

Ossining Public Library

Long Range Plan Implementation Matrix



Pillar 1 Shared Financial Accountability

Goal 1.1: Maximize funds from the Friends of the Library and the Ossining Library Foundation
Tactic / Action: Library leadership and staff will compile projects suitable for funding and will support the FOL and OLF in their fundraising activities

Started: 2021

Complete: Ongoing

Notes: Presented Foundation with possible fundraising opportunities of the modular spaces. Funding potentially secured by the library for the 2nd floor space through a bullet aid grant. Fundraising would be great for the 1st floor space (Karen LaRocca-Fels December 2021)

On behalf of the Foundation, compiled a list of lifelong learning themed projects in Adult Services, Teen Services, and Children's Services in response to a potential funding opportunity. Worked with Department Heads and Mallory to describe and budget for projects. Projects include a Learning Center for the Children's Room, early literacy initiatives, a Teen Writing Center, internships for high-schoolers, job and college readiness programming for teens, entrepreneurship programming for teens, career and job readiness programming for adults, including a career counselor, career pathing programs for adults, a social services referral service, and citizenship classes for eligible residents. (Karen LaRocca-Fels and Mallory Marinaro, March 2022)

Mallory met with the Board of the Friends to plan publicity and support for the Friends' upcoming initiatives and events (Mallory Marinaro, April 2022)

Goal 1.2: Maintain acquisition of grants received as of FY2021

Tactic/Action: Identify and share with key stakeholders a list of renewable grants. Tactic/Action: Review grant submission timelines and include reminders on the calendars of information/data contributors.

Started: 2021

Complete: Ongoing

Notes: Worked with e2e to finalize 2021/2022 funding documents for broadband and category 2 funding. Both funded at 80% commitment. Allison and Karen worked with e2e for funding loanable Chromebooks and hotspots for first round of funding. Funding request submitted and approved. Allison filed second round request directly through USAC for additional hotspots. (Karen LaRocca Fels, Allison Robbins, Fall 2021)

Received notice that one of three parts of our ECF reimbursement was approved and we should see the funds come through within the week. The other two parts are in process and reimbursement is expected, soon. An additional window of time during which services and equipment are eligible for reimbursement (FY 2022) was opened for application. Allison will be applying for reimbursement for the service on the 40+ hotspots that we have for that timeframe. Thankfully this application is pretty straightforward and we do not plan to engage e2e's services for this application, which will save us around \$2,000. (Karen LaRocca-Fels and Allison Robbins, March 2022)

Put together fundable projects for Assemblywoman Sandy Galef for a \$25,000 budget initiative. Submitted. (Karen LaRocca-Fels and Mallory Marinaro, April/May 2022)

Received notice from ERate that our broadband for 22/23 will be funded at \$12,403 and our category 2 funding (cabeling and some maintenance) will be funded at \$28,231 (Karen LaRocca-Fels and Allison Robbins, April 2022)

Tactic/Action: Advocate legislators for support of OPL grant awards.

Started: 2021

Complete: Ongoing

Notes: Mallory submitted funding requests to Senator Reichlin Melnick and Assemblywoman Sandra Galef for funding modular spaces on 1st and 2nd floor. \$60,000 received from Senator Reichlin Melnick. Submitted required paperwork to DASNY for approval (Mallory Marinaro, October 2021).

Received \$25,000 from Sandy Galef and Reichlin-Melnick (Westchester delegates)

Goal 1.3: Obtain one new grant each year of the strategic plan

Tactic/Action: Tactic/Action: Identify 10–20 new grant opportunities for which OPL is eligible. Tactic/Action: Apply for grants that support the library's mission and that are suitable for fundable projects.

Started: 2021

Who: Karen, Mallory, Suzy

Complete: Ongoing

Notes: 1. Sandy Galef Bullet Aid Grant -- applied and received (\$25,000 from Westchester delegates). 2. Reichlin-Melnick SAM Grant -- applied and pending DASNY approval (\$60,000). 3. Arts Westchester Grant -- Capoiera -- finished out grant that was postponed due to COVID (\$1,000) 4. Open Door / SPF-PFS Grant -- finished out 2020/2021, started 2021/2022 programming (\$10,000 per year) (Karen LaRocca Fels, Mallory Marinaro, Suzy Zavarella)

Presented a proposal for lifelong learning initiatives for all ages to the David Swope Fund, which awarded the Foundation a \$250,000 grant for the programming and services that support the library's mission and DEI focus. (Karen LaRocca-Fels and Mallory Marinaro, March 2022)

2022 Sandy Galef grant: \$25,000. Anticipated David Swope Fund grant to the Foundation: \$250,000 (Karen LaRocca-Fels and Mallory Marinaro, April/May 2022)



Pillar 2 Diversification of Collections, Programs, and Services

Goal 2.1: Programs: Increase the diversity of library programs, both in respect to the content/presenter of the program and the target audience. Ensure that programs are designed to recognize/celebrate the underrepresented community of Ossining, including those who are culturally diverse, LGBTQ+, and differently-abled.

