

Springfield City Library: Welcoming, Trusted, Connected, Innovative

Selected Activities, 2019-2022

I. Strategic Priority: Building Equity through Access: *The Springfield City Library empowers residents through equitable, accessible, welcoming services.*

A. Objective: Offer high-quality, in-demand collections reflecting the interests and diversity of Springfield residents.

1. Revise Collection Development Policy

a. Who is Responsible?

Team Leader Ann Keefe, and a team of 4 to 5 people

b. What are the Outcomes?

- A new policy is created
- Supporting documents are updated (weeding plans, reconsideration request form, etc.)
- Staff are trained (annual collection priorities document, purchase requests, special budget requests)
- Policy is available to the public

c. How does action reflect strategic priorities?

- Policy includes statement of inclusion and diversity priorities
- Policy addresses local authors
- Policy addresses diversity of formats for accessible use

d. When?

FY20

2. Weed the closed stacks at the Central Library and develop a plan to catalog all remaining uncataloged stack and reference materials and digitize as appropriate.

a. Who is Responsible?

Ann Keefe will lead a team of Adult Services Librarians to weed the stacks.

Ann Keefe and Gayle Ball will develop a cataloging plan, which Gayle Ball will execute.

b. What are the Outcomes?

- Books housed in Central's closed stacks are weeded, with discarded materials disposed of in the most advantageous manner according to collection policy guidelines.

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- A plan to catalog remaining stack and reference materials is produced.
 - Springfield high school yearbooks and Springfield financial reports are digitized, or are on the Digital Commonwealth list for digitization.
- c. How does the action reflect strategic priorities?
- Remaining closed stack materials reflects the needs and interests of Springfield residents.
 - After plan has been executed, remaining stack and reference materials is accessible through the online catalog
- d. When?

FY22

3. Utilizing the optional Dewey Decimal Classification mapping for the 220-290 (finalized in May of 2019), reclassify items now in 220-290 to produce a more just and equitable arrangement of materials about the religions of the world.

- a. Who is Responsible?

Team Leader: Gayle Ball, Elizabeth McKinstry, along with Ann Keefe, library school intern(s) and/or Technical Services staff

- b. What are the Outcomes?

- All 220-290 collections – particularly Central’s adult collection – are heavily weeded and any identified gaps filled (to be classified only in the new scheme).
- Plan to map changes, fix any titles with superseded base cataloging, and determine what to do in what order, is developed.
- “Cheat sheet” for copy catalogers handling new materials in this Dewey range is produced.
- Books in Central’s adult 220-290 collection are reclassified first, followed by branch and children’s books , then materials in other formats.
- Improved classification is promoted through new signage and communication (such as social media).
- Collaborative programming is developed and offered with groups such as the Interfaith Council.

- e. When?

FY20-22

B. Objective: Provide free access to technology and information.

4. Complete creation of bibliographic records to all accessible databases by November, 2019; establish link maintenance procedures by February, 2020.

- a. Who is Responsible?

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Gayle Ball, with input from Elizabeth McKinstry.

b. What are the Outcomes?

- All Library's databases – local, network, and state – are reflected in the online catalog.
- Links are checked and updated according to developed procedures.

c. How does the action reflect strategic priorities?

- Access to all Library's free databases is enhanced.
- Residents are empowered by this enhanced access.

d. When?

FY20

5. Create a hotspot lending program

a. Who is Responsible?

Mary Frederick, Patti D'Amario

b. What are the Outcomes?

- Provide access to hotspots to patrons with no or limited Internet access in their home
- Hotspot users learn of other library services they value

c. When?

FY21

C. **Objective:** Increase accommodations and expand access.

6. Explore ways to increase public seating for individuals and groups in the Central Library

a. Who is responsible?

Team Leader: Diane Houle, Ann Keefe and a team of 2-3 others

b. What are the Outcomes?

- A new teen area is created.
- Public seating in Rice Hall is increased.
- Art exhibition space is upgraded and possibly relocated.

c. How does action reflect our priorities?

- Spaces increase access to residents
- Space allows for usage to achieve strategic priorities

d. When?

- FY 20-22

D. **Objective:** Create a safe and comfortable environment with inclusive programming, services, and space.

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7. Collaborate with City of Springfield and the Massachusetts Board of Library Commissioners to improve, expand, upgrade, and modernize building conditions, services, and spaces at all library locations.

