PINE PLAINS FREE LIBRARY

STRATEGIC PLAN

2017-2021

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EXECUTIVE SUMMARY

The Pine Plains Free Library Board of Trustees undertook a strategic planning process to set the direction and priorities of the library for the next five years. It did so in consultation with our local community and with consideration of local demographic trends and the changing role of libraries. The Strategic Planning Committee conducted focus groups, administered a survey, and reviewed key data about our town, how it and our library compare with other towns in the surrounding area as well as with national library trends. Highlights of that information are included in this report. The strategic planning process resulted in a re-alignment of our mission and vision, defining our core values, setting clear goals and developing plans for the years ahead. Below is a summary of our findings and new strategic direction.

About The Pine Plains Library

- The Library has a budget of $82,450 for the 2016 fiscal year and provides services to 1491 card holding patrons. Pine Plains has the second smallest library budget in a local town comparison group. (Philmont has the smallest budget, $82,035, and less than half of the Pine Plains population).
- The primary funding source for the Pine Plains Library (94%) comes from the Town of Pine Plains.
- For towns with a similar population size (NE Millerton, New Lebanon, Stanfordville) the average library budget is $166, 940, just over twice that of the Pine Plains Free Library yet on average they have the same number of cardholders, 1,572.
- The Pine Plains budget includes a staff of one full time librarian, and 2 part-time assistants
- Currently, volunteers are essential to the running of the library.

Our Mission

The mission of the Pine Plains Free Library is to provide resources, programs, and services that facilitate life-long learning, community engagement, and public awareness of local information.

Vision

The Pine Plains Free Library will be a facilitator of learning, the recognized source of community information, the place to gather and discuss, and a promoter of reading for all ages.

Our Core Values

- Life-long learning for our community members
- Open Communication of ideas, knowledge and information
- Resident Engagement through our facilities, programs and services
- Service Accessibility to information in all formats: print, electronic, audio and video to all members of our community
- The Library as a Community Center adopting the new role of libraries in America

Our Goals

1. Provide services responsive to community needs and interests
2. Be a valued community center that is an information hub and gathering place
3. Assure sustainability through funding, collaboration, and community feedback

Success Measures

- Community Satisfaction
- Levels of Support
- Customer Use
- Community Awareness

INTRODUCTION

The Pine Plains Library was founded in 1798 as a membership organization with a $2.50 membership fee. In 1874 the status of the library changed to a tax supported public library. The original charter was granted in 1895 followed by a provisional charter in 1950 and an absolute charter in 1960. The provisional charter paved the way for the library to change from an association library, with its budget approved by its members, to the municipal library that it is today, with its budget approved by the town board.

The Pine Plains Free Library Board of Trustees undertook a strategic planning process to set the direction and priorities of the library for the next five years. It did so in consultation with our local community and with consideration of local demographic trends and the changing role of libraries. The Strategic Planning Committee conducted focus groups, administered a survey, and reviewed key data about our town, how it and our library compare with other towns in the surrounding area as well as with national library trends. Highlights of that information are included in this report. The strategic planning process resulted in a re-alignment of our mission and vision, defining our core values, setting clear goals and developing plans for the years ahead. Below is a summary of our findings and new strategic direction.

- The Library has a budget of $82,450 for the 2016 fiscal year and provides services to 1491 card holding patrons. Pine Plains has the second smallest library budget in our comparison. (The smallest, Philmont has a budget of $82,035 and a population just under half that of Pine Plains).
- The primary funding source for this budget (94%) comes from the Town of Pine Plains.
- For towns with a similar population (NE Millerton, New Lebanon, Stanfordville) the average library budget is $166, 940 just over twice that of the Pine Plains Free Library yet on average they have the same number of cardholders, 1,572.
- The Pine Plains budget includes a staff of one full time librarian, 2 part-time assistants,
- Currently volunteers are essential to the running of the library.

Appendix I provides a table of complete comparative data of six towns- Pine Plains, Philmont, NE Millerton, New Lebanon, Stanfordville, and Red Hook.

ABOUT THIS REPORT

This strategic plan has been developed by the Board of the Pine Plains Free Library in order to develop a five-year plan and to provide a disciplined approach to updating and refocusing our services in light of our community's needs and the changing role of libraries. Several methods have been used to determine the community's needs and desires, including; a community survey, focus groups, and personal interviews of key members of the community. This process could not have been done without the community's involvement and the Board of Trustees would like to thank those community members for their participation.

This report looks at several aspects of the role the library serves in the community and addresses an update to the mission, vision and values of the Library that have come out of the strategic planning process. This report also lays out the goals and objectives for long range planning over the next five years. At the end of the report you will find success metrics that define ways the library and our constituents may assess our achievement of this strategic plan.