Tactic/Action: Assess "current state" of library programs to determine necessary goals.

Started: 2021

Complete: Ongoing

Notes: Met with Children's team to discuss programs for Winter 2022 and how can we make them more diverse. (Ignayra Lopez)

Created and managed distribution of program surveys for a six-week period to assess "current state" of programming. Gathered information on participants' age group, race and ethnicity, and how program was learned about and received. Results compiled and documented. Meeting with department heads to review. (Mallory Marinaro)

Started analysis of program attendance and costs per program to evaluate how the budget is spent on programming, the success in terms of attendance, and fitting in with the mission of the library's LRSP. (Diana Lennon)

Met with dept. programmers to discuss ideas for more inclusive and diverse programs (Suzy Zavarella)

Diana and James T. began an assessment of adult programs, beginning with concerts. Made adjustments to schedule, and plans to increase diversity of performers and music genres. (Diana Lennon, March 2022)

Tactic/Action: Re-examine current programs to assess opportunities for diversity enhancements.

Started: 2021

Complete: Ongoing

Notes: See above note regarding surveys for examination of library programming. (Mallory Marinaro Fall 2021)

Met with Dept programmers to discuss the types of programs we currently have and came up with some ideas in ways to make them more diverse. (Suzy Zavarella Fall 2021)

Artinbox facilitated Paint a Portrait workshop for Women's History Month that highlighted a group of diverse women. (Suzy Zavarella, March 2022)

Began plans for programs for diverse audiences with African American, Asian, and Latino speakers/presenters. Programs in planning stage are "Road to Home Ownership for People of Color", an Asian American women's health talk, and a bilingual Spanish/English Poetry program. (Diana Lennon, March 2022)

Attended two LILRC webinars about reaching patrons with Hidden Disabilities and Native Voices in YA (Suzy Zavarella April 2022)

Tactic/Action: Identify new programs that would engage diverse groups.

Started: 2021

Complete: Ongoing

Notes: Created a shared document with new, diverse program ideas to be implemented in 2022 (Ignayra Lopez November 2021)

Worked with Joyce Cole for Robe Imbriano / Amend program on February 12, 2022 (Diana Lennon February 2022).

Black Superhero Program for Black History Month (Ignayra Lopez February 2022)

Diana hosted "Finding your Family's Roots" program at which Village Historian Joyce Cole focused on research done on two Ossining African American families, in collaboration with OUFSD/My Brother's Keeper (Diana Lennon April 2022)

Began plans for programs for diverse audiences with African American, Asian, and Latino speakers/presenters. Programs in planning stage are "Road to Home Ownership for People of Color", an Asian American women's health talk, and a bilingual Spanish/English Poetry program (Diana Lennon April 2022)

Met with Teen Services team to discuss ways and ideas to add additional diverse programs to our current offerings (Suzy Zavarella April 2022)

Tactic/Action: Conduct focus groups with diverse populations.

Started: 2021

Complete: Ongoing

Notes: Initial visits with MBK groups at OUFSD (Ignayra Lopez November 2021)

Met with Teen Advisory Board/OHS MBK and AMD MBK groups on 11/4 and 11/18, respectively (Suzy Zavarella Fall 2021).

Goal 2.2: Collections: Improve the collections and assess for diversity and relevance.

Tactic/Action: Assess current status of library collection for inclusion of diverse representation, popularity, relevance, and timeliness.

