100,000	-	0%	32,671	61,941	62%	38,059	38%
6004138	CF - Period Pantry	1,280	-	0%	-	1,280	100%	-	0%
Friends	HOYT GRANT - Reading Garden	50,000	-	0%	-	-	0%	50,000	100%
Friends	KRESGE GRANT	31,700	-	0%	-	28,584	90%	3,116	10%
Friends	COMMUNITY FOUNDATION - bilingual	5,000	-	0%	-	3,739	75%	1,261	25%
Friends	COMMUNITY FOUNDATION - Narcan	2,000	-	0%	-	1,509	75%	491	25%
Friends	COMMUNITY FOUNDATION - Farm2Lib	10,275	-	0%	1,223	6,752	66%	3,523	34%
Friends	KLEE GRANT	75,000	-	0%	-	75,000	100%	0	0%
Friends	KLEE SUPPLEMENTAL	30,350	-	0%	3,305	29,478	97%	872	3%
Friends	Period Pantry	6,703	-	0%	2,381	5,626	84%	1,077	16%
Friends	2024 Library Support	34,400	-	0%	4,730	20,384	59%	14,016	41%
Friends	Friends - Farm to Library	6,000	-	0%	-	6,000	100%	0	0%
Total Projects & Grants		888,178	0	0%	44,310	243,824	27%	644,354	73%

Director's Report
Josias Bartram
November 14, 2024

Staffing/Personnel

- We are finally fully staffed, and it's making a big difference! Our new hires are already having an impact. Cher and Michelle are both very strong additions and are further strengthening an already strong department.
- However, Youth Services remains understaffed because of significant additional medical leave for one of the full-time librarians. I've approved overtime and temp hours to try to help, and both temp librarians are going above and beyond despite having full-time jobs. Info, Circ, and Local History are all helping out as they're able.
- Our two staff development days were a huge success. Our visit to the Children Home's Wilderness Adventure Program in Greene was particularly well received by staff. The instructors received a perfect 5 stars from the 21 staff who completed my survey!
- One of the next steps in our Strategic Plan is a full staffing needs assessment that we'll be ready to tackle with department heads early in 2025.

Budget & Financials

The 2024 financials are on track.

The 2025 Budget was approved. We can start planning and hiring for our new position.

Facilities & Projects

- Our new air handlers are installed, fully on schedule.
- We are going to be installing new flooring at the back of the library along the windows to define a new eating space that is easier to clean. This goes with the Code of Conduct edits that I'm presenting to you at this meeting.
- Sherry and I are going to be digging in to getting the larger renovations (bathrooms and door to the garden) restarted.
- The Bronsky Reading Garden re-design process is moving forward. We expect to have an in-person design meeting later this month.

Peer Support/Klee Grant

- Amanda McIntyre from the Klee Foundation called to let me know that they are approving full funding (\$45k) for the first year of our request for extending and expanding the Peer Support Partnership. They are withholding on the second year for now and would like to see us diversify our funding. This is a positive outcome in line with my expectations.
 - The expansion of the program will be slightly more difficult because Catholic Charities is raising the percentage of administrative fees that they are charging to the grant. This isn't an insurmountable obstacle, and the new costs still look quite reasonable.
 - The goal is still to move this program into our operating budget for 2027.
- I had the opportunity to give the keynote address and lead a workshop at a conference on Peer Support in Libraries in New Braunfels, TX this past weekend. It was an amazing opportunity and I'm bringing back a lot of insight about how libraries in rural Texas are doing this same work.

Assistant Director's Report

Sherry Kowalski

November 13, 2024

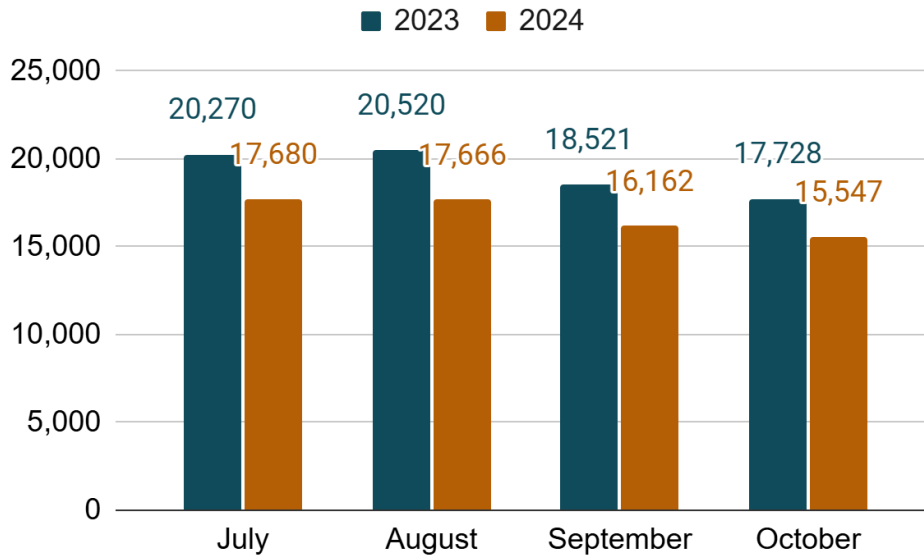
- The two staff training days went very well. The work from home days were difficult for me. I found there were too many distractions at home and I didn't have all the resources to do my work efficiently.
- The Farm to Library program has ended for the year. It was a very rewarding project to work on but it was time consuming. It was very helpful to have the weekly produce delivery, however, I spent about 2 hours each week to keep the fridge stocked and clean. It would be ideal to have volunteers for next year or a few more library staff working with me.
- Michelle Brandone started on October 28. I have been working with her to train her on various library tasks and getting her access to the necessary accounts.
- Nick and I met with Dave O'Hare on Friday November 8 to talk about adding more security cameras. He is with Integrated Systems, which is the company that we worked with for our initial camera installation. Nick has identified some areas in the library that would benefit from additional cameras. We are waiting for a quote and then we will need to meet with Broome County IT, Security and DPW to determine the feasibility of this project.
- Tax season is right around the corner. I have been working with Victor Corbin to schedule the AARP Tax Aide Training sessions for January. Volunteers will begin tax preparation in February. I don't have the final schedule but I blocked off the Ahearn room for this program. This has become a core service for the library.
- 4CLS made the decision to not renew their contract with Printerion and decided to sign up with Princh. This is the service that is necessary for us to provide mobile printing through Envisionware. I was working with Michael from Broome County IT to facilitate this switch. My role was facilitating communication between 4CLS automation, Envisionware Technical Support and Broome County IT. Michael is new to the IT department and this was a big project for someone new to undertake. He was great to work with. All the staff share this sentiment and hope that he will stay with the County.

Data Analytics Monthly Report (August and September 2024)

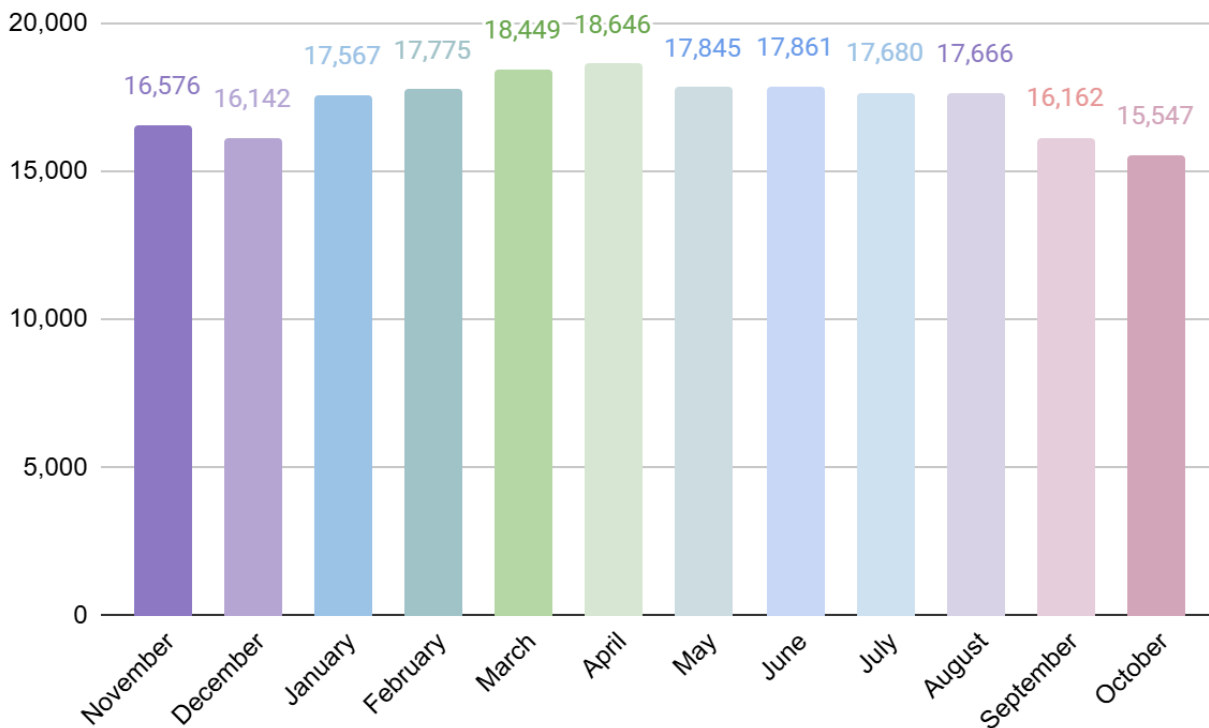
Submitted by Laura Haynes

Circulation:

Circulation declined year to year for these four months.

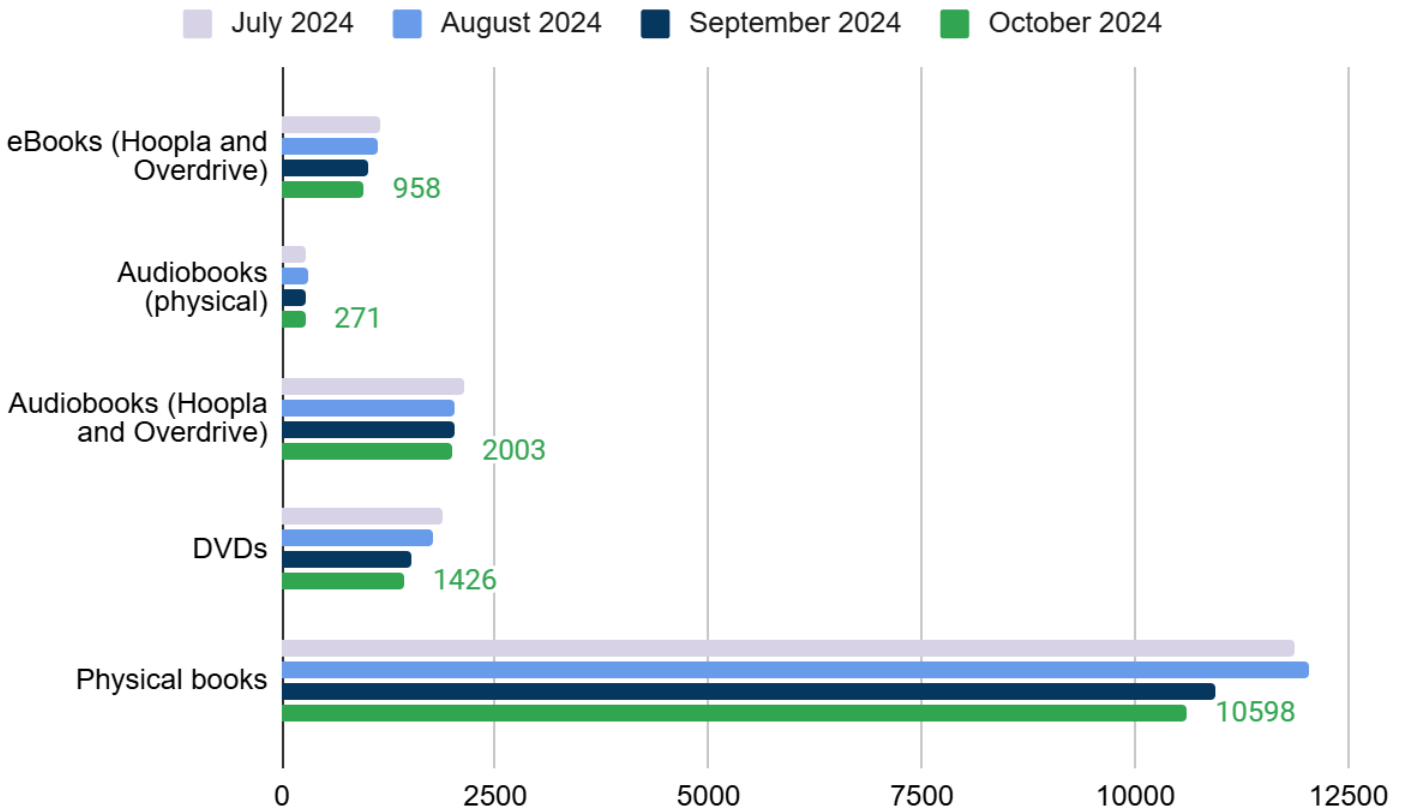


This graph shows the circulation stats for the past year:



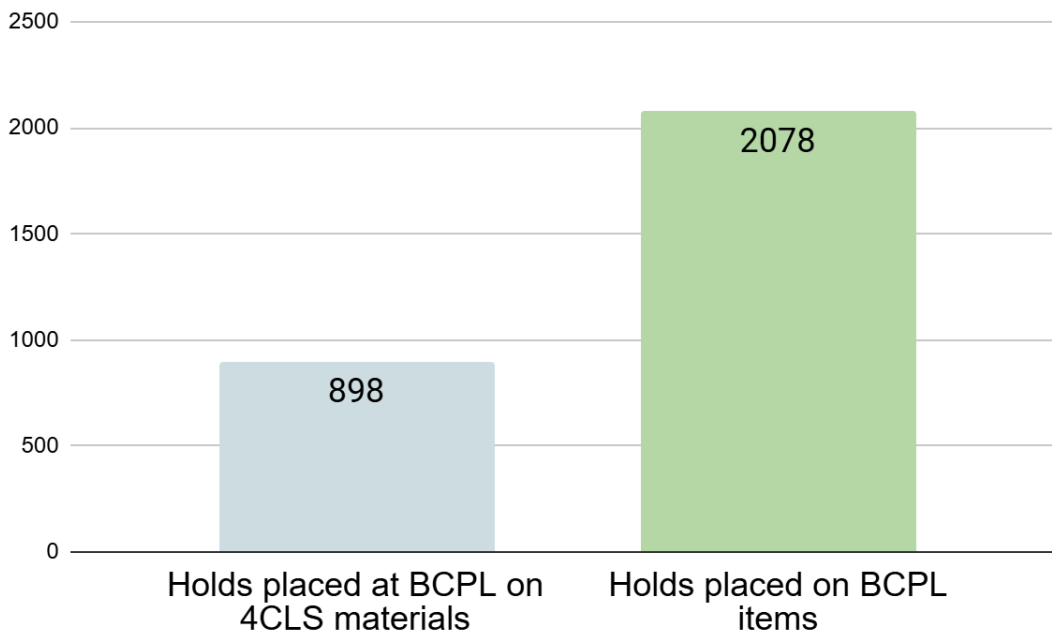
Circulation by format:

Circulation continues to decline in several areas, though digital audiobooks remain consistent.



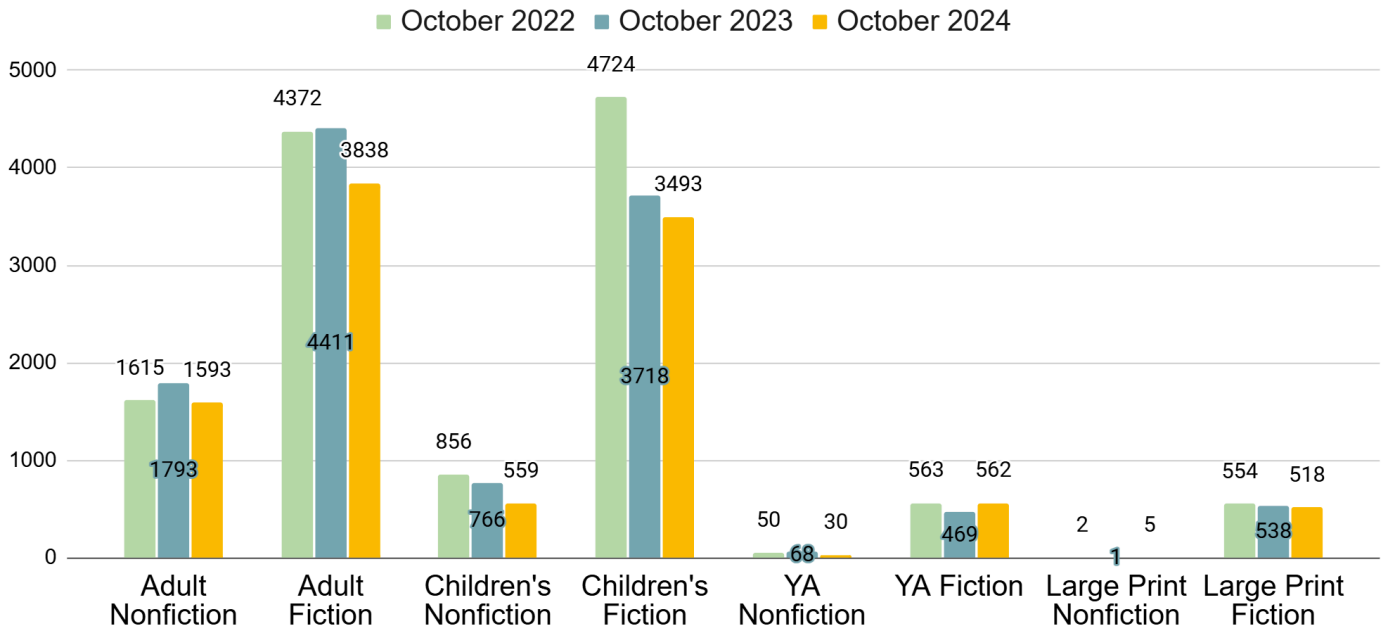
Holds:

This graph shows the amount of holds placed at BCPL on materials from other 4CLS libraries versus the amount of holds placed on BCPL items.



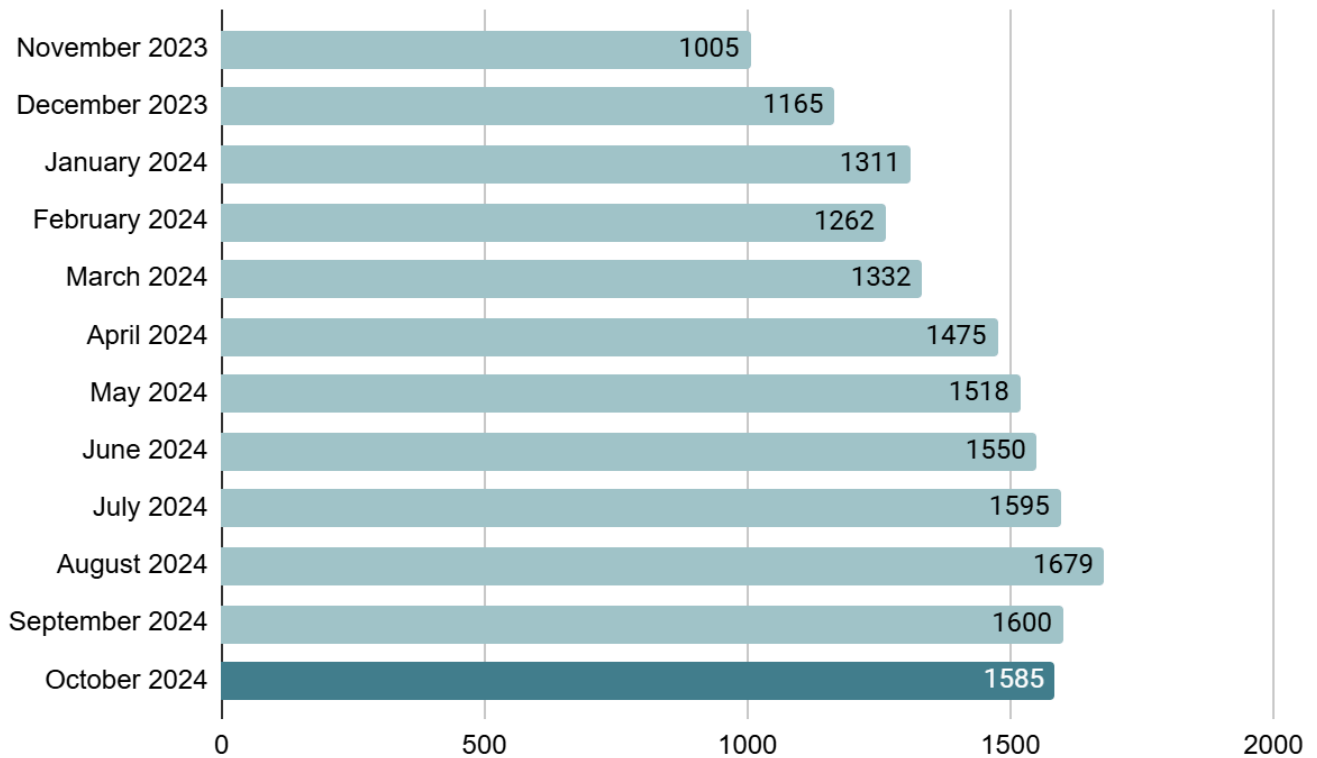
Physical book usage for October in 2022, 2023 and 2024:

This graph depicts circulation by collection category of physical books in October 2022, 2023, and 2024. We can see evidence of a slight increase in Adult Nonfiction in 2023, and then a decline again.



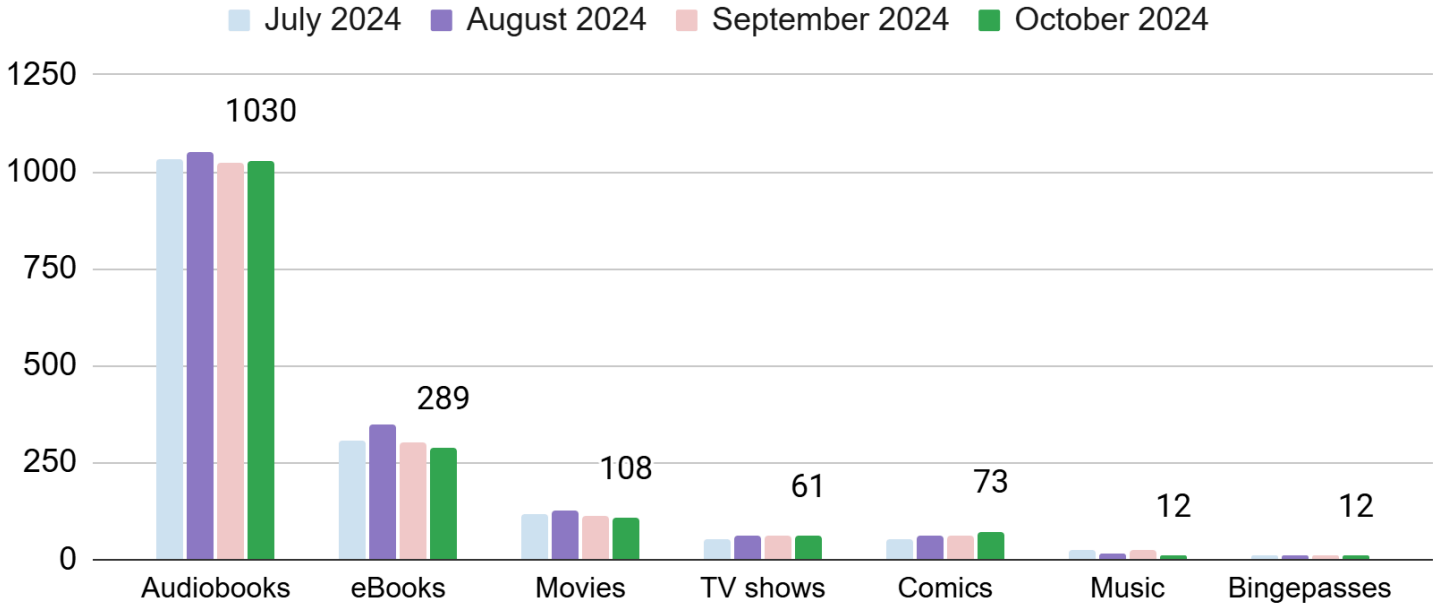
Hoopla Circulation:

Hoopla has started to decline slightly.



