

# **Waterloo Library and Historical Society**

## **Long Range Plan of Service**

**Approved: 11/12/21**

### **Waterloo Library and Historical Society General Information**

The Waterloo Library is an association library chartered on March 28, 1876

The Waterloo Library and Historical Society service area incorporates the Village of Waterloo under its charter but serves the Waterloo Public School District.

The Waterloo Library and Historical Society is governed by a board appointed 15-member Board of Trustees who meet in open public meetings monthly. The Society employs a qualified Executive director who is responsible for the operations of 2 museums, the library and the financial health of the organization, the library employs a qualified director who is responsible for the day to day operation of the library. The library employs professional librarians and support staff to assist with providing the services outlined in this document.

The library is funded primarily through school district tax revenue and receives some supplemental income through county funding, grants, contributions, fees and donations. The museum is funded through the town, grants, contributions, fees and donations.

The library has a set of bylaws that govern the library's structure and an extensive set of policies that govern the library's operations.

The Waterloo Library and Historical Society is currently located in approximately 10,490 square feet of space at 31 East Williams St, Waterloo, New York 13165. The library's phone number is 315-539-3313, its fax number is 315-539-7798, the Historical Societies number is 315-539-0533, its email address is [waterloolib@gmail.com](mailto:waterloolib@gmail.com) and its homepage is [www.wlhs-ny.com](http://www.wlhs-ny.com). The National Memorial Day Museum is located in approximately 1,830 square feet of space at 35 East Main St, Waterloo, New York 13165. The museums number is 315-539-9611.

The Waterloo Library and Historical Society meets or exceeds all New York State Department of Education Minimum Standards for a Public Library (8 CRR-NY 90.2).

### **Waterloo Library and Historical Society Vision and Mission Statement**

To establish the Society as the cultural center of Waterloo NY.

Waterloo Library and Historical Society provides patrons of all ages an integrative, full service library and historical experience. As the birthplace of Memorial Day we strive to educate on the founding and the service/sacrifice of all of America's veterans. We encourage participants to engage in our learning setting to become positive citizens creating a stronger connection with life in the Finger Lakes.

## **Waterloo Library and Historical Society Service Priorities**

The library has adopted the following service priorities;

- Be the first choice for information
- Anticipate and meet changing needs
- Provide equitable access to the Society's resources and services
- Be the hub in the community
- Connect our customers to the ideas, information and materials they wish to explore in a friendly, nonjudgmental manner.
- Offer materials, programs and services that represent the needs of our diverse population.
- Pursue excellence in learning and innovation, respond to present situations and anticipate future needs.
- Responsible stewardship of all the resources with which we have been entrusted.
- Accountability for ensuring the proper use of public funds.
- Maximize the efficiency of staff time and talent making the best use of all our resources in the delivery of quality services.

## **Waterloo Library and Historical Society Objectives:**

We will provide Society resources and programs that anticipate and satisfy their needs for everyday information, enjoyment, and enlightenment.

Our community will look to the Society for accurate, thorough answers to their questions, guided by friendly, knowledgeable staff.

Provide an environment that is rich in stories and literature, where reading is valued and encouraged.

Collect, purchase, preserve and display artifacts dealing with the community life of Waterloo, NY and surrounding area.

Collect, purchase, preserve and display artifacts commemorating the founding of Memorial Day.

Have resources that promote independent learning at every age, helping to build skills and interests needed for life-long success.

Offer welcoming, safe environments that reflect the community's changing needs.

## **Library Reference Services**

The Library is committed to providing our community residents with a means to access informational, educational and recreational materials. We provide a staff of professional librarians equipped with the resources necessary for them to assist community residents in their research and quests for materials, information and education.

### ***Goals:***

- 1. Utilize reference areas equipped with seating, laptops.***

*2. Organize and systemize historical newspapers and family history.*

*3. Update and organize references create a document of references locations.*

### **Museum and Archive Reference Services**

The museum is committed to providing our community residents with a means to access informational and educational materials. We provide a staff of well-trained individuals equipped with the resources necessary for them to assist community residents in their research and quests for materials, information and education.

