Hauppauge Public Library Action Plan Year Two: July 1, 2023 to June 30, 2024

Priority	Goal	Code	Owner	SMART Objective	How will this success be measured?	How will data be collected?	Project Objective Start Date	Projected Objective Completed
Expand the Library's presence in the community	Community finds value in convenient, accessible library service	1.1.1	CZ	Develop off-site library services and events		Work through index of streets in library district	Q2	Q3
		1.1.2	KB	Launch off-site library services and events		Research, interviews	Q3	Q4
		1.1.3	JK	Redesign library website	Chat service is used by guests	Statistics will be provided by software vendor	Q1	Q3
		1.1.4	KB	Expand SMS communications with guests			Q1	Q1
	Community organizations regard the library as a trusted partner with resources vital to success	1.2.1	CZ	Build a database of community organizations	Outcome survey	Outcome survey	2023 Q4	Q1
		1.2.2	CB	Develop resources to support the needs of community organizations	Interviews and conversation	Information from the interviews, conversation, surveys will be collected in a database	Q1	Q2
	Students feel the library cares about them as learners	2.1.1	FP	Develop a plan to address student needs that were identified in the last action plan	Create a report to Identify and prioritize students and their needs.	Interviews, conversation, surveys	Q1	Q2
		2.1.2	DM	Continue acknowledgement of student success	Increasing opportunities for recognizing student success.	Output report (number of posts, events, etc.); outcome survey	Q1	Q4

Support student success		2.1.3	KB	Identify the needs of adult learners aged 20-60 years old			Q2	Q3
	Students utilize library's opportunities to support continuous growth and curiosity	2.2.1	FP	Develop and apply collection management tools	Student feedback and use	Use, attendance, surveys	Q1	Q4
		2.2.2	DM	Develop a plan to address guest use of space	Classes and events will align with community/ student needs	Attendance, surveys	Q3	Q4
Improve the sharing of community-based information and events	Community is more informed and participatory	3.1.1	JK	Increase Buzz followers	Develop process to report on and deliver information and events	Google Analytics	Q1	Q2
Create more opportunities for community gatherings	Community has stronger identity through shared experiences	4.1.1	DM	Enhance quarterly community events	Attendance	Attendance, survey	Q1	Q4
	Individuals connect with others in the community	4.2.2	CB	Manage the launch of the new volunteer software	Survey of volunteer organizations	Conversations, surveys, research existing	Q1	Q4
Ensure guests have a great experience	Continue to ensure guests are satisfied with their visit	5.1.1	CB	Construct staff core competency training	Staff are proficient in core competencies	Know B4 and other evaluation tools	Q1	Q4