

LIBRARY ACTION TASKS

Priorities: Immediate (I)=within 1 year; Short-Term (ST)=1-3 years; Mid-Term(MT)=3-5 years; Long-Term(LT)=5-10 years
 NOTE: Priorities may have two time frames and they may start in the shorter time frame, but take longer to complete.

#	Goal Actions	Primary Entity	Subentity(ies)	Evaluation Metrics	Priority	Status July 2022	Comment	Status Nov. 2022	Comment	Status March 2023
G1-10	Provide and support inter-generational programming.	Library	Council on Aging, Historical Commission, School Department, Commission on Disabilities	Number of offerings. Number of participants. Participant satisfaction. Ages of persons participating.	ST	Our summer library program, Read Beyond the Beaten Path, has been very successful and is providing many inter-generational opportunities for families.		Continue to offer programs that bridge generations: storytime, Color Me Calm, Intro to Spanish for families, free concerts, etc.	COD added 1-2023	Recent/new inter-generational programming includes a Chess Club for adults-teens and parent-child yoga during school vacation week; publicized programs to all town departments, local media, and at libraries. Met with COA program planners to discuss program offerings.
G1-13	Use the park adjacent to the Library to highlight South Hadley's historical, cultural and natural resources.	Library	Historical Commission, Cultural Council, Conservation Commission, Redevelopment Authority, HG&E, Commission on Disabilities	Number of people using park.	MT	The library partnered with and supported a local historical who led a Vietnam Veterans Bridge Walking Tour and South Hadley Canal-Riverside Park-Canal Park walking tour. The library has also offered many outdoor programs that highlight the local natural resources.		The library distributed copies of the <i>Walking the Falls</i> brochure to promote exploration of the Falls neighborhood. The library held many outdoor programs that offered views of the historic canal. The library sponsored a talk on <i>The Lost Grave of South Hadley</i> which featured the Bowdoin family in the Falls Cemetery.	COD added 1-2023	Parks adjacent to the library are closed October through April. It would be popular if HG&E kept the end of October. They also typically open late in the spring (i.e. after April 1)
G1-14	Offer more technology assistance for people trying to keep up with their devices.	Library	School Department, Council on Aging, Commission on Disabilities	Number of people requesting help.	ST	The library regularly offers 1:1 technical assistant to patrons and has an online "academy" of training videos and tutorials via our website.		Planning a series of drop-in tech help for after the holidays for people who received new devices as gifts and want to connect to library resources	COD added 1-2023	Continue to offer 1:1 appointments for tech help. We will look to revamp our online "academy" of training videos and promote accordingly.
G1-26	Identify and encourage conditions that attract and support Black, Indigenous, and People of Color population.	Selectboard	Administration, All entities	Process for identifying issues concerning BIPOC population and for monitoring the experience of Town services across all demographics. Process for identifying challenges and addressing them. Change in Town demographics. Change in diversity of people participating in civic life.	ST/MT	The library is adding many BIPOC authors and voices to the book collection for children, teens, and adults. We offer a monthly Spanish Conversation Circle that has been meeting virtually and more recently at the library. We recently offered a multi-week French for Families		Continue to add and highlight books and movies featuring authentic BIPOC voices and perspectives. A new family-friendly introduction to Spanish has been popular and we continue to host a monthly Spanish Conversation Circle facilitated by MHC faculty.		Consciously include diverse speakers and topics when planning public event, displays, etc.
G1-28	Support changing student demographics and needs.	School Department	Library	Demographics of people served. Change in programs.	MT	The library has a full display of books that are listed on the South Hadley Public Schools summer reading lists.		Keep open line of communication with librarians and teachers at the public schools and charter school		Staff regularly visit their school counterparts to share information and discuss collaboration
G1-31	Foster Town engagement with college/university personnel and consultants to provide special expertise.	Administration	Other entities as appropriate	Number of personnel used. Type and effectiveness of services provided.	ST, MT, LT	The library partners with MHC and Five College faculty to provide public programs.		MHC student art exhibit opened in November at Gaylord Library through partnership with MHC Studio Art Dept.		New collaborations with MHC Studio Art Dept. are planned at Gaylord
G2-15	Increase visibility of, communication about, and investment in the arts, education, and associated activities in the community.	Cultural Council	Historical Commission, Old Firehouse Museum, School Department, Library	Changes in participation. Change in financial support.	ST	The library regularly offers arts & cultural programs at the library included regular art displays in the		Regular art exhibits from local artists are displayed on the walls of the Community Room, with the space booked through Fall		Library partnered with several local artists/performers to
G2-16	Inventory and preserve archives at the Town of South Hadley Library and the Old Firehouse Museum.	Historical Commission	Town Clerk's Office, SHLibrary				added 10-4-2022	Arranging and inventorying local history items, rehousing in archival folders, improving access		Library requested a dedicated Archives/Local History position in the
G3-14	Incorporate addressing climate change/resiliency into routine permitting and operations.	All boards and committees		Date new mandate adopted. Changes to Zoning or subdivision regulations adopted. Impact on projects.	ST	Where possible, the library purchases climate friendly paper and cleaning products.		Reducing the number of paper files through increased use of social media		n/a
G3-24	Work with boards and committees to produce videos to welcome new members and give them a brief overview of responsibilities.	SHCTV	All boards and committees	Number of videos. Number of boards and committees participating. Feedback from viewers.	ST	n/a		n/a		n/a
G3-25	Encourage people of diverse backgrounds to run for boards and/or apply for committees to ensure broad representation of all residents in government functions.	All boards		Number of candidates identified. Number of candidates elected. Change in demographics of candidates.	ST/MT	n/a		n/a		n/a
G3-28	Establish a grant program to provide internet-enabled devices to low-income households.	SHELD	Council on Aging, School Department, Library	Date grant program established. Number of devices provided.	ST/MT	The library has 10 mobile hotspots that it is lending to the public, paid for through a state grant. That program ends on 9/30 and we plan on expanding the number of devices in the fall.		Doubled the number of circulating Wifi hotspots from 10 to 20		n/a
G3-29	Work with Council on Aging and Library to provide training for those unfamiliar with connecting to online resources.	SHELD	Council on Aging, School Department, Library	Number of requests for help. Number receiving training. Primary will depend on population to be served.	ST	see above.		G1-14: Planning a series of drop-in tech help for after the holidays for people who received new devices as gifts and want to connect to library resources		Library staff assist the community with personal devices and library computers on a daily

