



Six-Year Strategic Plan 2019-2023

TABLE OF CONTENTS

Library Vision and Mission Statements	p. 3
Library Profile	p. 4
Technology Assessment	p. 5
Education & Recreation	p. 6
Partnerships & Outreach	p. 6
Space & Facilities	p. 6
Organizational Management	p. 6
Executive Summary	p. 7
Purpose of Plan	p. 7
Core Values	p. 7
Libraries Make Us Stronger	p. 7
Planning	p. 9
Acknowledgements	p. 9
Goals & Objectives	p. 10
Evaluation	p. 11
Approval	p.11
Appendix	
A 2018 Community Survey Results	

LIBRARY VISION

Our library vision is to connect people with information, as embodied in our motto “Opening the World to You.” We strive to be a window for our users, helping them to see and experience the world through our resources and services. Literacy is the passport to a universe of knowledge.

Adopted by ACPL Board on October 12, 2005.

LIBRARY MISSION

The mission of the Arkansas City Public Library is to provide library resources and services to meet the changing recreational, informational, and educational needs of the public, to enhance individual and community life.

As a recreational and popular materials library, materials of high interest and demand are provided to persons of all ages. As an information and reference library, answers and materials are provided to the questions of individuals of all ages. As an educational and learning center, support and assistance are provided to patrons who are pursuing both formal and independent learning.

Reaffirmed by ACPL Board on February 11, 2004.

Library Profile

Arkansas City Public Library's (ACPL) *hours of operation* are Monday through Thursday, 9:00 a.m. to 8:00 p.m.; Friday, 10:00 a.m. to 6:00 p.m.; and Saturday, 10:00 a.m. to 2:00 p.m. We are closed on Sundays. Our winter hours, which run from November through February, are Monday through Thursday, 9:00 a.m. to 8:00 p.m.; Friday, 10:00 a.m. to 6:00 p.m.; and Saturday, 10:00 a.m. to 2:00 p.m.

According to Census/State records the *population of ACPL's Legal Service Area* is 11,866 (2018). In addition to City Residents, we also serve out of town residents from all over Cowley County, as well as surrounding counties. ACPL became a member of the South Central Kansas Library System (SCKLS) on June 17, 1967. As a result of SCKLS membership, Kansas Administrative Regulation (KAR) 54-1-8 states that "libraries participating in a regional system of cooperating libraries shall permit any citizen of the territory comprising the system to borrow materials and receive services without charge, subject to reasonable library rules." As a SCKLS member, ACPL receives an annual grant-in-aid from the system, is eligible to use SCKLS services and programs, and can apply for SCKLS library grants subject to grant guidelines. To be eligible for the SCKLS grant-in-aid, the library is required to maintain and report the number of registered borrowers who reside outside the boundaries of the library's taxing district and the number of interlibrary loans provided to other libraries.

ACPL is funded primarily through municipal funds, accounting for 85% of the budget. The City levies a tax of 6 mills for the library. ACPL also receives a portion of ad valorem and motor vehicle taxes. Additionally, 9% of our funds come from SCKLS through grant-in-aid funding, 4% from fines and fees, and the rest from donations and memorials, State Aid, and operating interest. We also receive grant funding, primarily from SCKLS, that helps support our technology and programming needs.

"Tax support from property owners within the 12 county regional library system taxing district [Barber, Butler, Cowley, Harper, Harvey, Kingman, McPherson, Reno, Rice, Sedgwick, Stafford and Sumner] and outside of 72 established public library taxing districts provides SCKLS with annual funding. In 2017, SCKLS grants-in-aid funding facilitated access for 92,684 registered borrowers to 72 public and 14 academic SCKLS member libraries. Additionally, grants-in-aid partially compensated member libraries for the interlibrary loan resource sharing of 61,809 items requested by citizens and students and not available at local libraries. More than 51% or nearly \$1.7 million of the 2018 SCKLS Budget is distributed through various grants used by SCKLS member public, academic, school district and special libraries. Member libraries benefit from expertise and assistance provided by 12 staff. Nine of the 12 staff positions require a master's level degree and all SCKLS staff have specialized knowledge and training. Since this expertise and assistance would not be available and affordable at all local libraries, SCKLS creates staffing efficiency for member libraries and demonstrates stewardship in the use of limited tax resources. In 2018, SCKLS staff provided more nearly 300 on-site service visits to member libraries of which 239 were for technology support. Also in 2018, 43 training and continuing education programs were provided by SCKLS and attended by a total of 505 librarians. Support and training from SCKLS assists participating libraries provide and improve local library services. SCKLS continues to implement measures of value for its grants and services. These measures of value help demonstrate that SCKLS is optimizing and sharing resources through participating member libraries for the benefit of Kansas citizens and students."

