

2005-2010 ACTION PLAN

APPOMATTOX REGIONAL LIBRARY SYSTEM

NOVEMBER 2009 STATUS REPORT

GOAL #1: The Public Library Enriches the Community.

Objective A: Providing Cradle to Grave Education

Action Plan: By 2008, add more programming by the Youth Services Department for Young Adults (age 14-17) **11/09 Status: Plan accomplished. We have introduced after school movie and gaming events during teen read week, monster week, and Twilight movie opening among other programs specifically for teenagers. Special gaming days began this year utilizing gaming equipment donated by the friends of the library.**

Action Plan: By 2010 expand by 50% free programming for adult and young adult audiences that deal with artistic, civic, and cultural themes. **11/09 Status: We have not been able to expand programming by a total of 50%. We have increased overall programming, but on average we have not achieved and increase of 50%. This might have been unrealistic goal. We continue core programs such as the Virginia Author Series is an ongoing success in which we annually have a minimum of 3 Virginia Authors visit our libraries. This summer we introduced adult summer reading program to provide an all-ages reading program during the summer of 2009. Further we have completed staffing in the adult services and youth services area with three professional librarians. The quality of programs has improved even though statistically, the amount has remained the same.**

Action Plan: Receive a Big Read Grant and conduct a month long reading activity in the area centered on one classic book of literature. **11/09 Status: Fort Lee, Petersburg public library, Colonial Heights public library and ARLS have discussed this project, but we do not have the manpower and resources to make this grant/program a success at this time.**

Action Plan: Introduce programs for seniors introduce programs specifically for seniors. **11/09 Status: A Deposit collection program was started to provide library materials to seniors who have difficulty visiting the library. Our bookmobile driver delivers collections and item requests to assisted living facilities and retirement homes. Further programs are being investigated and developed. Significant completion in this areas has been achieved.**

Action Plan: Computer training specifically for senior citizens. We have a partnership with Retired Service Volunteer Pool to provide computer training classes for senior citizens. Our goal by 2010 is to offer these classes in our county locations. **11/09 Status: From 9/07 to 9/08 RSVP promoted and taught computer training classes to seniors in our library computer lab in Hopewell. RSVP is no longer providing this program. ARLS has recruited the RSVP volunteers and we continue the computer training**

as a library program. In the future we wish to expand the program and offer different classes and more topics.

Action Plan Continue and expand programming that is intergenerational. **11/09 Status: In summer of 2009 we provided a reading program for all ages. Last winter we expanded our reading program to offer a winter reading program. In the winter of 2009, family video gaming program is offered on the first Saturday of the month. Monthly Gaming day is a great success with families and the community to play electronic and board games in the library. Attendance ranges from 20-45 people.**

In the summer of 2009 we partnered with Historic Hopewell for a brown bag luncheon history lecture series. Weekly speakers presented programs on various historical topics that appealed to all ages. Attendance averaged 70 people per event. Book groups continue to meet monthly in Hopewell, Dinwiddie and Prince George.

Objective B: Treat Children as a Top Priority

Action Plan: By 2010, hire, or identify, an additional 70 hours for Youth Services Department to provide additional programming opportunities, collection development help, and reference/reader advisor services. **11/09 Status: We have hired a fulltime Youth Services Manager and in the July 2008 we hired another full time professional librarian for Youth Services in August 2009. That is a total of 75 hours a week of professional librarian manpower in Youth Services. This is 15 below the goal of 90 however, the librarians are being assisted by library associates and volunteers. In this way we are improving the quality and maintaining YS services during the recession.**

Action Plan: By 2008, an expanded Youth Services Department will provide after-school and Saturday programs for all ages 17 and under. **11/09 Status: Currently with the added manpower in the YS area we are offering an evening story time, special event weeks such as Teen Read week, Twilight vampire week, monster week, Talk like a pirate day. These events have expanded our offerings of juvenile and YA programs.**

We have applied for a grant to develop an after school reading club with the Boys and Girls club in Hopewell. That will begin in spring of 2010 if approved and funding is made available for it.

A thorough study of the collection and evaluation began in 2008. Weeding, replacement, and revised collection priorities are being addressed. Early readers, family resources, and young adults are a primary focus of the department.

