Hauppauge Public LibraryAction Plan, July 1, 2022 to June 30, 2023

	Code	SMART OBJECTIVE	What will success for this objective look like?	What is the desired target?	Project Objective Start Date	Projected Objective Completed
Community finds value in convenient, accessible library service	1.1.1	Identify where in the community to visit/bring public library service	A list of places to visit will be created	Within the Hauppauge Library district	Q3	Q3
	1.1.2	Create/expand outreach team to deliver service to community	Staff members will be assigned to the outreach team.The team will develop an outreach toolkit.	Within the Hauppauge Library district	Q4	Q4
	1.1.3	Provide virtual reference assistance and support services via a chat service on the library's website	Guests can chat online with Infomation & Research Specialists in real time.	Guests of the Hauppauge Library	Q2	Q2
	1.1.4	Expand our virtual offerings of classes and events (web presence as a "branch")	Guests can access more classes and events from home.	Guests of the Hauppauge Library	Q2	Q2
Community organizations regard the library as a trusted partner with resources vital to success	1.2.1	Work with Town of Islip to bring services to Hauppauge	Town of Islip services are more convienient to residents of Hauppauge.	Within the Hauppauge Library district	Q4	Q4
	1.2.2	Identify the needs of organizations (business, education, faith-based community, government, recreation) in the community	The needs of the community will be identified.	Within the Hauppauge Library district	Q1	Q2
Students feel the library cares about them as learners	2.1.1	Identify student needs as learners	Students will attend classes & events that satisfy their learning needs.	Within the Hauppauge Library district	Q2	Q3
	2.1.2	Increase acknowledgement of student success	Student success is recognized by the community through social media, the newsletter, the Buzz and Library Board meetings, etc.	Students of the Hauppauge Library district	Q3	Q3

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Students utilize library's opportunities to support continuous growth and curiosity	2.2.1	Provide access to emerging technology and trending topics	Students will have increased opportunities to explore emerging technologies and trending topics at the library.	Students of the Hauppauge Library district	Q1	Q1
	2.2.2	Evaluate classes and events to align with community/student needs	Develop a rubric to evaluate the library's classes and events.	Students of the Hauppauge Library district	Q1	Q4
Community is more informed and participatory	3.1.1	Identify the information and events to be shared	The community is more informed and more participatory.	Information and events of interest to the Hauppauge community	Q2	Q2
	3.1.2	Evaluate The Buzz and possible alternatives as sources to deliver local information	The Hauppauge community has timely knowlege of news and events.	People looking for information and events in Hauppauge	Q1	Q1
Community has stronger identity through shared experiences	4.1.1	Host quarterly community events	Identify all-age community events to attract 300 people	All ages, Hauppauge Library district	Q1	Q1
	4.1.2	Raise awareness of the library's meeting space	Increased use of the meeting spaces	Guests of the library	Q4	Q4
	4.1.3	Expanding community conversation events	The community will engage in more conversations.	All ages, Hauppauge Library district	Q4	Q4
	4.1.4	Develop an event planning yearly calendar	Events are planned keeping other community events in mind to avoid conflicts and maximize attendance.	Hauppauge Library district	Q1	Q1
Individuals connect with others in the community	4.2.1	Pilot meetings of 3 unique community learning circles	Guests with similar interests gather at the library for a shared purpose.	Hauppauge Library district	Q3	Q4
	4.2.2	Research library's role in community block parties	Define the library's role in organizing a block party. Produce a tool kit to help guests plan their	Hauppauge Library district	Q3	Q3

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community	4.2.3	Develop a community volunteering resource	Identify organizations in need of volunteers and create a comprehensive resource for the community.	Volunteers of the Hauppauge Library district and those who need them	Q4	Q4
Continue to ensure guests are satisfied with their visit	5.1.2	Review all guest service transactions/interactions with staff both in-person and online	Develop core competencies for each job title.	Staff	Q2	Q3
Expand opportunities to surprise and delight guests	5.2.1	Develop a schedule of unscheduled activities/events	Assemble a collection of ready-to-go activities and kits.	Hauppauge Library district	Q1	Q1
	5.2.2	Become more responsive to trends and current events with activities, collections, and events	Increase the number of activities, collections, and events focused on trending topics and current events	Hauppauge Library district	Q1	Q1
	5.2.3	Examine offerings for chances to elevate the experience	Guests enjoy unexpected surprises when they visit the library.	Hauppauge Library district	Q4	Q4