Strategic Plan
2024-2028

Adopted June 21, 2023

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Pleasanton Lincoln Library

Linn County Library District #5

Strategic Plan: 2024-2028

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Memorable Moments…

⬡ Introduction

At this point in time, the Pleasanton Lincoln Library by all accounts has not fully recovered from the disruption that the COVID-19 pandemic brought upon everyone in our community. It greatly diminished the ability of the Library to provide full services; however, outside physical circulation services were offered (curbside pickup), ILL (interlibrary loan), increased electronic material access was added via Hoopla (e-books, digital movies, audiobooks), and continued external Wi-Fi access were available during that time. Several of these services continue to serve our community beyond the pandemic.

Many traditional measures of a successful library are based on numerical data: hours open, people using library services, programs offered, programs attended, users accessing free Wi-Fi. The following data reflect the drastic changes that occurred between years of pre-COVID-19 (2019) and COVID-19 (2020):

- The Library opened its doors 37 weeks during COVID-19 (2020) compared to 52 weeks pre-COVID-19 (2019).
- Total checkouts of physical and digital materials in 2019 numbered 12,651; checkouts of physical and digital materials diminished in 2020 to 6,956.
- In 2019, offered were 102 programs with a total of 1,471 people. In 2020, one program was offered with a total of 16 people attending.
- Wi-Fi wireless sessions totaled 30,680 in 2019; they totaled 10,192 in 2020.
- A slow upward recovery trend continued through 2021 and continues through this year. The community is beginning to recover, and the Library along with it.

In May 2022, when presented with the possibility of entering into a pilot program of SEKLS (SEK Library System) to develop a long-range strategic plan to better serve the community in the future, the Library Board of Trustees chose not to opt out, but to move forward. They saw a need to not only get back to pre-COVID-19 status, but to go beyond. Historically, the Library had never developed a long-range strategic plan. The Library Board of Trustees, staff and community are making history…together. A great community deserves a great library. In order to be that Library, the Board and staff sensed it was time to look deeper into the community's needs, aspirations and concerns. It was time to invite the community to join the conversation. We were ready to listen. We were ready to hear the voices of the people.

Stakeholders in the future of our library and the community let their voices be heard. Board of Trustees, Library Staff, Strategic Planning Team and countless community members shared their perspectives and brought a wealth of new insights to the strategic planning process. The following is the result of the collaborative efforts of those voices to create something new: mission, vision, core values, and three overall strategic goals with related specific objectives to implement over the next five years (2024-2028).

*"The real voyage of discovery consists not in seeking new landscapes
but in having new eyes." Marcel Proust*

● Our Mission Statement

THE HIVE: Connect. Engage. Transform.

● Our Vision

Connecting community. Engaging opportunities. Transforming lives.

● Our Core Values (H.I.V.E.)

1. **H**elpfulness- We offer assistance and connection in a kind, caring and empathetic way.

2. **I**nclusivity- We are welcoming and friendly, accepting all who enter and providing a safe and supportive environment.

3. **V**ersatility- We embrace versatility by utilizing our creative abilities in addressing almost any situation that arises.

4. **E**nrichment- We seek to enrich our community and the lives of our patrons. We provide research, investigation and exploration of current and new information in physical and digital formats.

"A library outranks any other one thing a community can do to benefit its people. It is a never-failing spring in the desert." -Andrew Carnagie

● Priority 1: Connect

Promote literacy* and enrich people's lives through lifelong learning.

Objectives:

A. Promote the enjoyment and the skill of reading for all ages and abilities.

B. Establish an early literacy program for children ages 0-5. Consider using American Library Association and SEKLS resources,"1000 Books before Kindergarten", elements of "6 by 6: Ready to Read" and other tools. https://www.ala.org/ala/alsc/ECRR/workshopsab/trainingmaterials/parentguidebrochuresa/T23bro.pdf

C. Help parents and caregivers prepare their children to be successful readers and lifelong learners by offering programs and materials that arouse curiosity, encourage exploration, and engage all types of learners.

D. Provide hands-on opportunities for all ages to develop their creativity, build problem-solving skills, and gain greater comfort with current and emerging technologies.

E. Support community members with practical information^ by providing consistent high-quality instruction, programs, and resources that help them work through the challenges and opportunities of daily life.
^relationships, health, finances, education, technology, caregiving, career changes, and retirement

*Literacy is traditionally understood as the ability to read and write. The term's meaning has expanded to include the ability to use language, numbers, images, and other means to understand and use dominant systems of a culture. This includes the following literacies:

- Basic- The skills that enable you to function in society (reading, writing, math)
- Health- The ability to find, understand, and use information and services to inform health-related decisions and actions for self and others
- Financial-The knowledge and skill to become an informed consumer, use the economic system, and manage personal finances
- Digital- The ability to use information and communication technologies to find, evaluate, create and communicate as a responsible digital citizen (Digital citizenship is the ability to navigate digital environments in a way that's safe and responsible and to actively and respectfully engage in these spaces.)

