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The Community Library

PLAN OF SERVICE

2021 - 2026

Updated January 2023

Updated July 2023

Updated June 2024

Introduction

In early 2020, The Community Library embarked upon a process to update its mission and vision statements and develop a plan of service for the next five years. This plan will enable The Community Library to build towards the future and continue to serve the communities within the Cobleskill-Richmondville School District.

The process started with the meeting of the long-term planning committee, and this core group with the entire board created new mission and vision statements for the library.

The Community Library brought in a facilitator from Mohawk Valley Library System to conduct community workshops, collect data and draft a report on the data collected. The Community Library hosted a series of 10 Zoom workshops in which more than 50 individuals participated.

Using the data gathered during the workshops, the long-term planning committee met on multiple occasions to draft goals for the Plan of Service. These goals are designed to support the mission and vision statements, and they are focused on the services provided by the library and the sustainability of the library. Then committee then took a draft to the entire board for approval.

The result of this process is this plan that seeks to fulfill The Community Library's mission and vision statements and meet the needs of the community as identified during the community workshops.

To be effective, the plan needs to be a living document. The Board of Trustees and staff commit to using it as a guide and reference for resource allocation and implementation of the library's mission. It will also need to be reviewed, evaluated for effectiveness, and adapted as needed. It is important to follow up with the community, recognizing those who have participated in workshops, to keep constituents aware of how the plan is being implemented and updated.

The plan is accessible on the library website.

About the Library

The Cobleskill Free Library Association was organized in 1920 and became a tax-supported public library in 1926. In 1937 it moved to its current location. It was granted a provisional Charter as a School District Library by the New York State Department of Education in 1999 and was renamed The Community Library to reflect its new status. The Absolute Charter was granted in 2005. In 2006-07 the building was redesigned and renovated through community support and a bond. It is an active member of the Mohawk Valley Library System.

The Trustees of The Community Library adhere to the principles of the American Library Association's "Freedom to Read", the "Library Bill of Rights" and the "Freedom to View", and subscribe to the Association's belief in access to all information for all users. They further endeavor to meet the standards required by the Board of Regents of the State of New York and to assist the Director and staff in meeting the needs of the public in a fiscally responsible manner.

Mission Statement

The Community Library builds strong communities by preserving the past, enriching the present, and inspiring the future.

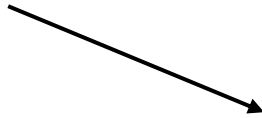
Vision Statement

The Community library is a central part of thoughtful, inclusive, dynamic communities where people and ideas connect.

Goals

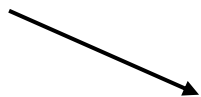
Two goals were created to support the mission statement. One of these goals is focused on services provided by the library, and the other is focused on the sustainability of the library. “To be truly sustainable organizations or communities must embody practices that are environmentally sound and economically feasible and socially equitable.” Resolution for the Adoption of Sustainability as a Core Value of Librarianship. ALA 2019

Service Goal



The Community Library is recognized as a community gathering place.

Sustainability Goal



The Community Library builds on its role as a community gathering space by ensuring its sustainability.

The Triple Bottom Line conceptual framework to define what is meant by a core value of “sustainability.”

Source: sustainablelibrariesinitiative.org

Definition of Sustainability

Sustainability is the practice of using natural resources responsibly today, so they are available for future generations tomorrow.



Service Goal – Objectives & Tasks

The Community Library is recognized as a community gathering place.

OBJECTIVE: Maintain or establish ongoing and dynamic partnerships with **other** organizations that serve the community.

