

**Forbes Library  
Northampton, MA  
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	Progress	Completed? Yes/No/ Next Steps	Notes
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	Kiosk moved and new kiosk located above lobby table in 2017. Self check and self service holds launched 8/7/18.	yes	
	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	We have promoted the quiet area through signage and social media & make sure new staff know where it is to answer questions.	yes	
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	We created bibliographies featuring diverse books with the "Libraries Rock" theme for 0-5 year olds, 6-12 year olds, and teens, for our Summer Reading materials.	Yes	

	Present a community reading event related to the Underground Railroad	Fall 2018	Administration	All Hamptons Read <i>Never Caught has begun</i> and will culminate with an author talk on Nov. 27.	Yes	
	Acquired Greg Stone statue of Sojourner Truth and unveiled in Reading Room with Truth program and Stone family	Winter 2018	Information Services	<a href="https://www.gazettenet.com/Forbes-Library-sculpture-21580376">https://www.gazettenet.com/Forbes-Library-sculpture-21580376</a>	Yes	
Leverage partnerships with local organizations	Design and create bookmarks with both Lilly and Forbes hours and contact information	Fall 2018	Administration		Yes	
Provide opportunities for civic engagement	Host an exhibit with information about voting and candidates	Fall 2018	Information Services	Sept 26 talk, slideshow & discussion about voting rights paired with photo exhibit about voter suppression. Hosted voter registration day on 9/25. Ongoing awareness raising planned through election day	Yes	
	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		Yes	
	Offer discussion series about global issues based on curriculum supported by the Foreign Policy Association	Spring 2019	Administration	Civic Hub grant received; programming to begin in fall	In progress	
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	We will offer Google apps training in the Fall of 2018; possible subsequent topics are local history/genealogy, management	In progress	IS: google calendar done 12/4, Google docs 12/18.

## 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	Progress	Completed? Yes/No/ Next Steps	Notes
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	draft in progress, Julie/Faith	draft going to Trustees in July 2019	
	Identify community partners and potential funding sources for a collaborative church records archives project	Summer 2018	Information Services	Training workshop for potential community partners held in Oct. 2018 and March 2019; ongoing discussions with SHRAB Roving Archivist	In progress	
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	hosting Lewis Hayden & the Underground Railroad - traveling exhibit in Nov 2018	yes	invited talk by curator of Commonwealth Museum
	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	Preserved 180GB of data as a result of input and collaborations with partners	Yes	
	Train staff on archiving digital content through the Community Webs grant by the Internet Archive	Fall 2018	Information Services	Trained staff in one-on-one and groups settings	Yes	
	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		Move to 2020	
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	Trustees approved new committee charge 7/31/18. Initial Standing Committee appointments made in Sept.	Yes	

	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	Fall 2018 Coolidge Committee working with Stan Sherer on an intro video	Move to 2020	
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	Committee active and year long celebration planning underway	Yes	

## 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	Progress	Completed? Yes/No/Next Steps	Notes
Increase access to library services	Remain open on Saturdays in July and August	Summer 2018	Administration	Achieved in 2018	Yes	
	Create an introductory video about why Forbes Library uses the Cutter Classification system and how it works	Winter 2018	Information Services and Technical Services	Initial planning meeting held in Sept. Ben Kalish taking video course at NCTV	No	Technical challenges and time limitations
Increase digital access for our community (bridge digital divide)	Offer an e-card for digital access to library resources	Fall 2018	Circulation	Brought to C/W MARS -- should be reporting back in Winter 2018	No	Continue in FY20
	Plan and deliver four technology classes of high demand topics	Summer 2018-Spring 2019	Information Services	Classes being offered through Career Center while the library continues to offer one on one help	No	Relying on Career Center to fill this need
Raise public awareness of the library's resources and services	Offer patrons a weekly library e-newsletter	Summer 2018	Administration	Distributed every Friday featuring events	Yes	
	Create a portable kit for staff to take out to community engagements	Fall 2018	Administration	Checklist developed and large lightweight tote stocked	Yes	

	Meet with the Center for New Americans and Welcome Home Northampton to identify ways to best support their work.	Winter 2018	Administration	Facilitated a conversation with CNA and local libraries about how to support internet based distance learning	Yes	
	Participate in 6 community events and provide information about the library and register new patrons when possible	Summer 2018-Spring 2019	Administration	Several community events attended over the summer and early fall with an emphasis on children & families	Yes	need specific actions focused on particular group for each year
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	Progress	Completed? Yes/No/ Next Steps	Notes
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	We've attended Science Fairs, International Night, Preschool Fairs, Open Houses, Literacy Night, and visited the Montessori School.	Yes	
	Provide flyers for school distribution of key programs	Fall 2018-Spring 2019	Children	We've been providing flyers for our events at every outreach event we attend.	Ongoing	
	Promote coverage of our youth programs and services in print and online media	Summer 2018	Childrens	We've been building a relationship with Brooke Hauser at the Gazette, and have had increased coverage of our programming, including a feature article.	Yes	

	Update Children's and Young Adult Department brochure	Summer 2018	Childrens	Our new brochure is completed.	Yes	
	Conduct a publicity campaign about how to get and use teacher library cards	Fall 2018	Childrens	We presented at a faculty meeting at Jackson Street School in October 2017; signed up 11 teachers during lunch in the staff lounge at the Bridge Street School in November 2017; signed up 6 teachers at the Montessori School in February 2018; and signed up 6 teachers at Leeds Elementary School's Literacy Night in April 2018.	Yes	
	Conduct outreach at, and provide tours to, local daycares and afterschool programs	Fall 2018	Childrens	We visited a first grade class at Lander Grinspoon Academy, signed up their teacher for a Teacher Card, gave them a bibliography of diverse books and a stack of them checked out to the teacher, and then they visited us in February 2018 and helped us make a "Reading without Walls" display with pictures of book covers that they drew.	Ongoing	
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	Two new tables and eight chairs were added to the Wizard of Oz Room in early spring 2018 to create a study space. The Kids' Writing Club used them as their meeting space last summer, which allowed us	Yes	

				to offer another program concurrently in the Community Room.		
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		Yes	
	Distribute welcome packets to families of new babies	Spring 2019	Childrens	The welcome packets were created in early Fall 2018 and we're giving them to patrons who register for library cards for children ages 0-5.	Ongoing	

## 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	Progress	Completed? Yes/No/ Next Steps	Notes
Celebrate and support authors and readers	Present a local children's authors series	Fall 2018	Childrens	We hosted five local authors in FY18, including Jane Yolen & Heidi Stemple, Mike Curato, and Ellen Wittlinger	No	Decided not to continue due to limited response.
	Assist library's Writer in Residence with developing programs and services that engage and support readers and writers	Fall 2018	Administration	Art Middleton was selected and is launching a new literary series focused on work	Yes	
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		No	Decided to wait until 2020 to begin
Provide opportunities to experience art and music	Offer a Musicians in Residence program with a performance and educational component	Summer 2018	Information Services	MIR currently goes by calendar year. 2018 scheduled 6 MIR events.	Yes	Music in Social Justice series: 6 events scheduled in 2019

Enhance library grounds for community building and education	Plant additional shade trees on the property	Summer 2018	Administration	Postponed to Spring 2019	No	Move to 2020
	Add additional outdoor seating	Spring 2019	Administration	Picnic bench to be replaced; double adirondack chair added through donation	Move to 2020	
	Design outdoor reading nook space	Spring 2019	Administration	Postponed until master plan can be created	Move to 2020	