Started: 2021

Complete: Ongoing

Notes: I had Chris Survovich cross check the 2021 Rainbow Booklist with the Children's collection. Added additional titles as needed for the collection, once cross check was complete. (Ignayra Lopez Winter 2021)

Children's Series Collection Weeded and more diverse Series were added into this collection (Ignayra Lopez, Tricia Sabini, February 2022)

Created a document with links to resources for Children's Diverse Collection Development (Ignayra Lopez February 2022)

Neera reviewed latest Project Lit book recommendations to ensure our collection was up to date. (Suzy Zavarella March 2022)

Marci reviewed each book in the adult biography collection, deleted outdated material, and recommended new purchases. (Diana Lennon March 2022)

Ordered Ramadan books for Overdrive collection (Marie Trapasso March 2022)

Purchased 20 new books for Job Info Center, including materials for ex-offender, recent graduate, and over age 50 groups. (Diana Lennon March 2022)

Began review and weeding of 800s to assess broad representation literary topics, genres, authors (Diana Lennon April 2022)

Weeded Young Readers extensively. Ordered new diverse Young Reader Titles in B&T (Ignayra Lopez April 2022)

Began reviewing the Fantasy section to ensure diversity and inclusivity (Suzy Zavarella April 2022)

Tactic/Action: Leverage knowledgeable resources for recommendations.

Started: 2021

Complete: Ongoing

Notes: Overdrive has lots of lists of multicultural recommendations for eBooks and eAudiobooks. I check weekly for diverse titles that can be added to our digital collection (Marie Trapasso Fall 2021)

Weeding Collections and adding more diverse titles in B&T. Using B& T selection list and reviews to order new titles. As well as reputable orgs that review children's books (Ignayra Lopez Fall 2021)

Purchasing more fiction and non-fiction titles with BIPOC authors and more diverse topics. Reviewing B&T selection lists for greater variety.

Tracking purchases for diversity audit (Diana Lennon Fall 2021)

Diana attended first of 3 part METRO webinar on "Actively Anti-Racist Library Service" which focused on "Robust Reader Advisory" skills and ideas. (Diana Lennon March 2022)

Watched "Summer Reading Resources for Young Readers with Print Disabilities" Webinar (Ignayra Lopez March 2022)

Trish pulled and crossed checked book list for Asian American and Pacific Islander Heritage month. Used book list from

<https://www.apalaweb.org/> (Ignayra Lopez April 2022)

Neera Dayal checked Harper Stacks booklist for Asian American and Pacific Islander own voices books, PRH Read with Pride booklist and Project Lit's Instagram to ensure titles were in the collection (Suzy Zavarella April 2022)

Tactic/Action: Expand the library's Spanish-language collection.

Started: 2021

Complete: Ongoing

Notes: Kevin and I sat with a rep from Sebco Books to add to Spanish Children's section (Ignayra Lopez Fall 2022)

Pre-pandemic, Diana had sent some Spanish Language titles to purchase for our Overdrive collection. We are formulating a plan for going forward and possibly getting more staff involved (Marie Trapasso Winter 2022)

I met with JLG rep and have 1 Spanish language book coming in the monthly box with the intention of creating a dedicated collection in the Teen Room. At the beginning of the pandemic, Adriana created a list of Spanish ebooks to purchase (Suzy Zavarella Fall 2021)

Ordered print and digital books in Spanish (B&T, Amazon, Overdrive) (Diana Lennon January 2022)

Goal 2.3: Services: Expand OPL Services for indigent and underrepresented people

Tactic/Action: Assess technology and other services to determine gaps.

Started:

Complete:

Notes:

Tactic/Action: Investigate and implement technologies such as wifi hotspots and outdoor access points.

Started: 2021

Complete: Ongoing

Notes: Applied for funding for and purchased 25 Chromebooks and hotspots for lending. Applied for funding for outdoor access point, awarded at 80%. Implementation planned for winter 2022. (Allison Robbins Fall 2021)

Applied for 35 more Chromebooks and 25 more hotspots for the latest round of ECF funding. This is in addition to our current fleet. (Allison Robbins, April 2022)

Tactic/Action: Investigate and implement technologies and patron training opportunities to ensure competency opportunities for patrons.

Started: 2021

Complete: Ongoing

Notes: Created two Technology Page positions, hired and trained in early September 2021. Created and rolled out Tech Help Tutors program and successfully started providing direct services to patrons in October 2021. Planning Tech Tutoring "on the road" for institutions for late fall 2021, early 2022 (Allison Robbins Fall 2021)

Tech Tutoring is picking up steam again (Allison Robbins, April 2022)

Tactic/Action: Investigate translation services for phone and tablets to allow for point-of-service translations.

Started:

Complete:

Notes:

Tactic/Action: Assess and improve ability to provide services aimed at job readiness and social services.

