



HNPL

Hamilton North
Public Library

Your Friendly Library

Our Next Chapter

2023-2027 Long-Range Plan

Board Approved, December 15, 2022

Board of Trustees

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Julie Davis, Vice President

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Michael Morris

Our Mission Statement – Enriching lives. Enhancing community. Expanding opportunity.

Our Vision Statement – HNPL is a trusted public resource. We are a preferred destination which encourages independent learning and connects individuals to their community and beyond.

A Message from the Board of Trustees

Hamilton North Public Library patrons, staff, and Board of Trustees belong to a community of learners and participants. HNPL is a Jackson Township cultural center. HNPL is a community gathering place—a public resource that enriches lives, enhances community, and expands opportunity. We strive to satisfy our Mission and Vision by offering valuable collections, services, and programs.

The Board of Trustees of the Hamilton North Public Library wishes to acknowledge the contributions of community and staff members who made the creation of this Long-Range Plan possible. We'd like to extend a special thank you to community members who participated in our 2022 long-range planning focus groups and survey.

Since patron use of Hamilton North Public Library is fluid and changing, the library will regularly review and adapt this plan to meet changing community needs. Much like many institutions throughout the world, the Hamilton North Public Library did not escape the repercussions of COVID-19. Due to the recent pandemic, we closed our doors for 9 weeks, which resulted in lost patronage and circulation. Though the library has returned to a sense of normalcy, we have seen a decrease in the number of patrons served and the number of items borrowed. Our goal is to return to pre-COVID service levels and beyond.

We invite residents and library users to rely on HNPL as a trusted source of information, enrichment, and opportunity. The Library Board of Trustees hereby confirms this Long-Range Plan.

The library is the heart of our community. Through our mission to enrich lives, enhance community, and expand opportunity, we offer events and resources to connect with our patrons. We continue our commitment to providing quality learning experiences for the residents of Jackson Township in northern Hamilton County, Indiana. Thank you for allowing us to support life-long learning, literacy, and cultural expression. We are honored to serve our community.

– Kini Magdun, Board President

General Background Information

Governance

The Hamilton North Public Library is governed by a Board of Trustees made up of seven individuals appointed by three elected bodies within Hamilton County. Three are appointed by the Hamilton Heights School Corporation, two by the Hamilton County Council, and two by the Hamilton County Board of Commissioners. The Library Board hires the Director to administer the day-to-day running of the facility.

Relevance

As societies evolve, libraries adapt to meet changing needs, necessarily reflecting ongoing cultural and technological advancements. Historically, libraries have played many disparate roles—book warehouse, community center, computer center, training center, communal living room, clubhouse, playroom, art studio, art gallery, and collaborative laboratory. Technological change seems often to create in humans a need for nostalgia, for the familiar. Technology alters relationships, resulting in longing for safe, friendly, face-to-face human interaction. This safe, friendly, face-to-face human interaction is provided by the staff of the Hamilton North Public Library. Of this, we are proud.

HNPL Core Values and Guiding Principles

Lifelong Reading and Learning

At the heart of all HNPL programs and services is a firm belief in the value of literacy and lifelong learning. HNPL strives to support all patrons in their efforts of lifelong reading and learning.

Creativity

HNPL embraces freedom of expression through art, literature, information, and events that help people explore their creative interests.

Intellectual Freedom

The library is committed to building an informed community and providing neutral ground where participation in civic life is open to all, thus enabling all individuals in our community to exercise their right to access constitutionally protected information without judgment.

Privacy

The library respects the confidentiality of our patrons' requests for information, the online sites they access, their borrowing history, and the status of their library accounts.

Focus on All Customers

The library values all customers. We celebrate and foster diversity and strive to ensure that all people feel welcomed at the library. We strive to meet the needs and expectations of all community members. HNPL seeks to provide friendly, accurate service delivered by a knowledgeable and committed staff.

Adaptation

We ourselves are a learning organization which necessarily and continuously anticipates future needs, adapting what we do and how we do it by not only investing in our staff, but also by acquiring needed technology and infrastructure to improve our services.

Integrity

The library is a responsible steward of public resources. We take seriously our responsibility to maximize the efficiency of staff time and talent, making the best use of all our resources. The customer's opinion and input are welcomed. We consider the impact on the customer in all decisions made.

Teamwork and Partnerships

Teamwork is the backbone of our organizational success. The library extends its reach and impact in the community through partnerships with individuals, public and nonprofit agencies, community groups, educators, and businesses.

Library and Community Background

The Hamilton North Public Library is located in central Indiana approximately 30 miles north of Indianapolis, serving the residents of Jackson Township, including the Towns of Arcadia, Atlanta, and Cicero in northern Hamilton County. The current net assessed value of our service area is \$836,832,772. Although the library is located in a predominately rural setting, it has the advantage of being a bedroom community to Indianapolis and southern Hamilton County. This affords additional educational, recreational, and cultural opportunities to local residents.

