

Five Year Plan, 2022-2026
Adopted by the Library Board July 20, 2022
Mary Riley Styles Public Library
120 N. Virginia Avenue
Falls Church, VA 22046
www.fallschurchva.gov/library

The Board acknowledges that the plan will be updated through a strategic planning process over the next year. Diversity, equity, and inclusivity will continue to be a priority and focus for the Board, library staff, and strategic planning.

Vision Statement

The Mary Riley Styles Public Library is an integral part of the community's intellectual, educational, recreational, business, and cultural life. The Library Board of Trustees and staff envision a future in which all of the community's interests are well represented in the Library's collections, a future in which all Falls Church residents can make use of the library's resources to enrich their own lives, and a future in which Falls Church residents turn to the Mary Riley Styles Public Library when the need for information is greater than the resources immediately at hand.

Mission Statement

The mission of the Mary Riley Styles Public Library is to provide and promote open access to reading, educational, recreational, cultural, intellectual and informational resources that enrich and enlighten all segments of our community. The library serves, through a reciprocal agreement, citizens within the Metropolitan Washington-Council of Governments region.

The Library's Board of Trustees and staff believe that:

1. The patron comes first.
2. Reading and learning are important responsibilities of citizenship, essential to individual growth and enrichment and are among the most enjoyable forms of recreation.
3. Reliable access to information and cultural resources is a right of citizenship in a democracy and fundamental to the preservation of democracy.

4. Readily accessible programs and services of the highest quality are necessary as is the relevance of those programs and services to all current and future populations served by the library.
5. The importance and value of library services must be promoted to patrons by the staff, and creativity is encouraged.
6. It is essential to monitor and adapt to social and technological changes in order to provide critical value to the community.

In light of the above, the following roles have been adopted to enable the library to fulfill its mission.

- ❖ **Learning center**, providing materials and guidance in continuing education and servicing student needs that complement school resources at all times, particularly when they are not available to students;
- ❖ **Children's door to reading**, fostering library and reading habits for children;
- ❖ **Information center**, providing information and information guides on a wide range of subjects and sources;
- ❖ **Popular (or recreational) library**, supplying fiction, non-fiction, DVDs, eBooks, eMagazines and eAudiobooks, as well as other materials in popular demand for leisure time, pleasure, and personal enlightenment;
- ❖ **Study center**, providing space and assistance for area students and;
- ❖ **Local History Room**, providing and preserving information on the historical and cultural aspects of Falls Church and the lives of prominent residents.

Assumptions about the City of Falls Church

1. The educational level of the community will remain above the average for the metropolitan area, but some individuals and groups within the community will continue to have an educational level significantly below the community's average.
2. Falls Church will remain a culturally diverse community, and the library's patrons will continue to represent numerous racial and ethnic groups.
3. Falls Church will remain an economically diverse community.
4. The library's financial position depends on its ability to make a strong case for the value of quality library service for the community.

5. Falls Church's population size will increase due to its proximity to Washington, D. C.

Assumptions about Learning and Education

1. Lifelong learning is and will continue to be the key to personal satisfaction as well as economic and professional success for most people. It is essential if one is to understand the world in which we live.
2. The habit of lifelong learning is the result of recognizing reading and study as necessary and pleasurable activities. That recognition is most easily developed in childhood.
3. The Mary Riley Styles Public Library will continue to have a role as a supplemental educational resource for its patrons from preschool through graduate school.
4. The Mary Riley Styles Public Library will continue to be one of the main lifelong learning resources available to those not affiliated with a school or other educational institution.

Assumptions about Information Delivery

1. For economic, aesthetic, and practical reasons, books will continue to be one of the most effective means of communication. This will be true particularly for subtle and complex ideas, narrative materials, and works of limited appeal.
2. Electronic information technology continues to alter the way in which information is delivered in fundamental ways. A successful public library must monitor these changes and be prepared to respond. The impact will be most noticeable in the provision of bibliographic data, reference service, periodical publications, and eResources such as eBooks, eAudiobooks, eMagazines, and streaming video. Proliferation of eReader devices owned by patrons will create even more demand. First-rate library service will become more and more technology based.
3. The electronic information resources available in many homes and offices will continue to grow richer and more complex. Many people, however, will continue to require the assistance of information specialists to make the most of the resources available to them whether in their home, office, or library.
4. The publishing, sound recording, and film industries produce a large number of quality works that have a limited commercial appeal. The public library has a responsibility to assist in providing access to these works.

Goals of the Library

These goals are not listed in priority order.

Goal 1: Continue to develop library automation and technology infrastructure that provides the basic core library services of an online catalog, circulation, technical services, and website capabilities as well as provide workstations for the benefit and use of the public and staff.

Goal 2: Provide excellent customer service to patrons, other City and area schools.

Goal 3: Increase the library's visibility throughout the City to make residents aware of the services and materials offered.

Goal 4: Continue to upgrade the existing facility to meet patrons' needs, technological demands, program accessibility, and facility upkeep.

