

Tivoli Free Library 5-Year Plan

FY 2019-2024

Approved by the Library Board of Trustees on:

December 19, 2018

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Introduction

The Tivoli Free Library has undergone significant change in the past 5 years. In 2015, the library was renovated to include more patron workspace, expand our Young Adult literature collection, and create more flexible and comfortable programming space. In 2016, we said goodbye to retiring long-time library manager Bonny Corrado, and Michele DelPriore stepped into the role. With new space and new leadership, the Board of Trustees recognized it was time to develop a strategic vision and plan for the library. The Long-Range Planning Committee was formed in the winter of 2018 to assess the library's needs and develop a 5-year plan.

The Planning Process

In the spring of 2018, the Library was invited to participate in a pilot project with the Mid-Hudson Library System called Turning Outward. This project guided the Long Range Planning Committee through a series of conversations with the Board of Trustees, village leadership, and community members that offered participants the opportunity to reflect on our community's strengths and needs. This process gave the Long Range Planning Committee qualitative insight into the community's priorities and how the library can support those priorities.

Specifically, the Turning Outward process involved:

- Group reflection exercises with the Board of Trustees, which allowed us to consider our role in strengthening the community of Tivoli.
- A Community Conversation with the Village Board.
- Four facilitated Community Conversations that were open to all community members. In all, we heard from 50 members of our community. Participants ranged in age from 10-80, and included new and long-term residents, regular library patrons and folks who had never used the library, community and school leaders, college students, parents, young adults, and retirees.

These conversations were held throughout the spring and summer months. In the fall, the committee attended a workshop at the Mid-Hudson Library System in which we collated all of our notes and identified themes that could guide the library's priorities. These themes and priorities are described in the next section.

Community Needs and Priorities

Demographics

Tivoli is a village within the town of Red Hook, New York which also comprises the village of Red Hook and the hamlets of Clermont, Barrytown, and Annandale-on-Hudson. The town of Red Hook is served by both The Tivoli Free Library and the Red Hook Public Library located in the village of Red Hook. The two libraries operate independently and are funded separately. While the Tivoli Free Library primarily serves residents of the village of Tivoli, the library may also be used by residents of Red Hook at large as well as other neighboring towns.

Based on the 2010 Census¹, Tivoli's population is around 2,451, while Red Hook's population is a little under 10,000. The Census also reports that the population of Tivoli is 91% white and 93% non-Hispanic or Latino. The median age is 39.4, and 21% of the population is under the age of 18. According to city-data.com², the average income in Tivoli is around \$74,764, and the estimated median home value is \$278,000. The cost of living in Tivoli is 120.5, higher than the national average. In short, Tivoli (and the town of Red Hook at large) is a fairly educated, affluent, and young community. This small village is known as the main bedroom community for nearby Bard College, a private liberal arts school with about 2000 undergraduates. Many college faculty and students choose to live in Tivoli, which affects the character and economy of the village significantly.

Results of Community Conversations

As described earlier, the Long Range Planning Committee facilitated a series of focus groups, or Community Conversations, in order to gain broad insight into what residents see as the strengths and priorities of the community. Through these conversations, several clear themes emerged and it was clear that our participants want a community where:

- all the diverse groups are connected.
- it's easy to find out what's going on and what the community offers.
- people are actively engaged in civic life.

In short, people want a cohesive community, but they're concerned that communication barriers are making it difficult for different segments of the community to connect. They believe we, as a community, need to focus on creating better channels for residents to connect with one another and with community resources. Residents view the Library, the Village Board, and the Tivoli Merchants and Artists Association as the best groups to spearhead these efforts.

The mission, vision, and 5 year plan that follows is based on the insights the Planning Committee gained into our community's needs through these conversations. Our goal is to

¹ U. S. Census Bureau, "American FactFinder - Community Facts," accessed December 19, 2018, https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml.

² "12583 Zip Code (Tivoli, New York) Profile - Homes, Apartments, Schools, Population, Income, Averages, Housing, Demographics, Location, Statistics, Sex Offenders, Residents and Real Estate Info," accessed December 19, 2018, <http://www.city-data.com/zips/12583.html>.

continue to play a central role in strengthening our community, by offering materials, programs and services that help residents connect with one another and improve their lives.