● Priority 2: Engage

Provide community access to greater physical and digital spaces.

Objectives:

A. Extend Library hours to include weekday evenings and Saturday mornings and/or afternoons.

B. Develop an interactive early literacy space for young children (0-5) where they can explore, create, imagine and discover along with parents or caregivers and participate in activities that foster the six skills of early literacy and experience environmental print.

C. Enhance the teen area to include quiet spaces for study, a designated gaming space for online, chess and other board games, a charging station, and a way to designate their area as a separate but visible area.

D. Improve physical handicapped access to the Library's facility through modification of existing space and/or construction. (See Appendix A.)

E. Plan, establish and equip a MakerSpace where community members can imagine, design, and create. (See Appendix B.)

F. Consider the future feasibility to develop mobile library services for the community. Possibilities include a courier book service for the Senior Center and providing book talks and guest readers for junior and senior high English classes. In the next five years, consider the community's need for mobile services and meeting that need by establishing a bookmobile to provide such services. (See Appendix C.)

G. Conduct an annual accessibility review of digital and physical space to ensure ongoing inclusivity and accessibility. Resources to evaluate both are available at https://www.ala.org/advocacy/diversity/accessibility . Move towards universal design* for the Library. See https://www.section508.gov/blog/Universal-Design-What-is-it/ Add a budget line to address accessibility needs to help with regular updates.

Universal Design is:

*'The design and composition of an environment so that it can be **accessed, understood** and **used to the greatest extent possible by all** people regardless of their **age, size, ability** or **disability.**'*

Priority 3: Transform

Increase community awareness and support of the library.

Objectives:

A. Develop a comprehensive marketing plan to inform people about library services, programs, and other opportunities.

B. Enhance existing partnerships* and develop new ones with the community. Together initiate programs and events to be held at the Library and out in the community for the benefit of all.

C. Explore, develop and implement ways to involve teens in the Library through volunteer opportunities; e.g. teen advisory board, teen tech, teen tutoring, etc.

D. Establish a non-profit 501(c)(3) Friends & Foundation group to support the library's mission and vision by supplementing and strengthening the public's investment in the Library.

-Monthly Music On Main! Jam Session at the Library

Partnerships (existing and/or future): schools (USD #344, S.T.A.R.S., Home School Coop), business (local businesses, Chamber of Commerce, General Pleasanton Days), government (city, county and state), non-profits (Linn County Museum, Mine Creek Battlefield Historic Site, Linn County Children's Coalition, local churches), Marais des Cygnes National Wildlife Refuge, health (Community Health Center of Southeast Kansas, Linn County Health Department, EMTs) and social services (SEK Mental Health Services, Women In Crisis, Head Start Services, DCF: Foster Care families), and Pleasanton Housing Authority (HUD)

⬡ Planning Process Elements

- *Establishment of a Strategic Planning Team*
  The team consisted of five community members, a staff member and the Library Board Chairperson.

- *Review of Community Demographic Trends*
  The Strategic Planning Team began their research with an overview of current statistics for the city of Pleasanton and Kansas State Department of Education K.S.A. 72-5178 Accountability Report 2020-2021 for Pleasanton USD 344 to determine the status quo of the community.
  https://worldpopulationreview.com/us-cities/pleasanton-ks-population
  https://datacentral.ksde.org/acct_rpt.aspx

- *Review of Current Library Status and Future Library Trends*
  The Strategic Planning Team continued their research with an overview of the community's library use and research into the trends and challenges facing libraries today.

- *Community Outreach*

    Without a full assessment of our community's needs, we lacked critical information that is vitally important to Pleasanton Lincoln Library's future success. We realized the need to collaborate with community leaders and citizens. Equally important, we needed to spend time talking with people who use the Library, those who used to use it, and those who never use libraries. In order to reach excellence and provide effective meaningful service to the public, the Library must prioritize the expressed community needs and design services in direct response to those needs.

    Acknowledging the above, we determined data needs and developed the following: Pleasanton Lincoln Library Community Survey, Pleasanton High School Student Survey, Small Focus Group Questions, One-to-One Conversation Questions, and S.W.O.T.(Strengths, Weaknesses, Opportunities, Threats) Assessment for Library Staff and Library Board members. Staff were tasked with establishing Core Values. We were ready to listen and go out into the community to hear the voice of the people.