Action Plan: By 2010 all children in the public schools of Hopewell, Dinwiddie, and Prince George have a library card.

11/09 Status: In Hopewell we continue promoting the library cards through the elementary schools and middle schools. In the fall of 2008 we have had visits from Hopewell elementary schools for tours. We provide library cards to the classes that participate. Each year we have made contacts with Prince George and Hopewell. Dinwiddie is an area where we need to improve our outreach to the schools especially in terms of library card signup.

Objective C: Promoting Being Ready to Read

Action Plan: Beginning with annual, and eventually quarterly if warranted, offer programs teaching parents/guardians the importance of reading to their children and how to effectively teach their children to read. **11/09 Status: Our YS team consisting of the manager and new YS librarian are developing programming for newborns through teenagers. The Director is involved with Smart Beginnings. Smart Beginnings is a program that is funded by the state of Virginia and is supported by Healthy Families, Hopewell Schools, and Prince George Schools. The focus is early childhood development and parenting.**

The Family Resource Center in our libraries in Hopewell, Rohoic and Disputanta have a many resources to assist with early childhood development and preparing children to for school. We continue to develop the materials and marketing of these special collections.

Objective D: Providing a Desirable Public Place

Action Plan: Convene town meetings to hear citizen design recommendations for a new HQ Library. **11/09 Status: In 2007 plan accomplished.**

Action Plan: Form an adult citizen advisory council to make design recommendations for a new HQ Library. **11/09 Status: In 2007 plan accomplished.**

Action Plan: Form a youth advisory council to make design recommendations for a new HQ Library, including design of separate space for young adults. **11/09 Status: In 2007 plan accomplished.**

Action Plan: Form a handicap advisory council to make design recommendations for a new HQ Library. **11/09 Status: In 2007 plan accomplished.**

Action Plan: Equip the new HQ Library with individual and group study rooms. **11/09 Status: In 2007 plan accomplished.**

- Action Plan: Equip new HQ Library with a conference room to seat at least 125 persons. **11/09 Status: In 2007 plan accomplished.**
- Action Plan: Provide the new HQ Library with a patron lounge equipped with vending machines for food and drink. **11/09 Status: In 2007 plan accomplished.**
- Action Plan: Public restrooms at the new HQ Library should be easy to maintain and present a clean and comfortable environment for the public. This may be accomplished by having no entrance doors (similar to airport restrooms); automatic flushing commodes, automatic motion activated running water in sinks, and motion activated towel dispensers. In addition, the restrooms should be fully handicap accessible. **11/09 Status: In 2007 plan accomplished.**
- Action Plan: By 2008, build a new library, or renovate an existing building, to replace the current Prince George C.H. Library. **11/09 Status: Progressing well but behind schedule. As of November 2009, a design for construction of a 12,000 sq/ft library located in Prince George Courthouse area is being prepared for bid. The target date for bids is 2/2/10. Construction should begin by March of 2010 and the branch library is scheduled to be complete by June of 2011.**

In November 2006 submitted consultants plan to Prince George Board of Supervisors. In March 2007, answered questions regarding report from the Board. July 2007 received a \$250,000.00 grant from Federal Govt. as part of the BRAC expansion to assist in providing a library to support the increase in military personnel coming to Fort Lee starting in 2008. September 2007 submitted a revised proposal to the Prince George Board of Supervisors CIP to be considered in the 2008 budget year. Director has attended several meetings with public officials concerning this issue.

In June of 2008, Site Selection Committee convened by the Prince George County Manager. In August of 2008, recommendations from the committee were given to the Board. A survey of Prince George Citizens was completed in November 2008. The survey was to gather input for the architectural design process. Negotiations with architects are underway and bonding for \$3 million branch library is to be made in January of 2009. Design phase should begin in winter of 2009.

- Action Plan: Update the McKenney Library by replastering walls where necessary and improving the lighting. **11/09 Status: Complete. In the spring of 2009 lighting, painting and repair of walls as well as renovation of the back room of the branch were completed. Further new carpet was**

installed, 40% more shelving, new computers, and reference desk were installed in August of 2009.

Expansion to the cannery building is on hold until the County of Dinwiddie can identify sources of funding.

