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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><b>1.1 Accessibility Audits</b></p> <ul style="list-style-type: none"> <li>a) Programs: Evaluate current program offerings for barriers and inclusive practices.</li> <li>b) Digital Services: Use WCAG 2.1 AA standards to review and identify design issues for the library website, app, and Aspen catalog.</li> <li>c) Physical Spaces: Assess physical spaces using ADA compliance checklists plus universal design principles.</li> <li>d) Prioritize and Plan: Identify at least five high-priority improvements with a recommended timeline for implementation.</li> </ul>	<p>Q1</p> <p>Q2</p> <p>Q3</p> <p>Q4</p>	<p>Library Director</p> <p>Accessibility Working Group</p>
<p><b>1.2 Cultural Exchange Series</b></p> <ul style="list-style-type: none"> <li>a) Work with community facilitators to design and implement three cultural programming <b>series</b>: one each for children or teens, adults, and families. Examples include bilingual storytimes, cooking demonstrations, or traditional craft workshops. Ideally planned and led entirely by community members with library support for logistics and promotion.</li> <li>b) Use qualitative and quantitative feedback for continuous improvement.</li> </ul>	<p>Ongoing</p>	<p>Assistant Director</p> <p>Librarian I</p> <p>Outreach</p> <p>Director of Equity</p> <p>Community partners</p>

GOAL 2: Explore library service points outside the library building		
Objectives & Actions	Timeframe	By Whom
<p><b>2.1 Book Bike Pop-Up Library Services at Community Locations</b></p> <p>a) Prepare Book Bike and Train Staff Team – includes checklists, procedures, setup/breakdown routine. Consider teams of two.</p> <p>b) Launch a three-month rotating location schedule – various times and days.</p> <p>c) Use qualitative and quantitative feedback for continuous improvement.</p> <p>d) <i>Optional: Branded program name</i></p>	<p>Q1</p> <p>Q1, Q2</p> <p>Q3</p>	<p>Librarian I Reference Services</p> <p>Librarian I Outreach</p>
<p><b>2.2 Partnership: Center for Active Living (ReCAL)</b></p> <p>a) Partner with recreation, elder services, and veteran services to identify how the library can support their needs with ReCAL.</p> <p>b) Understand their division goals and evolving client needs.</p> <p>c) Collaborate on surveys or feedback mechanisms to identify unmet needs.</p> <p>d) Inventory or observe their services and programs to see how RPL can add value.</p> <p>e) Document specific support opportunities.</p> <p>f) Create a proposal outlining potential pilot projects.</p>	<p>Q1</p> <p>Q1</p> <p>Q2</p> <p>Q2</p> <p>Q2</p> <p>Q3</p>	<p>Library Director Assistant Director</p> <p>Division Head Public Services</p> <p>Librarian I Reference</p> <p>Librarian I Outreach</p>
GOAL 3: Expand collections and access for MLL residents		
Objectives & Actions	Timeframe	By Whom
<p><b>3.1 Website Enhancements</b></p> <p>a) Audit current website to create a prioritized list</p>	<p>Q1</p>	<p>Assistant Director Communications</p>

<p>of essential pages for Phase 1 translation (library card registration, hours/locations page, basic digital resources, etc).</p> <p>b) Identify embedded forms, dynamic content, or technical barriers to translation.</p> <p>c) Partner with a professional translation service to complete full translation of priority pages into the #1 most-spoken language.</p> <p>d) Engage 2-3 reviewers from this language community to assess cultural appropriateness and library context accuracy.</p> <ul style="list-style-type: none"> <li>i. Create a basic translation glossary with 25-50 key library terms (loan, renewal, hold, database) for staff and patron use.</li> <li>ii. Launch website enhancements.</li> </ul>	<p>Q1</p> <p>Q2</p> <p>Q4</p>	<p>Specialist</p>
<p><b>3.2 Build Robust Print and Digital Collections in Languages Spoken by Reading Residents.</b></p> <p>a) Set collection targets (languages and collections).</p> <p>b) Allocate funds for multilingual materials.</p> <p>c) Establish and document relationships with international book vendors.</p> <p>e) Add multilingual digital resources (ebooks, audiobooks, magazines).</p> <p>d) Use qualitative and quantitative feedback for continuous improvement.</p>	<p>Ongoing</p>	<p>Division Head – Collection Services</p> <p>Librarian II Collection Services</p>
<p><b>3.4 Improve Discovery and Access to Multilingual Materials</b></p> <p>a) Review best practices for multilingual catalog records and subject headings.</p> <p>b) Design clear bilingual signage for collection areas.</p> <p>c) Develop finding aids and book lists in target languages.</p>	<p>Q2</p> <p>Q3</p> <p>Q3</p>	<p>Assistant Director</p> <p>Division Head Collection Services</p> <p>Division Head Public Services</p> <p>Communications Specialist</p>

