

# STRATEGIC PLAN FY24-FY28

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## Introduction

The Thayer Public Library will support the Town of Braintree to be a welcoming, healthy and family-centered community. The library has embarked on this journey to create a place that is dynamic, future-oriented and a place for all to create, connect and instill curiosity across generations. This is a five (5) year plan that sets the purpose and vision that will be adaptable to the ever-changing needs of the community.

## Acknowledgements

On behalf of the Library Administration, we sincerely thank the many residents and community members for their participation in the development of Thayer Public Library's strong and relevant Strategic Plan FY2024-FY2028. The contribution of the staff and community members who participated in the meetings and took the time to answer the library's survey speaks to the strong commitment and support of the Braintree residents and cardholders of the Thayer Public Library. We want to thank the Board of Library Trustees for their valued contribution to the development of this plan. We especially wish to thank the Strategic Planning Committee volunteers who met for close to seven (7) hours on two Saturdays to discuss and formulate community needs, both now and in the future.

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## Library Information and Highlights

Like all public libraries, Thayer Public Library had its challenges during the pandemic, especially in reaching all of the projected goals and outcomes from the library's previous strategic plan (FY18-22). Over the past year, the library continued to evaluate, develop and implement policies and procedures for better customer services; focused on expanding library in-person programs; increased the foreign language collection and continued to purchase materials in both physical and digital formats that were current and relevant to meet the needs of the community. The library also continues to celebrate diversity and provide opportunities to build partnerships to strengthen community connections. The Library Board of Trustees is committed to reevaluating the library services, programs and space to meet the needs of Braintree residents now and in the future.

The library administration would like to thank the staff for its hard work and dedication during the COVID years of uncertainty. The library staff acknowledged the changes that needed to be made and like other libraries, began to pivot their services and navigate and reimagine programs and access for patrons. Despite the library closing its doors, temporarily like other town department, the library was able to offer 24-hour service through its online catalog, virtual programming, access to eBooks, eAudiobooks, and many online databases. Early on the Thayer Public Library was one of the few OCLN (Old Colony Library Network) libraries that transitioned to curbside service and once open, transition to offering evening hours. It was with the support of the Library Board of Trustees and the loyalty of the staff the library was there for Braintree residents.

Reflecting over the past five (5) years, the library finished a long-awaited renovation of the Children's Room in September 2018. This project fulfills the library's mission of being a "vibrant community space for all ages." Through this renovation, the town showed its commitment to children, families and the community how important engaging children and families are to their success, not just for literacy, but also for school readiness and beyond.

In FY21 & FY22, in response to the change created by the pandemic the library responded by analyzing positions, tasks, and optimizing workflow to meet the modifications of the town budget that were affected by the pandemic. One of the positive impacts on the community was going fine free on May 1, 2022, which eliminated overdue fines for late returns of materials. Other highlights included: 1) Additional materials in digital format and a shift in the budget to accommodate the community's needs for reading material; 2) upgraded the shelf checkout machines

for quick and efficient service; 3) planned and implemented a publicity campaign for public awareness, including an e-Newsletter, print newsletter, reading lists and YouTube videos to showcase the Library of Things collection; outside organizations partnered with the library to offer multicultural programs; and 4) continued to investigate and implement programs offering an opportunity for people to feel less isolated and be able to socialize once it was safe to gather.

## FACILITIES

- Open 6 days and 64 hours each week for most of the year; closed on Sundays.
- 3 floors house Children's, Young Adult, Reference, Periodicals, and adult departments.
- Logan Auditorium program/meeting room is available for free for nonprofits and other organizations can use it for a fee. Maximum capacity is 125, as well as 2 conference rooms.
- A study room is also available for people to use.
- Popular book sale area maintained by the Friends of Thayer Public Library.
- 9 public access Internet computers with MS Office, fax, scanning color printing; Reference staff provide one on one assistance to the public who need help with any of our technology, database searches and loading eBooks to personal devices; 4 public access online catalog computers; wireless Internet access throughout the building.
- Local history collection, genealogy databases and a FamilySearch affiliate library.
- Comfortable seating and quiet study areas available throughout the building.
- Website includes free online databases, an online calendar of events, Twitter feeds, YA blog site, links to the OCLN catalog, and more. Website at [www.thayerpubliclibrary.org](http://www.thayerpubliclibrary.org)

## SERVICES

- 25 well-trained, welcoming staff members work hard to assist patrons with discovering and utilizing the resources we share, and to maintain our collection and facilities.
- Our highly trained professional librarians keep our collections fresh and vibrant. They instruct the public in the use of our online catalog, our print and online resources, and with readers' advisory. Our youth services librarians conduct book talks, story hours, and educational programs. Our reference librarians assist with information queries, research topics and more.