Action Plan

Goal 1: Library services and staff will be accessible, courteous, and responsive to the needs of the community.
   a. Examine the feasibility of increasing library hours (e.g., until 4:00 p.m.) and take action depending upon the results of that determination.
   b. Implement effective means of gathering patron ideas.
   c. Add a staff directory to the homepage of the library website.

Goal 2: The Library will meet the public’s needs for current and popular materials, information, education, culture, and entertainment.
   a. Continue to meet patron demand for current and popular materials.
   b. Revisit the book challenge policy.
   c. Expand the Library of Things (collate current list of resources; expand as needed and add list to website).
   d. Tune piano and provide access to patrons.

Goal 3: Residents of all ages will regard the Medway Public Library as a prominent place to meet and interact with others in the community.
   a. Investigate the feasibility of renting land near the Library.
   b. Promote accessibility of meeting rooms and current outreach initiatives like Summer Lunch Program.
   c. Implement weekly coffee hours to attract remote workers to the library.

Goal 4: Residents will have access to a variety of innovative programs.
   a. Evaluate the current programming and determine if there are target populations that are not being served.
   b. Expand our diversified array of library programs in response to the evaluation mentioned in 4a.
   c. Offer English Language Learner (ELL) classes for adults.

Goal 5: Library patrons will have access to a broad range of technology and a well-equipped Makerspace.
   a. Increase utilization of the Makerspace to 6% of library patrons per month.
   b. Complete the construction of the CNC machine.
   c. Update how-to manuals and signage throughout the Makerspace.
   d. Replace outdated computer.
   e. Provide access to technology kits and starter coding kits in the Makerspace for the youngest patrons to borrow and use in the library and at home.

Goal 6: The Library will continue its comprehensive outreach to increase visibility and raise the public’s awareness of the many services and opportunities available.
   a. Develop or expand five programs to increase utilization of library services.
   b. Work with schools and the community to raise awareness of library programming, such as summer lunch programs, backpack distributions, and outreach to the homebound.
   c. Provide access to a variety of easy to use online tutorials and promote these via library website.
Goal 7: The Library will be an inviting and safe space for our community.
   a. Provide training to staff in use of AED, CPR, choke-saving practices, and other first aid techniques.
   b. Complete painting of children’s areas.
   c. Plan murals for children’s areas.
   d. Welcome marginalized communities through monthly book displays, specialized programming, and targeted collection development.
   e. Ensure updated community resource guides are easily accessible.

Goal 8: The Library will explore creative ways to ensure fiscal sustainability of library services.
   a. Work with the Town Treasurer/Collector and the Finance Director to determine the most appropriate financial procedures for safeguarding donated funds.
   b. Apply for appropriate MBLC grants and other funding.