- *Identification of Goals and Objectives*

    Based on the above input, the Strategic Planning Team developed three strategic priorities with accompanying objectives for 2023-2028.

- *Final Plan Development*

    The Strategic Planning Team summarized the process and conclusions into a written plan which was presented to the Library's Board of Trustees on June 21, 2023.

Response Results

- *Community Survey:*
  Sixty responses of the print community survey provided input from a broad cross-section of library users and non-users.

- *Pleasanton High School Survey*
  As an important part of the community's collective voice, we needed to listen to the youth of the community. We received 70 completed surveys out of the 178 distributed which gave us an overview from a wide range of sophomores, juniors and seniors. (Freshmen were on a field trip, so we look forward to their input in the future.) Their wants and needs identified; we were ready to plan opportunities for our community's youth.

- *Small Focus Groups*
  With the goal of gaining a greater understanding of overall community needs, 13 small focus group sessions were held with a total of 81 people attending. Session participants included: Chamber of Commerce, Senior Center, Housing Authority residents, USD 344 Faculty & Staff, Home School Co-op, and SEKMHC.

- *One-to-One Conversations*
  Additionally, we were able to have individual conversations with 18 people which included community leaders (PHS Principal Sara Conley, PES Principal Nathan Meik, and Josh Marshall, Pleasanton Planning and Zoning Board President) and community members (veterans, seniors, teens, etc.)

- *S.W.O.T. Assessment*
  Both Library Staff and Library Board members contributed to a closer internal look at the Library's strengths, weaknesses, opportunities and threats. It allowed these internal stakeholders to celebrate strengths, identify areas of needed improvement, recognize opportunities for growth, and assess threats to the library's future.

- *Staff Meeting*
  The Library Staff met to establish Core Values which will guide daily operations of the Library and provide focus for future decisions and direction.

Themes from Community Input

Pleasanton Lincoln Library's strategic planning process focused on the Library's primary purpose to serve the community. Therefore, we listened to both users and non-users of the library. People were generous and open about what they thought, both positive and negative.

- The Library should be a *community gathering place* to bring people together for classes, programs and services.

- To achieve its goals, the Library should *work together in partnership* with other community organizations.

- People *value sense of community* and want opportunities to volunteer and work together to solve local problems.

- *More meeting space* is needed for community outreach with services, programs and classes for all ages, including outdoor space.

- There is strong support for *our children's educational success* and a desire for the Library to provide services to support that success.

- *Computer literacy and access to computers* are increasingly important for day-to-day life. There were many requests for help with computer skills and accessing online services.

- *Children and younger teens need a place to go* and engage in worthwhile activities, especially after school and as an alternative to sports.

- Concern was expressed about the *lack of accessibility to the library due to limited open hours*. Many requests spoke of the need for evening hours beyond 5:00pm and Saturday morning and afternoon hours.

- Many senior citizens of the community expressed *the need for better handicapped access* to be improved as current conditions limited their ability to fully use the Library's facilities.

- School staff expressed a *need for academic support* for students through tutoring, services, etc.

- *Opportunity for community service* was identified as a need for high school students as they are required to complete hours as part of their involvement in STUCO (<u>Stu</u>dent <u>Co</u>uncil) and other school organizations.

- There was *lack of strong connection between the community and the Library*. The lack of knowledge about the Library and it's services, programs, etc. was evident. This identified the need for an improved approach to marketing of all the library has to offer. (See Appendix D.)

- A desire for *more diversified programing, including evening events* was evident in survey responses such as mental health, CPR/First Aid, life skills, job skills, outdoor education, parenting skills, genealogy, family game night, chess night, social events for different ages, etc.

- Teens expressed the *need for a dedicated space of their own* where they could have a place to gather for games (online, chess, and other board games) and social events, quiet study areas, a charging station for electronic devices, and a vending machine where they could access drinks and snacks.

- The need for *academic support to help the growing number of homeschooling families* was evident.

- *Many identified the desire for a MakerSpace* where they could design and create (art, writing, crafting, 3-D printer, sewing, carpentry, etc.).

- The need to *bring access of library services into the community through mobile means* was voiced by educators. The possibility of a future bookmobile was suggested at an in-service meeting with USD #344 faculty and staff during small focus breakout groups as a way to reach students and families who did not have the means to get to the library. Discussion also brought up the need for junior high and high school students to have in-class book talks from library staff and guest readers in English classes. The need for mobile access was also identified by veterans and seniors.