Started:

Complete: Ongoing

Notes: In hiring for the new Librarian II position, we are prioritizing job readiness and social services referrals / organizational partnerships skills (Diana Lennon Fall 2021)

James T. initiated conversations with WLS Career Coaching Services/Phyllis Blake about referring patrons to WLS in spring, and providing job/career workshops in Fall at OPL on traditional job readiness topics such as resumes, interviews and creating/using LinkedIn. (Diana Lennon March 2022)

Diana Lennon and Marie Pierre purchased 22 new job readiness books for JIC collection (Diana Lennon April 2022)

Offered 5-day entrepreneurship training/workshop for teens (Suzy Zavarella April 2022)



Pillar 3 Diversification and Development of Staff, Board, and Volunteers

Goal 3.1: As opportunities become available (especially management-level staff roles, board positions, and volunteer roles), actively attract, interview, and fill openings with diverse candidates who meet/exceed the qualifications.

Notes: I posted for a PT Clerk and had many applicants who were native Spanish speakers. Jefferson Quituisaca was hired (Marie Trapasso October 2021)

I posted for PT Page positions that were geared to High School students. Ignayra and I were thoughtful & intentional in who we interviewed and hired. 1 Page, Brianna Anton is Spanish speaking. Ann Walsh speaks Japanese. Emily Huang speaks Mandarin Chinese. (Marie Trapasso and Ignayra Lopez November 2021)

In posting for the position of Librarian II, we were far-reaching (METRO, NYLINE, RCLS, Mid-Hudson, WLA, WLS -- picked up on national list-serves). Pool of candidates was small, but strong. Unfortunately, we were delayed significantly by civil service, putting us into the fall (Karen LaRocca-Fels and Diana Lennon, Fall 2021).

Librarian II position offered to four women, 2 of whom are women of color, and two are Spanish speakers. As none were able to accept the position, we are reassessing the position and calling for new Librarian lists, including Spanish-speaking lists (Diana Lennon, Winter 2022)

Karen and I budgeted for a FT Library Clerk position. However, there have been some holdups with Civil Service. The test is finally being given. Once a new Library Clerk List is generated, we will hopefully, move forward with hiring (Marie Trapasso February 2022)

We are now canvassing the Librarian I list for candidates for the vacant librarian position. We are hoping for a diverse pool of candidates and will make every effort, within the confines of civil service, to have such a pool. (Karen LaRocca-Fels and Diana Lennon March 2022)

Following up with civil service on the status of those current staff members who took the Library Clerk exam. Moving forward with determining reachability of candidates (Karen LaRocca-Fels, April 2022)

Goal 3.2: Design and implement continuous improvement training to support people development and career pathing, inclusive of DEI curriculum.

Tactic/Action: Meet with staff, board members, and volunteers to obtain input on training needs.

Started: 2021

Complete: Ongoing

Notes: Suzy is chairing the Staff Engagement and Training Committee as part of our LRSP cross-departmental work. Committee formed in November 2021. Charge of the committee -- to identify training needs and recommend a training plan for all staff, to identify orientation needs and recommend an orientation plan, to identify career-pathing needs and make recommendations for facilitating career-growth opportunities for staff (Suzy Zavarella Fall 2021)

The Safety and Security Committee is developing an LICP training plan (Karen LaRocca-Fels, Marie Trapasso, Security Committee, March 2022)

Security and Safety team developed and implemented an LICP training plan and program. Had two successful "part 1" training sessions and will schedule part 2. Determined other training needs in the realm of safety, based on staff input and the S&S team recommendation: AED/CRP recertification, possible Narcan training, Emergency Procedures training for non-LICP staff, customer service/de-escalation training for Code of Conduct issues (Safety and Security Committee, May 2022)

Tactic/Action: Obtain funding for training to ensure execution is budget-neutral.

Started:

Complete:

Notes:

Tactic/Action: Launch individual development plans for staff, board, and volunteers.

Started: 2021

Complete: Ongoing

Notes: As part of our Performance Evaluation project, we have focused on a goal-oriented approach that will facilitate and formalize individual development plans based on job descriptions, staff strengths, and individual training needs. Rollout of this project started in November of 2021, initial meetings with department heads and department staff will begin in January 2022, evaluations will be scheduled after July 1, 2022 on or around staff hire date anniversary (Karen LaRocca-Fels, November 2021)

Department Heads are wrapping up goal-setting meetings for performance evaluations (Karen, Department Heads, March 2022)

Tactic/Action: Identify staff candidates for cross-training and provide them with the training needed to support their work across departments.

Started: 2021

Complete: Ongoing

Notes: Diana scheduled and trained staff from Children's (Tricia Sabini) and Circ (Andres Mayo) to assist at Adult service desks (Diana Lennon Fall 2021).

