

# TAPPAN FREE LIBRARY

## LONG RANGE PLAN 2019-2024



### OUR MISSION

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The Tappan Library offers our community a place to read, to learn, and to gather together. Professional and courteous staff members guide patrons to a wide variety of books and other relevant materials in printed, recorded and emergent technologies. The Library provides programs that will encourage children, interest young adults, and enrich our lives and community. The library is housed in a building that preserves Tappan's rich history while providing access to the ever-evolving world of ideas and knowledge.

### ABOUT US

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#### Community Population:

Total: 6,613  
Male 3,363/Female 3,250  
Median age: 45.4

#### Community Racial Statics:

82% White,  
3% African American,  
0.1% Native American,  
14% Asian,  
1% from other races

#### 2018 Enrollment Statics in Local School District:

Pre-K: 99  
Grades K-5: 1012  
Grades 6-9: 963  
Grades: 10-12: 827

### OUR GOALS 2019-2024

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#### GOAL: Explore Alternative and Sustainable Funding Options

##### Actions:

- Continue to explore options and opportunities to consolidate with other So. Orangetown libraries.
- Work with the Town Supervisor and Town Board.
- Explore creating a Friend of the Library group.
- Explore a consolidated Special District or School District Public Library.

#### GOAL: Expand Services and Remove Barriers

##### Actions:

- Examine and adjust operating hours based on statistical use and patron feedback.
- Work with So. Orangetown libraries to attempt to streamline lending rules.
- Implement automatic renewals.
- Lower cost for replacing lost library cards.
- Eliminate fines for the majority of our physical collection.
- Reduce price for non-resident direct access card in order to increase patronage.

### **GOAL: Expand Programming**

#### *Actions:*

- Work to create additional opportunities for collaboration with other So. Orangetown libraries.
- Work to create additional opportunities for collaboration and in partnership with SOCSO.
- Seek out partnerships with local businesses and offsite locations to expand the reach of the library into non-traditional spaces.
- Expand partnership with local daycare facility to increase early literacy outreach opportunities.

### **Goal: Expand digital offerings**

#### *Actions:*

- Continue to develop online remote access, services and programming.
- Increase budget for all electronic resources.
- Examine digital usage trends and reallocated print budget to expand digital budget.
- Purchase more digital resources allowing for 24/7 services beyond traditional hours of operation.

### **GOAL: Increase Awareness**

#### *Actions:*

- Increase electronic promotion of digital content and programming.
- Increase electronic promotion of newly released material.
- Create an online option for patrons requesting bestsellers through staff initiated reserves.
- Continue print newsletters.
- Create a more theme focused and dynamic newsletter.
- Increase newsletter print frequency (budget permitting).
- Create more in-house marketing and promotions of collections and services.

### **GOAL: Staff Training**

#### *Actions:*

- Create opportunities for staff to increase technology competencies.
- Encourage the use of Niche Academy.
- Encourage Web Junction training and professional development opportunities.
- Send staff to local sites offering relevant workshops and/or conferences.
- Encourage attendance to LARC, RCLS, WLS, BCCLS and other organized professional development opportunities.
- Send professional staff to PLA and NYLA conferences depending on funding availability.

### **GOAL: Space**

#### *Action:*

- Assess new facility and make sure it is meeting community needs.
- Study use trends and make suggestions for appropriate change.
- Create outdoor hardscape element making full use of the grounds and our water/park setting.


# Tappan Library Survey 2018

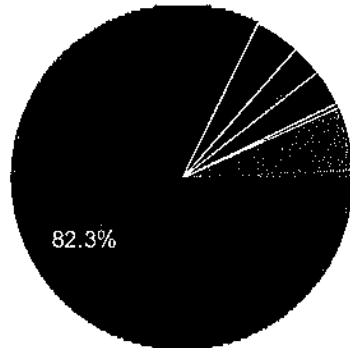
237 responses

Publish analytics

## What is your Zip Code?

237 responses


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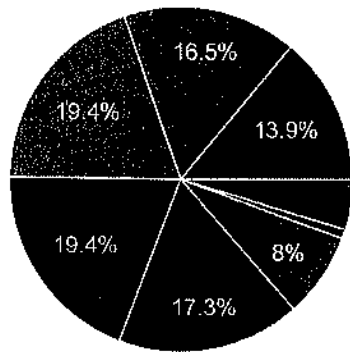