Looking to the Future: The HIVE

A strong foundation shaped by the community's needs, aspirations and concerns shared with us throughout the strategic planning process provides a launchpad for new beginnings. With these fresh insights, we hope to be a catalyst for change in the community. As we continue to improve the ways we serve our community, we look forward to partnering with local groups and individuals to achieve new horizons.

Our hope is to become the welcoming, supportive heart of our community and be a HIVE of activity-a place where many people are actively engaged. Our mission is to be that HIVE where we connect with community, engage people in growth opportunities and provide experiences that transform lives.

To that end, we ask to be informally known as "The HIVE: Pleasanton Library*" from this point forward. "The HIVE" is a nod to our rural roots and our past logo, the bee. It also moves us from the past into the future ahead. As a public library, we need to reflect the community we serve. We believe this informal name change speaks to that essential truth.

(*Legally, we will still be known as Linn County Library District #5.)

We will not keep the past informal name, Pleasanton Lincoln Library. Its memory will serve as a reminder that we've been in existence as a library in some form since March 1881. We've survived WWI, the Great Depression, WWII, two building fires leading to multiple moves, transitioning from a city library to a district library, and two global pandemics (1918 and 2020). Throughout those challenging times, we were known by different names*, but one thing remained constant: we resolved to serve our community. We recognize that past, yet realize the need to move forward into the 21st century with a new vision to become the vital heart of our community where people partner and network together for positive change.

Beyond the next five years, it is challenging to know what lies ahead. Many changes in how we communicate, gain information, etc. will drive future growth. Along with these changes, people's needs, aspirations and concerns will continue to evolve. What will remain constant is our commitment to be a place where all are welcome to connect, engage, and transform- to "Thrive with 'The HIVE' ".

What comes next? Transition. The HIVE designation brings exciting opportunities to incorporate updated signage to bridge the future with the past (external sign, new logo, etc.) In the months ahead, an Action Plan will be developed to implement the Strategic Plan. The next section identifies the steps needed to move forward as we learn from the past, embrace the present and look to the future…with The HIVE.

*Past names of our Public Library:
  1. Pleasanton Library Association (1881)
  2. The Lincoln Club Library (1903-1971)
  3. Pleasanton Lincoln Library (owned by city from 1971-2007)
  4. Linn County Library District #5 (overseen by SEKLS: Southeast Kansas Library System)
        and informally known as Pleasanton Lincoln Library (2008-present)

⬡ Celebration!

Once the Pleasanton Lincoln Library Strategic Plan (2024-2028) is presented to and approved by the Board of Trustees, it will be time to share it with the community. To thank everyone for their tremendous support and involvement in this process, planning for a community celebration event is in the works. An announcement will be made once plans are finalized. As we move towards implementation of the Strategic Plan, we hope to continue celebrating successes along the way…together.

⬡ Call to Action

The strategic plan is a *living document*. It focuses on what will be new, what will be built upon, and how to take advantage of new opportunities and emerging trends. It provides a framework for the Library's future growth and development.

"A strategic plan that is written and then put on a shelf is essentially worthless."

In order to implement the priorities identified in the strategic planning process, an Action Plan needs to be created by Library staff. Success measures will be defined, timebound initiatives and milestones will be identified, and roles and responsibilities will be designated. Because action plans are developed on an annual basis, the process of defining S.M.A.R.T. objectives, in addition to creating and executing the plan, will repeat each subsequent year. This provides a reasonable timeframe to meet specific objectives and helps build on each successive year to create a fluid pathway for continuing change. To keep on track with the original intent of the strategic plan, revisit it periodically and update, if necessary. Throughout the process, provide opportunities for feedback from the community. The Board of Trustees will help monitor and support this process.

An action plan should not create an additional workload on Library staff, but be incorporated into day-to-day operations. It needs to be relevant to staff and their roles and tied into their key performance indicators (KPI). This empowers them to manage and effect change in the Library.

A digital dashboard of progress needs to be created to help monitor and provide accountability to all stakeholders in the implementation of the Strategic Plan: The Library Board of Trustees, Library Staff, and members of the community. This will provide periodic status updates and add an additional layer of communication. Create a State of Library report each year. Consider posting both on the Library website to provide continuing transparency to the public we serve.

"If the Strategic Plan establishes the Library's destination, then the action plan is the GPS that gives detailed, point-by-point instructions for how to get there."