Tactic/Action: Provide all staff with technology training.

Started: 2021

Complete: Ongoing

Notes: Allison arranged for and facilitated the implementation of Microsoft training for all staff prior to the migration deadline to MS365. Training started in October 2021 and continues through winter of 2022 (Allison Robbins, Fall 2021)

Met again as a team with other Training and Engagement committee members to continue the process of developing new training and engagement strategies. The different teams (Technology Training, Building and Safety, and Customer Service Teams) are all working to develop plans and ideas for future training. We are working closely with Karen as we formulate plans and ideas to ensure their viability with regard to staff time and funding for staff attendance, particularly as it relates to training part time staff, as full time staff are expected to conduct training during their regular, full-time hours (Allison Robbins, Marie Trapasso, Suzy Zavarella April 2022)

Tactic/Action: Evaluate staffing levels and determine viability of filling open positions with a full-time or part-time+ position.

Started: 2021

Complete: Ongoing

Notes: Created a budgeted full time clerical position by combining several vacant part time clerical positions in the Circulation and Technical Services Department (2021/2022 budget year). Waiting on Civil Service tests to be given for enough staff to qualify to apply. Plan to fill position in early 2022. Created a full time Librarian I position from an existing part time position plus part of another vacant position. Hired Tricia Sabini for this cross-departmental position. Holding a few vacant part time positions for analysis (Karen LaRocca-Fels, Fall 2021)

Moving forward on trying to fill a budgeted FT library clerk position with a current staff member. Waiting on civil service to information about in-house candidates (Karen LaRocca-Fels, Marie Trapasso, March 2022)

Goal 3.3: Every 2-3 years conduct "voice of the customer" surveys to assess people engagement, development, and perception of positive change.



Pillar 4

Create and Sustain Relationships with All Parts of Greater Ossining

Goal 4.1: Engage and embrace five or more organizations each year of the plan.

Tactic/Action: Library leaders review and prioritize list of community organizations for outreach.

Started: 2021

Complete: Ongoing

Notes: Ignayra volunteered as Chair of the Outreach and Engagement Committee, whose mission is to prioritize outreach to community groups, track current outreach activities, and facilitate meetings with various community groups. Committee formed in November 2021 and is beginning their work. Committed to assigning each of the 22 community groups and helping to facilitate outreach effort (Ignayra Lopez, Fall 2021).

Met with Outreach and engagement committee (Debbie Fletcher, James Trapasso and Marie Pierre) on 12/3/21. We reviewed the list of community orgs. and added others we have some possible connections with. (Ignayra Lopez, December 2021)

Tactic/Action: Library leaders review and prioritize list of community organizations for outreach.

Started: 2021

Complete: Ongoing

Notes: Reached out to "new" groups in the summer and fall of 2021, including ENU and IFCA, to learn about their organization, learn how their missions intersect with the library's mission, and to discuss future partnerships (Karen LaRocca-Fels, Fall 2021)

Each committee member chose 2-3 organizations to reach out to through email. The emails were a general introduction of ourselves and the library. We also shared the LRS plan in the email. Will meet 2/18/22 to share feedback. (Ignayra Lopez, Winter 2022)

Tactic/Action: Identify OPL staff who have strong connections to targeted community organizations and empower staff to pursue those relationships.

Started: 2021

Complete: Ongoing

Notes: In fall of 2021, started to identify staff members with connections to prioritized groups (Ignayra Lopez Fall 2021)

Suzy set up a meeting with the president of the Ossining Chamber of Commerce, Gayle Marchica. Discussions of how the local businesses can work with OPL on Summer Reading initiative (Ignayra Lopez, Mallory Marinaro, Suzy Zavarella, February 2022)

Diana and Karen met with Br. Wayne Fitzpatrick of Maryknoll Brothers. Diana continued OPL-Maryknoll collaboration by reviewing and advising on their library collection, accepting donations for OPL and Friends, and arranging tech training for their staff. (Diana Lennon September 2021)

Diana created a monthly Golden Eagles Book Club with the seniors group at St. Augustine's Church. (Diana Lennon September 2021)

Diana met Laura Doty from Literacy Solutions to discuss cross-promotion of ESOL and Citizenship classes. Diana met with potential Citizenship class teacher; another OPL ESOL class began in Feb. 2022 in person, now with childcare available from teens doing Community Service hours. (Diana Lennon March 2022)

