

## Oelwein Public Library Plan of Service 2023-2028

### **Mission Statement:**

The Oelwein Public Library is a strong foundation providing programs and services that benefit our community. Our goal is to honor our storied past, enrich present lives, and encourage life-long learning. The library is a passport to success!

**Goal:** Maximize staff potential in order to provide optimal services to the public.

**Objective:** Staff will receive customer service training annually.

**Objective:** Staff numbers will be restored to pre-pandemic levels by hiring a part-time librarian by 2024.

**Objective:** A succession plan for the library director will be implemented by 2026.

**Goal:** Create a welcoming and functional environment.

**Objective:** The geothermal HVAC system will be replaced by 2023.

**Objective:** An updated outdoor digital sign will be installed by 2024.

**Objective:** An outdoor musical instrument garden will be installed by 2025.

**Objective:** Install a sound masking or baffle system by 2026.

**Objective:** The roof will be repaired and the ventilation system will be balanced by 2028.

**Goal:** Improve access to newly released titles.

**Objective:** Implement the Advantage program to the Bridges platform by 2024.

**Objective:** Purchase multiple copies of titles that have a wait list exceeding four reserves.

**Goal:** Develop marketing and communication strategies for library services and programs.

**Objective:** Include a monthly "Did You Know?" section in the library newsletter that highlights library services and collections.

**Objective:** Post the monthly library newsletter on Facebook.

**Objective:** Follow and share each Facebook event of businesses and organizations that collaborate in presenting programs with the library.