-Joy L. Fuller (author/facilitator)

◆ Thank Yous

The Library Board of Trustees is extremely grateful to the members of the Strategic Planning Team, to all of the participants in the small focus groups, to the students of Pleasanton High School USD 344 who filled out the PHS survey during their school day, to the individuals who took time to offer their input in one-to-one conversations, and to the many community members who took time to fill out the Library's community survey. Special thanks are expressed to PHS Principal Sara Conley and PES Principal Nathan Meik for time spent in one-to-one conversations and for providing 2023 March In-service time for small focus breakout group discussions with faculty and staff. Additional special thanks are expressed to the following groups/businesses for their support by providing space for community surveys/return boxes during March 2023: Food Fair, Linn County News, Carpenter Chiropractic, Labette Bank, Farmer's Bank, Pleasanton Housing Authority, SEKMHC, and Pleasanton City Hall.

◆ Acknowledgements

Library Board of Trustees:
  Stephanie Brown, Chairperson
  Kym Hargrove, Vice-Chairperson
  Kathy Johnston, Secretary
  Tel-Lea Cox, Treasurer
  Sarah Herring
  Cheryl Coffman
  Sheilah Umphenour

Strategic Planning Team:
  Stephanie Brown, Planning Lead
  Jonah Earl, community member
  Angie Randall, community member
  Mike Frisbie, Mayor
  Susan Brown, PLL staff member
  Holley Coffman, PHS student
  Carter Coffman, PHS student

Other Contributors:
- Community members who provided valuable input during our planning process through participation in small focus group discussions and community surveys
- Local businesses who helped raise awareness and increase participation in our community survey by posting information at their places of business
- Library Board of Trustees for their tremendous support throughout the strategic planning process and SEKLS Director Sharon Moreland and SEKLS Consultant April Hernandez for their continuing insight and guidance in this momentous undertaking
- Staff of Pleasanton Lincoln Library for sharing their insights on how to improve the library and its services for our community and identifying essential H.I.V.E. core values
- USD 344 Faculty and Staff for coordinating community outreach flyer rollout to students' families and survey participation with 10th-12th grade students
- Board of Trustees member, Kathy Johnston, for donating the printing of 500 community flyers to announce the strategic planning initiative rollout (sent to USD 344 students and families plus posted at community businesses)
- Linn County News for a news article to announce the community outreach and printing 1,050 community surveys for distribution in the LCN and 100 +/- at local businesses

● Appendix A: ADA Survey Results

On April 24, 2023, an ADA Checklist for Existing Facilities Survey was conducted at Pleasanton Lincoln Library by Strategic Planning Team members, Angie Randall and Stephanie Brown, at the current location of 752 Main Street. The following is a summary of their findings. (The original document can be found in Pleasanton Lincoln Library files.)

ADA requirements can be found at https://www.adachecklist.org/checklist.html Additional information on accessible automatic doors can be found at: https://www.iccsafe.org/building-safety-journal/bsj-technical/new-automatic-door-requirements-for-accessibility/

Priority 1- Approach and Entrance

An accessible route from site arrival points and an accessible entrance should be provided for everyone.

A. Public access routes: Two were found at the front and side of the building. The side parking lot is gravel, so it is not recommended for handicap access due to its unstable surface. To make it a viable space, it would need to be upgraded with asphalt or concrete. Out of 12 available parking spaces (total number at front and side of building), only one was potentially accessible in front. *It is recommended that in order to make this possible, the following ADA requirements need to be met. Car accessible spaces must:*

- *Be at least 96 inches wide*
  - *Have an access aisle at least 60 inches wide*
  - *Have no more than a 1.48 (2.08%) slope in all directions*
  - *Have a surface that is firm, stable, and slip-resistant*
  - *Have a sign with the international symbol of accessibility on it, mounted at least 60 inches above the ground (measured to the bottom of the sign). ADA does not require it on the ground.*
  - *Reconfigure by repainting lines*
  - *Space should be van accessible, too.*

-Front potential handicapped access parking space
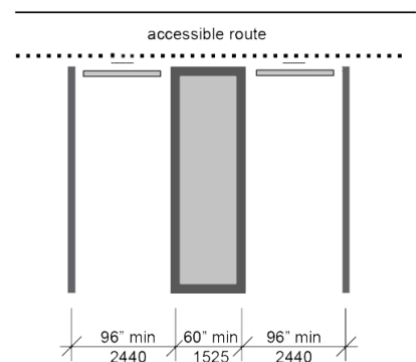
-ADA specifications for parking space

-14-

B. Exterior Accessible Routes:
1. Front and side door routes were at least 36 inches wide and comply with ADA width standards.
2. The front door threshold is ADA compliant.
3. The side door threshold is not ADA compliant.* It is 1.5" compared to ADA standard of no more than ¼ inch high for a vertical threshold.

It is recommended to add an ADA compliant incline to create an accessible side door threshold.

