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Q1

Contact Info

| | |
|---------------|----------------|
| Name | Courtney Keir |
| Library | Rockwell Falls |
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Q2

What are the goals and objectives of your project?

To create an relaxing and inspiring space for our YA patrons. They need comfortable furniture where they can read, play games, and study.

Q3

How will this project change the library building?

It will not change the actually make up of the building structure.

Q4

How will this project benefit your patrons?

YA patrons will have a more welcoming place to gather. Hopefully this will also promote other young people to come use our space and resources.

Q5

What is the timeline for the project?

We would like to have the furniture purchased and in place by September 2023 just before the start of the new school year.

Page 2: Project Assessment

Q6

EVALUATION: What tools will you use to evaluate the program quantitatively (i.e. statistics)? What tools will you use to measure the program's success qualitatively?

Our Youth Services Coordinator will be paying extra attention to library attendance by young adults at library programs and day to day use of the facility.

Page 3: File Uploads

Q7

Upload WALK-THROUGH NARRATIVE

Walkthrough%202023.pdf (957.3KB)

Q8

Upload PROJECT BUDGET

Challenge%20Grant%20Application%20Budget_2023%20-%20Sheet1.pdf (63.4KB)

Q9

Upload PHOTO DOCUMENTATION

Photos%202023.pdf (581.8KB)

Q10

Upload LONG RANGE PLAN OF SERVICE

Strategic%20Plan%202018-2023.pdf (429.1KB)

**Southern Adirondack Library System
2022 Challenge Grant Application**

Budget:

In the "details" column, provide information on the item being budgeted for in this category.

| Category | Project Funds Requested | In-Kind/Matching | Total | Details | | |
|-------------------------|-------------------------|------------------|-------------|---|--|--|
| Purchased Services | | | - | | | |
| Equipment | | | - | | | |
| Materials/Supplies | | | 1,714.93 | Tampere dining table 389.99 Tufted armchair x2 203.99 Pine wood table 309.99 26" Rectangular folding table x2 159.99 Swing chair 286.99 | | |
| Personnel | | | - | | | |
| CE Program Registration | | | - | | | |
| Travel | | | - | | | |
| Total | \$ - | \$ - | \$ 1,714.93 | | | |

Library Director Signature:

Courtney Klein

Board President Signature:

Stephanie Janbur

Date:

3/29/23

Submit all documents as PDFs through our online application portal.

Hand-written applications will not be accepted.



Tables and chairs



Space

Tables and chairs



Rockwell Falls Public Library

Strategic Plan 2018-2023



Rockwell Falls Public Library

The Rockwell Falls Plan of Service was developed and approved by the Hadley-Luzerne Public Library's Board of Trustees. It has been reviewed, revised and adopted by Rockwell Falls Public Library's Board of Trustees after the library was rechartered by the NYS Regents on May 4, 2020.

Mission

Recognizing the dynamic nature of our community the Rockwell Falls Public Library's mission is to provide opportunities for lifelong learning and leisure. We enrich the lives of our neighbors by offering relevant resources, a supportive staff, and a welcoming place for our community to come together.

Vision

Our collection will be central to the interests of our neighbors and patrons. We will offer programming and experiences to meet the desire of our towns, allowing them full participation in economic and cultural growth. The Library will offer a place for quiet reflection and meaningful conversation. We recognize insight and discovery often begin in the pages of a book, and we will always provide a space where they both are possible.

The Rockwell Falls Public Library is a member of the Southern Adirondack Library System.

Executive Summary

Over the past year a comprehensive strategic planning process has been undertaken.

The planning process asked community stakeholders to identify the needs of the community served by the library and the ways in which the library can best meet those needs. The process also included an analog “ask exercise survey” (developed by the Harewood Institute for Public Innovation) of the residents of both Warren and Saratoga Counties, to which a total of 158 individuals responded.

Phase one involved assessing our place in the community and what we want to provide for the individuals who live here. Phase two is where we were actually able to get the feedback we needed. For several months we have been gathering information via our “Let’s Have a Chat” program. This program was designed to engage the library and our community in a conversation about - well - our community. We discussed how our library is quite unique. We serve the circulation needs of towns in Saratoga and Warren Counties; Hadley, Lake Luzerne, Stony Creek, Day, and parts of Corinth by working collaboratively within the Southern Adirondack Library System.