- 10983
- 10976
- 10962
- 10968
- 10964
- OTHER
- New Jersey

## What is your age?

237 responses


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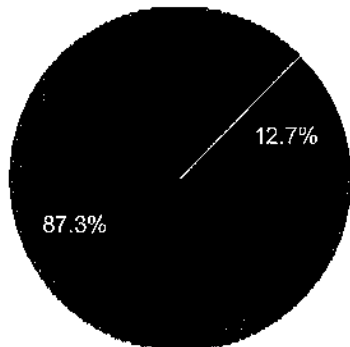


- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

## Do you have a Tappan library card?

237 responses

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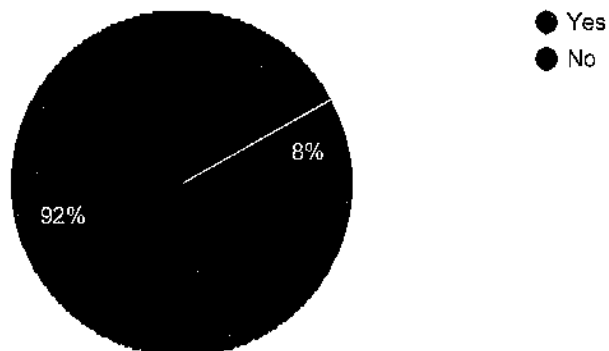


- Yes
- No

Do you feel our current hours meet your needs?

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237 responses



If no, how would you like to see us expand or reduce our hours?

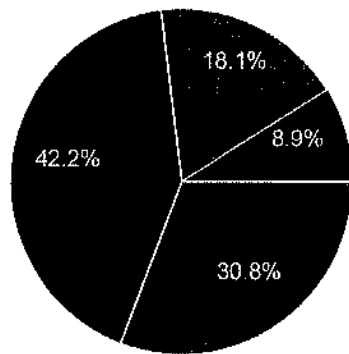
24 responses

- Would love library to be open earlier on weekend Early 10AM
- Hours are good but Sunday hours might be nice ;)  
; ) Expand weekend hrs and children/infant/toddler program
- EXPAND TILL 9PM
- For the most part, the hours are fine, but why not open at 10 every day? It would be nice if you could open earlier during the week.
- Longer weekend hours
- Except Summer- would add Sunday More Sunday hours
- But maybe 11-4 or 10-4 on Sat/Sun instead?
- Earlier hours on weekends would like early Friday opening early Saturday - before noon
- later on Friday nights would be great
- I would really enjoy attending your evening programs, but why are they at such an odd hour? 7:00 would be much better for your evening programs. I cannot attend at 6:00, and I'm sure there are many others who cannot make that time.
- The library should be open earlier on weekends on weekends, more hours
- earlier weekend start
- at least 8pm
- Longer hours in the evening during the work week would be helpful
- Additionally evening lectures on interesting topics
- Add hours

### How often do you visit us in an average month?


 Copy

237 responses

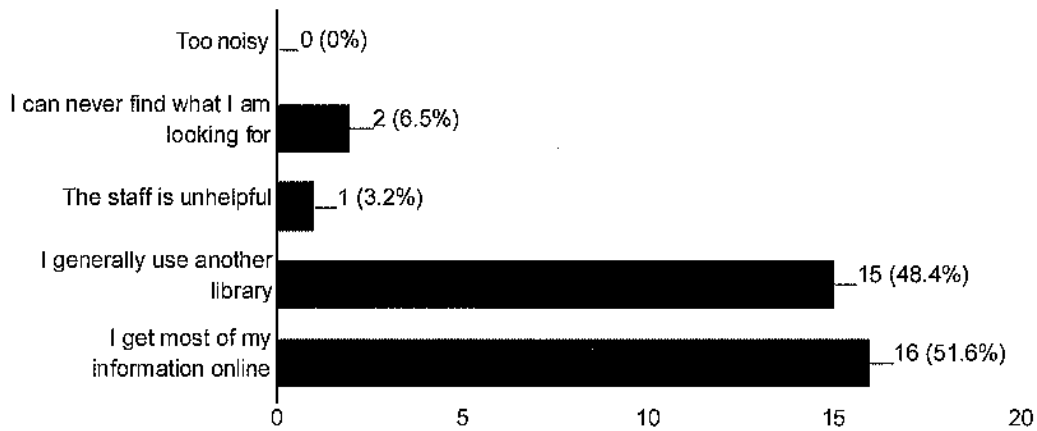


- At least weekly
- A few times a month
- Once a month
- Rarely


### If you answered RARELY, why?

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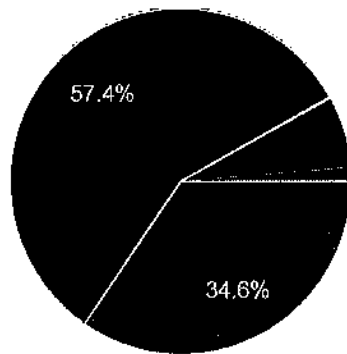
31 responses



When you visit us, generally, do you find what you are looking for on the shelf?