SCKLS has a service population of approximately 796,250 (U.S. Census 2017 Estimate). In 2017, the levy assessed to county residents was 1.253 mills and in 2018 was 1.237.

Our *physical collection* of over 40,000 items includes fiction and non-fiction, DVDs, audio books on CD, a variety of periodicals, and nontraditional items such as games and cake pans. Most of our collections are separated into categories based on age—adult, young adult, juvenile, children, toddlers & babies.

Our *digital resources* include online databases available through the Kansas State Library, which offers peer-reviewed research materials. Popular databases include Encyclopedia Britannica, Learning Express, Mango Languages, Genealogy Connect, NoveList, and AutoMate. Through the State Library, patrons may also borrow digital books, ebooks, and youth materials. Additionally, we subscribe to OverDrive (a resource for e-books, audiobooks, and movies in a variety of downloadable formats), participating in the Sunflower eLibrary Consortium along with 135 other libraries and regional systems in the state. Consortium titles purchased are available to patrons state-wide. ACPL also holds an Advantage account with OverDrive in which all titles purchased are available only to ACPL cardholders.

Technology Assessment

The Useful Desktop™ public computing platform delivers integrated desktop applications to *fourteen computer stations* for patron use from *three central computers*. Integrated features include time and print management. Public use computers are available to all patrons, as well as visitors without a library card.

ACPL has a hardwired network of seventeen staff, circulation, and patron special-use computers: four laptops, four staff computers, four circulation computers, two special-use computers in the Makerspace for patrons, three designated iPad search stations. Laptops are for digitation projects, Makerspace programs, and staff use. Staff computers are used for cataloging materials, placing orders for collections and programming, research, statistics, answering queries and emails, marketing, updating the Library website, and other tasks. Circulation computers are the tools used for public service functions, such as checking out materials, placing reserves and Interlibrary Loans. One of the circulation computers also houses the staff timeclock. The special-use computers in the Makerspace have software that isn't available on the other public computers, such as Adobe Creative Suite and Sketchup. The designated iPad search stations are the catalog-searching tools used by patrons. ACPL also has a microfilm computer that powers a microfilm machine.

ACPL has three printers for staff use and one multifunction printer (MFP) for both staff and public use. The MFP is leased through Great America Corporation, and the maintenance agreement is contracted through Galaxie Business Equipment, Inc.

Currently, internet service is provided by Cox Communications at 100Mbps download and 20Mbps upload speeds.

The ACPL maintains its own website and email server. The website is hosted through WordPress, the domain through Dreamhost. The email client is hosted through Google for Nonprofits.

The ACPL provides wireless internet access inside and outside of the building through one wireless router with Cox Communications and Wireless Access Point (WAP). Access is available to users having hardware equipped with wireless network cards meeting the Wi-Fi standard IEEE 802.11b or 802.11g.

VOIP telephone service is provided through Mitel. There is one phone line with 10 profiles and seven hard-wired telephones.

ACPL has a postage machine that is leased through Pitney-Bowes.

Faxing is available to the public through our MFP and is provided by Cox Communications.

ACPL has two projectors—an LCD projector mounted to the ceiling, with a pull-down screen and speakers for sound in

the programming room and a portable LCD projector and screen that is available to businesses and organizations for checkout.

ACPL operates a security camera system that consists of 13 cameras (4 upstairs, 5 on the main floor, and 4 downstairs).

In our Makerspace, ACPL has an Ultimaker 3 3D printer that is available for public use. We also have two Cricut cutting machines, one sewing machine, one T-shirt press, a VR system, Green screen, and other various equipment.