Action Plan: Upgrade Rohoic book return for during closed hours. If deemed necessary, relocate this book return to a more convenient spot for patrons, possibly a slot right into the library. **11/09 Status: In 2007 plan accomplished.**

Action Plan: Upgrade Carson book return for during closed hours. If deemed necessary, relocate this book return to a more convenient spot for patrons. **11/09 Status: In 2007 plan accomplished.**

Action Plan: If deemed necessary, relocate Dinwiddie Library book return to a more convenient spot for patrons. **11/09 Status: Due to the historic designation of the location a better location cannot be determined due to the impact on the overall beauty and historic significance of the location. We will add physical replacement of the book drop because it is beginning to deteriorate.**

Action Plan: Upgrade McKenney book return for during closed hours. If deemed necessary, relocate this book return to a more convenient spot for patrons. **11/09 Status: In 2007 plan accomplished.**

Action Plan: Improve external signage for the Dinwiddie Library. **11/09 Status: In 2007 plan accomplished.**

Action Plan: Improve external signage for the Rohoic Library. **11/09 Status: New signage is planned as part of the construction project at East Side Enhancement Center. We are investigating adding a doorway from the library to the outside. This will facilitate better access and better control of the space for the library and the recreation department. In August of 2008 we met with Dinwiddie Parks and Recreation, Dinwiddie Maintenance, and a glass contractor to determine scope of work, specs, and prices for demolition and construction of a second entrance to the branch library. Between work done by the County and the glass contractor we estimate the cost of the project to be \$13,000 in materials for the project. At this time we are seeking further quotes and input from the County for the project. This portion of the project is on hold until other sources of funding can be identified. Recommend adding to the next 5 year action plan.**

Action Plan: Improve security for all county library personnel by striving to have at least two people in any library at all times that any staff is present.

11/09 Status: With the exception of Burrowsville all of our County branch libraries have 2 part time staff present during 90% of open hours. Current staffing levels are Rohoic 3 staff members, Dinwiddie 2 staff members, McKenney 2 staff members, Carson 2 staff members, Disputanta 2 staff members.

This action plan is mostly complete. Recommend adding to the next 5 year action plan.

Action Plan: Improve security for HQ library personnel by striving to have at least two people in the library at all times that any staff is present. Add additional hours to the ARLS contract for our security guard---especially so that the guard is there at closing to escort staff to their vehicles. **11/09 Status: Plan accomplished. Securitas provides us the following level of security Monday through Thursday 3:00 PM – 9:15 PM, Friday and Saturday 12:00 PM – 6:00 PM. They are also responsible for escorting staff to their vehicles in the evenings and maintaining a suitable environment in the library. This level of security at Hopewell seems to be working well. Guidelines are available to clarify for library staff and security appropriate and inappropriate library behavior.**

Objective E: Exposing the Community to a Wide Variety of People and Views

Action Plan: Develop a graphic novel collection. A graphic novel is a novel or novella done in the medium of comics, but normally is differentiated from lighter works (comic books) done for children. **11/09 Status: Accomplished.**

Action Plan: Develop a comic book collection for youth. **11/09 Status: The YA area in Hopewell is being rearranged to create more space and a better more inviting area for teenagers to explore and use. The YA collection in all locations has graphic novels in designated areas. We have not expanded to individual comic books because a reliable and reasonably priced vendor has not been identified. We will continue to seek solutions to this action plan. Recommend adding to the next 5 year action plan.**

Action Plan: Create a children's art area in the new HQ Library and in select branch libraries. **11/09 Status: In Hopewell we have discussed possible areas to create a children's art area. We have not found a system that appears to answer our needs in the Children's area. In the meantime, we have used the boat in the Hopewell Children's area to display art work made during story time.**

We have a portable wall that we have utilized but it was difficult to assemble and create display on for the public. We are investigating other solutions for art work in the library.

In Disputanta we are planning to add a bulletin board above the computers for better notification and art work. Carson, Dinwiddie, Rohoic and Burrowsville have bulletin boards.

The plans for the new Prince George Branch include an art display area in the 100 person meeting room.