 Copy

237 responses

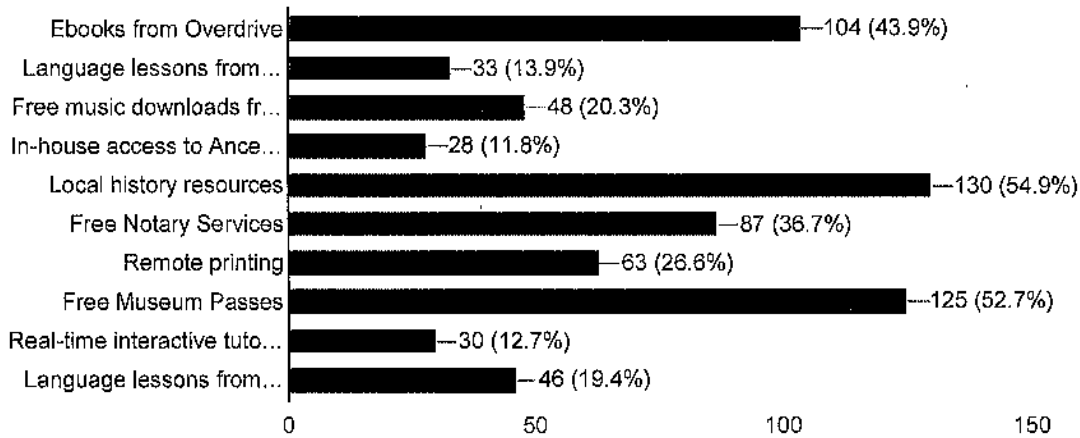


- Always
- Sometimes
- Rarely, I need to request items you don't own
- Never


Which services did you know we offer?(check all that apply)

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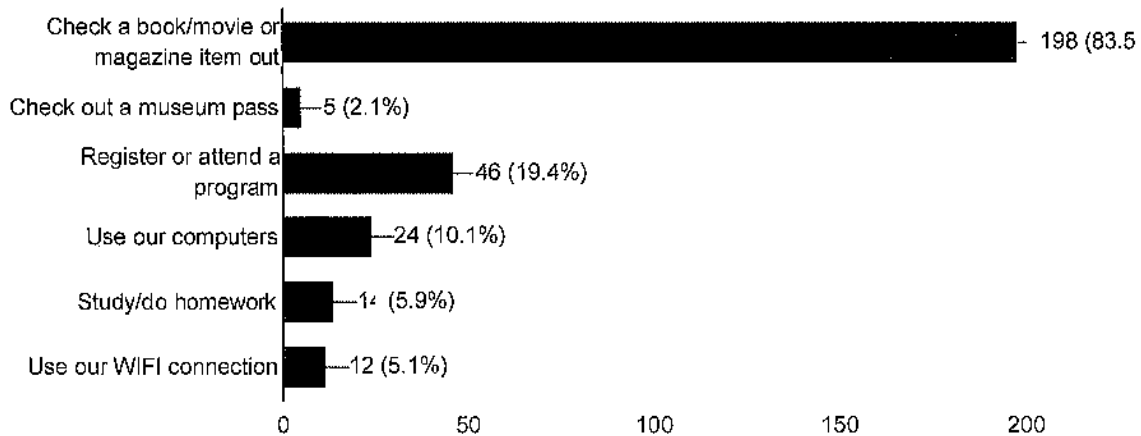
237 responses



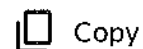
When you are visiting the library do you primarily?