Goal 5: Create cooperative efforts and partnerships by library staff with other governmental agencies, businesses, and non-profit clubs and organizations.

Goal 6: Continue to enhance the library's collection in a variety of media to meet the evolving informational, vocational, and recreational needs for all ages and interests and also provide programs of interest to all ages.

Goal 7: Continue educational opportunities for staff development and development and improvement of the library's administrative structure.

Five Year Plan

The format of this plan is formulated to more easily reflect the work in progress and as a resource document that can be quickly consulted. Many recurring tasks are accomplished each year, but the purpose of this plan is to project new tasks, not those that are recurrent in nature unless they hold particular significance for the library, staff work plan, or patrons. Tasks are grouped by fiscal years, and in the past each task had a library department that is assigned to carry it out, a deadline for accomplishing the task, the goal the task addresses, and the results achieved. In FY2021 the following abbreviations have been used for the departments responsible for completing the tasks: AD, Administration; C, Circulation; IT, Automation; MT, Management Team; R, Reference Services; TS, Technical Services; and, YS, Youth Services. Please note that library automation has undergone a significant change in how it is administered, so IT related tasks, while on the plan, are not controlled by the library and what was specially IT library assigned staff. Moving forward the tasks will be the responsibility of all library departments.

Fiscal Year 2022 (July 1, 2021 through June 30, 2022) - COMPLETED

Tasks (FY22)	Date Due	Goal #	Results
All tasks will have a focus on racial equity.			
1. Evaluate and update the Five year plan (Strategic Plan) including the mission, vision, roles, assumptions, and goals.	June 2022	All	Strategic planning consultant selected June 2022.
a. Conduct outreach to the community, staff and Board to update the Five Year Plan with a focus on marginalized groups.	Dec 2021		Carry forward to FY2023
b. Develop patron feedback mechanism(s) and deploy.	June 2022		Carry forward to FY2023
2. Diversify staff and the library Board.	June 2022	2, 7	
a. Work with the City Human Resources Department on recruitment and hiring of diverse staff.	Dec 2021		Discussions with Human Resources and in the employee Racial Equity Action Team. On-going process.
b. Library Board discuss recruitment of diverse members and succession planning.	Dec 2021		Started discussion with Board. Two members in June are up for reappointment.
3. Acclimate to the new building.	June 2022	1, 2, 4, 7	
a. Evaluate and update staff procedure manual.	Dec 2021		Procedure Manual team established.
b. Develop a facilities management plan in conjunction with Department of Public Works.	Dec 2021		Dependent on hiring of new facilities manager. Plan to completed in FY2023.
c. Assess staffing needs and develop recommendations for the library board to review as related to FY23 budget.	Dec 2021		DONE
4. Evaluation of programming and services and incorporate recommendations including those from the strategic planning process.	June 2022	1, 2, 4, 5, 6	On-going process.
a. Determine a racial equity tool	Dec 2021		
b. Evaluate community outreach programs and services.	Dec 2021		On-going process.
c. Evaluate the fines and fees structure.	Dec 2021		In process. Require a full year of data.
d. Incorporate recommendations from strategic planning process.	June 2022		Carry forward to FY2023 as part of strategic planning process with consultant.
e. Research, evaluate, and incorporate services and programs to increase digital access and equity. For example, devices available for patrons to check-out.	June 2022		Carry forward to FY2023 as part of strategic planning process with consultant.

f. Evaluate the website and mobile site.	Dec 2021		Library upgrade in process. Deployment of new site September 2022.
g. Establish relationships with community non-profits and work to highlight and incorporate those non-profits into library services and programs.	Dec 2021		On-going. Adult Services has staff assigned to serve as point persons to community groups.

Subsequent fiscal year tasks will be amended in the future as necessary and impacted by budget and staffing. Additional tasks may be added resulting from the community outreach and evaluation of the Five Year Plan in FY22.

Fiscal Year 2023 (July 1, 2022 through June 30, 2023)

Tasks (FY23)	Date Due	Goal #	Results
1. Complete strategic planning with consultant including incorporating community feedback.	June 2023	All	
2. Solicit patron feedback/customer service feedback	June 2023	2	
3. Research and select an updated digital content management system for Local History.	June 2023	2, 3	

Fiscal Year 2024 (July 1, 2023 through June 30, 2024)

Tasks (FY24)	Date Due	Goal #	Results
1. Solicit patron feedback/customer service feedback	June 2024	2	

Fiscal Year 2025 (July 1, 2024 through June 30, 2025)

Tasks (FY25)	Date Due	Goal #	Results
1. Solicit patron feedback/customer service feedback	June 2024	2	

Fiscal Year 2026 (July 1, 2025 through June 30, 2026)

Tasks (FY26)	Date Due	Goal #	Results
1. Solicit patron feedback/customer service feedback	June 2025	2	

Adopted by the Library Board 07/20/2022