#### ***Goals:***

- 1. Provide information to staff on museum and archive collections.*
- 2. Rearrange and organize the collections and references.*
- 3. Better awareness and promotion of the museums in the community.*

### **Library Materials Collections**

The Library will maintain a collection of popular general interest materials for use by our community. The collection will be intended for the informational, educational, enrichment and recreation of community residents of all ages and interests. The collection will include books, serials, movies, audio books, digital downloads and kits (books and toys or steam activities). The library will evaluate new technological advances and when appropriate it will add materials in new formats to its collection.

#### ***Goals:***

- 1. Continue to improve lighting around collections.*
- 2. Continue addition of new and updated items and weeding of old.*
- 3. Increase large type fiction, non-fiction books, audiobooks, and digital collections.*

### **Museum and Archive Collections**

The museum will maintain a collection that represents our mission. The collection will be intended for the informational, educational, enrichment and recreation of community residents of all ages and interests. The museum will evaluate new technological advances and when appropriate it will digitize items as funding becomes available.

#### ***Goals:***

- 1. Increase awareness of the collection and research availability and the extent of archives.*
- 2. Utilize resources for proper care of collections.*
- 3. Maintain mission with continued accessioning and deaccessioning.*

### **Computers and Technology**

The Library will provide a broad array of computer and technology services. These services will include public access computers and areas available for Wi-Fi connection where visitors can search the internet on various devices. Access to Polaris internet accounts and technical support will be available to all cardholders as well as access to the Finger Lakes Library System (FLLS) Virtual Reference Collection and other online databases and reference products. Computer and internet training and computer printing services will also be made available.

**Goals:**

- 1. Training on filling out online NYS forms.***
- 2. Have formal classes on how to use computer technology for the community.***
- 3. Provide training on how to use different reading devices for the staff.***

**Circulation**

The Library will lend materials to residents who live within our service area or those qualified for direct access and/or inter library loan. The library will follow the direct access and/or inter library loan rules set forth in the FLLS and it will comply with all sections of New York State Department of Education NYCRR 90.3. The Library will issue a library card account to any resident of our service area who fills out a registration form and provides the necessary proof of residency. Library cardholders will be able to request, reserve and renew materials, access a list of our holdings (either from the library or online), use the library card to borrow materials from other FLLS public libraries and access their library card account (either from the library or online.)

**Goals:**

- 1. Increase Young Adult Circulation through programming and school collaboration.***
- 2. Continued curbside service for those who need it.***
- 3. Provide library card sign ups at events.***

**Facility**

The Society will maintain a comfortable, clean and safe facility that has off street parking and is fully accessible to all community members. The facility will include workspace for individuals, small groups and large groups as well as historical artifacts for viewing. The Society facilities will be large and modern enough to support the items listed within this plan of service. Society signage will be clear and easy to understand.

**Goal:**

- 1. Continue with Capital Campaign plans.***
- 2. Heating for the museum.***
- 3. Utilize portable signage more effectively.***

**Staff**

The Society will employ a friendly and helpful customer service-oriented staff that will include professional librarians and support staff. Staff members will be well informed about the library's services, programs, policies, and historical items. Staff development will be encouraged and facilitated through opportunities for professional growth and training on a yearly basis.

**Goal:**

- 1. Training and learning about museums and library documents available for reference and research.***
- 2. Regular training/education for staff on library, librarianship, customer service and technology training every 6 months.***
- 3. Ability to work towards a better position and/or pay accordingly.***

## **Volunteers**

The Society will utilize the assistance of volunteers, of various ages, whenever appropriate. This will be done both to assist the Society and in order to provide a local opportunity for those community residents needing volunteer credits.