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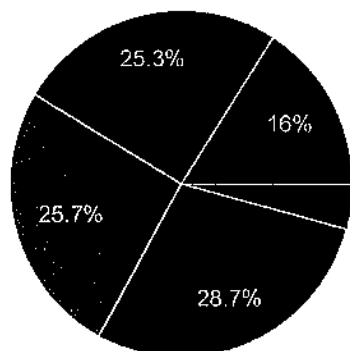
237 responses



## How often do you use the Tappan Library website?



237 responses



- Daily
- Weekly
- Monthly
- Seldom
- Never

### If NEVER, why?

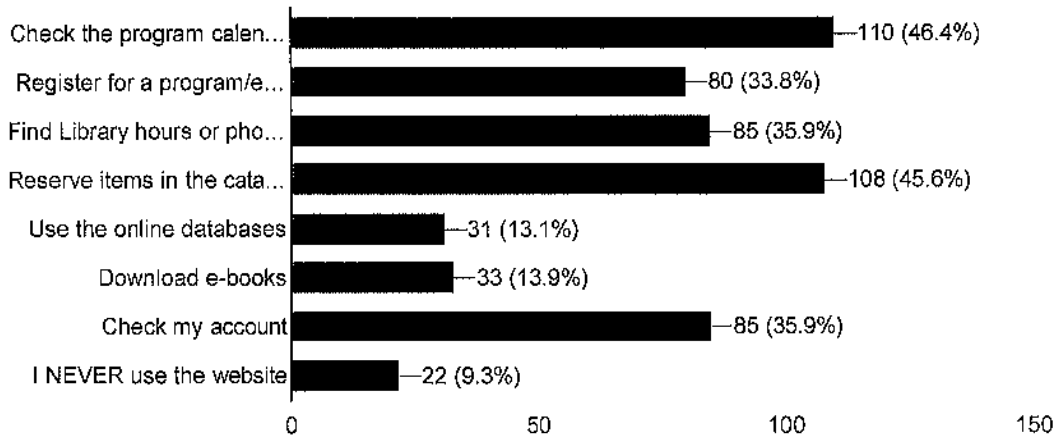
18 responses

- I can get to this library
- I always forget it's there.
- I go in instead. difficult to navigate
- I do not use the internet
- not sure
- dont enjoy computers
- I am 9 years old. There is not much to do.
- I use the Piermont Library site place is convient
- no need
- i never thought of it
- I will use it more now.
- The wonderful librarian showed me how to borrow ebooks not good looking things up on the computer
- not good looking things up on the computer
- show me it
- Doing homework
- No need I go to the Piermont library
- work schedule - never made time
- I go into Library usually use Orangeburg website


### Why do you visit the website?(check all that apply)

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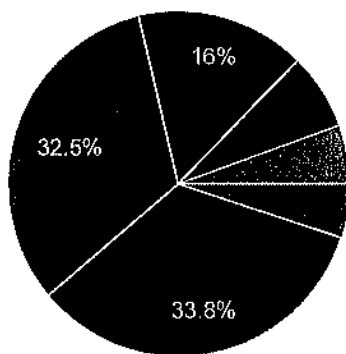
237 responses



### How do you primarily learn about programs/events/services we offer?


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237 responses

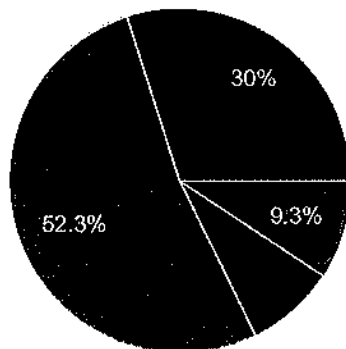






-  Our Facebook page
-  Our Newsletter
-  Weekly emails
-  Personal contact with the Library staff
-  Friends/Family
-  Newspaper (Our Town/ Rivertown/Rockland Review, etc)

### How often do you attend library sponsored programs?

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237 responses



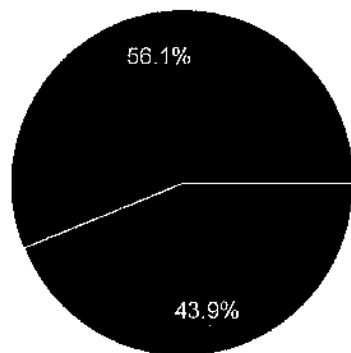
-  Once a week
-  Once a month
-  A few times a year
-  Never



### Do you have children under 18?


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237 responses

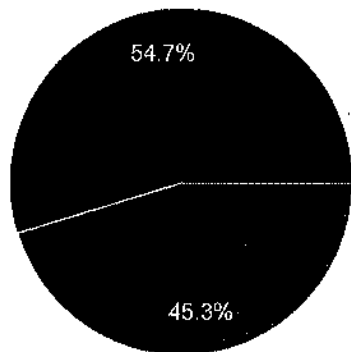


- Yes
- No

### If yes, have they attended a program in the last year?


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128 responses

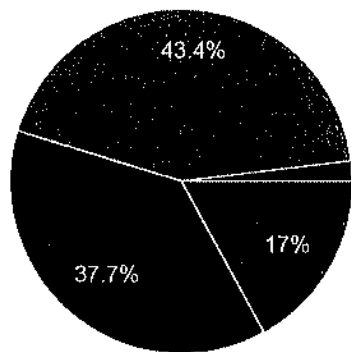


- Yes
- No

### If no, why?

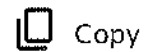
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53 responses