- a. Who is Responsible?
Molly Fogarty, Carol Leaders, Jean Canosa Albano, and library managers
- b. What are the Outcomes?
 - Needed improvements at Central Library and at the East Springfield Branch Library are prioritized on City's Capital Improvement list
 - MBLC building grants are secured
 - Funds are secured from alternative sources (Massachusetts Cultural Council, etc.) for qualifying projects
 - Work orders for routine repairs are tracked for follow-up as needed
- c. How does action reflect strategic priorities?
 - Buildings are more welcoming and accessible
 - Neighborhood quality of life is improved
- d. When?
FY 20-22

8. Evaluate the collection arrangement in the Central Library with the goal of improving collection access and leading to more vibrant collection housing and marketing in more comfortable spaces.

- a. Who is Responsible?
Ann Keefe and Diane Houle, with a team of Public Services librarians.
- b. What are the Outcomes?
 - Following evaluation, a plan for collection rearrangement is developed as indicated.
 - Collections targeted for rearrangement are moved, marketing and usage opportunities in new spaces are explored.
- c. How does the action reflect strategic priorities?
 - Allocation of space provides for more vibrant, welcoming, and better-utilized public space.
 - Collection arrangement actively reflects needs and interests of Springfield community.
- d. When?
FY20

E. **Objective:** Deliver high-quality, user-centered customer service.

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9. Develop and deliver a community-focused plan for professional learning.

a. Who is Responsible?

Team leaders Patti D’Amario, Diane Houle, and a Principal Clerk, with a team of 3 to 5 other staff members.

b. What are the Outcomes?

- Customer Experience Team is re-established
- Needed learning areas (languages, service standards, etc.) are identified
- Learning opportunities (online, in-person, in-house) are identified; a schedule of training and evaluation is established

c. How does the action reflect strategic priorities?

- Community members are involved in evaluation and give input on needs
- Through language learning, more community members will feel welcomed and will be able to access library services

d. When?

FY20-21

10. Revise job descriptions and service roles at all libraries.

a. Who is Responsible?

Molly Fogarty, Jean Canosa Albano, managers, City of Springfield Human Resources staff, and AFSCME and SOLE designees

b. What are the Outcomes?

- Job descriptions are prioritized for revision
- Job descriptions reflect current and emerging responsibilities
- Potential new job titles and duties are identified
- Greater clarity among all staff regarding responsibilities

c. How does the action reflect strategic priorities?

- Employees’ personal enrichment and job satisfaction will be improved, leading to improved customer service

d. When?

FY 20-22

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F. **Objective:** Embrace and recognize people from all walks of life, backgrounds, and circumstances.

11. Seek more opportunities for community engagement.

- a. Who is Responsible?
Jean Canosa Albano, Leadership Team
- b. What are the Outcomes?
 - Staff will learn tools for more in-depth understanding of the community (Harwood, Excite, conversation prompts, etc.)
 - Collection, policy, and programming decisions will better reflect community aspirations and needs
- c. How does the action reflect strategic priorities?
 - Libraries and library services will be more welcoming and community-centered.
- d. When?
 - FY21-22

II. **Strategic Priority: Innovation and Inspiration: *The Springfield City Library encourages curiosity and personal growth by providing innovative programs, services, and resources to enrich lives.***

A. **Objective:** Cultivate learning and advance knowledge.

12. Acquire new technologies for the use of Springfield residents

- a. Who is Responsible?
David Meeks, and a team of 4 to 5 people
- b. What are the Outcomes?
 - Find funding sources for equipment, software, training, and sustainability
 - Documentation of usage and training materials created
 - Staff and community training schedule created and accomplished
- c. How does action reflect strategic priorities?
 - Commits the library to being a hub for free access to technology
 - Technology as a vector for social and civic engagement
 - Supports lifelong learning for the community
- d. When?
FY 21-22

B. **Objective:** Spark opportunities for personal enrichment.

C. **Objective:** Embrace emerging technologies.

13. Create more makerspace opportunities in Springfield.

e. Who is Responsible?

Lori Chasen, Hannah Knight, and a team of 1 to 2 people

f. What are the Outcomes?

- LSTA grant from Massachusetts Board of Library Commissioners obtained
- Makerspace created at Sixteen Acres Branch with grant funding
- Mobile and other alternative makerspaces created throughout library system

g. How does this action reflect strategic priorities?

- Team will involve community members
- More access by makers to tools and programs will spark residents' curiosity and skills

h. When?

FY22

D. **Objective:** Encourage creativity and support the arts.

14. Maintain active involvement in Springfield Central Cultural District

a. Who is Responsible?