### ***Goals:***

- 1. Museum/library volunteers***
- 2. Special project volunteers***
- 3. Have a task sheet for volunteers to work on when they come in.***

## **Library Programming**

The library sponsors informative and entertaining talks, demonstrations, audio-visual presentations, workshops, children's story time's and crafts, concerts, and other special events. Library programs are coordinated by library staff and offered free to the public. Library programs provide an opportunity to present the library and its resources to the community, promote literacy and reading, and provide shared family activities. The Library will make space available, when possible, for community based not for-profit groups to use as a meeting place.

### ***Goals:***

- 1. Keep staff informed on upcoming programs with as much details as possible.***
- 2. Continue implementing our program ideas.***
- 3. Increase patron knowledge on technological advancements.***

## **Museum Programming**

The museum sponsors informative and entertaining talks, demonstrations, audio-visual presentations, workshops, and other special events. Museum programs are coordinated by Museum staff and offered free to the public. Museum programs provide an opportunity to present the museum and its resources to the community, promote inquiry, and provide informational learning. The museum will make space available, when possible, for community based not for-profit groups to use as a meeting place.

### ***Goals:***

- 1. Have speakers on local history topics. Waterloo and surrounding areas.***
- 2. Continue to create online content.***
- 3. Increase digital content and community awareness of the materials.***

## **Special Services**

The Society will offer a number of special services to the community. These will include inter-library loans, community outreach, tech help, community gardens, little free pantry, homework help, scanning, fax and photocopy machines.

### ***Goals:***

- 1. Continue to offer pandemic services as needed (curbside, take and makes, etc.)***
- 2. Utilize free resources offered by FLLS.***
- 3. Continue to define community needs.***

### **Society Advocacy**

The Society will inform the community about our services and programs through regularly published newsletters, an annual report to the community, press releases, social meeting, a world-wide-web homepage, tours of the library and museums and additional methods. Advocacy will take place on a yearly basis with local and state representatives to maintain funding needs.

#### **Goals:**

- 1. Regular press release/calendar items to local media outlets.*
- 2. Maintain a presence in the community and at local funding meetings.*
- 3. Continue to research and update other media platforms.*

### **Fiscal Responsibility**

The Society recognizes and acknowledges its important responsibility to our taxpayers to be prudent and accountable with the community's investment in the society. The society will develop and utilize an array of financial procedures and internal controls that should insure that all library and society funds are well managed and well spent. Those procedures will be periodically reviewed and, when appropriate, modified to reinforce their purpose. The society will prepare an annual budget to meet the needs of the community that is approved by the board.

#### **Goals:**

- 1. Continue with audits and reviews.*
- 2. Continue to ask for increases from tax revenue.*
- 3. Continue to search for grants to support the society's needs.*

### **Responsiveness to Community Needs and Requests**

The Society will always strive to be responsive to all community needs and requests. Budgetary, facility and staffing constraints may prevent the society from being able to fulfill all community wishes but they should not prevent the society from studying and responding to all requests.

#### **Goals:**

- 1. Encourage community input when appropriate.*
- 2. Research how to respond to community needs.*
- 3. Keep a list of alternative resources available that may meet a patrons needs better.*

### **Cooperative Partnering**

The Society will attempt to maximize the community's investment in it by cooperatively sharing services, where appropriate and cost effective, with neighboring libraries and other public service institutions. The library will maintain a membership in the Finger Lakes Library System and take full advantage of the many services that they provide to member libraries.

#### **Goals:**

- 1. Adjust programs for adults with developmental disabilities and seniors in facilities.*
- 2. Work with other Historical Societies.*
- 3. Continue to work with community organization.*

**Society Plan of Service**

The Society Board of Trustees will review and reaffirm the plan of service on a regular basis, at least once every three years. The review process will include a community needs assessment, an evaluation of current services, a financial review, a policy review and input from the necessary staff members.

**Drafted: 1/01/21**

**Approved by the Board of Trustees: 11/12/21**