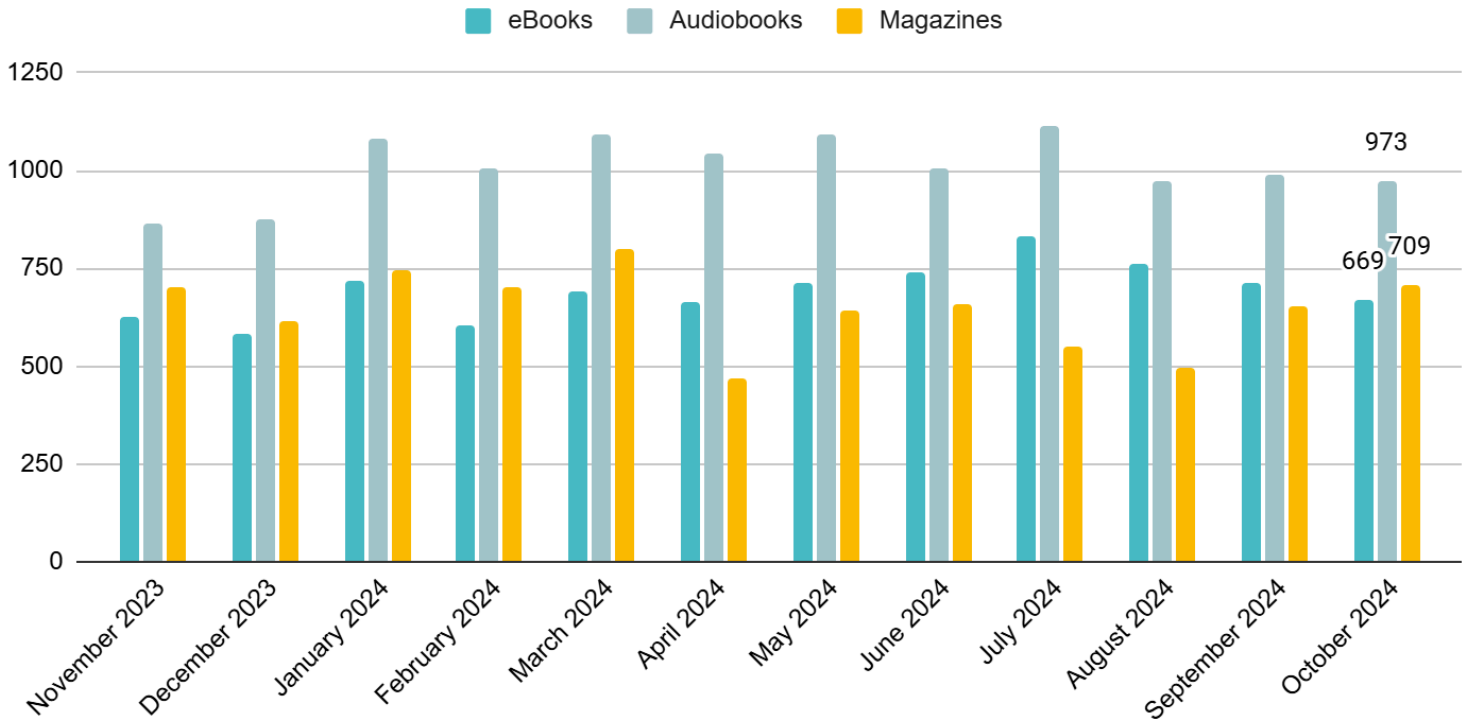
Hoopla Circulation by format:

Numbers don't show much variation month to month.

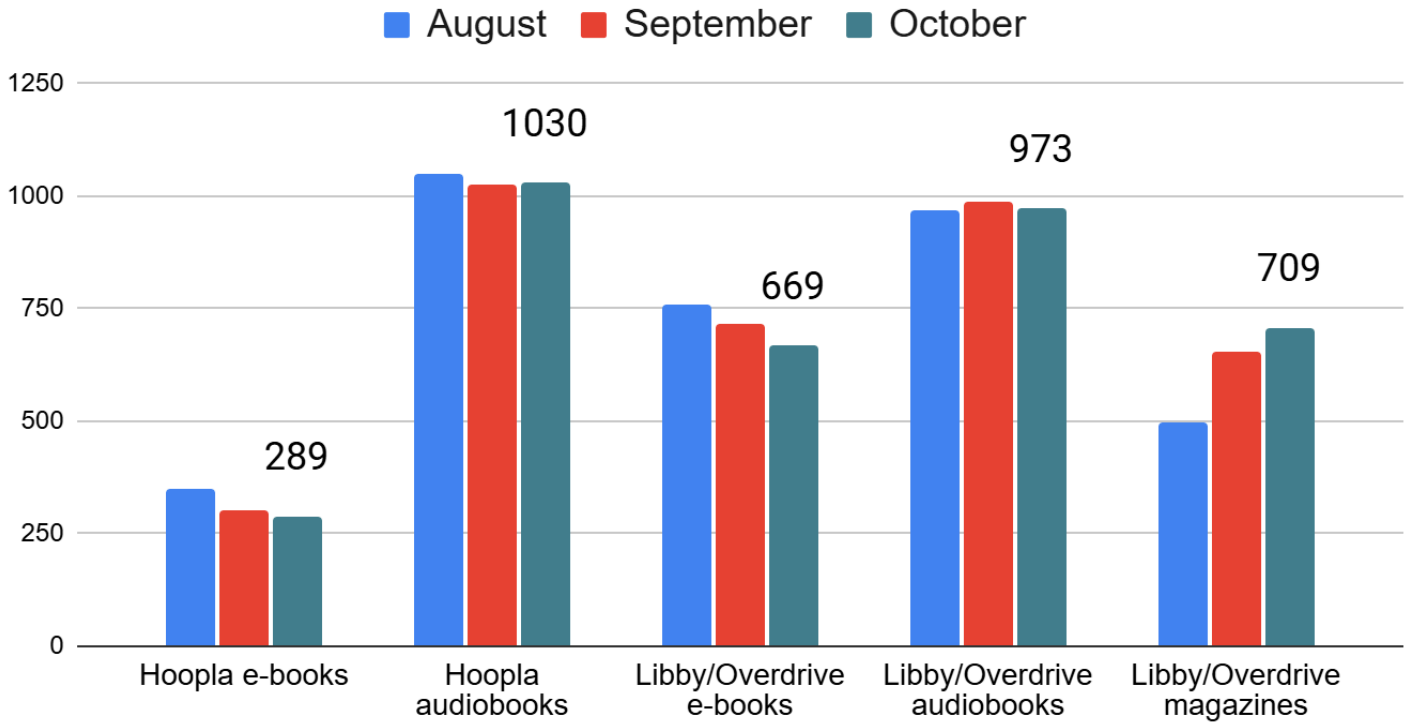


Libby Circulation for eBooks, Audiobooks, and Magazines over the last year:

Magazine usage increased again this month.

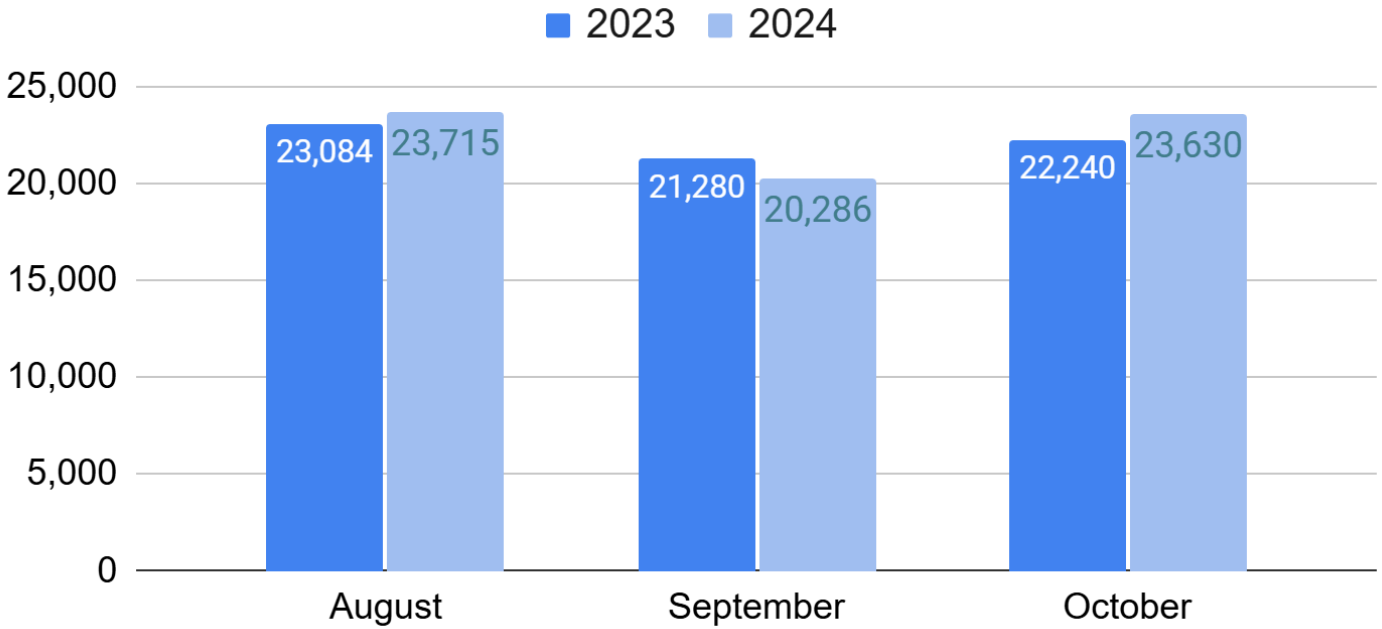


Electronic media overview:



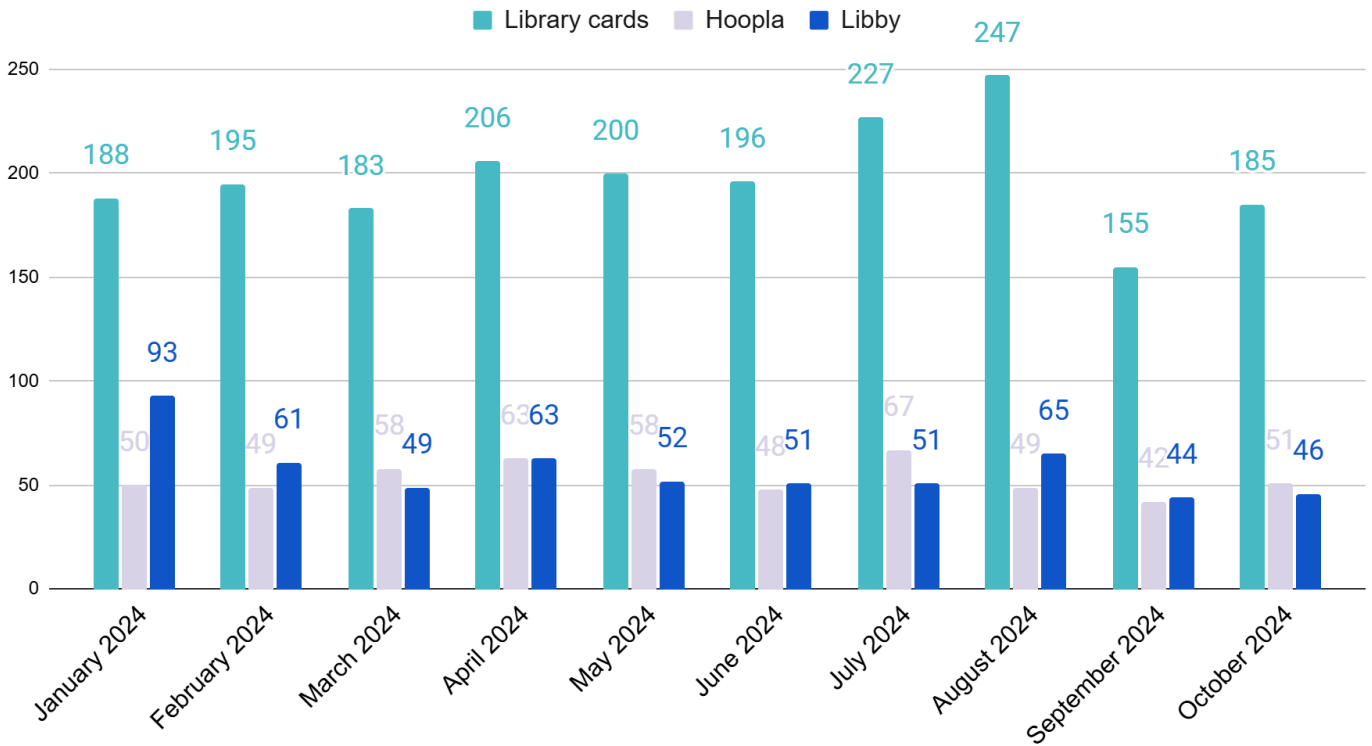
Door Count

Door count is back up, even despite the weeklong closure!