Action Plan: Increase the Collection Budget an average of 2% per year. **11/09 Status: In FY08 we were planning a major increase to put us back on track towards this goal. The FY08 budget amount for materials is \$210,000 due to an expected \$40,000 increase in State Aid with a large amount of this going towards the collection budget. However, in February of 2008 the state aid to library was decreased by 5%. This had a significant impact on our materials budget. Our goal of a 10% increase in materials will not be realized. In 2008-2009 budget our materials budget has received a 5% decrease over the previous budget year. Unfortunately, with the impact of the recession, we are hoping to avoid deeper cuts to the materials budget which are currently happening.**

Action Plan: Increase Books on CD collection to 1,000 titles by 2010. **11/09 Status: Accomplished. ARLS has a collection of 1416 items system wide. Audio books on cassette tape are format that is no longer offered. If Petersburg Public collection is added to our collection we have access to over 1600 audio books. A recommendation for the next action plan is to investigate downloadable audio books for MP3 or Ipods.**

Action Plan: Introduce video games to the collection. Video games can have an excellent engaging educational value for youth and adults. **Status 11/09: Accomplished. With funding in the amount of \$1300 from the Hopewell/Prince George Friends of the library we have purchased gaming equipment and games for social gaming programs for children and adults. This program has grown into a monthly event in Hopewell and we have offered at our branch libraries during the 2009 summer reading program, and special events.**

Objective F: Provide Support for Parents and Families

Action Plan: At the new HQ Library include some type of activity area for children. This could range from a low walled-in play area using indestructible soft rubber material fashioned in a themed motif (e.g. the Chesterfield Town Center has a theme of the James River) to simply an area designated for play. The intent is to use every opportunity possible to draw children into the library and be exposed to all of the resources available. **11/09 Status: Accomplished. In the new Headquarter library areas specifically for children were built. In our branch libraries areas are designated but some are very small and need improvement. Dinwiddie, Carson, Rohoic have small but inviting areas with computers and materials for children. In Burrowsville, Disputanta, and McKenney we are very limited by space to create enticing spaces that will excite children.**

In the design of the new Prince George Branch a designated area for early literacy and play is planned for the children's area.

Action Plan: Include in the design of the new HQ Library a Family Resource Center for parenting and human relations. **11/09 Status: Plan accomplished in 2007. This area is located at the gateway to the children's area. In January of 2008 journals and magazines were added. In Hopewell, we are relocating the collection to improve visibility and attractiveness. Adult and children's librarians are assessing the current collection and making recommendation to update. Recommend continuing this goal in the next 5 year action plan.**

Objective G: Be Committed to Literacy & Learning

Action Plan: Provide thorough training for staff and patrons on use of new Integrated Library System. **11/09 Status: During the summer of 2009, we upgraded the online catalog to version 4.2 and added LS2 online catalog interface. The new circulation interface and online public access catalog are very progressive and we are using new resources available from the upgrade.**

Through remote training with online video training, tutorials and the TLC knowledge base we were able to offer staff training both taught and self guided. The upgrade went very smoothly and we had very little interruption to patron service.

We are maintaining our legacy catalog for low bandwidth users and the LS2 online catalog for in the library and higher bandwidth users.

At this point the upgrade is a success and our online catalog is performing well with many added features over the legacy catalog.

Action Plan: Provide more and better signage of the resources available in the library and instructions on how to use them. **11/09 Status: In 2007 plan accomplished.**

Action Plan: Develop and an English as a second language program. Currently there is a great need for this service for immigrants of all ethnicity. We would like to establish a location and resource for these people. Primarily through grant funding develop a program to support this need. **11/09 Status: On hold until we can study this need further. Other libraries in the state and area are experiencing a demand for this service. We are not having this same experience. We will survey and further assess this need. Recommend continuing this goal in the next 5 year action plan.**

Action Plan: Develop and a literacy education program. Currently there is a great need for this literacy assistance in our area. Tri-City literacy is an agency that is attempting to provide assistance in our area. At present literacy statistics for the area indicate that they cannot meet the demand. We would like to establish a location and resource for these people. Primarily through grant funding develop a program to support this need. **11/09 Status: In the summer of a 2009 we partnered to support the READ Center to begin literacy tutoring once a week in Hopewell. This is a pilot program that we hope to grow and expand to our county locations. However, we are off to a slow start. We are promoting in a variety of locations but have only had one user. We will continue to promote and support this partnership. Recommend continuing this goal in the next 5 year action plan.**

Objective H: Foster Intellectual Inquiry

Action Plan: Create procedure manuals for all departments, incorporating elements to improve “the way things are done and to simplify future training of new staff; resulting in improved library service for ARLS patrons.