During this phase we conducted workshops with the library board of trustees, local community leaders, local business owners, and specialty educational groups to include homeschooling parents.

In the third phase we compiled our data from the “ask exercises” which we executed via active “community conversations.” We used this information to create our strategic goals which will cover the next five years.

The outcome is a combination of ideas and effort by the planning committee and the library staff. I would like to extend a great thanks to them for all of their work in making this strategic plan a reality.

Who Was Involved

A planning committee, made up of members of the staff of the Rockwell Falls Public Library and the Board of Trustees, was also involved in the planning process.

Staff

- Courtney Keir - Library Director/Librarian
 - Pat Lewandowski - Library Clerk

Board of Trustees

- John Plantier - President
 - Stephanie Lansburg
 - Katherine Kelley



Our Goals

I.

Promote and/or host community events and programs

(both of the objectives below will be implemented in the first 1-2 years of this plan and will begin no later than October of 2019)

- A. Objective: The Library will increase communication with local organizations and businesses and address the needs of individuals in the community

Strategies:

- Develop a monthly newsletter to cross-advertise and increase local awareness to up to 1,000 patrons
- Provide dynamic technology to assist in supporting local businesses and organizations

- Maintain an open dialog with local organizations, businesses and public institutions to increase collaboration opportunities by hosting workshops to enhance community engagement

B. Objective: The Library will encourage a vibrant civic life by providing a forum for collaboration among groups and individuals. We will develop our community-building function by providing an adaptable environment for meetings and social events.

Strategies:

- Provide environment for meetings and social events by scheduling reserved times of our new community room
 - Continue to promote and host educational and entertainment events and programs
 - Create an online suggestion box and maintain our in-house suggestion box so we can constantly strive to adapt to the changing needs of all the local areas we serve
-

II.

Increase service-based outreach to underserved individuals and groups in the community

(both of the objectives below will be implemented in the first 1-3 years of our strategic plan and will begin no later than October 2020)

A. Objective: The Library will increase involvement and outreach to seniors

Strategies:

- Expand health and education programs/information
- Discuss collaboration possibilities with area senior programs and senior centers
- Expand book borrowing services to limited mobility individuals by utilizing volunteer book delivery system

B. Objective: The Library will engage teens and young adults to utilize library resources for education development and entertainment

Strategies:

- Establish communication with school groups to establish teen programs and volunteer opportunities
 - Evaluate and expand our YA collection
 - Market our access to an exhaustive range of online educational databases
-

III.

Promote the library as a center for learning and fun for families and children

(both of the objectives below will be implemented in the first 2-5 years of our strategic plan and will begin no later than October 2021)

A. Objective: The Library will develop early literacy and school age activities and programs.

Strategies:

- Participate in summer reading program
- Recruit volunteers to assist with children's programming
- Purchase additional hands-on activities and materials for the Children's Room

- Schedule library events that appeal to families and children

B. Objective: The Library will promote library resources and space to the homeschool community

Strategies:

- Develop a web page for homeschooling parents
- Provide a meeting space for homeschooling groups

Implementation

Over the next five years we will strive to meet the goals outlined. We continue to reach out to our community and consistently get feedback as to what they want and need. If you tell us what you want your library to be, we will listen and respond.

Site visited: Rockwell Falls Public Library

Customer Service Walkabout

Instructions:

1. Working with a partner, use the attached Customer Service Checklists to record your observations about how well your library responds to public expectations and needs.
2. If you have trouble deciding on the answer to a particular question, skip it. Add a note to that item if you'd like to discuss it later.
3. Be sure to base your answers on what you can actually observe.
4. Please be an observer only. Do not interview or otherwise engage customers or staff at the site.
5. Complete this worksheet and use it to develop a Construction Challenge Grant application.