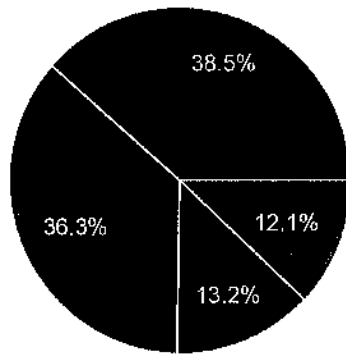


- Day or time conflicts with my schedule
- Day or time conflicts with my child's schedule
- My kids have no interest in the topics/subjects offered
- Day or time conflicts with my schedule

If you have children, would like to see more CHILDREN'S programs offered during:

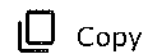


91 responses

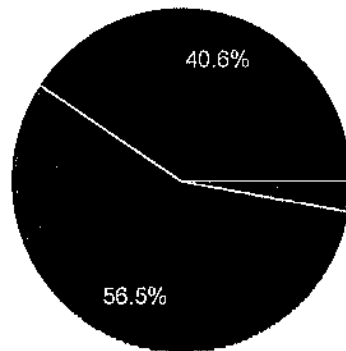


- Mornings (before noon)
- Afternoons (noon-4pm)
- Evenings (5pm-closing)
- Weekends (12-closing)

I would like to see more TEEN programs offered during:



69 responses

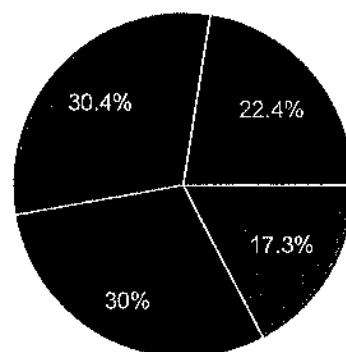


- Mornings (before noon)
- Afternoons (noon-4pm)
- Evenings (5pm-closing)
- Weekends (12-closing)

I would like to see more ADULT programs offered during:



237 responses



- Mornings (before noon)
- Afternoons (noon-4pm)
- Evenings (5pm-closing)
- Weekends (12-closing)

Are there any program topics you would like to see us offer that we do not currently offer?

53 responses

- no
- maybe more adult painting or other crafts movies, courses
- How to program computers Poetry
- Kk
- Weekend children programs meditation
- Keeping Seniors active.
- Just more of everything! Specifically jewelry making, crafts, adult coloring, adult programs to get to know others from the community.
- art appreciation coding for kids/STEAM computer training
- Beginners coding for middle school aged kids Programs on literature , history, especially local history creative writing
- Creative more classes at night teen crafts teen cooking
- adult holiday crafts/jewwery making/mediation/wine tasting/teatime/cheese tasting local history programs
- adult art classes astronomy (middle/high school) GED program
- Movies at night for adults
- kitting for kids (in evening) art programs for ages (5-15) cooking demos, social group, town wide events
- Universal Class(Nyack library had this but you cant use if at home unless you are a nyack member. Also more Great Courses from the teaching company
- workshops on services offered foreign movies
- Art and Painting and Drawing classes. more history more wellness
- I like history spirituality and writing programs children programs
- art appreciation, non-credit college classes, real estate agent classes, defensive driving for teens
- coding clubs, animal programs, maybe something in the park like birdwatching, cooking Childrens book clubs. All ages.
- regular (not chair) yoga, crafts
- drawing lessons water color painting (Jayne Conte teacher) movies each week
- AARP TAX HELP LIKE OTHER LIBRARIES
- medicare- miss last one, defensive driving course, knitting or crocheting, famous author visit painting classes for children, chess classes, puzzle for children

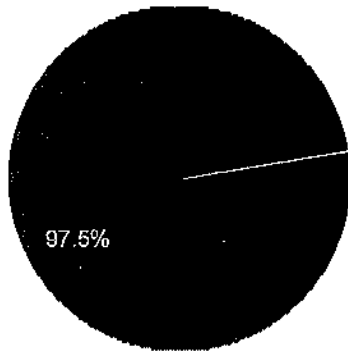
- Friday programs/weekends for children/change up the content of childrens classes
- I was using Mango to learn Spanish but Mango was discontinued
- cooking yoga financial security football fanatics
- digital photography & downloads / basic computer classes
- interactive bookclubs
- N/A
- Yoga, Exercise, Health for Seniors.
- Updates from an Orangetown Board member on financial matters, strategic plan, master plan and long term planning.
- Tech programs for kids
- There was a chinese language course that was offered but no longer running (or any language course).
- health topics- decorating in houses - computer class on apps etc. - actors/someone fun to give lectures/maybe someone famous or specializes in certain careers etc.