11/09 Status: In November 2006 the ARLS POLICIES AND PROCEDURES MANUAL was published and given to all staff. This is a document reviewed annually and additions made on a regular basis. We will also make it available through our website. Presently, we are updating and revising to keep the manual up to date with our procedures.

Objective I: Provide Access to Information

Action Plan: Increase the number of patron computers in the HQ Library an average of two per year and .25 per year in each branch library that can physically accommodate them. **11/09 Status: In 2007 this goal was accomplished. We currently have an 7 station computer lab specifically for children, a 12 station area for computer area, a 12 station training area, and an 8 station express computer area and 5 computers for library catalog access only and 2 computers in the Young Adult area. This gives Hopewell a total of 46 public access computers. This amount is double what was available in the old location.**

Further we offer a free wireless access point for patrons to use if they bring in their own notebook computer. This is the maximum of what the library can support in Hopewell. In our branch libraries we have received a grant for computer hardware to upgrade and replace workstations at Burrowsville, Carson, McKenney, and Rohoic branch libraries. Over the next two years our goal will be to increase all workstations in all branch libraries.

Action Plan: Increase operating hours in the branch libraries so that each branch is open 40 hours a week by 2010. **11/09 Status: This goal is delayed in Dinwiddie County due to the Parks and Recreation department cut backs. In the spring of 2009, the Rohoic branch was forced to close on Saturday due to budget cutting measures of Dinwiddie County.**

In 2006 ARLS added six hours at the Dinwiddie Library, five at Rohoic Library, twelve at Disputanta, and three at Carson. This has been accomplished in part due to the establishment of the ARLS Endowment Fund and the awarding of some extra funds from Prince George County.

Recommend continuing this goal in the next 5 year action plan.

- Action Plan: Increase operating hours of new HQ Library to include Sunday afternoon hours. **11/09 Status: On hold until further funding and staffing can be achieved.**
- Action Plan: Expand and develop juvenile collection to a total of 27,000 volumes (Library of Virginia TQM goal) in the branch libraries as a combined total. **11/09 Status: Now 53,195 is the total count of all items in our juvenile collections. This nearly doubles the benchmark amount in the TQM goal of LVA. Plan accomplished.**
- Action Plan: Expand and develop Young Adult collection to a total of 2,723 volumes (Library of Virginia TQM goal) in the branch libraries as a combined total. **11/09 Status: Reported as 5965 volumes for total system. Estimate close to 2,000 in branch libraries. Plan accomplished.**
- Action Plan: Examine programs to automatically receive books by popular authors and illustrators for children's materials. **11/09 Status: A standing order for juvenile and young adult popular authors and series put in place in July 2005. We will expand the Easy author/illustration list by December 2008. Plan accomplished and yearly we will reevaluate.**
- Action Plan: Create Listserv for staff, and possibly patron groups such as teachers, on the Library Network. **11/09 Status: Plan accomplished. This goal is accomplished through tour LS2 online catalog, ARLS website, Facebook page and @theLibrary publication.**
- Action Plan: Take the necessary steps to have a Notary Public on staff to serve patrons. **11/09 Status: Plan accomplished. We have a notary available in Hopewell during business days and business hours 10:00 AM to 5:00 PM.**
- Action Plan: Purchase a color printer for patron and staff use. **11/09 Status: Staff has access to color printing through Administrative Services. A patron solution has been studied and it is not financially feasible at this time.**
- Action Plan: Added 2005/2006. Revise the ARLS web page and the initial online catalog page to include improved features for the ease of use by patrons. **11/09 Status: In October 2009, we organized a committee to evaluate and update the current website. Through the ARLS Wiki the committee is meeting and developing plans for new ways to update and lay out the website to improve the dissemination of information through it. This is an ongoing task of our library. Recommend continuing this goal in the next 5 year action plan.**

Objective J: Preserve the Human Record

Action Plan: Create a local history, genealogy, and archival room at the new HQ Library. **11/09 Status: after closing the room in the fall of 2008, a budget allocation has been set aside to reorganize the collection and preserve the resources available. A contractor has been hired to assist with developing procedures, policy and gathering input from the community and local history groups. By January of 2010 a plan of action and polices is to be prepared for library Board of Trustees review and approval. A librarian has been assigned to oversee the operation of the room once policy and procedures are complete.**

When the room is organized and secure the collection will be open for limited public access by appointment only. As we increase funding and build capacity for the program we intend to expand.