New Patron Registration (Hoopla, and Libby/Overdrive):

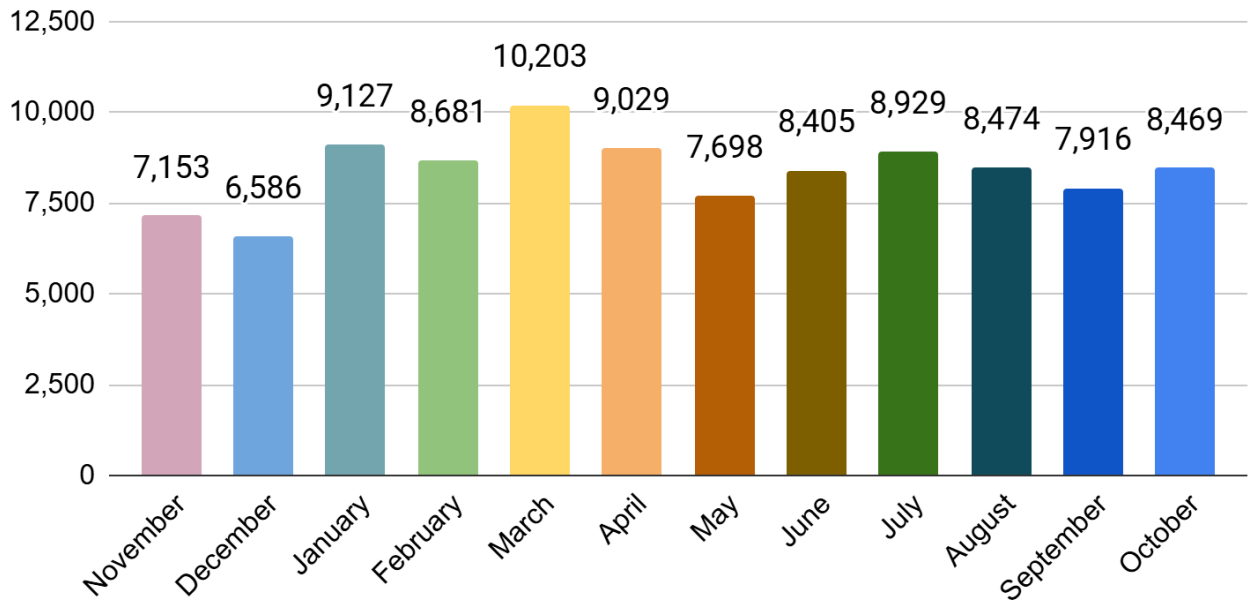
Library card registrations increased by 19% in October.



Website Analytics:

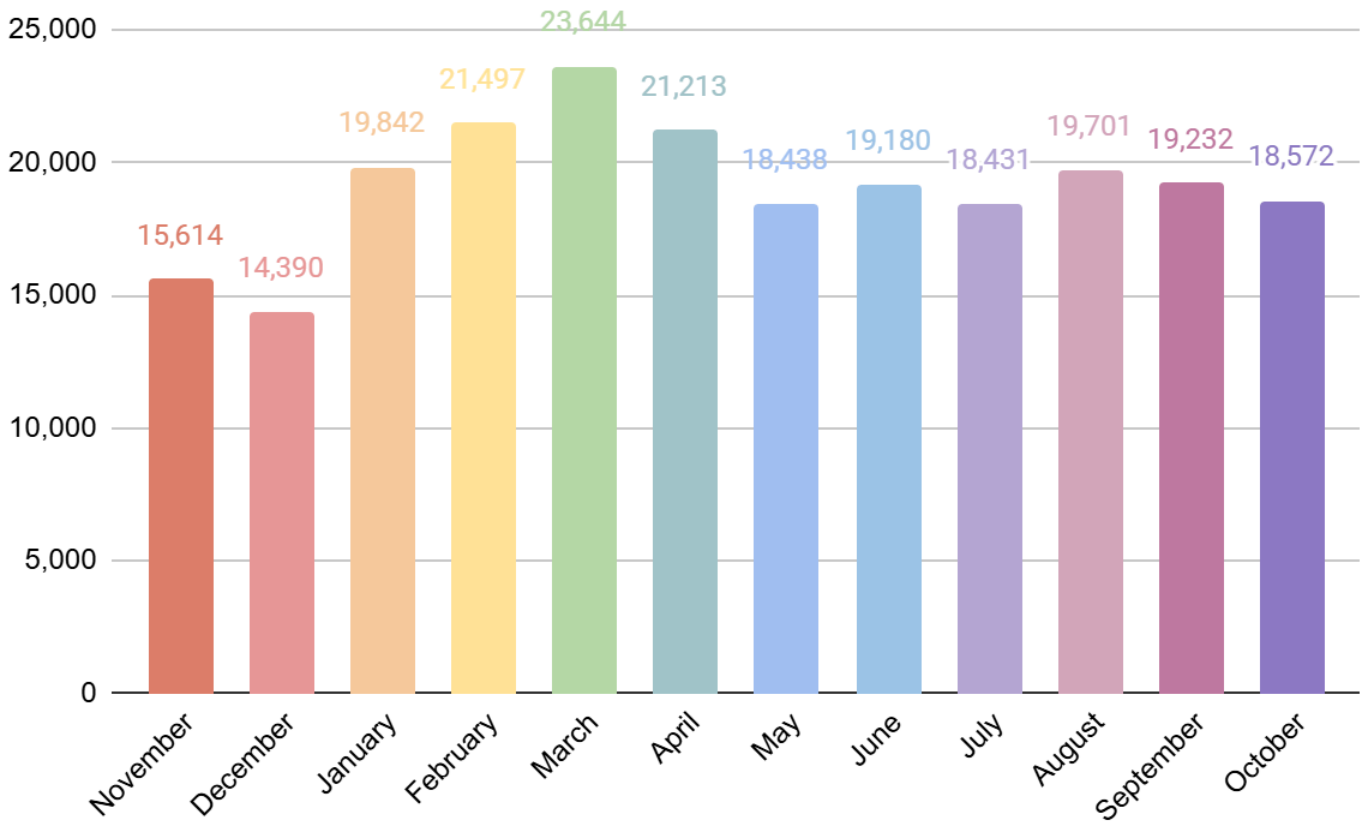
Total sessions:

Website traffic has increased.

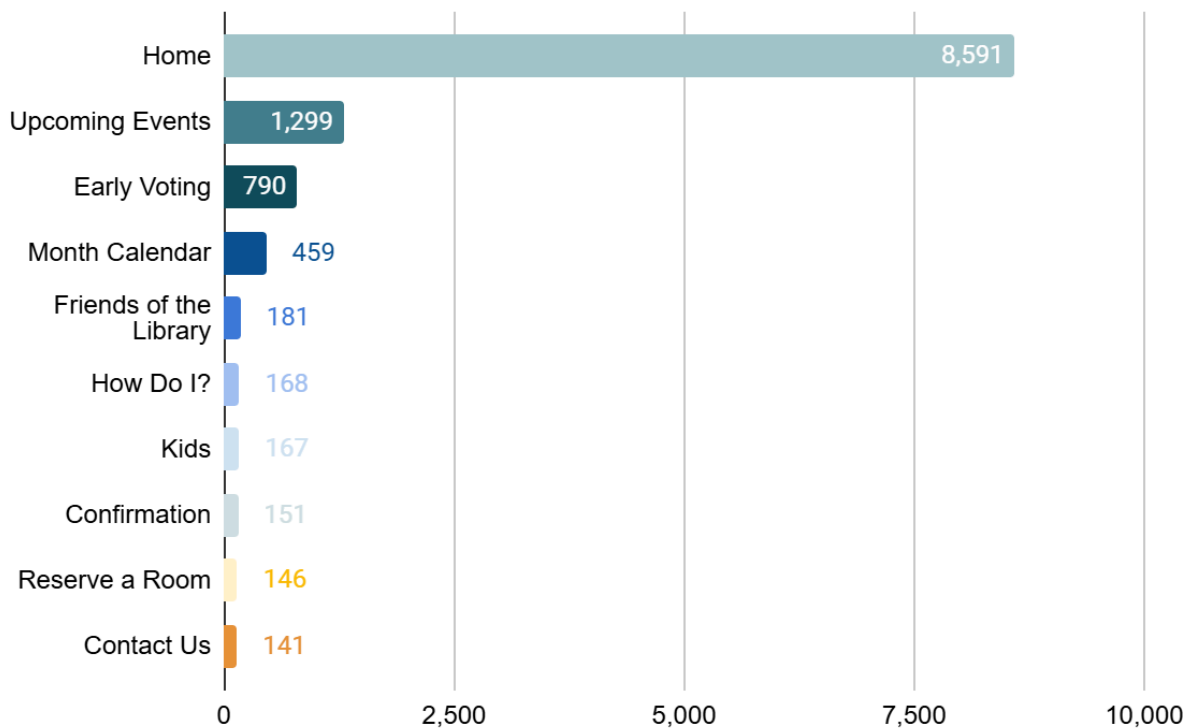


Pageviews:

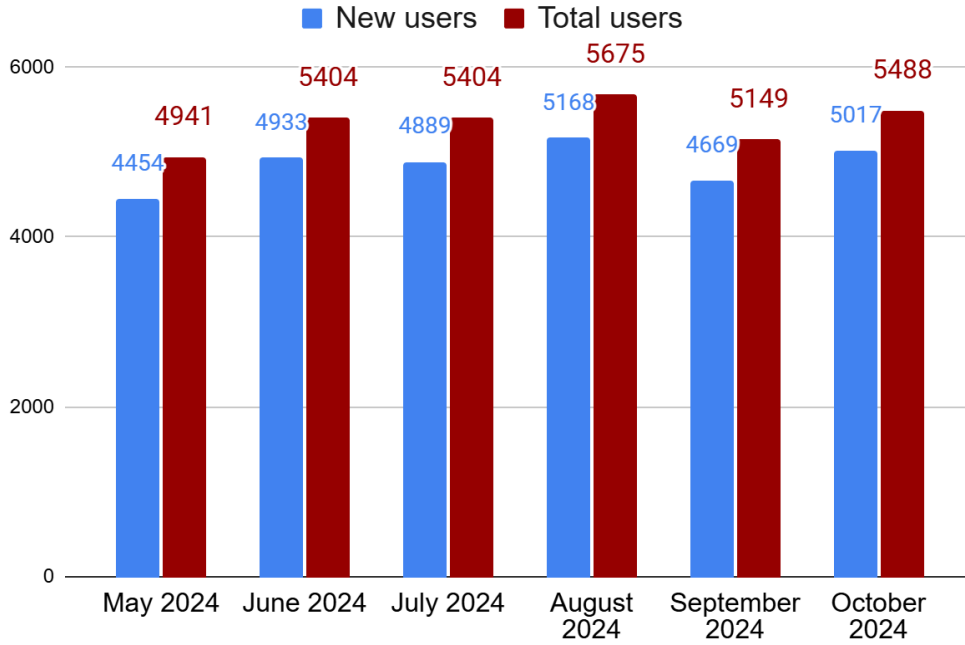
This graph shows total pageviews for the past 12 months.