Molly Fogarty and designees

b. What are the Outcomes?

- Collaborative grant-seeking
- Collaborative programming (exhibitions, art walks, etc.) and promotions

c. How does this action reflect strategic priorities?

- Residents and community members have greater access to the arts as audience members and creators

d. When?

FY20-22

E. **Objective:** Transform the way people engage with their community and society.

15. Develop a systematic approach to family engagement, building on the Reading Success by 4th Grade initiative's Parent Committee and other networks, and embedding it into library functions

a. Who is Responsible?

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Chrissy Howard and a team of youth-focused staff and community members

- b. What are the Outcomes?
 - Plan developed
 - LSTA grant “Strength in Families” secured
 - Greater connections between and among Springfield residents and the network of service providers
- c. How does this action reflect strategic priorities?
 - Residents feel greater connection to the library
 - Library and community partnerships are strengthened
 - Institutional barriers to participation are broken
- d. When?

FY 21

- F. **Objective:** Help to navigate a rapidly changing information environment.

16. Assess and revamp digital training and information literacy offerings

- a. Who is Responsible?

Matthew Jaquith, Deanna Irizarry-Fields, Elizabeth McKinstry, Hannah Knight, and 1 to 2 colleagues
- b. What are the Outcomes?
 - Recommendations for deletions and additions to programming and training schedule
 - Recommendations for software or hardware upgrades
 - Recommendations for distance learning opportunities
- c. How does this action reflect strategic priorities?
 - Embraces emerging technologies
 - Supports patrons in evaluating information

- d. When?

FY21-22

III. Strategic Priority: Growing Connections: *The Springfield City Library strengthens community connections. We are a trusted and respected public resource.*

- A. **Objective:** Experience, express, and celebrate diversity.

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17. Build on popular cookbook and food-tasting programming by creating programming celebrating Springfield's diverse foodways.

- a. Who is Responsible?
Linda Grodofsky and a team of colleagues and community members
- b. What are the Outcomes?
 - A plan is developed to diversify food programming offerings
 - Stronger ties to Gardening the Community, Home Grown Springfield, and CISA
 - More residents are gardening, cooking, and sharing their foodways with their neighbors
 - LSTA grant At the Table is secured from the Massachusetts Board of Library Commissioners
- c. How does this action reflect strategic priorities?
 - Builds on local expertise, empowers people with new knowledge, and promotes healthy neighborhoods
- d. When?
FY 21-22

B. **Objective:** Expand outreach services to networks and neighborhoods.

18. Inventory current networks and map potential new partners

- a. Who is Responsible?
Jean Canosa Albano, programming and outreach team leaders, other interested staff
- b. What are the Outcomes?
 - Documentation of networks and partners, including contact information
 - Expansion of inventory to 200 contacts throughout the City of Springfield
 - Increased neighborhood participation in library programming and planning
- c. How does this action reflect strategic priorities?
 - Includes community members in strategy
 - Creates a more community-centered library
- d. When?

FY21

C. **Objective:** Align library services with goals, aspirations, and needs of the community.

19. Revise library policies to reflect current Mission, Vision, Values, and Strategic Priorities.

- a. Who is Responsible?

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Molly Fogarty, Jean Canosa Albano, Patti D’Amario, David Meeks, and 5 to 7 colleagues, with adoption by Springfield Library Commission

- b. What are the Outcomes?
 - Create a prioritized list of policies to revise
 - Create timeline for policy review
 - Adopt revised and new policies
 - Provide training on policies’ interpretation
- c. How does this action reflect strategic priorities?
 - Policies will be driven by strategic priorities
- d. When?

FY20-22

D. **Objective:** Nurture social enrichment and foster new connections.

20. Expand services to senior residents and participate in City of Springfield Age and Dementia Friendly City activities.

- a. Who is Responsible?

Peggy Dialessi, Linda Grodofsky, and 2-4 colleagues and community members
- b. What are the Outcomes?
 - Serve on Greater Springfield Senior Services Area Agency on Aging grant review committee
 - Replicate/adapt Indian Orchard Branch activities at selected locations
 - Secure funding for expanded services
- c. How does this action reflect strategic priorities?
 - Gives isolated seniors opportunities to engage with peers and community service providers
 - Improves quality of life for seniors, increasing possibility of aging in place
- d. When?

FY 21-22

E. **Objective:** Partner with community organizations and leaders to advance our shared work.

21. Establish Reading Success by 4th Grade as the premier city-wide early literacy initiative.

- a. Who is Responsible?