ABOUT THE STRATEGIC PLANNING PROCESS

The strategic planning process began in December 2015 and the plan was submitted to the Board and approved in September of 2016. Over 150 people participated in some way in the planning process which included a survey, focus groups, demographic analysis, review of national library trends, and comparisons of the Pine Plains Free Library to other local libraries and small community libraries nationally. The work of the Strategic Planning Committee was helped immeasurably by many volunteers notably: The FRIENDS of the Pine Plains Library (a separate and independent entity from the library itself); Rebekkah Smith Aldrich and the Mid-Hudson Library Association; Community members Suzanne Ouellette and Rachel Mink off, the focus group participants and the survey respondents. Thank you to all.

THE PINE PLAINS LIBRARY IN CONTEXT

NATIONAL TRENDS FOR THE SMALL COMMUNITY LIBRARY

The emerging national trends for small libraries is but a microcosm of those in place for larger ones. It is a matter of little sister trying to emulate big sister but on an age appropriate level. In a recent research paper written by Nancy Bolt of Nancy Bolt & Associates, she synthesized seven major trends in US public library service.

1. Change in composition of library collections – reflected most prominently in the popularity of e-books. While the use of e-books along with the desire for CD's and DVD's of music and film, is increasing, the demand for printed books is not decreasing. However, print reference collections are becoming more obsolete as information becomes more available online. More libraries are assuming the role as publisher in that they are leading the way in digitizing a community's history, local artists' work, and other significant local documents, all leading to the production of a more comprehensive local history. Lastly, collections are moving toward possession and distribution of non-traditional resources such as fishing poles, telescopes, head cams, hand tools. Also emerging are community seed banks. One of the most interesting check outs cited by Bolt concerns the Providence RI Public Library which is providing "human Books" or people in the community with special knowledge or skills and who agree to function as a resource for others.
2. Support for economic and community development – through partnerships with community organizations and businesses. This effort becomes a form of 'community-centered librarianship' to help people better their environment and better prepare for tomorrow. One additional reflection of this support comes as "Maker Space," where physical and human resources are made available for patron creativity and library resources are provided to enable it – computers, cameras, tools, 3-d printers, sewing machines, and computer software. Media labs with editing equipment are foreseen as being particularly attractive to teens.
3. Educational hub for all ages – In addition to the predictable offerings for children and teens, adult learners are increasingly interested in on-line courses. The establishment of telecommunication-learning sites would address this need

4. Technology advances for the public and staff – "Advances in technology are divided between those innovations that employees can use to improve the efficiency and effectiveness of library service and those that users adapt and want the library to provide and manage."
5. Community Hub – also described as a "Third Place," a place where people desire to go after home and work to connect with each other. People desire "unique and diverse" programming as well as a comfortable place for reading and relaxing.
6. Library Staffing – In order to keep up with the emerging new demands on libraries, staff must adapt with the changes. Possibly new staffing must involve more highly qualified or at least more diversely trained individuals. Interestingly, it is noted that 52% of library directors nationwide do not have MLS degrees, even as the number of support staff grows larger.
7. Advocacy and demonstrations of the library's value – a renewed emphasis is needed on demonstrating the library's value to the community. In preparation for this task, library staff must develop new ways of measuring the impact of their services upon their patron and then pro-actively communicate this to their community. An Ohio Return on Investment Study in 2011 showed the community derived $2.86 in benefit for every $1.00 spent in the library's budget. This is the story which will and must be told.

Other studies and sources draw some similar projections. A Mid-Hudson Library System study in 2006 suggested that libraries would become involved in solving community problems, face tougher competition for funding, enjoy increased but unrecognized value, see patrons interacting with the library online, become community spaces, offer and teach technology, and experience higher expectation from their communities. (MHLS Plan of Service Focus Group Report – 2006). These projected needs were not only very often realized by local libraries, but they also service to enforce the relevancy and continuity within later studies such as the research of Nancy Bolt.

In addition, a review of a publication entitled *10 Changes to Expect from the Library of the Future* reveals some recurring themes:

- More technology
- Sensory story times
- Better outreach to ESOL & ESL adults and children
- Automaton
- Emphasizing community space
- More social media savvy
- Digital media labs
- Electronic outposts – "cyber cafes"
- Crowdsourcing – interfacing with patrons
- More active librarians

More locally, some libraries such as the Clifton Park-Halfmoon Public Library see a future role as being that of a knowledge center for lifelong learning, a community meeting space, and an entertainment center.

The Executive Board of the Member Library Services of Nassau County sees libraries as needing to access to information in digital and print format for a variety of reasons. They should also provide safe and comfortable space for all age groups to socialize, read, research, use technology, or attend programs.