This graph shows a breakdown of views for the most popularly accessed pages.

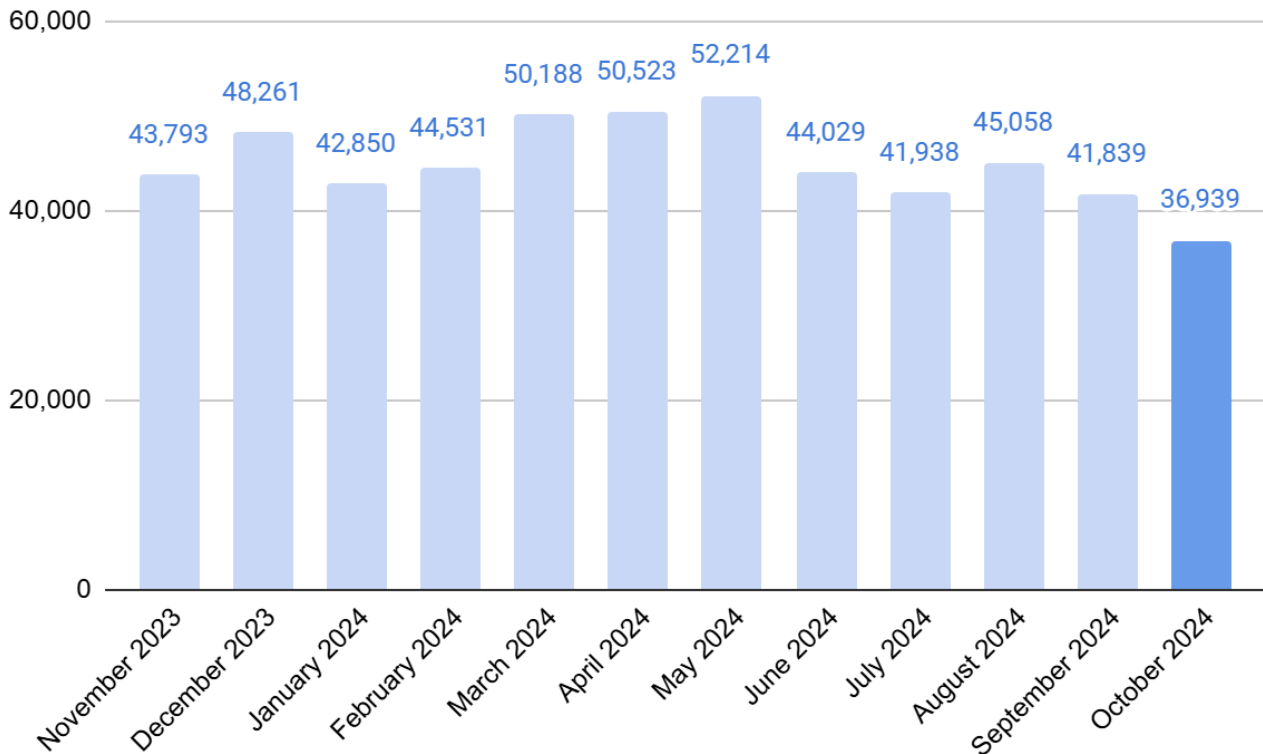


The total number of website users increased.



Number of Wireless Sessions:

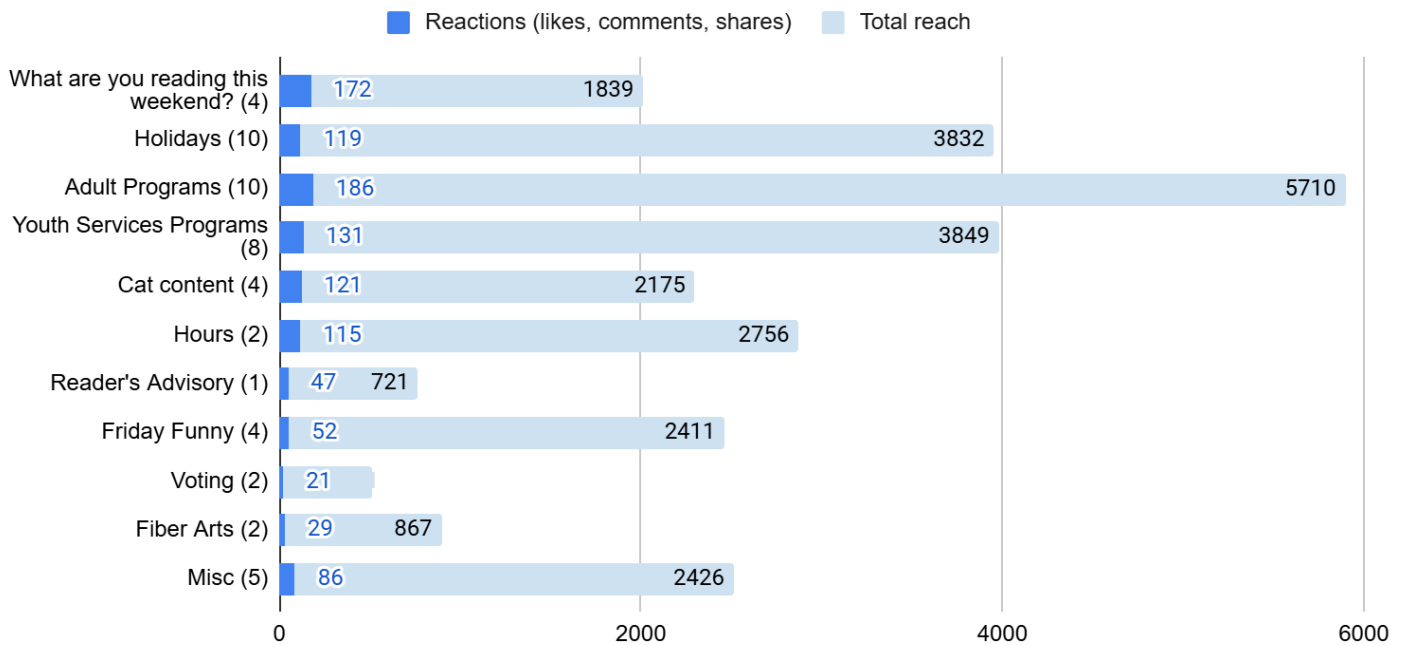
Wireless sessions declined in October.



Public computer usage module has an error, yet again, so we will have those numbers in the next report.

Social Media:

The number following each category is the amount of posts in that category. It seems posts about programming and posts about holidays are big draws.

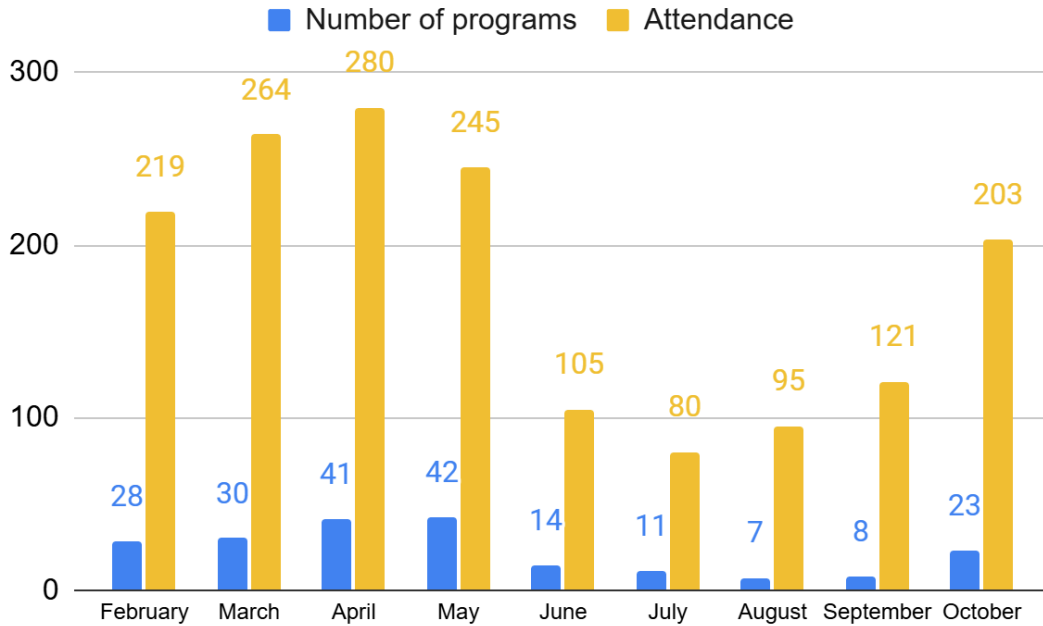


The most popular post in October was this post about the weeklong closure on October 1st:



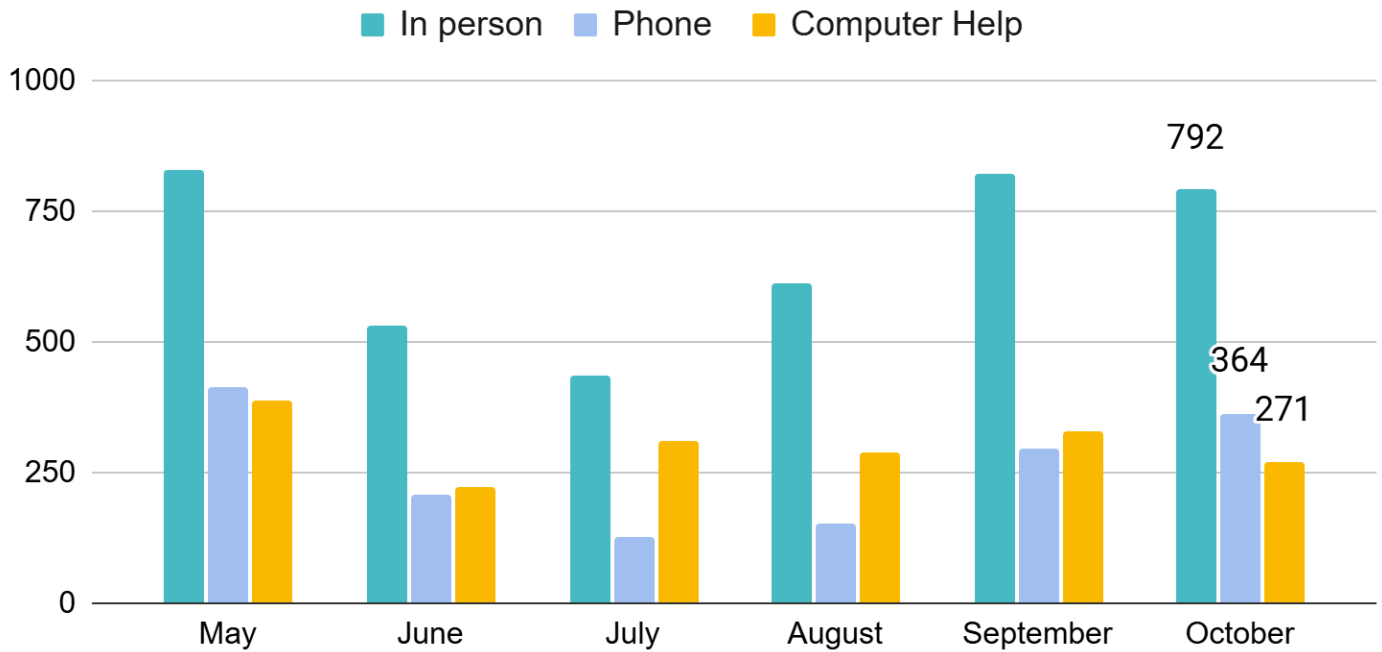
Adult program attendance:

Program attendance increased as we increased the amount of programs.



