

LONG RANGE PLAN

The following goals and action steps listed in the long range plan have been started or implemented by the Library.

1. Ongoing goals 1989-1994 (November - January)

a. Expand use of volunteers

Marilyn Shroyer, volunteer coordinator, attended a one day seminar on the effective management of volunteers. Two part-time workers from JTPA and AARP are being used to help the reference department. Volunteers are helping to staff the Business Information Center (BIC) and expanding the hours of the Local History Room.

b. Develop ongoing program of customer relations

Four people attended the "In Search of Excellence" seminar. They have developed a "trouble notebook" system.

c. Annual report to the community

A one page article was written and submitted for the city of Decatur's Annual Performance Report.

d. Sponsor at least one program for adults

The extension department is offering monthly travel programs, however, attendance has been poor.

2. Action steps for 1990/91

a. Funding was not approved for additional staff positions. Therefore, any staffing needs must come internally. Starting in March, eight hours of extension department staffing time will be transferred to the children's department. This will be increased to 16 hours during the summer reading program.

b. The staff development committee is writing an employee handbook. An orientation program for new employees will also be developed. The library and the city are planning workshops for the staff which will include telephone etiquette, supervisory development, excellence in customer service, and public speaking.

- e. Develop a plan to increase staff and patron visibility. Large letters were purchased to direct patrons to the magazines and the science fiction collection. Plans were developed to improve the adult services center desks when funds become available.
- f. The automation committee is working on a request for proposal to upgrade the library's bibliographic records to MARC format. The committee is developing a timetable and drafting a proposal.