However broadly one might read around the visualization of the library of the future, these sources suggests broad trends which help inform the work the Strategic Planning Committee.

MISSION, VISION, VALUES

Mission: The mission of the Pine Plains Free Library is to provide resources, programs, and services that facilitate life-long learning, community engagement, and public awareness of local information.

Vision: The Pine Plains Free Library will be a facilitator of learning, the recognized source of community information, the place to gather and discuss, and a promoter of reading for all ages.

Our Core Values:

- **Life-long learning** for our community members
- **Open Communication** of ideas, knowledge and information
- **Resident Engagement** through our facilities, programs and services
- **Service Accessibility** to information in all formats: print, electronic, audio and video to all members of our community
- **Library as a Community Center** adopting the new role of libraries in America

GOAL 1: RESPONSIVE SERVICE

Library services will be accessible, courteous, and responsive to the needs of the community.

OBJECTIVE 1: ASSURE COMMUNITY ACCESS TO VARIED COLLECTIONS

Provide a quality collection of materials in current and emerging formats that reflect borrowing trends, interests, changing habits, and the use patterns of the community.

Activities:

- Continue use of Mid-Hudson Library Association inter-library loan system
- Provide a broad range of fiction and non-fiction at all reading levels
- Investigate feasibility of integrating emerging technologies into library services
- Utilize web and social networking tools and emerging on-line resources

OBJECTIVE 2: PROVIDE PROGRAMMING THAT REFLECTS COMMUNITY INTERESTS AND LOCAL TALENT

A variety of programs will be offered, in a variety of formats, that respond to needs and expressed interests of residents, and engages resident volunteers who may want to share their interests or expertise

Activities:

- Focus programming on major community interests, especially
    - Children and Youth Programs
    - Health and Wellness
    - Author Visits, Book Talks, and Discussion
    - Music, Art, Theater
    - Pine Plains and Hudson Valley History
- Develop programs and activities that engage local experts and expertise
- Provide Friends of Pine Plains Free Library with programming priorities and coordinate program agenda
- Explore creating library “café” or commons space for set hours in the 2nd floor community room
- Develop a standard method to give and get local information

OBJECTIVE 3: EXPAND COMMUNITY ACCESS TO LIBRARY RESOURCES AND SERVICES

Activities:

- Explore the cost of and funding for additional hours for the library to be open.
- Provide a library staff presence at community events to distribute information about library events and resources, and to allow residents to complete library card registrations
- Develop procedures for students to obtain library cards through schools
- Investigate ways to provide transportation to the library for residents who do not have transportation.
- Provide delivery of selected library services

OBJECTIVE 4: MAINTAIN THE LIBRARY FACILITY TO RESPOND TO PLANNING

The Library will be an inviting and safe part of the community.

Activities:

- Build out a quiet area in undeveloped space
- Evaluate the facility, its systems, and procedures to increase safety and enhance efficiency.
- Maintain emergency readiness status of all staff through appropriate training.
- Review annually all policies and procedures related to patron behavior, order, safety, and security.
- Work with the Town on disaster plan to assure the library is prepared.
- Work with the Town to ensure that the Library building is available and equipped to serve as a staging area and/or shelter in the event of an emergency.
- Maintain a clean environment with welcoming and inviting entrances

GOAL 2: A VALUED COMMUNITY CENTER

The library will be reimagined to respond to emerging trends in community libraries and to the specific needs of the Pine Plains community

OBJECTIVE 1: BECOME A COMMUNITY INFORMATION HUB

The library will become a community information hub about Pine Plains and will collaborate with other Pine Plains entities in the pursuit of coordinated information flow

Activities:

- Redesign and maintain a new website that provides information about the Library as well as happenings in the Town, including the development of a collaborative calendar

OBJECTIVE 2: ESTABLISH A PUBLIC RELATIONS CAMPAIGN

The Library will develop a comprehensive public relations campaign to increase visibility and raise the public's awareness of the many services and opportunities available.

Activities:

- Develop, implement, and update a complete marketing plan to inform, support, engage, and excite the community.
- Issue timely press releases of library activities, special events, and programs
- Send press releases to local newspapers, radio stations, cable access, MHLA libraries.
- Develop a display cycle to market new and featured materials
- Improve library signage
- Develop written agreement between organizations that use the name of the Library for their programs or services about how and when the Library's name can be used.

OBJECTIVE 3: ENGAGE OR LEAD LOCAL COLLABORATIONS

Identify, initiate, and foster collaborative ventures that maximize the use and distribution of library and community resources.

Activities:

- Convene a collaborative leadership meeting
- Identify partnerships and collaborate on cross-marketing opportunities
- Prepare Library Information Welcome packets for all new residents, available at the Town Clerk's office

GOAL 3: SUSTAINABILITY

The structure, support, and operations of the library will be strategically developed and regularly assessed

OBJECTIVE 1: OPTIMALLY STRUCTURE THE ORGANIZATION

Evaluate and maintain workflow, staffing, and budget allocation to maximize customer satisfaction with resources and services.