- TASK: Host a minimum of three activities/groups per month.
 - 2021 SCHOOL Programs.
 - 2021 Literacy Volunteers
 - 2022 SCHOOL Programs.
 - 2022 Literacy Volunteers
 - 2023 Literacy Volunteers
 - 2023 SCHOOL programs
 - 2024 Literacy Volunteers
 - 2024 SCHOOL Programs
- √ 2022 TASK: Act as a clearinghouse for social services agencies by displaying their materials. materials
 - Clerk assisted with obtaining new and updated materials.
 - Clerk created monthly bulletin board of information.
 - Clerk placed domestic violence resources in bathrooms.
 - 2022 placed business card holder in vestibule.
 - 2023 Created Tabling Tuesday for social service agencies to share information.
 - NOTE: while reviewing and talking with patrons determined the need for baby changing station and menstrual products.
 - 2023 installed baby changing station in basement bathroom
 - 2023 Narcan dispensary box placed in the Pine Room
 - 2023 encouraged social service organizations to participate in tabling Tuesdays
- TASK: Develop/continue partnerships with arts, tourism, college, and cultural organizations.
 - 2021 Obtained museum passes for Iroquois Museum.
 - 2022 SUNY Cobleskill professors providing programs.
 - 2023 added museum passes from Old Stone Fort Museum, Albany Institute of History and Art, Firefighter Museum, Arkell Museum
- TASK: Assist the Schoharie Economic Enterprise Corporation and other organizations with the economic development of the County.
 - 2021 Collaborating with SEEC to provide binoculars for the Eagle Trail.
- TASK: Work with historical organizations, oral histories, and local history programs.
 - 2022 Schoharie Co Historical Society Trustee and Genealogist Catherine Adams provide John "Jack" Daniels "Discovering the Forgotten History of African Americans in Schoharie County" program.
 - 2022-2024 Regional Collections Grant to digitize the Daisy Brown Collection.
<https://nyheritage.contentdm.oclc.org/digital/collection/CommLibCoble>
 - 2023 Pete Lindemann presented Reconstructing Cobleskill
 - 2023 Bonnie Daily presented Genealogy using Military Records
 - 2023 Schoharie Crossing presented on the history of the Erie Canal

- Task: Build relationships with appropriate local, county, or state social service agencies and other organizations to support our efforts to better serve our patrons. This can include seeking resources, such as handouts, agency staff willing to partner with the library, programming opportunities, or training for library staff.

OBJECTIVE: Provide a variety of programs to benefit our diverse population.

- TASK: Explore new trends in programming and seek funds to support.
 - 2022 Stewarts Foundation Grant to support Summer Reading Programs.
 - 2022 Obtained Dean Graham Foundation funds to support STEM coding program.
 - 2022 Christmas Wish funds supported purchase of Nintendo Switch.
 - 2022 Seek input from teen patrons through new Teen Advisory Board.
 - 2023 Stewarts Foundation Grant to support Summer Reading Programs and prizes.
 - 2023 Obtained Dean Graham Foundation funds to George Steel Mammal program and build and play materials.
 - 2023 Christmas Wish funds supported purchase of escape room supplies and summer reading program supplies.
 - 2023 CREATE GRANT to provide children's theatre.
 - 2023 CREATE GRANT to provide a series of fiber art classes.

√ 2022 TASK: Host a minimum of three activities per month.

- 2021 Hired Adult Services Librarian.
- 2022 Hired Library Assistant to focus on youth services.
- 2022 Established six regular Adult Programs per month.
- 2022 Established two regular Child Program per month.
- 2022 Established three regular Teen Program per month.
- 2022 additional program topics included fiber arts, author talks, Paws for Reading, Battle of the Books, Craft Buffet.
- TASK: Provide an expanded and diverse collection.
 - 2021 Added Museum Passes
 - 2022 Staff working to diversity collections by including more content by diverse authors and featuring displays highlighting marginalized groups, holidays, etc.
 - 2022 Games a Plunder donated games to support new collection.
 - 2023 Added News for You a pro-literacy newspaper.
 - 2023 Added DVD player and cd/reader/writer
- TASK: Provide activities to build literacy for children, teens, and adults.
 - 2022 Storytime
 - 2022 Battle of the Books at Radez and Golding
 - 2023 Battle of the Books at Radez, Golding and the High School including Schoharie HS
- TASK: Offer structured and unstructured programs for families and children.
 - 2022 Purchased access to CreativeBug for patrons. Renewed in 2023.
 - 2022 All ages craft buffet.
 - 2022 Storytime, lego club
 - 2022 new monthly Saturday programs for kids and families help accommodate school and work schedules.
 - 2023 Kids Build and Play program

