

READING PUBLIC LIBRARY (READING, MA) FY2026

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FOCUS: CUSTOMER CONVENIENCE AND PERSONALIZATION

GOAL 1: Engage with the community as co-creators in library program, services, and design.

Objectives & Actions	Timeframe	By Whom
<p>A. Accessibility assessment of programs, services, and technology.</p> <ol style="list-style-type: none"> 1. Create Accessibility Working Group that includes stakeholder patrons and library staff 2. Research and identify accessibility audit or assessment tools 3. Inventory programs, services, and technology audit/assessment targets 	Spring 2026	Leadership Team
<p>B. Expand Multilingual Learners (MLL) programs and services.</p> <ol style="list-style-type: none"> 1. Create or join MLL Working Group that includes stakeholder patrons, town staff, school staff, and library staff 2. Assess existing RPL programs and services, and brainstorm at least one new MLL program or service to pilot in FY26. 	Fall 2025	Outreach Librarian Division Head – Public Services Assistant Director
<p>C. Translation of library publications, documents and communications.</p> <ol style="list-style-type: none"> 1. Inventory publications, documents and communications 2. Create translation and production timeline 3. Draft best MLL practices for communications procedures 	Spring 2026	Assistant Director Communications Specialist Library Associate – Children’s Services

GOAL 2: Explore library service points outside the library building.

Objectives & Actions	Timeframe	By Whom
<p>A. Develop pilot programs for satellite library services.</p> <ol style="list-style-type: none"> 1. Inventory and review offsite RPL programs and services 2. Brainstorm new or expanded offsite programs for FY26 and FY27 3. Set four-year goals and timeline 	Spring 2026	Leadership Team
<p>B. Investigate feasibility of increasing self-services.</p> <ol style="list-style-type: none"> 1. Review library locker usage statistics and user feedback 2. Create user survey or other feedback tool to identify self-service opportunities 3. Research self-service products online and at national and regional conferences 	Winter 2026	Director Division Head – Collection Services

GOAL 3: Expand collections and access for MLL residents.

Objectives & Actions	Timeframe	By Whom
<p>A. Build robust print and digital collections in languages spoken by Reading residents.</p> <ol style="list-style-type: none"> 1. Consult with the MLL Working Group to select two priority language collections 2. Develop Collection Statements for non-English collections 3. Research vendors and collections at other libraries 	Winter 2026	Outreach Librarian Division Head – Collection Services Librarian I – Public Services

GOAL 4: Continue to deliver, improve, and evaluate core library services.

Objectives & Actions	Timeframe	By Whom
<p>A. Support lifelong learning for residents of all ages.</p> <ol style="list-style-type: none"> 1. Expand the scope of Homebound Services to include a broader age group and temporary delivery service needs 2. Increase number of volunteers making deliveries 	Fall 2025	Division Head – Public Services Librarian I – Reference Services Administrative Assistant

FOCUS: COMMUNITY LEARNING AND ENGAGEMENT

GOAL 1: Support the ESOL community with programs and services that build connections.

Objectives & Actions	Timeframe	By Whom
<p>A. Support English language learning (ESOL) goals at various proficiency levels.</p> <ol style="list-style-type: none"> 1. Inventory existing ESOL programs, services by team 2. Set four-year goals and timeline 3. Expand one existing program/service, or pilot one new program/service 	Summer 2025	Division Head – Public Services Librarian II – Reference Services Librarian II – Children’s Services

GOAL 2: Position RPL as a space to address community needs and connect with other municipal services.

Objectives & Actions	Timeframe	By Whom
<p>A. Strengthen relationships and partnerships with municipal departments and organizations.</p> <ol style="list-style-type: none"> 1. Meet with town department heads and identify ways to help with town-wide committees, boards, or task forces 	Spring 2026	Leadership Team

<p>2. Meet with school media specialists, Assistant Superintendent, and METCO team to identify ways to help support their goals.</p> <p>3. Set four-year goals and timeline</p>		
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GOAL 3: Offer programming to build new community connections across background, age, or identity.