Activities:

- Assess current budget against 2016 plan and identify gaps in resources
- Identify and hire new director based on priorities identified in this plan
- Require Library Director submit annual work plan aligned to strategic plan
- Set library priorities for FRIENDS of the Pine Plains library and establish an annual plan with FRIENDS to meet those priorities

- Provide in-person or webinar training to each staff member/volunteer, through the Mid-Hudson Library Services Association, conferences, or other sources at least once a year by July 2018.
- Use volunteers efficiently. Develop and update recruitment and evaluation criteria for all volunteers.
- Hold an annual staff and volunteer meeting with agenda set by Director and Trustees
- Develop a monthly benchmark system to assess Library performance against goals and objectives

OBJECTIVE 2: COLLECT COMMUNITY AND PATRON FEEDBACK AND INPUT

Provide varied opportunities for community input on the quality of library services.

Activities:

- Seek patron input through social media and regularly post suggestions on the website by September 2017.
- Conduct annual focus group or community meeting by September 2017
- Provide a staff suggestion box.

OBJECTIVE 3: INCREASE FUNDING TO MEET OBJECTIVES

Explore creative ways to ensure fiscal sustainability of library services.

Activities

- Establish annual commitment from FRIENDS to over all Library budget
- Create a development plan
- Identify and pursue supplemental non-municipal funding sources
- Support staff and or volunteers in seeking grant funding
- Develop joint funding strategies with other town entities and/or surrounding town

SUCCESS METRICS

The following are general metrics that define ways the library and our constituents may assess our achievement of this strategic plan as a whole.

COMMUNITY SATISFACTION

- Annual surveys to administer to segments of the population.
- Surveys to provide feedback for all programs and events.
- Number and satisfaction of library volunteers.
- Use digital strategies such as SurveyMonkey and EventBrite

LEVEL OF SUPPORT

- Levels of public and private support
- Fundraising (e.g. annual appeal).
- Corporate gifts, grants, and other donations for specific programs.

CUSTOMER USE

- Number of library cards distributed within the last year.
- Collection usage and circulation rates.
- Frequency of computer use.
- Number of people using the library as a gathering place.
- Percentage of the population using the library.
- Program attendance.
- Library website visit frequencies.

COMMUNITY AWARENESS

- Number of new partnerships with local arts, business, and educational organizations each year of the plan.
- Social media usage metrics (e.g. Facebook “likes” and page visits).
- Number of presentations to community groups.
- Number of participants at library programs

APPENDIX I COMPARATIVE DATA BY TOWN*

Library	Chartered Population/ Town Size	Local Town /Village Funds	Total Library Budget	Average Income	Average Education High School or Higher	4yrs of College or higher	Cardholders	Collection Size	Type of Library	FTE Staff Size
Pine Plains	2,473	$79,200.00 (Given to Library) $1,841,478.00 (Town)	$ 88,098	$66,378	85.6%	23.6%	1,491	22,847	Municipal	1.4
NE Millerton	3,031	$125000.00 (Given to Library) $1,987,217.00 (Town) $902,780.00 (Village)	$ 181,145	$49,250 (Village) $59886 (Town)	87.5%	27.6% 28.8%	1,608	34,597	Association	2.5
New Lebanon	2,305	$140,333.00 (Given to Library) $2,611,413-00 (Town)	$ 184,289	$54,194	92.8%	31.7%	1,505	40,632	Association	2
Philmont	1,379	$46,533.00 (Given to Library) $1451967.00 (Town)	$ 82,035	$41,136	85.5%	16.8%	1,322	29,701	Municipal	1.3
Red Hook	1,961 (Chartered Village) 11,319 (Town) 1961 (village)	$250,000.00 (Given to Library) $4,435,826.00 (Town) $2,197,923.00 (Village)	$ 268,866	$68,424	93.7% 90.3%	45.3% 37.4%	4,404	31,522	Village Library (Municipal)	5.85
Stanfordville	3,823	$123,000.00 (Given to Library) $1,781,438.00 (Town)	$ 135,388	$68,952	95.4%	30.2%	1,604	34,549	Association	2.3