When you need staff assistance are they easy to locate?


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237 responses

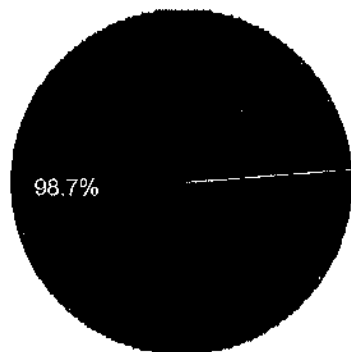


- Yes
- No

When you need staff assistance do you find them helpful?


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237 responses

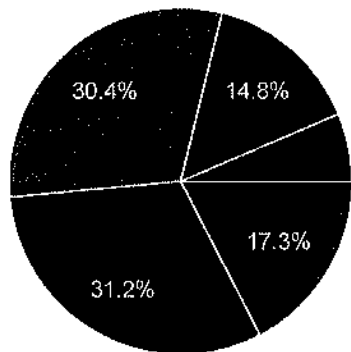


- Yes
- No

When asking for assistance from staff is it generally to...


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237 responses

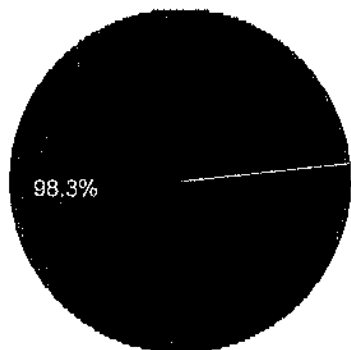


- Locate items or collections in the building
- Find a specific book
- Reserve an item either currently checked out or not owned
- Assistance on the Computers/ Printer
- Reserve an item either currently checked out or not owned

When you leave the Library do you feel the staff has provided you with excellent customer service?