Met with Ossining Basics network. Discussions of how each organization within the network is keeping the Basics alive. Ways to cross promote and work collaboratively to reach Ossining families (Ignayra Lopez March 2022)

Diana met with Sonia Martinez, Mercy College Assoc. Director of Public Relations and Community Outreach to discuss potential program collaboration, particularly in area of workforce development. (Diana Lennon March 2022)

Tricia reached out to Public Work Director in Ossining for collaborative program. (Ignayra Lopez March 2022)

Diana and Ignayra met with Neighbors Link staff Stephanie Rosado, Family Center Director, and Ramiro Rincon, Adult Educ. Manager to discuss each other's services and programs in order to make accurate referrals to patrons. Discussed future program collaboration. (Diana Lennon, Ignayra Lopez, March 2022)

Diana met with Anthony Bailey (The Bailey Initiative) and Amy Hall (Hudson Valley Books for Humanity) to discuss collaborative program, specifically "Road to Home Ownership for PoC" (Dianna Lennon April 2022)

Tactic/Action: Identify OPL staff who have strong connections to targeted community organizations and empower staff to pursue those relationships (cont.)

Started: 2021

Complete: Ongoing

Notes: Had the unexpected opportunity to meet and chat briefly with Allison Bacon, Coordinator of Instructional Technology at OUFSD. While our interaction was brief we did discuss some of what OPL can offer and some of what the needs are of community members we work with. I plan to talk with the Outreach Committee and discuss the best ways to connect and coordinate further with her in alignment with their work and guidance (Allison Robbins April 2022)

Attended Spring Fling hosted by Parks and Rec. Other community partners in attendance Neighbor's Link, Open Door (Ignayra Lopez, Suzy Zavarella April 2022)

Planned and executed OPL's participation in Green Ossining's Earth Day Event (Suzy Zavarella April 2022)

Met with Tamarah Bridgewater - ENU Builds- to discuss our involvement in Ossining's new initiative to get folks to participate in different offerings throughout Ossining on the first Friday of the month (Suzy Zavarella April 2022)

Meeting with Barbara Robinson, Talk Culture Book Club leader, to discuss/develop plans for 2023 African American artists and authors events (Diana Lennon, James Trapasso April 2022)

Diana met with Mary Wu to plan program focusing on mental health of Asian American Pacific Islanders for May focus topics AAPI Heritage Month and Mental Health Awareness Month (Diana Lennon April 2022)

Diana met with Ricardo Gautreau to plan a Latin Jazz summer concert (Diana Lennon April 2022)

Met with Gayle Marchica to further discuss OPL's participation at the Village Fair (Suzy Zavarella April 2022)

Goal 4.2: Leverage technology to identify community organizations unknown to OPL.

Goal 4.3: Determine various approaches for community outreach and engagement, including to non-library users.

Tactic/Action: Design outreach communications.

Started: 2022

Complete:

Notes: The Brand and Image Team is discussing outreach materials and publications for distribution outside of the library (Mallory Marinaro March 2022).

The Department Heads have prioritized having a presence at various tabling / community programming events. The library participated in the Community Stroll put together by ENU and other groups, the library is planning a presence at Earth Day, the Village Fair, and the Ossining Farmers Market. The Children's and Teen department are actively involved in the Ossining Union Free School District's Saturday Learn and Explore events. All of these events reach community members who might not come to the library. (Department Heads, March 2022)



Pillar 5 Physical and Virtual Infrastructure Transformation

Goal 5.1: Obtain and deploy high speed broadband internet and appropriate reliable and robust technology throughout the library.

Tactic/Action: Apply for E-Rate funding for broadband and network infrastructure.

Started: 2021

Complete: Ongoing

Notes: Karen applied for Erate funding for broadband in 2020 and it was awarded at 80%. Karen and Allison, with e2e, applied in 2021 for fiscal year 2021/2022 and it was awarded at 80%. Karen and Allison are currently (November 2021) working, with e2e on application for 2022/2023 and will be asking for increased bandwidth plus redundancy (possibly). (Karen LaRocca-Fels, Allison Robbins, Fall 2021)

Allison successfully applied for ERate funding for increased broadband. ERate Category 2 application successfully submitted for recabling in the building to upgrade to Cat 6 cabling, add new network drops, and generally improve network connections throughout. Part of a 2-3 year plan for re cabling. (Allison Robbins March 2022)

Received notice from ERate that our broadband for 22/23 will be funded at \$12,403 and our category 2 funding (cabling and some maintenance) will be funded at \$28,231 (Allison Robbins, April 2022)

Goal 5.2: Acquire flexible, appropriate hardware setups and workspaces.