*Data is for 2014

Key Findings

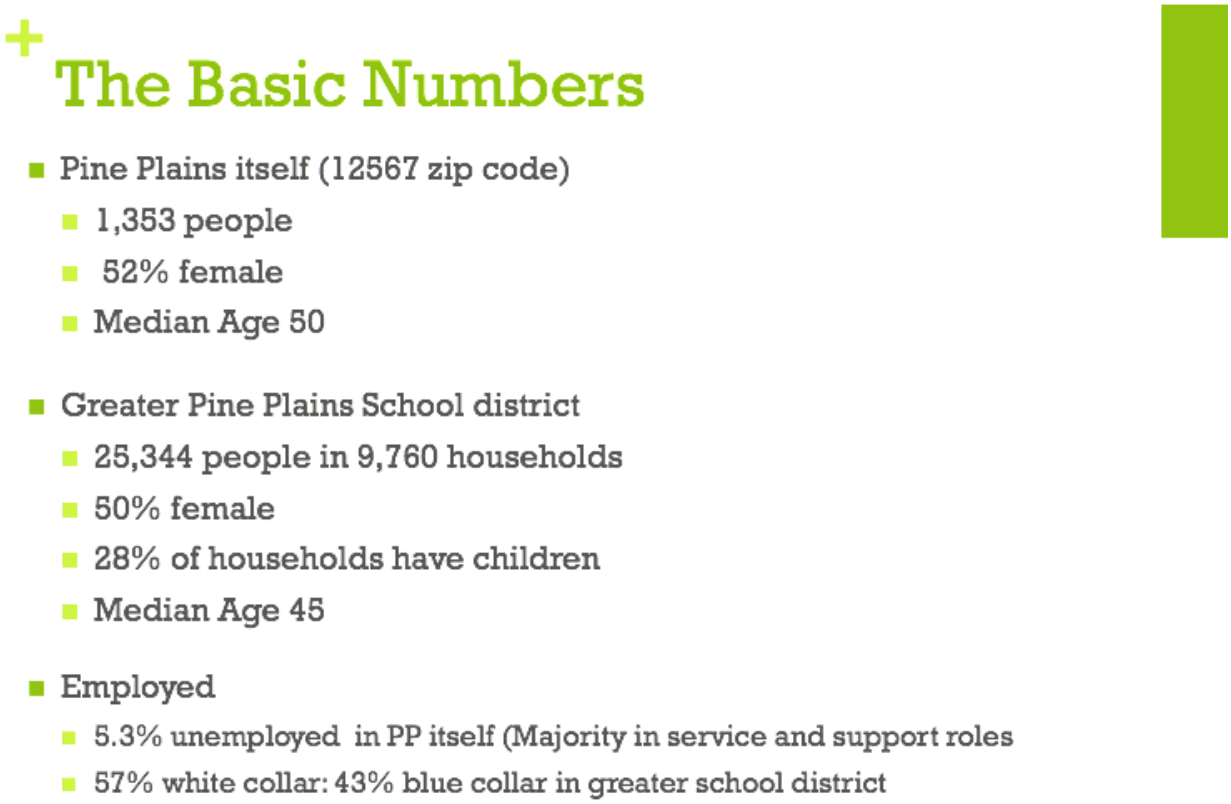
- **Top things people love about Pine Plains**
  - A sense of community
  - Being in the country
- **Where and how people get local information**
  - There is a serious problem with getting information in Pine Plains, complaining that it is hard to learn what is happening.
- **What's great about the library**
  - The library as a community center and place that the community could use as a venue for their meetings.
- **What could be better about the library**
  - **Hours** More hours of operation
  - **Programming** A greater mix of program choices for people of all ages, particularly programs that are community-minded
  - **Communications and Marketing** Clarity about the library facility, the relationship of the library to the town and to the Friends of the Pine Plains Library; increased marketing and public awareness about library services and programs

APPENDIX III SURVEY RESULTS: COMMUNITY PROGRAM PREFERNCES

	AVERAGE= Most # 1
Children and Youth Programs	1
Health & Wellness (managing stress, nutrition, etc)	2
Author Visits, Book Talk, Discussion	3
Music, Art, Theater, Movies	4
History (Pine Plains, Hudson Valley, other)	5
Organizing Your Life & Stuff	6
Genealogy	7
Gardening/Home Improvement	8
Managing your money & credit/debt	9
Outdoor activities	10

	COUNT= How many times mentioned as 1,2,3,4, or 5
Author Visits, Book Talk, Discussion	1
History (Pine Plains, Hudson Valley, other)	2
Music, Art, Theater, Movies	3
Children and Youth Programs	4
Health & Wellness (managing stress, nutrition, etc)	5
Gardening/Home Improvement	6
Computer & software training	7
Nature	8
Cooking/Dining	9
Genealogy	10

APPENDIX IV COMMUNITY PROFILE



Student Population

- 88% white
- 25% receiving free or reduced price lunch
- 10% at poverty level (half of NYS average)
- 14% special education students

Each grade has between 59-85 students/grade.

Most students in 8th and 9th grade – builds up to and drops back down from there.