Action Plan: Build an electronic historical record for significant images, documents, and statistical records for Dinwiddie, Prince George and the City of Hopewell. **11/09 Status: On hold until staffing levels can be increased and funding identified. Recommend continuing this goal in the next 5 year action plan.**

Action Plan Produce a bound paper copy of the Hopewell Newspaper Obituary Index. **11/09 Status: On hold until staffing levels can be increased and funding identified. Recommend continuing this goal in the next 5 year action plan.**

Objective K: Entertain & Delight the Human Spirit

Action Plan: Establish separate young adult AV collections at HQ and select branch libraries (including a YA music collection of 200+ titles) by 2010. Use input from the Youth Advisory Council. **11/09 Status: The AV collection for Youth Services has 2,259 items. The collection is primarily aimed at preschool and early elementary children.**

Action Plan: Added 2005/2006. Consider creating a circulating game software collection. **11/09 Status: Plan accomplished for YA.**

GOAL #2: The Public Library Helps Communities Interconnect.

Objective A: Offering Real-World Interactions

Action Plan: By 2008 establish Young Adult book clubs at the HQ and Dinwiddie Libraries. **11/09 Status: Not complete. At present we are attempting**

after school book group with the Boys and Girls Club in Hopewell. We have not made progress in our branch libraries on this action plan. Recommend continuing this goal in the next 5 year action plan.

Action Plan: By 2010 offer an average of four senior citizen programs at the HQ and Rohoic Libraries. **11/09 Status: On hold until staffing levels can be increased and funding identified. Recommend continuing this goal in the next 5 year action plan.**

Action Plan: Create volunteer opportunities at all library locations that offer work on meaningful projects and are adequately supervised. **11/09 Status: Revised job descriptions, evaluation, procedures, volunteering hiring is complete. Recruitment, retention and volunteer supervision is our next goal for improving this objective. We have a core of volunteers that support the book store, computer training, technical services and circulation. Plan accomplished.**

Action Plan: Add more community-oriented programming for adults in the county libraries. These should include health, local history, and craft programs. **11/09 Status: On hold until staffing levels can be increased and funding identified. Recommend continuing this goal in the next 5 year action plan.**

Objective B: Promote Relationship Building & Community Teamwork

Action Plan: Recruit and support a Youth Advisory Council and a Teen Council to suggest, promote, and help teen programs and Juvenile and Young Adult collection development. **11/09 Status: Plan accomplished, however, members of the TAG graduated and we have struggled to recruit new members. We have not been able to restart this program because there seems to very little interest from our teenage community. Recommend continuing this goal in the next 5 year action plan.**

Action Plan: Explore the possible establishment of Honor Society Homework Centers at all or some of the County Libraries. **11/09 Status: Discontinued Homework Center at HQ due to small turnout. A strong well attended homework program is prospering at the Boys and Girls Club Center and we see no reason to duplicate the service. We may still try a similar program in the branch libraries. At present we do not intend to restart this program.**

Objective C: Develop Partnerships

Action Plan: Partner with a social service organization(s) in developing programs and services to help children be ready to learn when they enter school. **11/09 Status: We have great success partnering with outside agencies to support and enhance the community. Southside Community Partners has been the main program that leads to partnership opportunities with outside agencies. In 2009 we have partnered or plan to partner with Historic Hopewell, the READ center, Smart beginnings, Clever Canines, SPCA, and a quilting club. Plan accomplished.**

Objective D: Cooperate with Schools & Other Community Agencies

Action Plan: Identify additional day cares and assisted living centers for Bookmobile Stops. If necessary, replace poorly attended neighborhood stops with these new stops. **11/09 Status: Stops set up including at a Fort Lee daycare remain strong even after a post library was built in the summer of 2009. We have also discontinued stops that had 2 or less visits per month. Expanded outreach to assisted care facilities with deposit collections and regular book deliveries. In 2009 we have explored bookmobile stops at parks in Prince George (Scott Park) and Hopewell (Crystal Lake).**