Tactic/Action: Evaluate staff workstations, software, and equipment, to enhance productivity.

Started: 2021

Complete: 2021

Notes: Allison planned and implemented setups for each staff workstation to ensure that the proper equipment was purchased and installed. 40+ staff or service desk workstations were installed with OPL-owned and managed equipment (Allison Robbins, October 2021)

Started: 2021

Complete: Ongoing

Notes: Allison arranged for staff migration to Microsoft 365, including the Office tools, One Drive, Sharepoint, and Teams. Staff training started in October 2021 and will continue through March, 2022. Email migration planned for late winter/early spring 2022. (Allison Robbins, October 2021)

Goal 5.3: Create protocols and processes to enable remote work capabilities when suitable.

Started: 2021

Complete: 2021

Notes: Allison setup secure laptops for staff to be able to work from home. Allison created technology protocols and procedures for pivoting to work from home. Karen created work from home parameters and procedures (such as reporting requirements, scheduling, etc.) for pandemic useage and we continue these parameters (Karen LaRocca-Fels, Allison Robbins, Fall 2021)

Goal 5.4: Implement recurring training to enhance the skills and competencies of staff and board to excel in a digital workplace.

Started: 2021

Complete: Ongoing

Notes: See above in regards to Microsoft 365 rollout.

Evergreen will undergo an upgrade in May 2022. Staff training will be rolled out beforehand once WLS gives us some guidance (Allison Robbins, Marie Trapasso, May 2022).

Allison Robbins is working on a "core competencies" list that will be rolled out for evaluation and training purposes. Will be used to determine gaps in competencies and training needs (Allison Robbins, May 2022)

Goal 5.5: Complete phase 2 of supplemental HVAC project.

Tactic/Action: Continue work on HVAC initiatives.

Started: 2020

Complete:

Notes: Worked with OLA on closing out boiler installation project. Closeout expected for end of year 2021 (Karen LaRocca-Fels, Molly Robbins, 2021) Closeout completed in January (KLF)

Worked with OLA on plans for planning full overhaul of HVAC project. OLA expected to present plan to BOT end of December, beginning of January. (Molly Robbins, December 2021)

Molly and Karen researching bonding / financing options for HVAC replacement, roof lining replacement, possible wall repair, insulation work, and possible solar panels. Also researching architect / project manager to help put together the projects, advise Molly, Karen, and the board, and manage project. Molly reaching out to Dattner and Lothrop for information (Karen LaRocca-Fels, Molly Robbins, December 2021)

Proposal from Lothrop for BOT consideration (Karen LaRocca-Fels, Molly Robbins, March 2022)

Lothrop reviewing HVAC recommendations and current conditions, in addition to overall building evaluation. To provide report after review is complete (Karen LaRocca-Fels and Molly Robbins, May 2022)

Goal 5.6: Revisit, evaluate, and execute plan for space reconfiguration.

Tactic/Action: Continue work on space planning initiatives.

Started: 2020

Complete:

Notes: Modular spaces: Proposals gathered for 2nd floor and 1st floor modular spaces. Funding sought and tentatively secured for 2nd floor space. Grant request at DASNY for review (12.6.2021). Budget information gathered for 1st floor modular space and possible fundraiser for the Foundation. Molly making arrangements for power to be brought to the spaces. Allison will work with NSC on the data end, as that is ERateable. (Karen LaRocca-Fels, 2021)

Met with Lothrop and Associations on initial walk-through for building assessment, including visual structural assessment, mechanical assessment (for HVAC), space assessment, OSHA/PESH compliance, and workflow assessment. In-depth walkthrough and analysis scheduled for early May. (Karen LaRocca-Fels, Molly Robbins, March 2022)

Met with Clean Air to discuss the status of and possible ways to both move some for the HVAC monitoring and adjustment systems (terminology lacking here on my part) as well as improve its function and stability. More to come in terms of planning and execution as Molly and Karen continue with building assessment work (Molly Robbins, Allison Robbins April 2022)

Met with Molly to discuss additional shelving in the teen room to accommodate the ever increasing demand for Manga (Suzy Zavarella April 2022)

Tactic/Action: Evaluate service desk locations and staffing of service points for efficiency and ease of use for our patrons.