Demographics

- 88% White
- Majority married (55%)
  - 28% never married; 10% divorced/separated
  - comparable in PP or greater school district
- Middle-aged population:
  - Median age of 50 in Pine Plains;
  - Median age of 45 in greater PP School District
- Stable, long term, high home ownership
  - 66% of PP population has lived in their house for +5yrs
  - Below average percent of population are renters

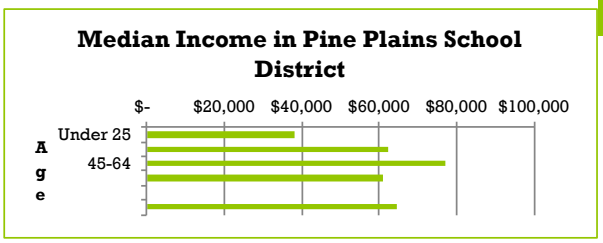
Little Change over past 10 years

- Small increments of change in population
  - - 56 less people (=4%) in Pine Plains since 2000 after 12% growth in the town due to in-migration in the 1990s
- Almost no new single family home construction within Pine Plains itself since 2006
  - 4 in 2010; 1 in 2011; 2 in 2012

Distinct Differences Between Town and Greater School District Area

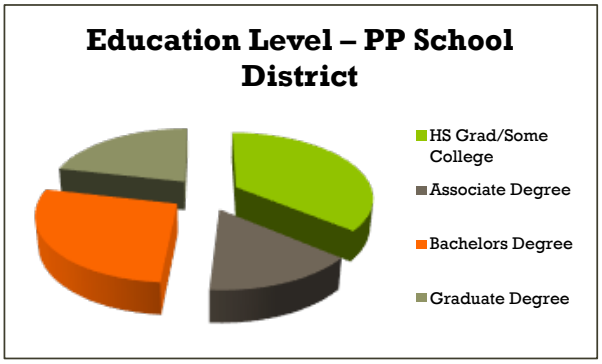
- Income

Note: HHI within PP is $49k - 24% less than PP School District



- Education

Note: Within Pine Plains, 20% have Bachelors degree or higher
vs. 49% within the PP School district



APPENDIX V PINE PLAINS LIBRARY DATA

	Adult Fiction	Adult Non Fiction	Total Adult Book Circ	Total Children's Book Circ	Total Book Circ	Adult on-Print Circ	Children's Non-Print Circ	Total Non Print Circ	Children's Total Circ	Grand Total Circulation	ILL Borrowed	ILL Loaned
2015	2,364	756	3,120	1,433	4,553	2,902	136	3038	1,569	7,591	2,429	2,025
2014	2,515	678	3,193	1,918	5,111	3,585	254	5,123	2,172	10,234	2,740	2,327
2013	3,454	1,237	4,691	3,237	7,928	6,862	572	8,498	3,809	16,426	3,350	4,942
2012	4,338	1,485	5,823	3,750	9,573	8,127	712	8,839	4,462	18,412	5,245	6,452
2011	1,749	5,379	7,128	2,686	9,814	8,527	676	9,203	3,362	21,137	6,219	6,841

	Adult Programs	Adult Attendance	Young Adult Programs	Young Adult Attendance	Children's Programs	Children's Attendance	one to one Programs	one to one Attendance	Total Programs	Total Attendance
2015	33	393	1	78	67	1487	104	104	205	2062
2014	75	1105	1	9	64	1334	0	0	140	2,448
2013	78	1017	1	9	107	2093	0	0	186	3,119
2012	99	1147	0	0	110	1880	0	0	209	3,027
2011	122	833	0	0	77	1,431	0	0	199	2,264

	Annual Visits	Annual Reference Transactions	Number of Internet Terminals	Annual ernet Terminal Sessions	Annual Website visits
2015	5,556	156	3	1,128	11,739
2014	7,632	264	4	1,632	14961
2013	10,812	156	8	1,320	15,437
2012	12,516	168	8	2,220	16,250
2011	13548	156	8	2448	15888

LIBRARYJOURNAL

SPENDING PRIORITIES

… overwhelmingly in favor of technology and electronic materials. Small-town libraries in particular—37%—viewed technology as a crucial line item…