-Current side door threshold

4. Front and side door handles are ADA compliant.

Recommendation: Add an accessible automatic front door opener for universal access: persons using wheelchairs, scooters or walking aids, parents/caregivers pushing strollers or carrying a child, or people transporting items.
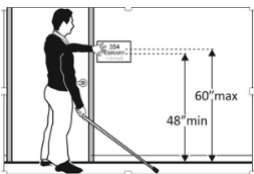
Priority 2- Access to Goods & Services

The layout of the building should allow people with disabilities to obtain goods and services and to participate in activities without assistance.

A. Signage
- Text characters do not contrast with their backgrounds and are not raised.
- Current restroom signs are identified as handicapped access, but are not.
- There are no Braille signs for restrooms. (Raised characters and Braille are not required for signs that provide direction to or information about interior spaces.)
- The signs are not mounted on the wall on the latch side of the door for restrooms.

Recommendations:
- *Install tactile* universal access signs at entrances for the building, restrooms, meeting room, and personal business room. Change signs to reflect current usage.*
- *Signs need to be mounted so that characters are at least 40 inches above the floor*
- *The baseline of the lowest character should be at least 48 inches above the floor and the baseline for the highest character should be no more than 60 inches above the floor.*

Tactile characters are read using touch; i.e. raised characters & Braille.

B. Rooms and Spaces

1. Back conference room doorway is not ADA compliant. It measures 32" wide. ADA requires doorways to be at least 36" wide.

Recommendation:
Extend the back conference room doorway from 32" to 36" to be ADA compliant and any accompanying changes that requires.

-Back conference room doorway

2. Circulation desk meets ADA guidelines.

3. Library stacks are higher than ADA recommended 48" upward reach limit. Library stacks that are 36" apart with a closed end need a maneuvering space adjacent to shelves.

Recommendation:
- *Two possible choices:*
  ⇒ *The space should be widened. In general, a 36" wide accessible route is needed with a slightly larger space provided at corners. If a 180-degree turn is needed to exit an area, then a 60" diameter turning space or a 36" wide "T" is needed. The space for a "T" turn requires at least 36" of width for each segment of the "T" and it must fit within a 60"x 60" area.*
  ⇒ *If access is limited due to lack of space, then alternative services such as having staff available to retrieve items, must be provided.*

4. Light switches are not ADA compliant. They need to operate with one hand and without tight grasping, pinching, or twisting of wrist.

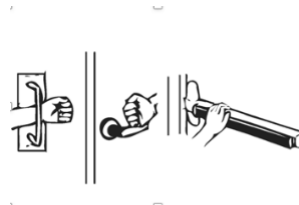   *Recommendation: Replace controls with ADA compliant switches.*

    -Flat toggle/rocker switch

5. Computer tables are ADA compliant.

6. Seating areas are ADA compliant with one or more spaces 36" wide by at least 48" long for a person in a wheelchair.

5. Internal door handles are not ADA compliant. A door handle must be operable with one hand and not require tight grasping, pinching or twisting of wrist. Recommend to change handle to be ADA compliant and additional internal doors that are not ADA compliant.

    -Current handle is doorknob style   -Types of ADA compliant door handles

   Recommendation: Replace internal door handles to comply with ADA guidelines.

Priority 3-Toilet Rooms

When toilet rooms are open to the public, they should be accessible to people with disabilities.

- Restrooms are not ADA compliant, with one exception, door openings are ADA compliant.
  ⇒ There are no signs with the International Symbol of Accessibility outside of the restroom doors.
  ⇒ Door openings are ADA compliant at 36" wide; however, the front approach to the pull side of the door is not at least 18" of maneuvering clearance beyond the latch side plus 60 inches of clearance depth. (At this point in time there is only 42" of turning space which is not enough to maneuver turning a wheelchair around.)
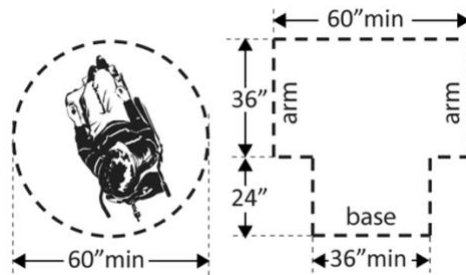
-space needed for turnaround maneuverability for wheelchair

⇒ Lavatories are inaccessible to wheelchair use.
⇒ Soap and towel dispensers are not within accessible reach ranges. They are higher than 44 inches above the floor.
⇒ Grab bars are not ADA compliant in length and placement.

