

**Forbes Library, Northampton, MA**  
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**FY 2019 Action Plan**



## Community Hub

**Forbes Library engages the community by providing a place and services that connect people and help bridge divides.**

Objectives	Actions	Timeframe for Activity	By Whom
Provide a safe, secure, and comfortable place	Improve the Circulation Desk area and front lobby to facilitate a welcoming and efficient experience by moving kiosk to improve sight lines and entrance experience and introducing selfCheck machines and self-service holds	Summer 2018	Circulation Department
	Conduct a mini-marketing campaign about the availability and location of our designated quiet areas including revising signage and staff training	Fall 2018	Information Services
The Library's collection, services and programming will reflect the cultural, ethnic, religious, economic, and gender diversity of the community	Offer a reading challenge to youth and adult patrons to encourage exploration of diverse books in conjunction with the summer reading program	Summer 2018	Childrens and Information Services
	Present a community reading event related to the Underground Railroad	Fall 2018	Administration
Leverage partnerships with local organizations	Design and create bookmarks with both Lilly and Forbes hours and contact information	Fall 2018	Administration
Provide opportunities for civic engagement	Host an exhibit with information about voting and candidates	Fall 2018	Information Services

	Increase non-fiction circulation and materials use through continued development of collection diversity and depth, dynamic displays relevant to community interests, updating specific collection areas, partnering with local businesses, and improving library newsletters	Winter 2018	Administration
	Offer discussion series about global issues based on curriculum supported by the Foreign Policy Association	Spring 2019	Administration
Create an engaging and positive atmosphere for library patrons and staff	Identify core competency standards for staff about technology and provide training to support success	Fall/Winter 2018	Administration

## Connecting Past, Present & Future

**Forbes Library provides a connection to local history and documents today's history through our growing Special Collections, Hampshire Room for Local History, and the Calvin Coolidge Presidential Library and Museum (CCPLM).**

Objectives	Actions	Timeframe for Activity	By Whom
Grow collections by engaging our community to make and document today's history in partnership with other organizations	Write new Special Collections development policy in consultation with Historic Northampton and other area institutions	Fall 2018	Information Services
	Identify community partners and potential funding sources for a collaborative church records archives project	Summer 2018	Information Services
Increase digital access to, and awareness of, our collections	Present digital exhibit on Civil War Collection and present physical exhibit in Hosmer Gallery	Fall 2018	Information Services
	Identify community partners and content for a new digital archive of materials that originate online and document the ongoing history of our community	Summer 2018	Information Services
	Train staff on archiving digital content through the Community Webs grant by the Internet Archive	Fall 2018	Information Services

	Begin planning a crowdsourced transcription project of the multi-volume Judd Manuscript. Begin by researching similar projects, best practices and work with volunteers to do a pilot section	Spring 2019	Information Services
Upgrade the CCPLM and expand community engagement	Revise Coolidge Advisory Committee's mission and structure to reflect the goals and needs of the strategic plan	Summer 2018	Administration and Information Services
	With guidance by the CCPLM advisory board, develop concepts for exhibits featuring audio-visual content and interactive displays. Begin by digitizing materials to support these exhibits and identify and partner with other institutions with Coolidge audio visual materials	Winter 2018	Information Services
Celebrate Forbes Library's history and continuing vital role in the community with 125th anniversary events	Form committee to celebrate the library's 125th anniversary and plan public programs and displays	Summer 2018	Administration

## Access & Innovation

**Forbes Library connects all patrons to services, resources, and technology that are convenient, relevant, and accessible.**

Objectives	Actions	Timeframe for Activity	By Whom
Increase access to library services	Remain open on Saturdays in July and August	Summer 2018	Administration
	Create an introductory video about why Forbes Library uses the Cutter Classification system and how it works	Winter 2018	Information Services and Technical Services
Increase digital access for our community (bridge digital divide)	Offer an e-card for digital access to library resources	Fall 2018	Circulation
	Plan and deliver four technology classes of high demand topics	Summer 2018-Spring 2019	Information Services
Raise public awareness of the library's resources and services	Offer patrons a weekly library e-newsletter	Summer 2018	Administration

	Create a portable kit for staff to take out to community engagements	Fall 2018	Administration
	Meet with the Center for New Americans and Welcome Home Northampton to identify ways to best support their work.	Winter 2018	Administration
	Participate in 6 community events and provide information about the library and register new patrons when possible	Summer 2018-Spring 2019	Administration
Provide vibrant collections for all	None in FY19		

## Children & Teens

**Forbes Library fosters the love of reading, and encourages the development of creative and critical thinking skills among children and teens, from early literacy through mature readership, by offering services that spark curiosity and nurture learning.**

Objectives	Actions	Timeframe for Activity	By Whom
Actively engage with the community to increase access to and awareness of collections, programs, and services available to children, teens, and their families	Visit all Northampton schools at least once during the school year	Fall 2018-Spring 2019	Childrens
	Provide flyers for school distribution of key programs	Fall 2018-Spring 2019	Children
	Promote coverage of our youth programs and services in print and online media	Summer 2018	Childrens
	Update Children's and Young Adult Department brochure	Summer 2018	Childrens
	Conduct a publicity campaign about how to get and use teacher library cards	Fall 2018	Childrens
	Conduct outreach at, and provide tours to, local daycares and afterschool programs	Fall 2018	Childrens
Update and improve children and teen spaces to provide appropriate, fun, and safe spaces for all	Create more spaces available for individual and group homework use	Fall 2018	Childrens

Foster a community around early literacy starting at birth	Incorporate learning opportunities for caregivers about early literacy topics in early childhood programming	Winter 2018	Childrens
	Distribute welcome packets to families of new babies	Spring 2019	Childrens

## Fun

**Forbes Library enriches lives by providing free entertainment, recreational reading, access to the arts, and opportunities to create.**

Objectives	Actions	Timeframe for Activity	By Whom
Celebrate and support authors and readers	Present a local children's authors series	Fall 2018	Childrens
	Assist library's Writer in Residence with developing programs and services that engage and support readers and writers	Fall 2018	Administration
Inspire and encourage the community to explore and create	Add a circulating garden tool collection in partnership with community partners	Winter 2018	Administration and Circulation
Provide opportunities to experience art and music	Offer a Musicians in Residence program with a performance and educational component	Summer 2018	Information Services
Enhance library grounds for community building and education	Plant additional shade trees on the property	Summer 2018	Administration
	Add additional outdoor seating	Spring 2019	Administration
	Design outdoor reading nook space	Spring 2019	Administration