- 2023 collaborate with Schoharie Mohawk Institute of Science and Technology for monthly STEAM programs
- TASK: Promote the arts.
 - 2022 CRSD High School Art Show
 - 2022 CREATE Grant funded Cartoonist Ira Marcks workshops
 - 2022 Obtained funds from Poets and Writers to bring in authors and provide writing workshops.
 - 2022 Obtained Grant from CREATE for Summer Reading including children's theatre group and didgeridoo performances.
 - 2022 CRSD High School Orchestra concert.
 - 2023 Radez Art Show.
 - 2023 Tiny Art Show contest
 - 2023 increased number of crafting programs
 - 2023 as a result of Sally Ziegler felting workshops created the monthly Fuzzy Belly Felting Friends group.
 - 2024 Tiny Art Show contest
- TASK: Provide discussion groups discussing timely issues in a respectful manner.
 - 2021 Partnered with Sharon Springs Library for *Can We Talk* program sponsored by American Libraries Association. The program consisted of movie discussions and book discussion on *White Fragility* by Robin Diangelo.
 - 2022 Banned Book Discussion
 - 2023 LGBTQ+ program and discussion
 - 2023 Book Banning presentation
 - 2024 Legal Aid Society provided a program on Immigration

OBJECTIVE: Serve the broader geographic area to grow the base of borrowers and users.

- TASK: Take library programs out into the community.
 - 2022 Banned Books Discussion with Peacemakers
 - 2022 Outreach Program at Fusion Church
 - 2023 Gathering Place Book Group Libby training.
 - 2023 CR School Open House
- TASK: Participate/table/provide broadband access/library card signups at community events throughout the year.
 - 2021 4th of July Parade
 - 2021 Table during Friends of the Library Basket Raffle
 - 2022 Table at Marathon for a Better Life
 - 2022 4th of July Parade
 - 2022 Table at CRSD Open Houses
 - 2023 Maple Festival at the Fair Grounds
 - 2023 4th of July Parade
 - 2023 Provided the Youth Bureau with handouts at the County Fair

Sustainability Goal – Objectives & Tasks

The Community Library builds on its role as a community gathering space by ensuring its sustainability.

OBJECTIVE: Review and make changes to financial management tools to support the service goal.

- TASK: The financial committee reviews operating and insurance needs formally on a quarterly basis.
 - ✓ 2024 Add Cyber Security Insurance to the current policy
- TASK: By 2023, the library will pay a minimum of \$15 per hour for starting employees and review the compensation package and benefits for all the staff.
- TASK: Seek and obtain grants and awards.
 - 2021 Lamont Engineering and Town of Cobleskill helped to secure grants for the Annex.
 - 2022 Staff secured over \$11,000 in grants for programs.
 - 2022 Staff secured Regional Collections Grant for over \$5,000.
 - 2022 Adult Services Librarian received Poets and Writers support for author programs and workshops.
 - 2022 Adult Services Librarian received award for Trivia program through MVLS.
 - 2023 Staff secured Regional Collections Grant for over \$4,500.
 - 2023 July over \$11,000 grants and donations secured for programs and supplies.

OBJECTIVE: Hire capable staff to support the service goal.

- TASK: The personnel committee will Review employee recruitment and retention practices.
- TASK: The Personnel committee will work with the library director to determine and evaluate the duties/tasks of the employees.
 - 2022 Personnel Committee worked with the Director to redesign evaluation process.
- TASK: Review current space usage and determine what can be done to improve work and break space for employees.
 - 2022 Annex Expansion designed to improve work and break space
- TASK: Provide bi-annual staff development and training, as well as new staff orientation.
 - 2023 monthly staff meetings.
 - 2023 staff Narcan training

OBJECTIVE: Be ready to expand the footprint of the library.

- TASK: Revise the master plan for the annex and its incorporation into the existing library space, including:
 - ✓ 2022 Remediation of hazardous materials in the annex.
 - 2022 Completed with use of Community Development Block Grant funds
 - ✓ 2020 Accessibility
 - New ramp installed at front of the building.
 - Sustainability
 - Broadband and Technology
 - 2021 added public chromebooks to collection with support from SEEC.
 - Design children's space, teen space, social area
 - 2024 Hired Vaysen Design Studio
- TASK: Establish and implement a financial plan for completing the building master plan, including:
 - Grants
 - 2021 Lamont Engineering secured Community Development Block Grant and NYS Environmental Protection Fund grants.

