

**Forbes Library, Northampton, MA**  
**Lisa Downing, Director,**  
[ldowning@forbeslibrary.org](mailto:ldowning@forbeslibrary.org)  
**FY 2020 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	Provide relevant staff trainings including CPR	Fall 2019/ Spring 2020	Administration
The Library's collection, services and programming will reflect the cultural, ethnic, religious, economic, and gender diversity of the community	Review our collection management policy and procedures to ensure diversity and relevance in our collections	Summer 2019	Administration
	Offer a series of book discussions featuring characters with disabilities	Fall 2019	Administration
Leverage partnerships with local organizations	Quarterly outreach to Northampton civic organizations	Summer 2019-Spring 2020	Administration
	Apply for Innovation Grant with Smith College and Northampton High School	Fall 2019	Administration
	Review and coordinate policies with Lilly Library	Winter 2019	Administration
Provide opportunities for civic engagement	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	Summer 2019	Administration

	Continue Community Conversations programming	Spring 2019-Fall 2019	Information Services
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	Winter 2019	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	Collaborate with Senior Center of oral history documentary	Summer 2019	Information Services
	Work with state's roving archivist to support volunteers from local faith communities on preservation efforts	Fall 2019	Information Services
	Create an online finding aid to records of faith communities in Northampton	Winter 2019	Information Services
	Assist city's planning department to develop guidelines for record retention	Winter 2019	Information Services
	Develop a Historian in Residence Program to create and present new work based on our collections	Spring 2020	Information Services
Increase digital access to, and awareness of, our collections	Curate gallery exhibits highlighting Forbes Library collections as part of 125th anniversary celebrations	Through the end of 2019	Information Services
	Begin planning a crowdsourced transcription project of the multi-volume Judd Manuscript. Scan and use new Library of Congress open source tools	Summer 2019	Information Services

	Train additional staff, create metadata guidelines and continue to develop and expand collection new digital archive of materials that originate online and document the ongoing history of our community	Fall 2019-Spring 2020	Information Services
	Digitize oversized unique special collection items, including maps with BPL, Digital Commonwealth and Internet Archive assistance	Fall 2019	Information Services
Upgrade the CCPLM and expand community engagement	With guidance by the CCPLM Standing Committee, 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	Summer 2019	Information Services
	Partner with city and local tourism organizations to enhance findability of CCPLM	Spring 2020	Coolidge Standing Committee
	Partner with Smith College to include CCPLM in tourism publicity with launch of new Nielson Library	Spring 2020	Administration
Celebrate Forbes Library's history and continuing vital role in the community with 125th anniversary events	Present panel discussion around the theme of "Common Good"	Fall 2019	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	Launch an introductory video about why Forbes Library uses the Cutter Classification system and how it works	Summer 2019	Information Services & Technical Services

	Adjust and increase hours to meet community needs	Summer 2019	Administration
Increase digital access for our community (bridge digital divide)	Loan mobile hotspots, potentially in collaboration with the school department	Fall 2019	Circulation
Raise public awareness of the library's resources and services	Conduct a publicity campaign about our role in supporting school readiness, summer learning, homework support and life long learning	Fall 2019	Administration
	Offer library tours to residents of the Housing Authority properties and representatives from Village Hill and Live 155	Winter 2019	Administration
Provide vibrant collections for all	Update the Q (Medicine) section of the Cutter Classification	Summer 2019	Cutter Committee
	Review collection for collection enhancement area	Spring 2020	Administration

## 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	Update Children's and Young Adult Department website	Fall 2019	Childrens
Update and improve children and teen spaces to provide appropriate, fun, and safe spaces for all	Improve lighting in craft room and study spaces and add a new Teen Art Corner	Winter 2019	Childrens
Foster a community around early literacy starting at birth	Offer a weekly, federally funded, free Summer Lunch program for children. Before each meal, we will offer programming for children ages 0-5. By combining these events, families will have even more opportunity to build community at the library this summer.	Summer 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	Support Writer-in-Residence for 2nd year of residency	Summer 2019 - Spring 2020	Administration
Inspire and encourage the community to explore and create	Launch circulating garden tool collection in partnership with community partners	Summer 2019	Administration & Circulation
Provide opportunities to experience art and music	Develop a series of intergenerational hands on art workshops	Spring 2020	Childrens & A&M
Enhance library grounds for community building and education	Improve the turf with organic methods	Summer 2019	Administration
	Collaborate with local groups to add pollinator friendly plantings	Summer 2019	Administration
	Apply for funding for a master plan for the grounds to include reading and recreation spaces	Fall 2019	Administration