-Existing restrooms: lavatories, soap and towel dispensers, toilets (2023)

-Examples of ADA compliant grab bars, toilet and lavatory

⇒ Flush controls on toilets cannot be activated with minimum force (less than 5 pounds of pressure) and are not on the side of the toilet for easy access. (Toilets are low level dual-flush toilets with flush push buttons on top of the tank.)
⇒ The toilet paper dispenser is not properly placed.
⇒ Baby changing tables are not ADA compliant and block maneuverability in restroom.

Recommendations:

- *Reconfigure walls, plumbing, change door handles, etc. to create an ADA accessible restroom.*
- *Once renovation is done, install signs on the latch side of the door with the International Symbol of Accessibility, raised text characters, and Braille.*
- *The 2010 ADA Standards Advisory for 902.1 states that examples of work surfaces include* baby changing and other tables or fixtures for personal grooming. *These tables are considered work surfaces in the eyes of the ADA. As work surfaces, changing tables must also comply with the ADA Standards for clear spaces, reach ranges, operable parts, height above the floor, protruding objects, knee and toe space below the table when open/down, and dispersion within a facility.*
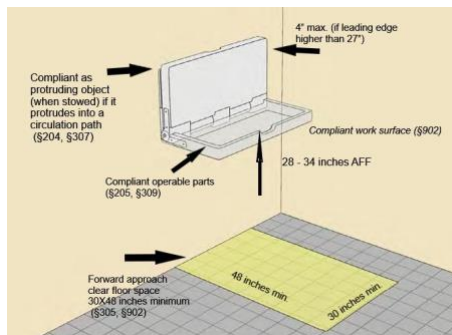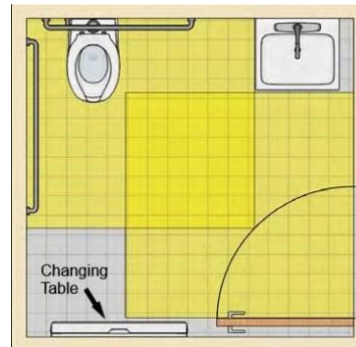

-Existing baby changing tables (2023)　　　　-ADA compliant baby changing table

- *In order to comply with ADA guidelines, change baby changing tables to a wall unit. ADA guidelines for these can be found at the following website:*

https://inspectionsada.com/ada-compliance-blog/2021/1/16/accessible-changing-tables-and-the-ada

-placement of unit　　　　-baby changing table, toilet clearance, and door maneuvering space

SUMMARY:
For a facility that is 40+ years old, much of it is ADA compliant; however, there is room for improvement. In order to better serve our community and provide equal access to all, the recommendations offered provide clear direction for bringing the Library up to current ADA standards. Realistically, these recommendations may not be completed in a year, but can be spread out over the next five years.

🔶 Appendix B: What is a MakerSpace?

A MakerSpace is a place where people can come together to create or invent things, either using traditional crafts or technology.

"A library makerspace is intended to allow community members to experience technology or activities that they previously were not able to access. As many maker spaces include technology like 3D printers, sewing machines [SewFab], soldering irons, coding, robotics, and wood carving machines, people are invited to experiment freely. The purpose of a maker space is often expressed to be inspiring an interest in science, technology, design, entrepreneurship, and lifelong learning in the community that is served by the library. Over time, it is expected that the available activities within each individual maker space will grow to reflect the interests of the community." - *Britton, Lauren (October 1, 2012). "The Makings of Maker Spaces". Library Journal.*

Benefits to the Community:
- Increase self-efficacy for all people, of all ages and all walks of life
- Discover things to do beyond previously thought possibilities
- Make things for fun
- Learn academic and vocational skills
- Develop innovations and inventions
- Create businesses and items for business promotion
- Produce personalized products.

Recommendations:
- Start small and grow towards what resonates with the community.
- Check with SEKLS for items to borrow to try out before purchasing for the Library.
- Obtain one to three 3D printers and lap top computers to begin.
- Consider adding a laser and related supplies: EPILOG and BOSS top brands.
- Develop a partnership with S.T.A.R.S. towards a potential future community FabLab.
- Provide opportunities for youth to experience hands-on MakerSpace events.
- Look into offering *Libraries Ready to {Code}* and other technology opportunities. https://www.ala.org/tools/readytocode/
- Seek grants, donations and volunteers in the community to support growth and viability.

🔶 Appendix C: Bookmobile

An effective bookmobile program is dependent on the efforts of many stakeholders: The Library Board, staff, community partners and individuals. At the present time (2023), a significant need for a future bookmobile was identified by USD 344 staff and faculty by small focus breakout groups during a strategic planning session. Senior Center residents also voiced a need for mobile library services. Some military veterans in our community are homebound and unable to access library services. Other individuals are homebound due to illness and/or physical disabilities. The need is much greater than previously thought.