Reference:

Our statistics for reference were up, despite the weeklong closure.



Circulation

Submitted by Kathleen Shores

- Full-time clerk, Nursel Bage sever, made the difficult decision to switch to a part-time clerk position.
- Part-time clerk, Ethan Mellen, will fill Nursel's full-time position. Ethan's first full-time day is 11/12/2024.
- Full-time Circulation clerk, Emma Wagaman, provided 40.50 hours of desk coverage/additional help to Youth Services.
- Full-time Circulation clerk, Nursel Bage sever, provided 69.50 hours of desk coverage/additional help to Youth Services.
- Part-time Circulation Clerk, Ethan Mellen, provided 36.50 hours of desk coverage/additional help to Youth Services.
- The Circulation desk issued 95 guest passes to residents of Binghamton, Endicott, and Johnson City, and Vestal. 31 guest passes were issues to visitors from other states such as Colorado, Georgia, North Carolina, Pennsylvania, Tennessee, and Virginia.

Library Card Registrations:

Physical library card registrations for adults, young adults, and juveniles:

- July 2023 – 175
- August 2023 – 186
- September 2023 – 189
- October 2023 – 143
- November 2023 – 127
- December 2023 – 124
- January 2024 – 147
- February 2024 – 157
- March 2024 – 159
- April 2024 – 171
- May 2024 – 172
- June 2024 – 171
- July 2024 – 208
- August 2024 – 218
- September 2024 – 129
- October 2024 – 138

Electronic library card registrations:

- July 2023 – 29
- August 2023 – 38
- September 2023 – 19
- October 2023 – 24
- November 2023 – 26
- December 2023 – 20
- January 2024 – 41
- February 2024 – 38
- March 2024 – 24

- April 2024 – 35
- May 2024 – 25
- June 2024 – 25
- July 2024 – 19
- August 2024 – 29
- September 2024 – 26
- October 2024 - 18

October 2024 Youth Services Board Report

Notable things to report in Youth Services:

- Michelle Ford will be absent for the foreseeable future. The Youth Services desk will continue to be unattended at times and program offerings will become even more limited. Youth Services staff is working together to delegate all of Michelle's tasks. However, most of Michelle's responsibilities are those of a librarian and thus cannot be delegated to anyone other than a librarian. Thank you to Michelle Brandone, Monica, and Josias for kindly offering support for the Department. It is very much appreciated. Thank you to Kathleen for continuing to regularly provide coverage for the Youth Services Department.
- The Youth Services Department is in the process of test running a tween book club. The club is registration based and has six participants that have come for all the meetings to date. It appears to be quite successful so far as the children have all been asking when the next book club will be, we hope to run it again.
- Read for the Record was a wonderful success with over 100 participants. Alyssa Crosby came to read Piper Chen sings by Phillipa Soo and eight organizations came in to table and provide crafts and activities for the kids to work on before and after the story.
- We recently had the opportunity to table on food pantry day at the Lee Barta Community center, just a mile from the library. Patrons of the community center were receptive to hearing about the programs the library offers, and we had four card sign ups. The staff at Lee Barta have offered us further tabling opportunities in the future.
- On October 30th Youth Services offered two sessions of trick or treating, one at 10am and an afternoon session at 3:30pm. Between the two sessions 30 people attended the program. We are grateful to library staff who all pitched in to create different trick or treating stations all around the library from Circulation, to the Creation Station, to Local History
- Trunk or treating at the Rumble Ponies Stadium was a last-minute addition to our calendar and proved to be tons of fun and had many opportunities for connecting with the community. As it was the stadium's first time hosting the event, they weren't sure how many people would attend. Our estimate is that we interacted with about 500 people before we ultimately ran out of materials and had to leave early. We would love to attend this program in the future better prepared with more materials.
- Attendance for in person programs:
 - Borrow a Grandparent: 13 sessions, average of 5 participants

- Teen Craft and Chat: 3 sessions, average of 7 participants
- Tween Book Club: 3 sessions, average of 7 participants
- Drop in Crafting: 4 sessions, average of 5 participants
 - Leftover crafts are handed out as Grab-N-Go kits.
- Family Movie Night: 3 sessions, average of 6 participants
- Teen Movie Night: 3 sessions, average of 2 participants
- Family Story Time: 3 sessions, average of 4 participants
- Therapy Dogs: 2 sessions, average of 20 participants
- LEGO Club: 33 participants
- Family Game Day: 10 participants
- Teen D&D: 5 participants
- Read for the Record: 107 participants
- Rumble Ponies Trick or Treat Outreach: 500 Participants
- Library Trick or Treating: 30 participants

Upcoming in Youth Services:

- Substitute librarian Tammy Cummings will begin working two Saturdays a month to run Raspberry Pi classes for the Department.
- Upcoming Programs:
 - Every Monday-Borrow a Grandparent, Teen Craft & Chat
 - Every Tuesday-Crafty Kids, Borrow a Grandparent, Tween Book Club
 - Every Wednesday-Borrow a Grandparent, Drop in Crafting, Spooky Family Movie Night
 - Every Thursday-Borrow a Grandparent, Scary Movie Night for Teens
 - Every other Friday-Family Story Time
 - Every other Saturday-LEGO Club
 - Every other Saturday-Therapy Dogs
 - November 9 & 23-Raspberry Pi Classes
 - Youth Services staff will offer additional programs during the school winter break. We will still offer Grab-N-Go bags to teens over the winter break, but unfortunately, we no longer have the capacity to offer Grab-N-Go bags for children.

Respectfully submitted by
Kelsey Matoushek
Librarian II

All Fall 2024 Review of 2024-28 Strategic Plan

Definitions

- a. **Goal:** The benefit that BCPL will provide to the Broome County community through specific services, programs, and resources
- b. **Objective:** A specific service, program, or resource that is defined by its intended outcome
- c. **Action:** A measurable step towards an objective
- d. **Responsible Positions:** Members of the BCPL organization who are responsible for an action

DIRECTIONS

KEY

- **YELLOW:** Target Date is between June 2024- October 2024
- **ORANGE:** Target Date is between November 2024 - April 2025
- **BLUE:** Complete; Complete for the current year if annual

For the GOAL that you helped create please indicate one of the following for target dates in yellow, and anything in orange that is applicable.

- Complete for the year
- Complete
- In Progress

Goals & Objectives

Do we need to add or change any Target dates OR Responsible Positions?

Goal 1. Strengthen the Library and Build Organizational Resilience

Objectives	Actions	Target Date	Responsible Positions
1. Sustaining Actions	1a. Update funding plan annually in response to budget meetings and community needs.	Annually in June- In process for 2024 Complete for 2024	Library Director, Principal Account Clerk, Board Treasurer & Finance Committee
	1b. Produce a professional Annual Report that represents the Library to stakeholders.	Annually in April Complete for 2024	Library Director, Librarian II for Information Services, Marketing Committee

	1c. Review and report updates to strategic plan bi-annually to Board of Trustees	Annually in November and May- In Progress	Strategic Planning Committee, Library Director
2. Sustain and expand current funding levels through diversified funding strategies.	2a. Review capacity for pilot programs, both staff time and funding.	2025	Library Director, Assistant Library Director, Department Heads
	2b. Consider what sustained funding sources and partnerships will be for pilot programs that are transitioning to fully integrated programs; including but not limited to, the Peer Support Room and Farm to Library programs.	2025	Library Director, Finance Committee
	2c. Consider BCPL Trust fund spending plan.	2026	Library Director, Finance Committee
3. Maintain current staff levels while continuing to rebuild staff positions to appropriate levels.	3a. Prioritize the creation of positions to support the growth and development of the library	Ongoing Complete for 2024!	Library Director, Assistant Library Director, Department Heads
	3b. Complete a thorough analysis of long-term staffing needs	2024 In progress; Sherry and Josias to produce written report 2025	Library Director and Assistant Director, Department Heads
	3c. Formalize procedure to gather staff input annually, to be shared with the Board.	2026	Library Director and Assistant Director, Department Heads
	3d. Fill the FT Principal Account Clerk position Centralized System in Place 2025	2025 How will we make the new arrangement work?	Library Director and Assistant Director
	3e. Revise performance review process to emphasize meaningful feedback	2024 In progress; Almost finished - formatting	Library Director, Assistant Library Director, Department Heads, Staff
	3f. Develop professional development and/or training plans for all staff members based on	2025-26	Library Director, Assistant Library Director, Department Heads, Staff

	self-assessment and the scope of new services		
	3g. Work to breakdown any real or perceived barriers and silos between departments by cross training staff and continuing to improve interdepartmental communications.	2027	Library Director, Assistant Library Director, Department Heads
4. Continue to ensure BCPL is meeting the needs of the community.	4a. Disseminate annual community needs assessment; use surveys in targeted areas of interest biennially	Annually/biennially ON HOLD FOR INCREASED STAFF (After we hire new people, in 2024)	Librarian II for Information Services
	4b. Assess process for handling book challenges in light of the current increase in book challenges	2025	Board of Trustees, Library Director, Assistant Library Director
	4c. Continue to engage community partners who can speak to community needs (e.g. AVRE, BC Health Dept, Catholic Charities, ACA, United Way)	Ongoing In Progress	Library Director, Assistant Library Director, Department Heads, Staff, Board of Trustees
	4d. Continue to expand on the Peer Support Services' success by providing residents with connections to necessities such as housing, employment services, education, mental health, and more.	2025 Klee Application in.	Library Director, Assistant Library Director
5. Work with the community and staff to evaluate the mission, vision and philosophy of the BCPL to ensure proper alignment within the strategy, character and offerings of the library	5a. Assess and recommend changes through the Strategic Planning Committee.	2027	Library Director, Assistant Library Director, Department Heads, Strategic Planning Committee
	5b. Gather staff and community input through focus groups	2027	Library Director, Assistant Library Director, Department Heads, Strategic Planning Committee

	5c. Share the end result widely to increase awareness.	2028	Library Director, Assistant Library Director, Marketing Committee
6. The Library Board of Trustees will review and refine procedures and systems to ensure quality functionality and service.	6a. Review and update bylaws and make sure the procedures therein reflect the procedures that take place.	2024 Anticipated start date: October 2024	Nominating/ By-Laws Committee
	6b. Initiate review of all library policies and procedures based on staff priorities and feedback.	2024-2028 In Progress	Library Director, Policy Committee, Staff
	6c. Policy Committee will redraft policies and review with staff before submitting to the board for approval.	2024-2028 In Progress	Library Director, Policy Committee, Staff
	6d. Committees will meet establish a regular meeting schedule and report regularly to the board.	2024 and ongoing Complete for 2024	All Committee Chairs
	6e. Examine and formalize new board member onboarding process	2024 and ongoing In Progress; Continuing to streamline; timeline.	Nominating Committee
	6f. Create and share annual timeline of important dates and deadlines	2024-2025 KMC to begin - trying out in practice and will formalize for 2025.	Library Director, Board President
	6g. Increase awareness of Board to later attract new members	2025 and ongoing In progress, going well	Marketing Committee, Board of Trustees

7. Develop and implement a comprehensive plan addressing diversity, equity, and inclusion	7a. Create a Diversity, Equity & Inclusion (DEI) Plan based on survey data and researched best-practices in addressing the diverse needs of the library community	2024 Complete	Board of Trustees, Library Director, Staff DEI Committee
	7b. Identify staff and board members to implement action steps of the DEI Plan	2025-26	Board of Trustees, Library Director, Department Heads, Staff DEI Committee
	7c. Allocate appropriate funds from budget to advance DEI goals including materials acquisitions and facilities upgrades & begin implementation	2025-26	Board of Trustees, Library Director, Department Heads
	7d. Routinely review progress towards meeting DEI goals and make adjustments to timelines, budgets, and responsible parties	January 2025 and ongoing	DEI Committee, Board of Trustees, Library Director
8. Address Staff Safety and Security	8a. Clarify the role of Broome County Security at the Library and check for understanding by both Library and Security Staff.	2024 In Progress; more to be done to formalize but currently better relationships with department and officers	Library Director, Assistant Library Director
	8b. Establish agreed upon minimum standards for Security, including officer visibility with patrons and staff, how often officers should circulate and check in with Library staff.	2025	Library Director, Assistant Library Director
	8c. Offer Mental Health First Aid training to Library staff, volunteers and board of trustees.	2025 Still a priority, will happen in 2025 - Compassion Fatigue.	Library Director, Assistant Library Director, Department Heads, Board of Trustees

	8d.. All staff will be formally trained in Library Security, such as that offered by Dr. Steve Albrecht, so as to be prepared to effectively respond to a range of safety and security scenarios that may occur.	2026	Library Director, Assistant Library Director
	8e. Create a trauma-informed plan to support improved staff morale, mental health, and work/life balance	2026	Board of Trustees, Library Director, Assistant Library Director, Department Heads

Goal 2. Create Young Readers: Early Literacy

Children from birth to five will have programs and services designed to ensure that they will enter school ready to learn to read, write, and listen (Nelson, p. 165).