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237 responses

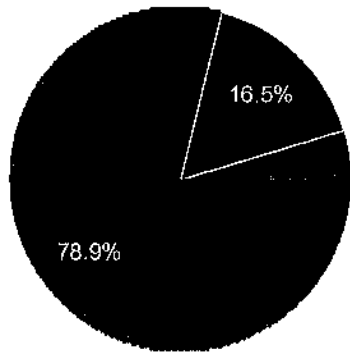


- Yes
- No

# Overall, how satisfied are you with the Tappan Library

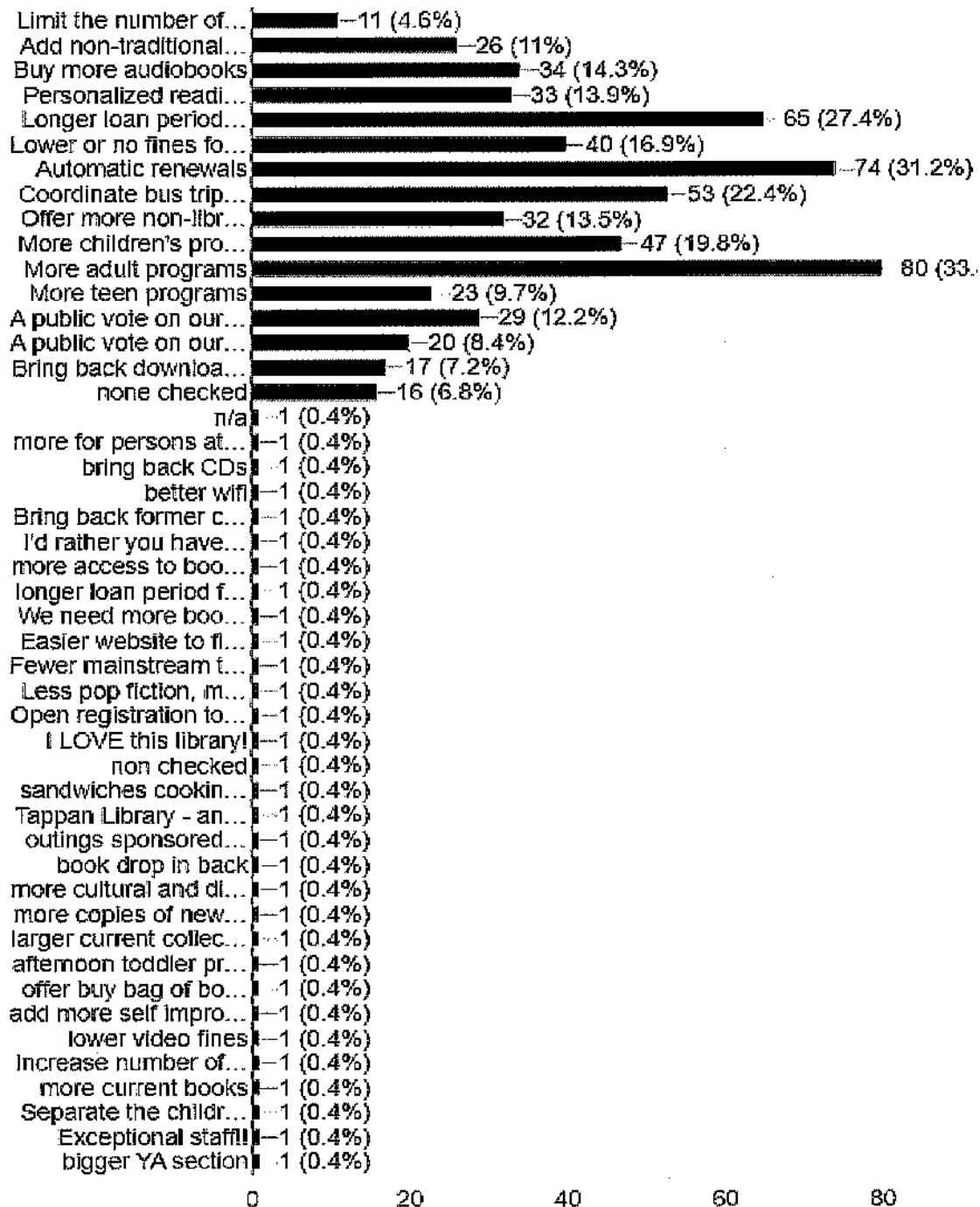
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237 responses



- Very
- Satisfied
- Somewhat
- Not at all satisfied

Besides parking, what would you like to see the Library provide in the future? (check all that apply) 237 responses



If other, please specify

20 responses

- bring back CDs
- Trips to cultural sites in ny city or upstate ny.
- Become a community center. Outreach for senior citizens, activities, Grandchildren.....
- water fountain (vending machine with drinks?)
- When my now 7-year-old was a baby, and my now 11-year-old was 4, we came to children's programming often. The woman who ran the programs was a local (lived on Washington St.) retired school teacher, and she was amazing. For some reason (not her choice), her

hours & responsibilities were slowly reduced until she no longer worked for the library. I would love to see her return (if she is willing).

- If a book is part of the series, it would be great if this library had all the books of the series. When receiving a text that a hold item is available, inform which item it is.
- I do not have a library card, so much of what you asked does not apply.
- be able to renew dvd's
- A renewal option that sends an email telling you that you item is due soon (this sometimes happens, but not always) and an option to automatically renew the item.
- high energy/good staff/great place MORE AUDIOS/MORE CLASSES beautiful location
- chairs in the children's room are not ideal for kids. they "rock" therefore making it difficult for them to sit. normal chairs would be much better for them. thank you!
- Very satisfied! Thank you!
- The Tappan staff are wonderful!
- The Tappan Library is wonderful and very efficiency run! Thanks so much! Rhona Metricken
- Way too many detective novels. This is a shared library system, so why do we need to purchase these; I suspect the elderly control these purchases. I would rather see the excellent staff paid more than purchase so many books of poor taste. Just because it's a public library doesn't mean the books need to be bad! Follow Palisades Library's cue!
- I dislike the Library's policy on registration for evening Mah Jong. I've played with my friends there on Thursday evenings. Rarely is it full yet because I live in Nyack, I'm not allowed to register.
- more awareness of historic tappan and surrounding areas; we live in a very historic area and it
- should make people more aware of this.
- **Annual financials and Form 990's on website for transparency. Relevant TFL policies on the website.**
- **VERY SATISFIED WITH EVERYTHING + EVERYONE!**

Besides parking, we would love to hear your suggestions for making the library an even better place for the community? Please use the space for your suggestions or recommendations.