G4-1	Create working groups of staff and committee and board members to meet regularly around common priorities to identify and work together toward shared objectives.	All boards, committees, and departments	Administration, Selectboard	Date working group created. Number of shared priorities identified. Number of group actions being pursued. Number of actions completed.	ST	n/a
G4-4	Improve inter-departmental communications within the municipality and to the public.	Administration	All departments	Number and types of communications. Feedback from residents and business owners.	ST/MT	The library collaborates with many other town departments to provide services.
G4-5	Provide professional development for all departments and committees as appropriate to improve skills in website content development and presentation.	Administration	All departments	Date provided. Number of participants.	ST/MT	All library staff are encouraged to take advantage of regular professional development and training opportunities.
G4-8	Create a central resource directory on the Town website for all listing and linking to all current plans, reports and key data.	Administration	All boards, committees, and departments	Date resource created. Relevance of information provided. Use of information.	ST/MT	n/a
G4-13	Prior to Town Meeting, review proposed bylaws as to legality, consistency with other bylaws, and alignment with the goals of this Master Plan Update and make recommendations for action (recommend or not recommend) to the Selectboard and Town Meeting.	Bylaw Review	All other boards and committees	Date(s) bylaws reviewed. Number of committees and/or proposers consulted. Recommendations made. Votes by Town Meeting.	ST/MT	n/a
G4-22	Post articles in area newspapers, Town's website and social media.	All boards and committees		Number of articles posted. Number of responses or other feedback.	ST/MT	The library regularly publicizes programs in the local newspapers and social media.
G4-27	Work with boards, committees and departments to identify baseline data for impact evaluation and standard metrics, as appropriate.	Master Plan Implementation Committee	All boards, committees, and departments	Date baseline data identified. Schedule for collection of baseline data. Date(s) data collected.	MT	Completed MPIC form in July, 2022 on status of library projects related to Master Plan.
G4-28	Work with boards, committees, and departments to monitor progress towards goals using metrics recommended in this Master Plan Update, as appropriate.	Master Plan Implementation Committee	All boards, committees, and departments	Identify schedule and process for monitoring. Feedback from boards etc. as to usefulness. Dates of progress updates to Selectboard, Planning Board, and Town Meeting.	MT/LT	see above.
G4-29	Work with Town Administrator, Planning Board and Selectboard to determine whether there are additional reporting mechanisms that should be put in place, for example to flag an urgent issue.	Master Plan Implementation Committee	Administration, Planning Board, Selectboard, All Departments	Date additional reporting mechanisms identified. Number of users. Feedback on effectiveness.	ST/MT	n/a

Please add library to G2-16. Library is already doing this with materials in Local History Room.

Library Director attended the Master Plan Annual Forum held on 11/4/22

Library Director attended the virtual Department Head meeting on 11/15/22

Library staff have attended training and PD offered through CWMARS, MLS, Library Speakers Consortium, etc.

n/a

n/a

Continued use of print media, social media, and email to publicize programs and services

n/a

G4-1: Library Director attended the Master Plan Annual Forum held on 11/4/22

n/a

Library Staff and SHCTV staff have been developing guidelines for groups to use the library. Library Director attended the Department Head meeting on 2/14/23. Library staff and Trustees are encouraged to attend training and development opportunities. Made small improvements to the library website as suggested by our website n/a

Ongoing.

n/a

Completed MPIC form in November, 2022 on status of library projects related to Master Plan. n/a