Action Plan: After completion of the new HQ Library, prepare a video program describing ARLS libraries and illustrating how to use ARLS services. The target audience for this project is school age children and teachers. **11/09 Status: Still planned we are investigating media to record and disseminate the videos. When this action plan was originally introduced it was a difficult task to hire a production company to produce and edit a video. Further marketing and displaying the video would have been difficult. Presently, through the innovation of Youtube as well as other Internet video media resources, this task is much more affordable and easier to accomplish.**

It is possible to produce videos of very good quality completely in the library and post to the Internet. We have experimented with different programs and events.

Southside Community Partners routinely produces and posts video presentations. In the future with the development of our website we will be able to integrate video. Recommend continuing this goal in the next 5 year action plan.

Action Plan: Improve publicity for the Homework Center on Tuesday evenings at the HQ Library. **11/09 Status: Discontinued Homework Center at HQ due to small turnout. A strong well attended homework program is**

prospering at the Boys and Girls Club Center and we see no reason to duplicate the service.

Action Plan: In cooperation and through grant funds from the Cameron and John Randolph Foundations, establish a Non-Profit Resource Center in the new HQ Library. **11/09 Status: Plan accomplished. In fall of 2008 the SVNPRC was merged with Southside Connect and Focus Inc. the training component. During the past year strategic planning, branding, and integration of the three programs into one program newly named the Southside Community Partners was completed. This year we received a \$287,000 grant from the Cameron and John Randolph Foundations to support the combined program.**

Action Plan: Implement a training program for non-profit organizations in the community to improve. **11/09 Status: Plan accomplished. In fall of 2008 the SVNPRC was merged with Southside Connect and Focus Inc. the training component. The nonprofit training program is called "Learning and Leadership," under the Southside Community Partners.**

Action Plan: Implement a communication network for non-profit organization to share information and resource share. **11/09 Status: Through a grant from the Cameron Foundation we have partnered with Connect Richmond to create a Connect Southside which is the communication network for nonprofits in the Southside area. We have hired staff to develop, promote and coordinate the project. The new name of the program is Southside Community Partners. Plan accomplished.**

Objective E: Build Off-line/Online Networks

Action Plan: By 2008 equip the HQ Library, and by 2010 all ARLS libraries, with wireless computer and network capability. **11/09 Status: Plan accomplished in 2008.**

Objective F: Share Resources

Action Plan: By 2008 have in place a cooperative collection development plan with the Petersburg Public Library. **11/09 Status: Begun in November 2008.**

Action Plan: Study creating a system at the new HQ Library where meeting rooms are accessible during library closed hours. This system should not allow access into other library areas during closed hours. **11/09 Status: The new HQ Library has been designed to allow closed hour access. At present we can only provide closed hour access on a limited basis due limited personnel.**

Objective G: Be Inclusive

Action Plan: By 2007 the Regional Director, a staff member, or a Trustee will have made presentations to at least two African-American and/or other minority churches or organizations. The purpose will be to promote ARLS services and demonstrate how they are for all citizens. **11/09 Status: Assessment is that we are achieving this through marketing, website, and involvement in all of the communities we serve.**

Action Plan: Collection Development personnel will make full use of the various features of the new integrated system to build and maintain ARLS collections. **11/09 Status: Plan accomplished. In the beginning of FY2008 acquisitions staff was able to merge the old purchasing procedures with the Online Selection Assistant. Throughout the year we experienced and overcame problems to develop procedures and policies to make the software work.**

The online selection assistant software is active and we are using it for collection development. It has been live since July of 2006. After the first year of using the software we have encountered problems and are in the process of re-organizing the procedures for using the software. We are integrating the software into our purchasing and collection development policies.

Action Plan: Replace the HQ Teletypewriter (TTY) to improve service for deaf patrons. **11/09 Status: Discontinued in 2008. Technology replaced by Virginia Relay service. Should needs arise we will reassess the action.**

GOAL #3: The Public Library Helps the Community to be Prepared.