Mission and Vision

Our Mission

The mission of the Tivoli Free Library is to strengthen our community by providing everyone with opportunities to learn, create, and connect with one another. We strive to:

- Provide access to materials that educate, inform, and entertain
- Offer community programs that enrich people's lives.
- Help people discover resources, share information about our community, and connect with each other.

Our Vision

The Tivoli Free Library will be a place of community information and interaction, as well as a warm, safe and relaxed environment where everyone can share ideas, learn new skills, find answers to their questions and explore ways to enhance their quality of life.

5-Year Plan

Financial Strength

Goal: Ensure that the Tivoli Free Library's financial position is capable of providing programming and services that respond to the needs of the community, in addition to ensuring fair compensation to staff without compromising services.

- Plan for public funding resources to cover increasing operating expenses with a 259 or 414 initiative.
- Reinforce existing relationships with donors and seek to increase private donations through the annual appeal. Explore other areas of possible funding and fundraising opportunities.

Community Impact

Goal: Reinforce and maintain the library's role as a community anchor and place of education with programming that reflects community interest.

- Hold regular, informal kitchen-table style meetings that facilitate opportunities for community members to connect and share resources and ideas to strengthen our

community. Incorporate insights from these meetings into library programming and service plans, as appropriate.

- Reinforce existing and establish new partnerships within the community: continue partnering with the Village of Tivoli's community events: Village Egg Hunt, Arbor Day, Community Day, Halloween, Winterfest. Look for other opportunities to collaborate with the Village to enrich our community together.
- Explore how the library can serve as an additional conduit for Village government to relay important information to the community.
- Find ways to reach out to and engage new members of our community.
- Serve as a resource for community and business groups; invite local entities to use library resources and/or partner with the library to inform, enrich, and engage the community.
- Maintain and strengthen our partnerships with Bard College.
- Continue our relationship with Red Hook Together and seek ways to collaborate with members of that organization.
- Establish an advisory committee of community members with an aim to recommend and improve programming and services offered by the library.
- Regularly assess the library's service schedule to maximize accessibility by everyone, both on site and remotely.

Services and Programs

Goal: To offer programs and services that help patrons learn new skills, share their interests, and connect with one another.

- Support the development of 21st century skills and literacies among our patrons through programming, staff development, and resources.
- Support staff and volunteer development to ensure that we have the skills and expertise to offer effective programming for different ages and audiences.
- Continue to develop and offer diverse enrichment programming for our community's youth and adults that respond to community interest and need.
- Actively reach out to underserved segments of the community to ensure they are aware of, and can access, the library's services and resources.

Welcoming Environment

Goal: The Tivoli Free Library will maintain its welcoming, communal environment with a space that is safe, inclusive, comfortable and respectful. To that end, the library will provide the community with staff that is well-trained, professional and courteous to all who enter the library.

- Provide funding for regular staff development training, to promote best practices regarding safety, health, and inclusiveness.
- Offer a wide range of programs that offer community members opportunities to connect, create, and learn together.
- Continually seek ways to engage and welcome all segments of our community, including those groups who may not be currently using the library.

- Offer--and welcome--opportunities for community members to share suggestions and ideas for the library. Foster a positive, open culture among library staff and Trustees that allows us to continually listen to, reflect on, and incorporate direct and indirect feedback.

Technology

Goal: Provide up to date technology that helps our patrons find and access information.

- Continually assess our technology needs, maintaining up to date, secure systems, and offering patrons access to technology that improves and enriches their lives.
- Provide professional development opportunities for staff to be able to assist patrons effectively in an environment of evolving informational and technological needs.
- Provide education and support to help patrons of all age groups use technology effectively.

Collections

Goal: The Tivoli Free Library will provide and maintain a consistently updated and unbiased collection of materials in a variety of formats to reflect the interests and needs of the community.

- Offer nontraditional resources that facilitate access to community resources, such as museum passes, performance tickets, community newsletters, etc.
- The Director will, on an ongoing basis, evaluate the collection to determine usefulness, accuracy and other criteria for retaining, building, or deleting items from the collection.
- Continue to explore new products/vendors that may enhance/advance our collection and which will reflect community need.

Facilities

Goal: The Tivoli Free Library will maintain a safe and comfortable space that balances collections, technology, and programming needs.

- Continue to innovate creative solutions to best utilize maximize our current space.
- Design and maintain spaces for community members to work quietly, and spaces where they can work collaboratively, socialize, and connect informally.
- Begin to evaluate and plan for alternative spaces that might better meet the community's needs in the future.