Objectives	Actions	Target Date	Responsible Positions
1. Sustaining actions	1a. Write and submit a program funding request to the Friends of the Library twice a year.	Annually in April and November April 2024 Complete; November 2024 Complete	Head of Youth Services
	1b. Develop measurable objectives for each program.	Annually in January Complete for 2024	Head of Youth Services, Librarian I for Youth Services, Library Assistant
	1c. Conduct regular assessments of each program and evaluate against program goals	Ongoing In Progress	Head of Youth Services, Librarian I for Youth Services, Library Assistant
	1d. Assess the annual Summer Reading Program to see what modifications can be made to increase participation by our youngest patrons.	Annually in January Complete for 2024	Head of Youth Services, Librarian I for Youth Services
	1e. Continue building relationships with educators and school administrators to support early literacy.	Ongoing In Progress	Head of Youth Services

	1f. Continue offering lapsit story times and preschool story times on a regular basis.	Ongoing In Progress	Librarian I for Youth Services
	1g. Continue to diversify and expand the world language collection.	Ongoing In Progress	Head of Youth Services, Librarian I for Youth Services
2. Ensure the Broome County Public Library is providing meaningful programming to support early literacy opportunities	2a. Offer storytimes in the evenings and/or weekends to better accommodate working parents.	2026	Head of Youth Services, Librarian I for Youth Services, Library Assistant
	2b. Develop bilingual story times for additional languages.	2025 And ongoing Been happening - French and Spanish more being researched.	Head of Youth Services, Library Assistant
	2c. Provide off-site story times on a regular basis.	2026	Head of Youth Services, Library Assistant
	2d. Expand our 1000 Books Before Kindergarten program.	2025	Head of Youth Services, Librarian I for Youth Services
	2e. Research and launch a My First Library Card program.	2027	Head of Youth Services, Librarian I for Youth Services
	2f. Explore funding opportunities for adding a StoryWalk® in the Reading Garden.	2028	Head of Youth Services
	2g. Develop celebratory events for young children and their caregivers to help foster early literacy development.	2027	Head of Youth Services, Librarian I for Youth Services, Library Assistant
3. Increase available technology for early literacy with a focus on STEAM (science, technology, engineering, arts, math)	3a. Implement a plan for new technology and evaluate success.	Early 2025	Head of Youth Services
	3b. Create circulating STEM kits. Each kit would include a picture book with a STEM focus and related activities.	2028	Head of Youth Services, Librarian I for Youth Services

	3c. Expand the existing Launchpad collection to include Launchpad Pre-K Academy, tablets for our youngest patrons.	2026	Head of Youth Services, Librarian I for Youth Services
4. Establish a vehicle for ongoing communication between the Broome County Public Library and the local community of educators and caregivers	4a. Send out a regular update to local educators with the Library's calendar of events and a reminder of services BCPL offers.	January 2024 and ongoing	Head of Youth Services
	4b. Include library card applications with pre-K and Kindergarten school registrations.	2027	Head of Youth Services
5. Ensure caregivers have access to the services and resources they need to work on early literacy skills at home.	5a. Collaborate with local organizations to reach new parents at the beginning of parenthood.	2028	Head of Youth Services
	5b. Offer handouts that contain early literacy tips for caregivers at all story time programs.	2026	Head of Youth Services, Librarian I for Youth Services, Library Assistant
	5c. Create and circulate early literacy packs that would contain books, handouts with early literacy tips and activities, and a manipulative.	2028	Head of Youth Services, Librarian I for Youth Services
	5d. Develop a parenting resources collection to circulate.	2025	Head of Youth Services, Librarian I for Youth Services
	5e. Add a Parenting Resources page to the BCPL website.	2025	Head of Youth Services
	5f. Develop and implement parenting programs for caregivers.	2027	Head of Youth Services, Librarian I for Youth Services
6. Develop sensory inclusive services in the Children's Room	6a. Install a communication board in the Children's Room.	2025	Head of Youth Services, Librarian I for Youth Services, Library Director
	6b. Develop and implement a sensory story time.	2025	Head of Youth Services, Librarian I for Youth Services
	6c. Explore options for developing a dedicated sensory space.	2028	Head of Youth Services, Librarian I for Youth Services, Library Director

	6d. Offer noise canceling headphones and weighted lap blankets for in-house use.	2025	Head of Youth Services
	6e. Apply for Sensory Inclusive™ certification with KultureCity.	2028	Head of Youth Services, Library Director

Goal 3. Know Your Community: Community Resources and Services

Residents will have a central source for information about the wide variety of programs, services, and activities provided by the BCPL, community agencies and organizations (Nelson, p. 180).

Objectives	Actions	Target Date	Responsible Positions
1. Sustaining Actions	1a. Review the communications plan and update media contacts yearly	2024 and ongoing (check with mktg - also change people to know and add to resource list)	Library Director, Assistant Library Director, Department Heads, Marketing Committee
	1b. Review the outreach plan yearly	2025 and ongoing	Library Director, Assistant Library Director, Department Heads, Marketing Committee
2. Visibly engage with the community outside of the library walls	2a. Develop an outreach plan to determine which outreach events the Library should prioritize	2025 Add Mktg Comm	Library Director, Assistant Library Director, Department Heads
	2b. Develop a plan to continue to expand offsite programming	2026	Library Director, Assistant Library Director, Department Heads
	2c. Engage appropriate community partners	2025 and ongoing	Library Director, Assistant Library Director, Department Heads

3. Bring diverse community services into the Library and give patrons access where appropriate	3a. Collaborate with community programs to connect patrons to resources at the Library; specifically addressing needs of patrons from historically underserved communities	2025 Happening Now and ongoing	Library Director, Assistant Library Director, Department Heads
	3b. Pursue grants and alternative funding to develop a point of service model that allows the BCPL to host/house satellite spaces for these programs	2026	Library Director, Assistant Library Director, Friends of the Library
4. Work with the Broome County Historian and the Broome County Historical Society to promote the Local History and Genealogy Center	4a. Clarify and formalize the communication between the Library, the Historical Society, and the County Historian	2027	Library Director, Assistant Library Director, County Historian, Head of Local History
	4b. Grow the user base for the Local History Center through increased knowledge by library staff so they can communicate with interested patrons	2027	Library Director, Assistant Library Director, Department Heads, staff

Goal 4. Satisfy Curiosity: Lifelong Learning

Goal: Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives (Nelson, p. 195).

Objectives	Actions	Target Date	Responsible Positions
1. Sustaining Actions	1a. Develop measurable objectives for each program	Annually in January Will be happening with new position	Head of Information Services, Head of Youth Services
	1b. Conduct regular assessments of each program and evaluate against program goals	Ongoing	Head of Information Services, Head of Youth Services

	1c. Identify opportunities and strategies for improvements, including trainings for staff & opportunities for partners to achieve community impacts	Annually in January ??	Library Director, Head of Information Services, Head of Youth Services
	1d. Continue to survey the community and understand technological deficits	Annually in February	Library Director, Head of Information Services, Head of Youth Services, Librarian II
2. Address digital literacy for all ages	2a. Reach out to local organizations with educational mandate and bring them into the library to use the Creation Station as a classroom. (Literacy Volunteers and BU's Center for Civic Engagement)	2025	Head of Information Services
	2b. Assess what digital literacy services are already available in Broome County so as not to duplicate services	2025	Library Director, Head of Information Services
	2c. Continue to survey the community and understand technological deficits	Annually in February <i>Will this begin in Feb 2025?</i>	Library Director, Head of Information Services, Librarian II
	2d. Work with County IT to get the computer lab up and running	2025 Progress here - IT has done what they need.	Head of Information Services
	2e. Find teacher(s) to run technology Thursday and other digital literacy classes	2026	Head of Information Services
	3. Build circulating collections of tools, equipment, technology, and other non-traditional items that address clear	3a. Barcode and create circulation procedures for kitchen utensils gathered in the Ahearn Room's Meeting Room.	2025

community needs	3b. Set up 3D printers in the Creation Station with clear protocols and regulations to safeguard their long-term use.	2025	Head of Information Services
	3c. Develop programs that highlight the 3D printers for all age groups.	2025	Head of Information Services, Head of Youth Services
	3d. Obtain a 3D printer available for loan to the 4 County Offices with movement protocols and training to safeguard the delicate equipment.	2025	Head of Information Services
	3e. Assess other opportunities for non-traditional collections, including bike locks, bus passes, kitchen equipment, hot spots, sewing machines	2025	Head of Information Services
	3f. Obtain passes to local museums for patrons.	2024: 2025 significant progress has been made but not implemented yet. Logistics being understood.	Librarian II for Information Services
4. Provide responsible programs highlighting mobility and movement for patrons of all abilities, ages and cultures.	4a. Research local organizations, teachers and coaches who could partner with the library (Tai Chi, Balance, etc.)	2025	Head of Information Services, Information Services Librarians
	4b. Set up more classes like Gentle Yoga and Beginners/Advanced Yoga.	2026	Head of Information Services, Information Services Librarians
	4c. Develop programs that encourage our patrons to consider their physical movement practices.	2026	Head of Information Services, Information Services Librarians
5. Address other forms of literacy	5a. Create opportunities for health literacy - including supporting community-based programs that empower people to be more involved and active in their health and teach skills, such as computer use, to assist people in acquiring credible health information.	2024- (this needs editing, it is too many things) 2025: New head of department to review all goals and actions pertaining to this position	Head of Information Services, Information Services Librarians
Goal 5. Stimulate Imagination: Reading, Viewing, and Listening for Pleasure			
Goals: Residents who want materials to learn with their spare time will find what they want when and where they want them and will have the help they need to make choices from among the options (Nelson, p. 199).	5b. Collaborate with the local health care systems, public health professionals and	2025	Head of Information Services, Information Services Librarians