A. Welcoming Service Checklist

| | Yes | No | If yes, how? |
|---|-----|----|---|
| A1. Is the facility well marked/easy to identify? | X | | A sign out in front of the library |
| A2. Can you see inside before entering? | X | | Multiple large windows at the front and back of the building. |
| A3. Is this site accessible for people in wheelchairs, scooters, or pushing baby strollers? | X | | There is a ramp on the side. |
| A4. Do staff acknowledge/welcome customers on arrival? | X | | Everyone is greeted upon entry. |
| A5. Do staff reflect the local community in terms of age, race, gender, language? | X | | It reflects the community well. |
| A6. Is this site inviting? | X | | The spaces are large, open, with lots of natural light. There is a peaceful scenery out back. |
| A7. Are returning customers recognized? | X | | The staff is knowledgeable about their customer base. |

A8. Jot down your thoughts on how your library can be perceived as welcoming.

The space and staff create an ambience that is warm and welcoming. Everything is very clean and the space is well taken care of.

B. Comfortable Service Checklist

| | Yes | No | If yes, how? |
|--|-----|----|--|
| B1. Does the facility look clean? | X | | The facility is kept neat and tidy by staff and is professionally cleaned 1x/week. |
| B2. Is the lighting good? | X | | There is lots of natural lighting as well as plenty of ceiling lighting. |
| B3. Are the aisles or other public spaces comfortably proportioned? | X | | There are large openings next to every shelf and area. |
| B4. Do customers have a choice of seating? | X | | There is a variety of seating options throughout the library. |
| B5. Are there pleasing views from inside the facility to the outdoors? | X | | There are very large windows at the back so patrons can see the river. |
| B6. Are quiet areas separated from livelier/ noisier zones? | | X | |
| B7. Are food and drink allowed? | X | | Food & drink is allowed everywhere except the computer area. |
| B8. Jot down your thoughts about how your library can be perceived as being comfortable. | | | There are large open spaces with many options for seating. People can come and sit as a large group, or by themselves comfortably. |

C. Easy to Navigate Service Checklist

| | Yes | No | If yes, how? |
|---|--|----|--|
| C1. Is facility/service set up to be simple on the surface? | X | | The front desk is right at the front of the library. |
| C2. Is it easy for customers to figure out how or where to get started? | X | | Yes, the front desk is easy to locate with someone always at the desk. |
| C3. Is it easy to identify staff? | X | | They are normally behind the desk or with a back cart. |
| C4. Do staff seem to be knowledgeable about the products/services? | X | | They are able to easily answer questions. |
| C5. Are the products/services easy to see/get to? | X | | Everything is clearly labeled. |
| C6. Does the site feel uncluttered? | X | | Everything is neatly organized and put away. |
| C7. Do the signs describe what customers can do, rather than what staff do? E.g. "pay here" not "cashier" | | X | |
| C8. Jot down your thoughts about how your library can be perceived as being easy to navigate. | <p>Everything in the library is easy to find and clearly labeled. Staff are always available and willing to help.</p> | | |

D. Successful Service Checklist

| | Yes | No | If yes, how? |
|---|---|----|--|
| D1. Are there plenty of customers? | X | | There are many regulars and people using services such as the computers and printing. |
| D2. Are the facilities in good repair? | X | | Everything works well. |
| D3. Do the customers appear to be satisfied with the products/services? | X | | Customers seem satisfied with the products available and how easy they are to use. |
| D4. Do staff appear to be committed to the success of the organization and its customers? | X | | Staff is extraordinarily helpful and seems committed to the success of the organization. |
| D5. Do staff behave as if this is a great place to work? | X | | Yes, they are friendly and seem happy to be here. |
| D6. Jot down your thoughts about how your library can be perceived as being successful. | <p>There are many regulars that rely on services such as ILL and the Farm to library program. For this area people often need to use the wi-fi and other computer services. Customers seem happy and friendly with the staff.</p> | | |