Education & Recreation

By promoting a culture of lifelong learning (from early literacy to digital literacy, college readiness to entrepreneurship), ACPL will help patrons explore ideas and make connections in the community. ACPL will provide resources to patrons based on popular cultural and social trends to help satisfy their recreational experiences and educational needs.

Partnerships & Outreach

It is important for public libraries to connect to their communities. This is best done by collaborating and partnering with other local organizations, which extends the library's presence. These partnerships are cultivated through projects and programming, and often provide additional funding.

Space & Facilities

Within the past several years, ACPL has completed two preliminary library building project feasibility studies for preparing a proposal for library architectural renovations/improvements. The current building was built in 1914 and served as a post office, with ACPL moving into the facility in 1980 after renovations were made (which included the addition of a balcony area on the second level, an elevator, and public restrooms). Later, the basement was finished to accommodate the children's library. The space was built to serve a twentieth-century model of library service and, in some cases, is no longer adequate.

Organizational Management

ACPL manages resources and adheres to policies so that members of the community who need or want access can get it regardless of ability, skill, personal technology, or available time.

Purpose of Plan

This Strategic Plan is intended to provide vision and direction, staying true to core Library values, as the Arkansas City Public Library adapts to emerging challenges and opportunities for the benefit of our patrons. It is focused exclusively on the most important goals that the Library needs to achieve in the next six years. These goals are new, or renewed, directions for the Library, and for the Library to achieve them will take significant organizational focus and allocation of resources.

Core Values

Intellectual Freedom

The Arkansas City Public Library believes in the right to seek, receive, hold, and disseminate information from all points of view without restriction. We enable all individuals to exercise this right, and we believe that this right is important in creating an informed and literate community.

Information and Literacy

The Arkansas City Public Library believes in providing resources and services that contribute to life-long learning and cultivating intellectual curiosity.

Accountability & Respect

The Arkansas City Public Library believes that we must be held responsible to the Arkansas City community for the services we provide. We respect our patrons' request for confidentiality and strive to meet the needs and expectations of every Library patron. We celebrate diversity and endeavor to make all people feel welcome in the Library.

Innovation

The Arkansas City Public Library understands our patrons' changing needs and interests, and to stay relevant we continuously adapt what we do and how we do it. We support creative ideas and innovative solutions in our services, programs, and collections. We are a learning organization and invest in our staff, technology, and infrastructure to improve service.

Partnerships

The Arkansas City Public Library believes in the power of collaboration and extends its reach and impact in the community through partnerships with individuals, public and nonprofit agencies, community groups, educators, and businesses.

LIBRARIES MAKE US STRONGER

At its core, the Library exists to make ideas and opportunities available to all, improve lives, and strengthen communities. The information the Library offers empowers people and communities to reach their full potential. The first step in creating a culture of reading is making sure all people have equal access to books and other reading materials. Beyond our bookshelves, expanding knowledge at the Library takes many forms—classes, exhibitions, programs. No matter how patrons engage with the Library, all who walk through our doors deserve an equal opportunity to grow, learn, and advance. It's thanks to our generous supporters that we're able to best support and strengthen our community in today's changing world. What could be more powerful than that?

Access is Power

At a time when misinformation is rampant and inequality is on the rise, the Library aims to provide residents

with open access to knowledge and opportunity. This allows them to discover new skills, stay civically engaged, and become more involved with the community.

Education is Power

The Library believes that no matter the circumstances—age, income, birthplace, or background—everyone should have equal access to education. That’s why we’re holding strong in our commitment to the core educational programs that help our patrons of all ages thrive, from literacy workshops to Summer Reading.

Research is Power

The Library has played a vital role in the preservation of knowledge for Ark City. From digitizing our local newspaper and making it publicly available, free of charge, to its collection of local history resources, we are paving the way for researchers now and in the future.

Innovation is Power

The Ark City Public Library is a space for innovation, offering creative new ways to propel Ark City patrons into the future. As the world changes, the Library evolves with it. Alongside traditional circulation, we continue to offer and expand our digital offerings and have opened a new Makerspace where others may gather to create. As the needs of our patrons change in countless ways, the Library strives to meet them.