Objectives	Actions	Target Date	Responsible Positions
<p>1. Sustaining actions</p> <p>Strengthen the sense of community between staff, patrons, and stakeholders around a shared love of reading, viewing, and listening for pleasure</p>	1a. Build a more robust collection of e-books and e-audiobooks by conducting an assessment of the e-books and e-audiobooks patrons are interested in	2025 and ongoing	Librarian II for Information Services
	1b. Assess the e-book and e-audiobook accessibility for all populations	2025 and ongoing	Librarian II for Information Services
	1c. Work with the Four County Library System to increase the system e-book budget	2024 and ongoing Complete for 2024	Library Director
	1d. Continue advertising on social media including participatory posts like “What are you reading this weekend?”	2024 and ongoing In Progress	Department Heads, Staff
<p>2. Expand the reach and inclusivity of gaming programs</p>	2a. Continuing building TableTop Role-Playing program	2024 and ongoing In Progress	Librarian II for Information Services
	2b. Begin clubs such as a TTRPG social club, so patrons can begin to set up their own gaming groups.	January 2024 Complete!	Librarian II for Information Services
	2c. Train game masters to further expand gaming at BCPL beyond 1GM, 1Table via inclusion of additional gaming tables	January 2024 2025	Librarian II for Information Services
	2d. Expand the role of the GM to provide guidance to incoming GMs via GM101 class	Done and ongoing (program curriculum established and tested) Spell out names	Librarian II for Information Services
	2e. Become a leading resource for the gaming community via on demand systems so people can create their own parties	2024 2025	Librarian II for Information Services
	2f. Continue to build the social club beyond the library walls via network of players established by the DM101 and TTRPG	2026	Librarian II for Information Services

	social club.		
3. Increase programming and collections geared towards older adults.	3a. Create a survey for older adults to see what their priorities are in terms of collections and programming.	May 2024 2025	Librarian II for Information Services
	3b. Reach out to community organizations specializing in programming for older adults for partnerships and to understand community needs. (Office for Aging, Action for Older Persons, etc)	2025	Librarian II for Information Services
	3c. Explore opportunities for social engagement through the library for older adults.	2026	Librarian II for Information Services
	3d. Continue to work with outside organizations to create regularly scheduled programs for older adults.	2027	Librarian II for Information Services
4. Create programming to support neurodivergent patrons	4a. Reach out to Community Options and like organizations to understand where BCPL can create programming to support neurodivergent adults	2025	Librarian II for Information Services
	4b. Establish initial pilot programs	2025	Librarian II for Information Services
	4c. Assess impact of initial programming	2026	Librarian II for Information Services
	4d. Expand programming as interest and participation evolves.	2027	Librarian II for Information Services
4. Expand the library's offerings in the arts	4a. Partner with the local arts community, including the Broome County Arts Council and BU Department of Fine Art, to provide dynamic programming and opportunities for patrons.	Late 2025 and ongoing	Library Director, Assistant Library Director
	4b. Develop logistics and revise policy procedure in preparation to host more art installations..	2025: Events Position	Library Director, Assistant Library Director
	4c. Encourage more community art exhibits to be held at the library	2026 and ongoing	Library Director, Assistant Library Director

	4d. Explore further uses and expansion of art supply, mediums and material offerings in the Creation Station	2026 and ongoing	Library Director, Assistant Library Director, Head of Reference
	4e. Continue to build on current art class offerings	2027	Library Director, Assistant Library Director, Head of Reference
5. Ensure there is community awareness of current and new programming.	5a. Investigate best alternative advertising methods for non-social media users	May 2024 2025: New Position will take lead role - what responsibilities will this role have in Strat Plan?	Librarian II for Information Services, Marketing Committee
	5b. Create a route with sites for informational flyer throughout the area	2025	Librarian II for Information Services, Marketing Committee
	5c. Establish a list of local newsletters and community calendars to regularly share Library information to (eg Office for Aging Senior Newsletter, PeachJar through Binghamton School District)	2025: what is realistic and meaningful?	Librarian II for Information Services, Marketing Committee
	5d. Assess any programming with low but consistent turn out and consider alternative messaging methods.	Ongoing In Progress	Library Director, Department Heads

Goal 6. Visit a Comfortable Place: Physical and Virtual Spaces

Goals: Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking (Nelson, p. 210).

Objectives	Actions	Target Date	Responsible Positions
1. Sustaining objectives	1a. Assess and maintain Library building and facilities	Annually in September Nick - anything formal?	Library Director, Assistant Library Director, Custodial Supervisor
	1b. Assess and maintain website	Annually in February	Librarian I for Information Services,

		Time and Bandwidth - with new folks on board training to help with the updating - likely early 2025 In Progress	Marketing Committee
	1c. Work with the community to enhance, destigmatize, and promote the immediate neighborhood	Ongoing In Progress	Library Director, Department Heads, staff, Board of Trustees
2. Finish renovation and revitalization of the library space	2a. Finish creating a visually and spatially distinct teen space through the use of distinctive paint, carpet, and furnishings	2025 Currently stalled : furniture purchasing	Library Director, Head of Youth Services, Custodial Supervisor
	2b. Finish renovating and refreshing the Youth Services department	2026	Library Director, Head of Youth Services, Custodial Supervisor
	2c. Gather and synthesize staff feedback on long-term design plan	2025	Library Director, Assistant Library Director, Custodial Supervisor
	2d. Utilize consultant to improve signage and patron wayfinding experience	2027	Library Director, Assistant Library Director, Custodial Supervisor
	2e. Develop standard procedures for using NYS Construction Aid funds within regulations and constraints.	2024 In progress currently - stalled with staff shortages	Library Director, Assistant Library Director, Finance Committee, Board of Trustees
	2f. Add Study Rooms to the Library floor plan. (Small enclosures that hold 1-4 people that do not require advance reservations).	2028	Library Director, Assistant Library Director, Board of Trustees

	2g. Create comfortable, cozy spaces within the library.	2027	Library Director, Assistant Library Director
3. Bronsky Reading Garden	3a. Pursue grants to make improvements to the Library Garden	January 2024 Complete	Library Director, Assistant Library Director, Friends of the Library
	3b. Improve access to the Library garden by adding a door from Youth Services	2025	Library Director, Assistant Library Director, Custodial Supervisor
	3c. Plan outdoor programming for Reading Garden	2026 and ongoing	Library Director, Assistant Library Director, Department Heads, Staff
4. Create a space that is welcoming to and inclusive of everyone in the Broome County community	4a. Address the inclusiveness of the Library space as part of the DEI plan, beyond what is legally required	Ongoing In Progress	Library Director, Assistant Library Director, DEI Committee
	4b. Continue to improve accessibility of facilities with a particular focus on parking and navigation for blind/visually-impaired patrons	2026	Library Director, Assistant Library Director, DEI Committee
	4c. Ensure that there is accessible, comfortable furniture for patrons of all abilities	2025	Library Director, Assistant Library Director, DEI Committee
	4d. Convert upstairs bathrooms to 3-4 single occupancy/gender neutral bathrooms.	2028	Library Director, Assistant Library Director
	4e. Assess the efficacy of current hours through inclusion in future surveys and the installation of networked people counters	2027	Library Director, Assistant Library Director, Librarian II for Information Services
	4f. Install secure bike racks	2027	Library Director, Assistant Library Director
	4g. Investigate and, if appropriate, install self-serve lockers for patrons	2028	Library Director, Assistant Library Director

	4h. Charging stations for devices - charging stations (phones, laptops, wheel chairs)	2026	Library Director, Assistant Library Director,
	4i. Investigate and, if appropriate, build or designate a visitation room for supervised visitations	2027	Library Director, Assistant Library Director

Strategic Planning Committee:

Goal 1. Strengthen the Library and Build Organizational Resilience

Objective 1. Sustaining Actions

1c. Review and report updates to strategic plan bi-annually to Board of Trustees	Annually in November and May- In Progress	Strategic Planning Committee, Library Director
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Objective 5. Work with the community and staff to *evaluate the mission, vision and philosophy of the BCPL* to ensure proper alignment within the strategy, character and offerings of the library.

5a. Assess and recommend changes through the Strategic Planning Committee.	2027	Library Director, Assistant Library Director, Department Heads, Strategic Planning Committee
5b. Gather staff and community input through focus groups	2027	Library Director, Assistant Library Director, Department Heads, Strategic Planning Committee

*The community needs surveying has moved entirely to staff in the current plan - how is the strat plan committee involved with this??

4a. Disseminate annual community needs assessment; use surveys in targeted areas of interest biennially	Annually/biennially ON HOLD FOR INCREASED STAFF (After we hire new people, in 2024)	Librarian II for Information Services
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Finance Committee

Goal 1. Strengthen the Library and Build Organizational Resilience

Objective 1. Sustaining Actions

1a. Update funding plan annually in response to budget meetings and community needs.	Annually in June- In process for 2024 Complete for 2024	Library Director, Principal Account Clerk, Board Treasurer & Finance Committee
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Objective 2. Sustain and expand current funding levels through diversified funding strategies.

2b. Consider what sustained funding sources and partnerships will be for pilot programs that are transitioning to fully integrated programs; including but not limited to, the Peer Support Room and Farm to Library programs.	2025	Library Director, Finance Committee
2c. Consider BCPL Trust fund spending plan.	2026	Library Director, Finance Committee

Goal 6. Visit a Comfortable Place: Physical and Virtual Spaces

Objective 2. Finish renovation and revitalization of the library space

2e. Develop standard procedures for using NYS Construction Aid funds within regulations and constraints.	2024	Library Director, Assistant Library Director, Finance Committee, Board of Trustees
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Nominating/ By-Laws Committee

Goal 1. Strengthen the Library and Build Organizational Resilience

Objective 6. The Library Board of Trustees will review and refine procedures and systems to ensure quality functionality and service.

6a. Review and update bylaws and make sure the procedures therein reflect the procedures that take place.	2024 Anticipated start date: October 2024	Nominating/ By-Laws Committee
6e. Examine and formalize new board member onboarding process	2024 and ongoing In Progress	Nominating Committee

Executive Committee: none

Personnel Committee : none

Marketing Committee

Goal 1. Strengthen the Library and Build Organizational Resilience

Objective 1. Sustaining Actions

1b. Produce a professional Annual Report that represents the Library to stakeholders.	Annually in April	Library Director, Librarian II for Information Services, Marketing Committee
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Objective 5. Work with the community and staff to evaluate the mission, vision and philosophy of the BCPL to ensure proper alignment within the strategy, character and offerings of the library

5c. Share the end result widely to increase awareness.	2028	Library Director, Assistant Library Director, Marketing Committee
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Objective 6. The Library Board of Trustees will review and refine procedures and systems to ensure quality functionality and service.

6g. Increase awareness of Board to later attract new members	2025 and ongoing	Marketing Committee, Board of Trustees
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Objective 7. Develop and implement a comprehensive plan addressing diversity, equity, and inclusion

Goal 3. Know Your Community: Community Resources and Services

Objective 1. Sustaining Actions

1a. Review the communications plan and update media contacts yearly	2024 and ongoing	Library Director, Assistant Library Director, Department Heads, Marketing Committee
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1b. Review the outreach plan yearly	2025 and ongoing	Library Director, Assistant Library Director, Department Heads, Marketing Committee
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Objective 5. Ensure there is community awareness of current and new programming.

5a. Investigate best alternative advertising methods for non-social media users	May 2024 2025	Librarian II for Information Services, Marketing Committee
5c. Establish a list of local newsletters and community calendars to regularly share Library information to (eg Office for Aging Senior Newsletter, PeachJar through Binghamton School District)	2025	Librarian II for Information Services, Marketing Committee

Diversity, Equity and Inclusion Committee

Goal 1. Strengthen the Library and Build Organizational Resilience

Objective 1. Sustaining Actions

7a. Create a Diversity, Equity & Inclusion (DEI) Plan based on survey data and researched best-practices in addressing the diverse needs of the library community	2024 Complete	Board of Trustees, Library Director, Staff DEI Committee
7b. Identify staff and board members to implement action steps of the DEI Plan	2024	Board of Trustees, Library Director, Department Heads, Staff DEI Committee
7d. Routinely review progress towards meeting DEI goals and make adjustments to timelines, budgets, and responsible parties	January 2025 and ongoing	DEI Committee, Board of Trustees, Library Director

Goal 6. Visit a Comfortable Place: Physical and Virtual Spaces

Objective 4. Create a space that is welcoming to and inclusive of everyone in the Broome County community

4a. Address the inclusiveness of the Library space as part of the DEI plan, beyond what is legally required	Ongoing In Progress	Library Director, Assistant Library Director, DEI Committee
4b. Continue to improve accessibility of facilities with a particular focus on parking	2026	Library Director, Assistant Library

and navigation for blind/visually-impaired patrons		Director, DEI Committee
4c. Ensure that there is accessible, comfortable furniture for patrons of all abilities	2025	Library Director, Assistant Library Director, DEI Committee

Policy Review Committee

Goal 1. Strengthen the Library and Build Organizational Resilience

Objective 6. The Library Board of Trustees will review and refine procedures and systems to ensure quality functionality and service.

6b. Initiate review of all library policies and procedures based on staff priorities and feedback.	2024-2028 In Progress	Library Director, Policy Committee, Staff
6c. Policy Committee will redraft policies and review with staff before submitting to the board for approval.	2024-2028 In Progress	Library Director, Policy Committee, Staff