Started: 2021

Complete:

Notes: We are currently (12.2021) looking at the possibility of integrating the functionality of the Information Desk with the Circulation Desk to make a combined Circulation / Information Desk. As part of this, we are looking at the possibility of moving the computer lab computers to the 2nd floor and bolstering our efforts to lend in-house-use laptops and Chromebooks. Staffing considerations: We would want Library Assistants / Librarians integrated into the mix of folks at the Circulation / Information Desk. Cross training would be necessary. 2nd floor Adult Services staffing would need to have adequate teen skills. We are working on planning out these possibilities. We are creating a Business Center next to the Circulation Desk to alleviate some of the printing/copying questions that are frequently asked at the Information Desk. (Karen LaRocca-Fels, December 2021)

Circ/Tech and AS departments having exploratory discussions regarding combining Circulation and Information service point, moving public computers to the second floor, and space / workflow potential changes. Allison: Kept new/flexible spaces for staff and patrons in the building in mind as we planned for new network cable drops. (Karen LaRocca-Fels, Diana Lennon, Allison Robbins, Marie Trapasso, March 2022)



Pillar 6 Brand & Image

Goal 6.1: Review brand images on the library's website and social media sites.

Started: 2021

Complete: Ongoing

Notes: With the Brand & Image Team, began to review the images on our social media pages and discuss whether or not our photos reflect the diversity of the community and our patrons. The team also began to discuss doing a light revamp of the library's logo. Mallory Marinaro set preliminary meetings with local graphic designers to discuss proposals for a refreshed logo. (Mallory Marinaro, March 2022)

Mallory Marinaro met with graphic designers to interview them for our logo project and will make a recommendation to the Board of Trustees at the June meeting (Mallory Marinaro, April 2022)

Goal 6.2: Update all marketing materials and recurring communications, making sure that all relevant communications are available in several languages, including English and Spanish.

Tactic/Action: Create and implement a marketing plan.

Started: 2022

Complete:

Notes: As chair of the Brand and Image team, Mallory Marinaro started an outline of potential elements of our marketing plan; with the work of team members Diana Lennon, Molly Robbins, Karen LaRocca-Fels, and Tricia Sabini, we will write a marketing plan and standards guide (Mallory Marinaro, Winter 2022)

Tactic/Action: Assess most recent census data to determine in which languages library materials should be published.

Started: 2021

Complete: Ongoing

Notes: Reached out to WLS about having print notices (holds, Lost, etc) be published in English and Spanish. There is an issue in getting accent marks to print correctly. WLS is working on it and will be touch (Marie Trapasso, February 2022)

Tactic/Action: Upgrade and distribute library promotional material.

Started: 2021

Complete: Ongoing

Notes: With the aim of providing patrons with a more user-friendly and easy to use online events calendar, Mallory Marinaro and Allison Robbins began researching new calendar platforms with a focus on user-experience, accessibility, and bilingual functionality. (Mallory Marinaro, Allison Robbins, March 2022)

Tactic/Action: Evaluate effectiveness of direct mailing opportunities to the community, informing them of programs and services.

Started:

Complete:

Notes:

Goal 6.3: Refresh interior décor to be more welcoming, inspirational, and comfortable.

Tactic/Action: Assess all signage for ease and efficiency of wayfinding.

Started: 2022

Complete: Ongoing

Notes: The Brand and Image team conducted an audit of the signage at the library during the month. After identifying that there is too much extraneous signage, the team conducted an experiment where all signage was removed from the service desks. This will allow us to identify what signage is truly essential and what is clutter. We found that the directional signage is lost in the shuffle of program flyers, news and updates, etc. (Mallory Marinaro, January 2022)

The first floor computer lab rooms were repainted and refreshed (Molly Robbins, February 2022)

Tricia Sabini created new children's room signage for more efficient wayfinding for relocated collections (Ignayra Lopez, March 2022)

Mallory Marinaro and Molly Robbins met to do a review of the library's display and poster stands, banners, and permanent signage to make recommendations for replacing or upgrading materials (Mallory Marinaro, Molly Robbins April 2022)

Goal 6.4: Implement quarterly videos of "A Day Inside Your Library" or other opportunities to showcase the library.

Tactic/Action: Arrange for library leaders and the Board of Trustees to have a higher profile in the community

Started: 2022

Complete: Ongoing

Notes: As part of National Library Week, we hosted a series of photo ops for government officials, community partners, and trustees. The photos were shared on library social media and in our eblast. We also created a selfie wall for patrons to take their photo with Library Week posters and post to social media as desired. (Mallory Marinaro, March 2022)