174 responses

- submitted in-house
- I know it sounds odd, but if there was a place to buy coffee, and sit, that would be amazing for me as a place to work remotely instead of Starbucks.
- ALL Bccls library programs should be accessible in ONE calendar; libraries should cross promote their programming AND the bcccl website should feature highlights of library programming on its main page.
- More afternoon programs for those who do not drive when dark, more trips to cultural venues Nintendo Switch games
- Become a community center....
- greater range of YA books with more diverse themes (would love to see copies of All for The Game --Nora Sakavic, Carry On --Rainbow Rowell or Simon vs The Homo Sapien's Agenda -- Becky Albertalli on the shelves)
- I love the idea of local trips or walking tours of the area/local places.
- staff needs to be friendlier and interact with public (name tags help).
- Any opportunity to meet with the neighbors/community leaders/clergy/local businesses, etc. programs in the evening for the working adult
- Reasonably priced SAT/ACT tutoring options.
- I wish the sitting area by the windows overlooking the beautiful lawn and creek were created to be more intimate and inviting to sit for quiet work or reading rather than how open and cold it currently appears. It is high traffic due to location next to circulation desk and not conducive to quiet work/reading.
- As a life long Tappan resident, I have enjoyed the library for many years. The staff is always courteous and eager to offer assistance. My only suggestion, based on the input of my nine year old son, is a bigger selection of video games-including ones for newer devices such as Nintendo Switch.



- I find it so difficult to register for the Later mahjong group. I am not a tappan
- Resident, but have another Lib card in Rkld and thus an part of the library system.the people who I play with live in tappan. We want to play together...perhaps u can make someone like me, a friend of a resident, and allow me to register early! Maybe each resident could be allowed to register a friend?,What is a mahjong game with less that 4 people?
- I am made to register later and sometimes cannot get a spot! Thus my team friends are down a person! It is terrible as other libraries don't treat me as an outsider.nanuet , pearl River and palisades centers are open to all who come!,there is no registration either! You don't do this, why?
- There is room for at least two more tables. Do u need more tables? Maybe we could have a fund raiser to buy more , if necessary. I find this discriminatory . The session thAt starts on Thursday at 4:30 is the one that I am speaking about.,there r two rooms off the main room that could also be used for players
- The people who attend are seniors. I appreciate anything that you could do to make the registration easier and less restrictive. Coming to your library adds another detention to my life.
- Thank you.
- You can contact me .. [REDACTED] Jayne Ann [REDACTED]
- Bring back reading, never mind making it a cultural center! A quiet space for reading, nurturing our intellects! Must we pander to pop culture? Do we need to worry about an "audience" for the library? How about a focus on high-caliber books, films and audiotapes and take it from there? And pay the staff more. I'm embarrassed for them; they are so qualified and so under-paid.
- Fewer purchases, increase salaries.
- Some of the space is wasted; the lobby is sterile and empty. The library needs more life and activity for all ages. Also, there should not rental charge for tutoring ELS in the library in a separate room, if it's not in use.
- Thank you!
- Open up programs to all Rockland residents. Offer Bridge classes As I said above, better times for adult programs, and more of them. Keep up the GREAT work!!!
- Different chairs in children's room. The rocking chairs do not work for kids.
- None
- I love the Tappan Library!!!! The staff always cheerfully greets me. It is like Cheers of the libraries.
- Currently, the library has great programs for children. The adult programs tend to be attended by more seniors. I wonder if there is a way that the library could find ways to get adults ages 30-55 to attend programs to help build a community for this age group. I'm not sure how to do it, but maybe it could be done through programs that would specifically interest adults with school-aged children.
- Better labels posted on aisle fronts. Fiction on first floor. Old front door reopened
- I'm very happy with our library and I love the staff
- LOVE, LOVE ,LOVE ....Your Movie Program Would like to suggest that you get in touch with NAMI-Rockland to do a movie presentation in May for "May Is Mental Health Month" with a talk back by one of the volunteers post movie. Phone Number is [REDACTED]. I am one of the presenters and I would LOVE to do a talk back post movie in 2018 any month that's left or 2019 in May Think "Union Square", "Touched With Fire" "Krisha", "Borderline" or my all time favorite about young people, "It's Kind Of Funny Story"Let ne or NAMI know. NAMI Phone Number is [REDACTED] My Phone Number is [REDACTED]. My name is Eileen [REDACTED]
- Text message reminder when books are due for return!

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