- community-based fundraising
- bonding
- Fundraising
- TASK: Include the community with the library expansion plans and keep them invested throughout the process.
 - 2022 articles in Times Journal
 - 2023 Facebook posts
- TASK: Plan Community Open House and/or Guided Tour as appropriate.
- 2022 Task Create Landscaping Design Plan
 - Incorporate In Memory of Garden and seating
 - Incorporate a story walk
 - Use native vegetation
 - Create community garden
 - Incorporate outdoor programming space

OBJECTIVE: Implement a communication and marketing plans to support the service goal.

- TASK: Communicate to the community about the activities and services at the library through the use of website, social media, emails, and local newspapers.
 - Social Media
 - 2022 over 1,100 followers on FaceBook.
 - 2022 added Instagram and Twitter
 - Email Newsletter
 - 2022 established MailChimp Electronic Newsletter
 - Local Newspapers
 - 2021 added Mountain Eagle to the Library News Distribution
 - 2023 added teen MailChimp Electronic Newsletter
 - Removed Twitter/X from our social media
- TASK: Create a new website.
 - 2022 MVLS secured funds to support development of new accessible templates.
 - 2023 Begin work on a new site.
 - 2024 New website announced www.communitylibrarycobleskill.org
- TASK: Identify roles for the implementation of the communication and marketing plans.
- TASK: Develop a branding guideline including the library's logo and design standards.
 - 2023-2024 Working with SUNY Cobleskill Professor developed new logo

2022 OBJECTIVE – Use Triple Bottom Line to Achieve Sustainability

- Task -Establish Environmentally Sound Practices
 - Seek renewable energy
 - Install Electric Vehicle charging stations
 - Seek sustainable collections and processing materials
 - Reduce Waste
 - Conserve Water
- Task -Practice Socially Equitable partnerships, programs and services
 - Increase Hours
 - 2024 increased hours by one now open 38 hours/week
 - Maintain free programs

- Library bus stop on public transportation
- Community gardens
- Increase seating and work areas
- Inclusive spaces for all traditions and cultures
- Staff and Board reflect the demographics of the community
- Task – Economically Feasible
 - Support local businesses
 - Pay staff living wages
 - Create Emergency Disaster Plan

2023 OBJECTIVE – Policy Committee will support all committees and their needs

- TASK: The policy committee reviews and updates current policies on a three-year rotation.
 - Review existing policies on a three-year rotation.
- TASK: Policy Committee develops a structure for identifying future policies.
- TASK: Policy Committee assists other committees with identifying and writing new policies.

Plan Evaluation & Community Follow-Up

The Committee will review and update the board ~~quarterly~~ **every six months** on the status of the plan. Board of Trustees committees will review the plan twice a year from the perspective of their committee roles. The Director will review the plan with staff members during staff development day.

Any updates or changes to the plan will be identified during these reviews, and an updated plan will require approval by the Board of Trustees.

Communication with the community about the plan is also important. During year one, there will be follow-up with those individuals who previously participated in forums or who have provided their feedback about the plan. These updates can be accomplished through email, newsletters, website posts, social media, newspaper articles, and/or group presentations.

Long-Range Plan of Service
 Overview of Progress on Tasks
 December 2023

D/S = Director/Staff; FC = Finance Committee; PEC = Personnel Committee; DC = Development Committee; PC = Policy Committee; BGC = Building and Grounds Committee; FRC = Fundraising Committee

GOAL: The Community Library is recognized as a community gathering place.

Objective: Maintain or establish ongoing and dynamic partnerships with other organizations that serve the community.

Tasks:

	Resp.	D23	J24	D24	J25	D25	J26	Done
Host a minimum of three activities/groups per month.	D/S	X	X					
Act as a clearinghouse for social services agencies by displaying their materials.	D/S	X	X					
Develop/continue partnerships with arts, tourism, college, and cultural organizations.	D/S	X	X					
Assist the Schoharie Economic Enterprise Corporation and other organizations with the economic development of the county.	D/S							
Work with historical organizations, oral histories, and local history programs.	D/S	X	X					
Build relationships with appropriate local, county, or state social service agencies and other organizations to support our efforts to better serve our patrons. This can include seeking resources, such as handouts, agency staff willing to partner with the library, programming, opportunities, or training for library staff.	D/S		X					

Objective: Provide a variety of programs to benefit our diverse population.