Objective A: Define Challenges

Action Plan: The ARLS Library Board of Trustees will conduct a self-assessment exercise by 2005/2006 concerning their current effectiveness and ability to plan for the future. **11/09 Status: In the spring of 2009, several members of the library board attended a presentation by Chuck Loring, a well known board and fund raising consultant, sponsored by the Cameron Foundation. At the program many great ideas were presented for consideration.**

Objective B: Define What Works

Action Plan: Carefully plan for additional needs of a new HQ Library, including staffing, funds for utilities, collection size and content and needed equipment and furniture. **11/09 Status: This plan is still ongoing.**

Action Plan: Place special emphasis on naming opportunities and Planned Giving to increase the ARLS endowment fund. **11/09 Status: At present, due to the economy and lack of return on our endowed library fund we seek strategies to improve fund raising. The chair of the advisory committee for the fund is working to recruit new members of the advisory council and new opportunities for fund raising.**

In the Hopewell Headquarters library naming rights were received for almost all of our public rooms. We also established a “Giving Tree” to recognize donors. This is located in the entry to the Daughters of Penelope Cyber Café.

In the design of the new Prince George Branch naming opportunities and a form of recognition for donors is being planned.

Objective C: Develop New Skills and Technical Readiness

Action Plan: By 2010 have two full-time staff members at the HQ Library dedicated to helping patrons use computers and teach computer workshops. **11/09 Status: We are using existing staff to achieve this service.**

Action Plan: Equip the new HQ Library with self-checkout stations. **11/09 Status: Plan accomplished June of 2008.**

Action Plan: Create a technology fund specifically for funds to keep ARLS technology Equipment current through a regular replacement schedule. **11/09 Status: This plan is ongoing. In 2009 we received grant funding to replace all PCs in the branch libraries. Due to decrease in funding the amount in the fund is less, but the line item in the budget remains. Plan accomplished.**

GOAL #4: The Public Library Helps the Community to be Engaged and Informed.

Objective A: Focus on “Citizens,” not just “Consumers.”

Action Plan: At new HQ Library and other libraries where feasible, shelve adult books and other adult items no higher than six feet above floor level and no lower than two feet above floor level. **11/09 Status: This summer we began shifting and consolidating collections to improve access and improve shelving visibility.**

The Serials collection retention is reduced and has freed up floor and shelf space in Hopewell. Full text electronic access has reduced the need for back issues of older magazines, newspapers, and journals.

DVDs and Large print, were relocated to allow the Fiction collection to expand into more shelving. Mysteries and westerns will be interfiled with the rest of the fiction. This will consolidate collections and allow for space. Weeding of older, less circulating materials made more shelf space available.

In Hopewell, a great shifting of materials and rearrangement is underway to improve access.

However, we were able to lower the height of the uppermost shelf from 92” to 78”. The bottom shelf is being used but the shelving is tilted to ease sight lines to the spine labels of the books.

Recommend continuing this goal in the next 5 year action plan.

Action Plan: Design new HQ Library with wide (handicap accessible) aisles between shelves. **11/09 Status: Plan accomplished in 2007.**

Action Plan: Equip the new HQ Library with handicap accessible doors. **11/09 Status: Plan accomplished in 2007.**

Action Plan: Equip the new HQ Library with at least three handicap accessible computer stations. **11/09 Status: Plan accomplished. Those with a physical handicap are able to use computers. There are no present barriers for wheelchairs or those with mobility problems. Vision disabled patrons may use JAWS software which is the standard screen reading software used by those with a vision disability. We also provide a large print keyboard for those with lesser vision problems. At this time, the handicap accessible resources available for those with a disability appear to be sufficient.**

Action Plan: By 2010 have at least one handicap accessible computer station in all ARLS branch libraries? **11/09 Status: This is an ongoing goal. This goal can be accomplished in some locations, but such libraries as Dinwiddie may not provide adequate space for handicap accessible computer stations. McKenney Library is not accessible for anyone with mobility disability. Recommend continuing this goal in the next 5 year action plan.**

Action Plan: By 2010 offer public service staff training in basic Spanish language. **11/09 Status: On hold until staffing levels can be increased and funding identified. Recommend continuing this goal in the next 5 year action plan.**

Action Plan: Determine each year the need of increasing non-English language materials to the collection. Annually adjust the collection budget to incorporate the needed non-English materials. **11/09 Status: Discontinued until a survey of needs can be completed.**