Population Served	Total Operating Budget 2013	Total Operating Budget 2014	% Change to Operating Budget	Materials Budget 2013	Materials Budget 2014	% Change to Materials Budget	Salary Budget 2013	Salary Budget 2014	% Change to Salary Budget
Under 10,000	$241,000	$246,000	2	$31,600	$32,000	1.3	$159,000	$163,000	2.5
10,000–24,999	768,000	803,000	4.5	90,400	92,200	2	483,000	505,000	4.6
25,000–49,999	1,469,000	1,533,000	4.3	170,000	175,000	2.9	939,000	976,000	3.9
50,000–99,999	3,260,000	3,367,000	3.3	386,000	392,000	1.6	2,034,000	2,112,000	3.8
100,000–499,999	7,920,000	8,191,000	3.4	984,000	1,004,000	2	5,290,000	5,475,000	3.5
500,000–999,999	30,315,000	31,763,000	4.8	3,701,000	3,718,000	0.5	19,782,000	20,907,000	5.7
1 million or more	52,118,000	55,408,000	6.3	5,312,000	5,545,000	4.4	37,413,000	38,986,000	4.2

2014 Average Full-Time Equivalent Staff

Population Served	
Under 10,000	3.6
10,000–24,999	10.2
25,000–49,999	19.1
50,000–99,999	38.0
100,000–499,999	96.7
500,000–999,999	320.2
1 million or more	560.6
Total Weighted	63.7

SOURCE: *LJ* BUDGET SURVEY 2015

*Weighted to reflect the PLDS breakdown of public libraries by population served

OCCUPATIONAL OUTLOOK HANDBOOK

Summary

Quick Facts: Librarians	
2015 Median Pay	$56,880 per year $27.35 per hour
Typical Entry-Level Education	Master's degree

New York State Library

Types of Public Libraries: A Comparison

	Association Library	Municipal Public Library	School District Public Library	Special District Public Library
How Established	By vote of association members or as trustees operating under a will or deed of trust.	By vote of county, city, town or village board; or by petition and referendum.	By vote of school district voters.	By special act of State legislature and vote of special district voters.*
Charter	Regents incorporate by charter.	Regents incorporate by charter.	Regents incorporate by charter.	Regents incorporate by charter.
Registration	Education Department registers. Must meet minimum standards in order to receive public funds.	Education Department registers. Must meet minimum standards in order to receive public funds.	Education Department registers. Must meet minimum standards in order to receive public funds.	Education Department registers. Must meet minimum standards in order to receive public funds.
Tax Funds	May receive appropriation from units of government. Also tax levy by vote of municipal or school district voters. Library should sign contract with appropriating unit. May petition municipal and/or school district tax payers for funds.	Budget approved by county, city, town, or village board. Also tax levy by vote of municipal or school district voters. May petition municipal and/or school district tax payers for funds.	Budget approved by school district voters. May also petition for a tax levy from municipalities.	Budget approved by district voters. May also petition for a tax levy from municipalities, unless enactment legislation specifies otherwise.
Bonding Authority	Not permitted. Requires a special act of legislation through Dormitory Authority of the State of New York (DASNY)	Municipal government may bond if it owns the library building.	School district may bond on behalf of the library, if school district or library owns the library building.	A municipality may bond on behalf of district if legislation allows.*
Board of Trustees	Number: 5-25. Elected by association members. Term of office: set by charter. Responsible to association membership and to Regents. Residential requirements may be established in bylaws.	Number: 5-15. Approved by municipal governing board; term of office: three or five years if established after 1921.** Responsible to municipal government, public, and Regents. Must be residents of municipality (except village library).	Number: 5-15. Elected by school district voters. Term of office: three or five years (if established after 1921).** Responsible to school district voters and Regents. Must be residents of school district.	Number: determined by enabling legislation. Elected by residents of special district. Term of office: five years or as defined by legislation. Responsible to special district voters and Regents. Residency requirements determined by enabling legislation.
Community Involvement	Public can join association and may vote for trustees.	Public "owns" library; votes for elected officials who are sympathetic to library needs.	Public "owns" library and votes directly for trustees and budget.	Public "owns" library and votes directly for trustees and budget.
Retirement Benefits	May purchase retirement benefits from private vendor. Some may be in State Retirement System if specified in statute.	State Retirement System benefits through municipality.	State Retirement System benefits through school district or independently.	State Retirement System benefits if library district opts to participate.
Civil Service	Employees not covered by Civil Service.	Employees subject to Civil Service Law.	Employees subject to Civil Service Law.	Employees subject to Civil Service Law.

Notes:

* Special district public libraries are created by act of the New York State Legislature. Each one is different and reflects the particular needs and situation of that district. There is no comprehensive legal definition of a special district public library.

** Became effective January 1, 1999.

APPENDIX VIII FOCUS GROUP QUESTIONS

- Top things people love about living in Pine Plains
- Trends/changes in the community
- Where/how people get local information
- What's great about the library
- What could be better about the library
- Opportunities for community and library in the future
- Threats to be aware of
- Hopes for the future of the library and community
- What a successful Pine Plains looks like

Pine Plains Library Online Community Survey 2016

Dear Pine Plains Resident,

The library wants to know. “How are we doing?” And, “How can we do better?” Pleasetake a few minutes to fill out this anonymous survey. It should take you no more than 5 minutes.

