



Plan of Service

Effective January 2020 – January 2023

Approved by the Oelwein Public Library Board of Trustees

December 17, 2019

Library Board of Trustees

Brett Ingersoll, President

Anita Mars, Vice President

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Library staff collected demographics on the community of Oelwein using census information and city data. At the September 10, 2019 meeting, the Library Board of Trustees discussed the demographic information and how it affects the current library services. Ideas on what improvements could be made included the use of Instagram, showcasing materials available for checki-out at community events, offering afternoon programs for retired patrons, and incorporating an additional study room.

In addition, library staff designed a community survey that was available electronically on the library website and Facebook page. Paper copies were available at the library service desks, city hall, and at a wide variety of businesses throughout the community. The survey was available for two weeks with forty-six people responding. At the October 8, 2019 meeting, the Library Board of Trustees reviewed the results and the following conclusions were made:

- Patrons value the collection the most and gave the most recommendations for improving and expanding the collection.
- Patrons value the friendly, helpful staff and recommend having the library open on Sundays more often than the current time period of January – March.
- Patrons value having a beautiful, clean facility where people can meet and access information, especially through programs for all ages.

The results collected from demographics and the community survey were used to develop the library's plan of service.

Oelwein Public Library Plan of Service 2020-2023

Mission Statement FOR DISCUSSION

Current:

The foundation for a future of life-long learning.

Other proposed ideas:

The Belleville Public Library is a strong community partner providing programs and services that bring people together, foster creativity, and encourage lifelong learning. We preserve our storied past, enrich present lives, and prepare for an ever-changing future.

The Oelwein Public Library serves as a place in the community for people to share resources and information.

Goal: Residents will have access to a diverse, current collection.

Objective: The material budget will increase by 10% per year.

Objective: The collection will be evaluated and purged of unused and/or dated material each year.

Objective: New genres and mediums will be added as they are developed dependent on community interest.

Goal: Residents will receive exceptional customer service.

Objective: Staff will attend a minimum of one continuing education class per year.

Objective: Staff will take part in a minimum of one community event per year.

Objective: Staff will improve electronic communication methods by 2021.

Goal: Residents will have a welcoming facility for meeting and interacting with others.

Objective: A study room enclosure will be integrated by 2021.

Objective: Parking lot plantings will be restored by 2022.

Objective: Exterior steel beams will be repainted by 2023.

Objective: Sunday hours will be expanded by 2023.