Tasks:

	Resp.	D23	J24	D24	J25	D25	J26	Done
Explore new trends in programming and seek funds to support.	D/S	X	X					
Host a minimum of three activities per month.	D/S	X	X					
Provide an expanded and diverse collection.	D/S	X	X					

Provide activities to build literacy for children, teens, and adults.	D/S	X	X					
Offer structured and unstructured programs for families and children.	D/S	X	X					
Promote the arts.	D/S	X	X					
Provide discussion groups discussing timely issues in a respectful manner.	D/S	X	X					

Objective: Serve the broader geographic area to grow the base of borrowers and users.

Tasks:

		Resp.	D23	J24	D24	J25	D25	J26	Done
Take library programs out into the community.	D/S								
Participate/table/provide broadband access/library card signups at community events throughout the year.	D/S	X	X						

GOAL: The Community Library builds on its role as a community gathering space by ensuring its sustainability.

Objective: Review and make changes to financial management tools to support the service goal.

Tasks:

		Resp.	D23	J24	D24	J25	D25	J26	Done
The Finance Committee reviews operating and insurance needs formally on a quarterly basis.	FC	X	X						
By 2023, the library will pay a minimum of \$15 per hour for starting employees and review the compensation package and benefits for all the staff.	FC/ PEC	X X	X X						X
Seek and obtain grants and awards.	D/S FRC	X/							
Add cybersecurity insurance to the current policy.	FC		x						x

Objective: Hire capable staff to support the service goal.

Tasks:

		Resp.	D23	J24	D24	J25	D25	J26	Done
The Personnel Committee will review employee recruitment and retention practices.	PEC	X	X						

The Personnel Committee will work with the library director to determine and evaluate the duties/tasks of the employees.	PEC	X	X					
Review current space usage and determine what can be done to improve work and break space for employees.	BGC	X	X					X
Provide biannual staff development and training, as well as new staff orientation.	D/S							

Objective: Be ready to expand the footprint of the library.

Tasks:

		Resp.	D23	J24	D24	J25	D25	J26	Done
Revise the master plan for the annex and its incorporation into the existing library space, including sustainability, broadband and technology, and designed children’s space, teen space, social area.	BGC	X	X						
Establish and implement a financial plan for completing the building master plan, including grants, community-based fundraising, other fundraising.	FRC		X						
Include the community with the library expansion plans and keep them invested throughout the process.	D/S	X	X						
Plan community open house and/or guided tour as appropriate.			X						
Create a landscaping design plan incorporating an “in memory of” garden, seating, a story walk, a community garden, and outdoor programming space that uses native vegetation.	BGC	X	X						

Objective: Implement communication and marketing plans to support the service goal.

Tasks:

		Resp.	D23	J24	D24	J25	D25	J26	Done
Communicate to the community about the activities and services at the library through the use of website, social media, emails, and local newspapers.	D/S	X	X						
Create a new website.	D/S		X						X
Identify roles for the implementation of the communication and marketing plans.	D/S								
Develop a branding guideline including the library’s logo and design standards.	D/S		X						

Objective: Use triple bottom line to achieve sustainability. [Triple bottom line refers to a framework in which practices are considered in three ways to determine whether they are socially equitable, environmentally sound, and economically feasible.]

Tasks:

	Resp.	D23	J24	D24	J25	D25	J26	Done
Establish environmentally sound practices: seek renewable energy, install electric vehicle charging stations, seek sustainable collections and processing materials, reduce waste, conserve water.	BGC	X	X					
Practice socially equitable partnerships, programs, and services: increase hours, maintain free programs, library bus stop on public transportation, community gardens, increase seating and work areas, inclusive spaces for all traditions and cultures.	D/S	X	X					
Staff and board reflect the demographics of the community.	PEC DC	X	X X					
Economically feasible: support local businesses, pay staff living wages, create emergency disaster plan.	D/S	X						

Objective: Policy Committee will support all committees and their needs.

Tasks:

	Resp.	D23	J24	D24	J25	D25	J26	Done
The Policy Committee reviews and updates current policies on a three-year rotation.	PC	X	X					
The Policy Committee develops a structure for identifying future policies.	PC		X					
The Policy Committee assists other committees with identifying and writing new policies.	PC	X	X					