A summary of the results will be available on our website and in the library.

A link is provided at the end of the survey to **REGISTER TO WIN $25** (there will be 4 winners). Drawing will take place at noon on Memorial Day, Monday, May 30, 2016 at the Pine Plains Library Building

Sincerely,

Board of Trustees
Pine Plains Free Library

* 1. What is your zip code?

* 2. Do you have a local Library Card?

◯ Yes ◯ No

3. How often do you use the library

◯ weekly ◯ monthly ◯ occasionally ◯ never

1

* 4. You are most interested in the Library to (check all that apply):

- [ ] Take out/download books; do research, read, have a quiet space to work
- [ ] Attend programs
- [ ] Learn how to use computers, learn a new language etc.
- [ ] Have opportunities to meet other people
- [ ] Use the library computers
- [ ] Help with the library Book Sale
- [ ] N/A
- [ ] Other (please specify)

5. Please rate your satisfaction with:

	very satisfied	satisfied	dissatisfied	don't know/NA
Collection (books, magazines, e-magazine, eBooks, audio, DVDs, CDs etc.)	○	○	○	○
Program Offerings	○	○	○	○
Hours Open	○	○	○	○
Inter-library Loan/Reserves	○	○	○	○
Computers & Internet Access	○	○	○	○
Overall	○	○	○	○

* 6. How do you find information about our library and activities?

- [ ] Our website
- [ ] Town Website
- [ ] Newspapers
- [ ] Flyers
- [ ] Friends
- [ ] Library Staff
- [ ] Town calendar
- [ ] Other (please specify)

7. Have you used the library building during/after emergency situations (power outages, storms, etc.)

○ Yes ○ No

2

8. If you use the library rarely or not at all, please tell us why.

- ◯ I don't use libraries
- ◯ Not open the hours I want
- ◯ I don't know what it has to offer
- ◯ Other (please specify)

* 9. Do you think the library building:

	Defintely	Should be	Does not need to be	Absolutely Not
Is an asset to the community?	◯	◯	◯	◯
Is for people like you?	◯	◯	◯	◯
Has an important role to play as a community center?	◯	◯	◯	◯
Should serve as an emergency shelter (i.e. a during hurricane)?	◯	◯	◯	◯

Other (please specify)

3

* 10. Please rank which ***5* program topics/activities** are or would be of the *most* interest to you?

	1	2	3	4	5
Author Visits, Book Talk, Discussion	◯	◯	◯	◯	◯
Book Talk	◯	◯	◯	◯	◯
Career Planning (including for example job search, resume writing, skills assessment)	◯	◯	◯	◯	◯
Children and Youth Programs	◯	◯	◯	◯	◯
Cooking/Dining	◯	◯	◯	◯	◯
Computer & software training	◯	◯	◯	◯	◯
Game Nights	◯	◯	◯	◯	◯
Gardening/Home Improvement	◯	◯	◯	◯	◯
Genealogy	◯	◯	◯	◯	◯
Health & Wellness (managing stress, nutrition, etc)	◯	◯	◯	◯	◯
History (Pine Plains, Hudson Valley, other)	◯	◯	◯	◯	◯
Managing your money & credit/debt	◯	◯	◯	◯	◯
Music, Art, Theater, Movies	◯	◯	◯	◯	◯
Nature	◯	◯	◯	◯	◯
Organizing your life & stuff	◯	◯	◯	◯	◯
Outdoor activities	◯	◯	◯	◯	◯
Retirement/Aging	◯	◯	◯	◯	◯
Travel	◯	◯	◯	◯	◯

Other (please specify)

* 11. Your Gender

◯ Male ◯ Female

* 12. Your Age

◯ Under 12 ◯ 13-18 ◯ 19-29 ◯ 30-49 ◯ 50-65 ◯ 66+

* 13. Are you a full-time or part-time resident?

◯ Full ◯ Part-time

4

14. If you plan to retire in the next 5 years, will it be:

◯ Here ◯ Someplace else ◯ Here and someplace else

* 15. Do you own or rent your home?

◯ Own ◯ Rent

16. Please tell us about your computer and internet experience. Check all that apply.

- ☐ I have Internet at home.
- ☐ I would like to improve my computer and internet or e-book skills.
- ☐ I have used the library's free computers or WIFI access.
- ☐ I have used the library's website.
- ☐ I have an e-book reader

17. Any ideas or thoughts about the Library you would like to share with the Board of Trustees?

REGISTER HERE TO WIN $25.00

Thank you for taking the time to complete this survey. We look forward to improving our services to better serve you.

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Data

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Rising to The Challenge: Re-Envisioning Public Libraries, Aspen Institute 2014

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