Planning

The information which provides the foundation for this plan's initiatives were gathered in various ways:

- Community Survey (Online & Via Mail)
- Staff & Board Collaboration
- Library Statistics (Level of Use)

Acknowledgements

The following groups and individuals contributed to the development of the Arkansas City Public Library Strategic Plan:

Board of Trustees

Kayleigh Lawson, *President*

Mitch Reichle, *Treasurer*

Marilyn Stout

Sarah Kate Reilly

Shawna Allison

Lloyd Colston

Duane Oestmann, *City Commissioner*

Blanche Schmidt, *Past Board Member*

Melissa Paton, *Past Board Member*

Library Staff

Mendy Pfannenstiel, *Director*

Amy Cook, *Assistant Director*

Candice Humble, *Adult & Teen Services Librarian*

Katy Richerson, *Children's Services Librarian*

Rinny Lozano, *Library Assistant*

Various Clerks & Volunteers

The City of Arkansas City

Goals and Objectives

Based on community survey results, library statistics, and staff/Board discussions, we created broad goals reflecting our foreseeable needs in the next six years. We feel that these goals will remain relevant despite the changing nature and usage of modern libraries. For each goal we have measurable objectives to evaluate our progress.

- **Provide patrons with access to a variety of library resources that support personal, professional, educational and creative pursuits**
 - Expand nontraditional items collection and re-evaluate as needed
 - Expand Early Literacy efforts in the community to reach disadvantaged populations
 - Explore options for growing our digital media collection
 - Develop a targeted collection that reflects Ark City's cultures and interests and provides access via various formats
- **Meet the changing informational and cultural needs of our community**
 - Support professional development opportunities for staff
 - Enhance the learning opportunities and programs offered at the library
 - Develop and transition into more passive programming for adults & teens
 - Create traveling exhibits to support learning in the community.
- **Establish new and continue old partnerships with local organizations**
 - Maintain membership with South Central Kansas Library System, which provides a variety of professional and specialized services, including consulting and training
 - Continue partnering with Cherokee Strip Land Rush Museum, Chaplin Nature Center, and Ark City Arts for Newman's Quest programming and re-evaluate its relevance and structure as needed
 - Create additional partnerships and outreach services when needed
- **Explore options for expansion and improvement of the physical facilities to accommodate our growing collection and to create a space that is welcoming and comfortable for all**
 - Weed collections to identify and fill potential gaps, maintain relevant materials, and create space for new materials
 - Continue to build the capital improvement & Legacy funds for library improvements and maintenance
 - Hold future discussions to determine the possibility of an expanded taxing district to include USD 470 boundaries
 - Identify locations and possibilities for additional programming space for adults, teens, & children when needed
 - Work toward creating dedicated teen spaces within the library
 - Offer flexible spaces that meet the evolving needs of our users
 - Create environments that accommodate existing and emerging technology and facilitate digital learning
 - Conduct a periodic risk assessment to identify and remediate any hazards
 - Develop and share an Emergency Preparedness Plan with staff and conduct periodic emergency preparedness drills
- **Expand and enhance technology access for patrons and staff**
 - Maximize the Website as a creative marketing tool

- Evaluate quantity of Public Access Computers (Useful PACs) that are essential
- Digitize rare and fragile materials to provide access while preserving the originals.
- Provide cost-effective electronic resources that fulfill the Library's Strategic Plan for public services.
- Implement technologies that promote efficiency, effectiveness and that improve internal communications.
- Maintain network equipment and resources to ensure a stable computing environment.
- Explore possibility of offering Self-Service options to patrons

Evaluation

This plan will be reviewed annually by the Director and Board of Trustees. Staff will work to remain current with trends and issues through appropriate training, workshops, and conferences. Planning for the future will require the ability to adapt and adjust to trends and changes. Since culture and technology is constantly evolving, this plan is considered a framework which will guide, but not limit, the library's future planning. ACPL will investigate possibilities for changes and improvements as they become available or are deemed necessary.

Approval

This Strategic Plan was approved by the Library's Board of Trustees on March 18, 2019.