Objectives & Actions	Timeframe	By Whom
<p>A. Explore passive programming opportunities for all ages:</p> <ol style="list-style-type: none"> 1. Document and report statistics on passive programming 2. Pilot two passive programs for adults and one passive program for teens 	Winter 2026	Public Services

GOAL 4: Develop transition strategies for all ages to grow into library services.

Objectives & Actions	Timeframe	By Whom
<p>A. Foster relationships with tweens and caregivers through programs and tween space.</p> <ol style="list-style-type: none"> 1. Develop curriculum for one year of tween programming 	Summer 2025	Librarian II – Children’s Services
<p>B. Programs, services, and collections for post-secondary emerging adults.</p> <ol style="list-style-type: none"> 1. Inventory existing programs, services and collections by team 2. Set four-year goals and timeline 3. Expand one existing program/service, or pilot one new program/service 	Fall 2025	Division Head – Collection Services Division Head – Public Services

<p>C. Teen room improvements</p> <ol style="list-style-type: none"> 1. Create Teen Space committee 2. Gather feedback and data on what the teen spot should look like and its purpose. (surveys or interactive activities) 3. Identify areas that need improvements, establish expectations for the use of the space, concerns around safety/security, and "the vibe" or look/feel 4. Propose an estimated budget \$\$ to the trustees 	<p>Spring 2026</p>	<p>Division Head – Public Services Teen Librarian Library Director</p>
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FOCUS: LIBRARY AS SPACE AND PLACE

GOAL 1: Adapt library spaces ensuring everyone can explore information and resources with ease.

Objectives & Actions	Timeframe	By Whom
<p>A. Audit spaces for accessibility</p>		<p>Accessibility Working Group</p>

GOAL 2: Implement strategies to increase diversity among library staff and volunteers.

Objectives & Actions	Timeframe	By Whom
<p>A. Succession planning</p> <ol style="list-style-type: none"> 1. Use Results Based Accountability to assess and brainstorm succession needs for library positions 2. Improve Documentation of workflows and procedures to support succession or position transitions 	<p>Fall 2025</p>	<p>Leadership Team</p>

<p>B. Strategic recruitment of diverse volunteers at all levels:</p> <ol style="list-style-type: none"> 1. Identify opportunities to diversify and recruit volunteer RPL volunteer base using Results Based Accountability. 	<p>Winter 2026</p>	<p>Leadership Team</p>
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GOAL 3: Plan for the future.

<p>Objectives & Actions</p>	<p>Timeframe</p>	<p>By Whom</p>
<p>A. Adapt and anticipate changes in community trends:</p> <ol style="list-style-type: none"> 1. Brainstorm feedback loop tools that produce outputs and outcomes to help assess community needs. 	<p>Fall 2025</p>	<p>Assistant Director</p>
<p>B. Respond to and prepare for climate change and other environmental concerns:</p> <ol style="list-style-type: none"> 1. Inventory internal sustainability practices 2. Research and identify new internal sustainability practices 	<p>Winter 2026</p>	<p>Library Director Division Head – Public Services Administrative Assistant</p>
<p>C. Begin the process for Sustainable Libraries Certification</p>	<p>Fall 2025</p>	<p>Library Director Librarian II - Reference</p>

GOAL 4: Continue enhancements of outdoor library spaces.

<p>Objectives & Actions</p>	<p>Timeframe</p>	<p>By Whom</p>
<p>A. Continue work based on the Library Landscape Committee recommendations: Review funding options for large project</p>	<p>Spring 2026</p>	<p>Library Director Trustees</p>

<p>B. Continue to develop functional outdoor spaces</p> <ul style="list-style-type: none">a. Move existing picnic tableb. Add a minimum of additional one picnic table & umbrellac. Add a minimum of 8 Adirondack chairs	Summer 2025	Library Director Administrative Assistant
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