d) Familiarize staff on the location of multilingual collections.	Q3	
e) Promote collections via MLL networks.	Q4	
<b>GOAL 4: Continue to deliver, improve, and evaluate core library services</b>		
<b>Objectives &amp; Actions</b>	<b>Timeframe</b>	<b>By Whom</b>
<p><b>4.1 Expand Homebound Delivery Beyond Seniors</b></p> <p>a) Research homebound service models and policies from peer libraries, focusing on programs that also serve residents of all ages with temporary or permanent mobility challenges.</p> <p>b) Revise and expand eligibility criteria. Possibilities include: post-surgery recovery patients, new parents with medical complications, individuals with temporary injuries, and caregivers unable to leave home.</p> <p>c) Revise enrollment process for temporary users.</p> <p>d) Use qualitative and quantitative feedback for continuous improvement.</p>	<p>Q1</p> <p>Q2</p> <p>Q2</p>	<p>Librarian II – Reference Services</p> <p>Librarian I – Reference Services</p> <p>Administrative Assistant</p>
<p><b>4.2 Recruit and Train Additional Delivery Volunteers</b></p> <p><i>Carried over from FY26 due to staffing changes</i></p>	Q3	<p>Librarian I – Reference Services</p> <p>Administrative Assistant</p>

## FOCUS: COMMUNITY LEARNING AND ENGAGEMENT

GOAL 5: Support the ESOL community with programs and services that build connections

Objectives & Actions	Timeframe	By Whom
<p><b>5.1 Launch and Evaluate ESOL Connection Pilot Programs</b></p> <p>a) Implement three pilot programs that connect ESOL residents to library services and each other.</p> <p>b) Build relationships with bilingual volunteers.</p> <p>c) Use qualitative and quantitative feedback for continuous improvement.</p>	<p>Q2,Q3</p> <p>Q4</p>	<p>Librarian II – Reference Services</p> <p>Librarian I – Reference</p>

GOAL 6: Position RPL as a space to address community needs and connect with other municipal services

Objectives & Actions	Timeframe	By Whom
<p><b>6.1 Focus on Relationships with Recreation, Elder Services, and Veteran Services</b> <i>See Partnership: Center for Active Living (ReCAL)</i></p> <p>a) Schedule regular check-ins with each division.</p> <p>b) Assign a staff liaison to each division as a consistent point of contact.</p>	<p>Q1</p>	<p>Library Director</p> <p>Division Head Public Services</p>
<p><b>6.2 Focus on Relationship with Public Health Department</b></p> <p>a) Schedule regular check-ins with the public nurse.</p> <p>b) Assign a staff liaison as a consistent point of contact.</p>	<p>Ongoing</p>	<p>Library Director</p> <p>Division Head Public Services</p>
<p><b>6.3 Focus on Relationship with the Reading Coalition</b></p> <p>a) Schedule regular check-ins with the Coalition Director.</p>	<p>Ongoing</p>	<p>Director of Equity</p>

b) Leverage the Coalition's focus on addressing the needs of the youth community.		
<b>GOAL 7: Develop transition strategies for all ages to grow into library services</b>		
<b>Objectives &amp; Actions</b>	<b>Timeframe</b>	<b>By Whom</b>
<b>7.1 Programs, Services, And Collections For Post-Secondary Emerging Adults.</b> a) Expand and promote test prep materials for graduate school, civil service, and trade certifications. b) Increase digital job development resources such as LinkedIn Learning, career assessment tools, and resume builders. c) Use qualitative and quantitative feedback for continuous improvement.	Q3  Q3  Ongoing	Division Head – Collection Services  Division Head – Public Services
<b>COMPLETED Foster relationships with tweens and caregivers through programs and tween space.</b> <ul style="list-style-type: none"> <li>Established year-long programming curriculum for tweens</li> <li>Tween Collection statistics 100% of items have circulated in the last twelve months, and there was a 47% increase in usage in 12/1/24-11/30/2025 over 12/1/23-11/30/2024</li> <li>Regular (popular!) use of the dedicated Tween Spot</li> </ul>		
<b>HOLDING Teen room improvements</b> <b>Pending needs assessment and availability of funding</b>		