As a rural community, a great outreach potential exists for a bookmobile program in our area. Opportunities to serve marginalized populations, support public and home school families, provide service to seniors, homebound veterans, offer technology, notary public, etc. and more.

Recommendation:
- Start small.
- Deliver basic mobile services to schools, Senior Center, and venues in the community to meet immediate needs; i.e. courier service, notary, etc.
- Build partnerships in the community to support ongoing and future efforts.
- Survey the community to establish further need.
- Once need is established, conduct a feasibility study to determine potential impact, cost, and logistics for developing a bookmobile program. Consider the wide variety of mobile units when it comes to purpose, size, etc.
- Develop a three-to-five-year plan to bring a bookmobile program to our community.

The Strategic Planning Team discussed the idea of a bookmobile program. In keeping with the Library's new informal name, The HIVE, it is suggested that the name of the future bookmobile be the "Bee Mobile" to create a play on the words, "be mobile". Consider a slogan such as, "Thrive with the HIVE!" to include with the graphics. Recognize donor partners in signage, too. An automotive wrap for the future vehicle was discussed. (It was also noted that a regional wrap technician lives in Rich Hill, MO area and might be willing to negotiate price and/or donate the future cost.)

RESOURCES:

April Hernandez, SEKLS consultant
In October 2022, April was instrumental in leading the way to establish the first library bookmobile in Goddard, Kansas. She has a wealth of knowledge regarding the processes involved to create a successful rollout of services.
ahernandez@sekls.org

Handbook for Mobile Services Staff
https://www.ala.org/aboutala/sites/ala.org.aboutala/files/content/olos/bookmobiles/Mobile_Services_Handbook.pdf

ALA Library LibGuides: Home
https://libguides.ala.org/bookmobiles

Mobile Library Guidelines
https://repository.ifla.org/bitstream/123456789/641/1/ifla-professional-reports-nr-123-en.pdf

Community Outreach of Bookmobiles in Underserved Communities
https://summitbodyworks.com/blog/community-outreach/how-bookmobiles-can-reach-underserved-communities/

Beep Beep: Creating Objective Criteria for Choosing Bookmobile Stops
https://www.ala.org/advocacy/diversity/odlos-blog/beep-beep

Bookmobile songs
https://www.ala.org/ala/olos/outreachresource/bookmobilesongs.htm

● Appendix D: Current Services*

Prior to conducting the Pleasanton Community Survey, Library services were thought to be locally well-known. The responses from the survey indicated a strong disconnect between the Library and the community. Many people were not aware of some of the most basic services currently provided. Some people were not even aware of the Library's presence in our town. The lack of knowledge about library services, programs, etc. was evident. This identified the need for an improved approach to marketing of all the library has to offer and to rethink the status quo.

Recommendation**:
Signage: Increase visibility of services to the community through improved signage.
⇒ External
1. Create a new sign to read "The HIVE: Pleasanton Library". Details to be decided through discussion with the Board, Director, and Staff.
2. Add a side door sign that designates it as a public entrance. From conversations with people during community outreach, those unfamiliar with the Library perceived it to be a non-public service door. Create a welcoming entrance.
3. Consider placing a Notary Public sign for public awareness. Also, include signs for services, events, etc. at the Library as needed for public awareness.
4. Identify handicapped access entrance with universal access sign.

⇒ Internal
Incorporate signage for different sections of the Library and specific service areas.
Follow universal access and ADA signage recommendations to allow for easier visibility.

**Other recommendations are noted throughout the PLL Strategic Plan (2023-2028)

Additional Marketing Plan Resources:

South Central Library System
Helping Libraries Serve the Public
https://www.scls.info/pr/toolkit
https://www.scls.info/pr/toolkit/speakup/outreach_ideas

Blueprint for Your Library Marketing Plan: A Guide to Help You Survive and Thrive
by Patricia H. Fisher and Marseille M. Pride (ALA book)
https://www.ala.org/aboutala/offices/publishing/editions/webextras/fisher09096/fisher09096

*2023: copy/fax/scan, computers/Xboxes/standard printer/wireless printer, free Wi-Fi (24/7), Notary service, collection (books, DVDs, audiobooks), Little Free Library, digital e-books and audio books, ILL (Interlibrary loan) nationwide, personal customer service (book selection, curbside pick-up), free document shredding service, café area for coffee or tea, monthly "Music on Main" Jam Session, Summer Reading Program for all ages (birth to 99+), and personal business room (live job interview, telehealth appointments, tax preparation, etc.)