E. Efficient Service Checklist

| | Yes | No | If yes, how? |
|--|-------------------------------------|-------------------------------------|---|
| E1. Are customers allowed to help themselves rather than "go through" staff to get to products and services? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | They are able to use computers and the services on it without staff assistance. |
| E2. Does this site offer express service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| E3. Does the organization that operates this site also offer its products/services online? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Through SALS there are many services available online. They are also able to submit printing requests online. |
| E4. Is there minimal waiting for service? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | There is almost never a line or wait for service. |
| E5. Do staff empower customers rather than regulate them? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Staff makes sure customers of all ages, abilities, and backgrounds are served equitably. |
| E6. Jot down your thoughts about how your library can be perceived as being efficient. Library service is quick, easy, and accessible. Staff are ready and willing to help if needed, but most patrons can go without help up until the check-out of materials. | | | |

F. Up-to-Date Service Checklist

| | Yes | No | If yes, how? |
|---|-----|----|--|
| F1. Does the exterior (or what you can see from outside) of this site change from time to time? | | X | |
| F2. Do the computers or other technology used at this site look up-to-date? | X | | The website was recently updated to be more modern. Everything inside feels up to date. |
| F3. Do staff seem to be knowledgeable about the technology they use? | X | | Staff assists and explains the technology easily. |
| F4. If visitors also use technology here, do staff know how to assist them? | X | | Staff are able to easily help customers with their problems of technology. If not, they dutifully search for the answer. |
| F5. Is the décor up to date? | X | | All the décor is timely and reflects the seasons |
| F6. Does this organization project a consistent brand image? | X | | All social media branding is consistent in image. |
| F7. Jot down your thoughts about how your library can be perceived as being up-to-date. | | | All displays, décor, and technology reflect current seasons and themes. |

G. Convenient Service Checklist

| | Yes | No | If yes, how? |
|---|---|----|---|
| G1. Are the hours of operation reasonably consistent from day to day? | X | | The hours are always the same unless there is a weather emergency. |
| G2. Is this site located near other sites/services likely to interest its customers? | X | | There are many stores, the bank, and the post office nearby. |
| G3. Does this site take reservations or appointments? | X | | The back community space can be reserved. |
| G4. Does this site offer "walk in" service? | X | | Computers are available to anyone at any time, as well as reference services. |
| G5. Does this site accommodate visitors who want to use their own equipment – computers, cell phones, etc.? | X | | Public wi-fi is free. They just can't print from their own devices. |
| G6. Does this site accept credit and debit cards? | | X | |
| G7. Jot down your thoughts about how your library can be perceived as being convenient. | In this rural community, our library is located conveniently. The services in this neighborhood are necessary for those who don't have wi-fi or cell service. | | |

H. Fun Service Checklist

| | Yes | No | If yes, how? |
|---|--|----|--|
| H1. Is this a pleasurable, even playful environment? | X | | Staff and customers have developed relationships that assist in a fun environment. |
| H2. Do staff exhibit an upbeat attitude? | X | | All staff seem happy to be at work and assisting customers. |
| H3. Does this site emphasize what visitors may do rather than what they may not do? | X | | Staff always emphasizes what is available to patrons and assists finding what the library doesn't provide. |
| H4. Is spontaneity part of this environment? | X | | Staff are always ready to change plans, do impromptu storytimes, or have fun. |
| H5. Is humor part of this environment? | X | | Patron developed with customers has helped make a fun, humorous environment. |
| H6. Does this site offer free treats or giveaways? | | X | |
| H7. Jot down your thoughts about how your library can be perceived as being fun. | <p>Laughter always fills this library. Staff and patrons have good relationships that facilitate joking in casual conversations.</p> | | |

I. Conclusions

To help libraries meet these challenges, the SALS Board of Trustees has initiated a competitive grant program to help libraries perform repairs, renovations, or touch-ups to improve the library's physical space. Library staff and boards will be required to complete a walk-through of their building and use it to complete the grant application.

Based on your observations:

11. How will the building project improve the library experience of the library user?

It will help give more personality to the YA space to encourage teens to spend time there.

12. How will this project improve the library's physical space?

It will give more diverse options for seating and work spaces.

13. How will this project improve services to people living in your community?

It will give more ergonomic comfort for those who like doing puzzles.

14. How will this project make the library more welcoming?

Giving comfortable, updated, cozy, inviting seating will help create a new of comfort in the library.