## FOCUS: LIBRARY AS SPACE AND PLACE

GOAL 8: Adapt library spaces, ensuring everyone can explore information and resources with ease

Objectives & Actions	Timeframe	By Whom
<p><b>8.1 Redesign Media Collection Spaces</b></p> <p>a) Analyze circulation data and collection turnover rates for DVDs, CDs, audiobooks, and other media.</p> <p>b) Research media collection trends and space solutions from peer libraries.</p> <p>c) Measure current square footage devoted to each format against actual usage.</p> <p>d) Create floor plan options that:</p> <ul style="list-style-type: none"> <li>i) Address the size needs of declining formats.</li> <li>ii) Maintain good sight lines and traffic flow.</li> <li>iii) Include display options for collections.</li> </ul> <p>e) Test new arrangements with employee feedback before final implementation.</p>	<p>Q1</p> <p>Q1</p> <p>Q1</p> <p>Q2</p> <p>Q2,Q3</p>	<p>Library Director</p> <p>Division Head Collection Services</p> <p>Librarian II Collection Services</p>
<p><b>8.2 Review and Reconfigure Staff Areas to Support Revised Organizational Structure</b></p> <p>a) Meet with teams and divisions about workspace needs, collaboration requirements, and equipment placement.</p> <p>b) Evaluate needs around public-facing positions, privacy or quiet work areas, shared team spaces, storage, and processing areas.</p> <p>c) Develop and implement a phased plan of changes with an approved budget.</p>	<p>Q2</p> <p>Q2</p> <p>Q3, Q4</p>	<p>Library Director</p> <p>Division Head Collection Services</p> <p>Division Head Public Services</p>

GOAL 9: Implement strategies to increase diversity among library staff and volunteers		
Objectives & Actions	Timeframe	By Whom
<p><b>9.1 Identify and Prepare for Transitions</b></p> <p>a) List all positions with staff eligible to retire or likely to leave within 3 years.</p> <p>b) Identify which positions require specialized knowledge or long training periods.</p> <p>c) Create training timelines for each critical position.</p> <p>d) Assign backup staff for each critical role.</p>	<p>Q1</p> <p>Q2</p> <p>Q2</p>	<p>Leadership Team</p>
<p><b>9.2 Documentation</b></p> <p>a. Draft written, "evergreen" guides for daily operations and specialized tasks.</p> <p>b. Inventory all regular tasks performed by each position.</p> <p>c. Prioritize documentation for:</p> <p>i. Tasks only one person knows how to do.</p> <p>ii. Seasonal or infrequent but important tasks.</p> <p>iii. Vendor relationships and account management (Keeper, Eleo).</p> <p>d. Standardize file naming conventions and document storage best practices.</p> <p><i>Carried over from FY26 due to staffing changes</i></p>	<p>Q4</p>	<p>Leadership Team</p>
GOAL 10: Plan for the future		
Objectives & Actions	Timeframe	By Whom
<p><b>10.1 Begin the process for Sustainable Libraries Certification</b></p> <p>a) Outline full certification requirements.</p> <p>b) Conduct baseline assessment of current library</p>	<p>FY27-FY29</p>	<p>Library Director</p> <p>Librarian II – Reference</p> <p>Sustainability Working Group</p>

<p>practices.</p> <p>c) Connect with recently certified libraries to learn from their experience.</p> <p>d) Develop an 18-24 month action plan with measurable milestones.</p> <p>e) Provide regular updates to the director, staff, and trustees</p>		
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<p><b>COMPLETED Adapt and anticipate changes in community trends.</b></p> <ul style="list-style-type: none"> <li>• See Partnership: Center for Active Living (ReCAL)</li> <li>• Developing responsive services to MLL and ESOL community members</li> <li>• Responded to community feedback on outdoor library spaces</li> <li>• New and ongoing partnerships and sponsorships for Town Forest Committee, Trails Committee, Climate Advisory Committee</li> </ul>
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GOAL 11: Continue enhancements of outdoor library spaces

Objectives & Actions	Timeframe	By Whom
<p><b>COMPLETED</b></p> <ul style="list-style-type: none"> <li>• Library Terrace construction</li> <li>• Additional outdoor seating</li> <li>• Patio space enhancements</li> <li>• Wildlife habitat certification</li> </ul>		