Team Leader Chrissy Howard and team members

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b. What are the Outcomes?

- Interviews of community members are used to align goals and aspirations of community wide early literacy initiative.
- Website is redesigned to incorporate ADA and new audiences.
- Early Literacy Leadership Summit is held to nurture current connections and foster new ones.
- Community work groups enacted on multiple topics: early childhood/school readiness, summer learning/out of school time, leadership, parent advocacy
- Social media campaign reset with community focus group input to increase diversity of message and public representation.

c. How does this action reflect strategic priorities?

- Work is highly community-centered, creating an informed and invested population.
- Early literacy work is aligned and coordinated, strengthening ties among stakeholders and families.
- d. When?
FY20-22

F. Objective: Strengthen Springfield pride and build civic identity.

22. Hold annual My Beloved Springfield panel discussions.

a. Who is Responsible?

Jean Canosa Albano and members of the Civic & Community Engagement Team.

b. What are the Outcomes?

- Panel discussions held March 2020-2022 draw return and new audience members
- Program recorded by Focus Springfield and viewed by 25-50 people
- New mentoring and networking relationships established
- Annual award established (2020)

c. How does this action reflect strategic priorities?

- Recognizes the diversity of talent and inspiration in the City
- Strengthens and informs women's leadership paths

d. When?

FY20-22

G. Objective: Provide gathering space to connect people with shared interests.

IV. Strategic Priority: Fostering Success: *The Springfield City Library helps lay the groundwork for an informed and invested community. We contribute to a high quality of life for all Springfield residents.*

A. Objective: Create pathways to education, literacy, and lifelong learning.

23. Increase collaboration between Library Express at Pine Point and Read/Write/Now Adult Basic Education program.

a. Who is Responsible?

Ann Keefe and Janet Kelly

b. What are the Outcomes?

- Library provides orientation to literacy students twice annually.
- Library and Read/Write/Now offer a joint summer reading program event for library patrons and program students.
- Read/Write/Now computers are made available to Library patrons in defined ways.

c. How does the action reflect strategic priorities?

- Literacy students feel more comfortable using the Library and view its offerings as a pathway to success.
- Joint programming leads to more invested community of both patrons and students.
- Library patrons are empowered by having a quiet space to complete online job applications, work-required online testing, and other tasks leading to personal success.

d. When?

FY20-21

B. Objective: Maintain curated, quality collections tailored to the needs and interests of Springfield residents.

C. Objective: Promote personal wellness and healthy neighborhoods.

24. Explore new ways of providing access to services and collections to people with autism, who have experienced trauma, or are experiencing mental health issues.

a. Who is Responsible?

1. Team Leader Diane Houle, with Chrissy Howard and a team of 3 to 4 people

b. What are the Outcomes?

- A professional learning group studying the topic meets and makes recommendations for service adjustments
- Recommendations for reallocation of space use
- More connections to relevant special interest groups

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- More use by target audience members
- More public space is allocated to public services
- c. How does action reflect strategic priorities?
 - Community members in target audience are included as expert informants and in planning and evaluation
 - Staff gain expertise in new service provision
- d. When?
 1. FY 21

D. Objective: Empower people with real world skills.

25. Expand life skills programming for teens and ‘tweens

- a. Who is Responsible?
Hannah Knight, Kat Good-Schiff, and 3-5 colleagues, with teen input
- b. What are the Outcomes?
 - A day-long “Futures Fair” highlighting options for teens (career, education, etc.)
 - Comprehensive Adulting 101-style programming calendar is activated (budgeting, finances, cooking, resumes, self-care, etc.)
 - Strong partnerships with vocational high schools and community colleges are forged
- c. How does this action reflect strategic priorities?
 - Teens feel invested and informed and have access to community resources.
- d. When?

FY21-22

26. Increase access to STEM and makerspace technology for staff and residents

- a. Who is Responsible?
Mary Frederick, Deanna Irizarry-Fields, Hannah Knight, Sara Deignan, and colleagues at Focus Springfield
- b. What are the Outcomes?
 - All staff gain knowledge of makerspace technologies and tools and can use and assist with them
 - All staff gain knowledge of STEM curricula, toys, and tools and can use and assist with them
 - New programming offerings developed and offered
- c. How does this action reflect strategic priorities?

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- We embrace emerging technologies and support current and future workforce members
- We align with and complement Focus Springfield videomaking curricula

d. When?

FY20-22

E. **Objective:** Support workforce readiness and economic vitality