In 1916, with funds from the Carnegie Corporation, the Atlanta-Jackson Township Public Library was founded in the town of Atlanta. The Atlanta Branch building still stands as it was originally built, with only a few renovations. In 1997, the name of the library changed to Hamilton North

Public Library, and the following year the newly built Cicero Branch became the central library of HNPL. HNPL sold bonds in 2017 and 2018 to finance capital improvements to the Atlanta and Cicero Branches, including the construction of the Jenkins Wing. Total system-wide circulation in 2021 was 79,993. The Cicero Branch is open Monday through Thursday 10am – 7pm, Friday 10am – 5pm, Saturday 10am – 2pm, and is closed Sunday. Atlanta Branch hours are Tuesday and Wednesday 3 – 7pm.

The Cicero/Jackson Township Plan Commission is a nine-member board tasked with providing orderly growth for residential, commercial, and industrial areas within Jackson Township and a two-mile jurisdiction surrounding its limits. The Hamilton Heights School Corporation district consists of Jackson and White River Townships, as well as the towns of Cicero, Arcadia, and Atlanta. Hamilton Heights School Corporation is comprised of three school buildings, with K-12 enrollment at approximately 2,300 students.

Assessment of Facilities, Services, and Technology

The library offers many new books and e-books, as well as newspapers, magazines, e-magazines, DVDs, digital movies and TV shows, music CDs, audiobooks, e-audiobooks, and digital comic books. Services include Ask-A-Librarian, a monthly adult mystery book group, children's story time, Summer Reading and other reading challenges for all ages via Beanstack. Cicero Branch has a small local history collection.

In July 2022, HNPL hired a temporary, 1-year art instructor to teach art classes in different mediums to members of the community. These classes focus on introducing drawing and painting to youth, young adult, and adult beginners with the goal for them to move on to more advance technique classes. In general, registered participants come to three sessions, one session per week, to learn a new step in the drawing or painting medium that will hopefully ignite their artistic side. One-time art sessions are offered, as well.

The library has a variety of equipment available for public use including black and white and color printers/copiers, computers, Wi-Fi, and wireless printing. Library computers are equipped with high-speed internet connections and have Microsoft software. In addition to fax and laminating services, the library offers disk cleaning/repair service to the public, all for a nominal fee. We have study rooms available on a first come first served basis. We allow public use of meeting rooms by reservation. The library's website allows easy access to various electronic resources including the Evergreen Indiana catalog, the library's calendar of events, the Inspire database, Hoopla, and Overdrive.

Statement of Community Needs and Goals -- In order to assess needs and goals, the Hamilton North Public Library employed a three-pronged approach:

1) Findings—Library Leadership Retreat, March 2022

HNPL Strengths	HNPL Weakness
<p>Collections/materials/Evergreen membership Indiana Digital Library membership Hoopla subscription Story time Reading challenges/Summer Reading/ Beanstack Secure & reliable IT Customer service & hospitality Affordable copies, printing, scanning, faxes, laminating, and disk repair Book-A-Librarian Staff teamwork Increased marketing Library Board leadership Population increase in service area</p>	<p>Effects of COVID-19: Lost patronage Lost circulation Lost program participation Shrinking staff size Fewer staff hours for event planning Reduced operating hours Deteriorating Atlanta Branch building Relatively small tax base Recent reduction in income tax revenue Minimal staff benefits and low wages (hard to attract & retain talent) Seemingly waning public support</p>
HNPL Opportunities	HNPL Threats
<p>New program and event options New electronic resource options Better utilize staff talents Staff cross-training Strengthened partnership with Friends Reconnect with local schools for collaboration Community outreach Increase library cards for residents and non-residents</p>	<p>Inflation and possible future budget cuts Low wages; not keeping up with inflation As employer, not competitive with larger libraries in the county and beyond Little opportunity for advancement in the library Hard to fill vacancies which may sit empty for months Other demands on people’s time Donor hesitation – collecting donations from fewer sources than previously Competition from non-library digital and electronic services</p>

2) Findings—2022 Community Surveys

Planning surveys collected in November and December of 2022 were very positive. All respondents indicated appreciation and overall satisfaction with HNPL. One customer wrote, “The only frustration is size of the holdings. Many titles are not available, not only because of usage, but to lack of space.” One customer wrote, “Would like to see Sunday hours restored.” Other suggestions include: more book clubs; back porch area; central lounge area with coffee; outdoor movies; and self-check stations.

3) Findings—2022 Community Focus Groups

HNPL scheduled three focus groups in August 2022. Focus group participants’ concerns and input were discussed and recorded. In summary, patrons thought that the library was a valuable resource, not only in terms of being a community center but also as a place to help further education. On average, most of the participants visit the library 2-3 times a week, or whenever they finish reading a book and need another. They use library apps, such as Hoopla and Overdrive for convenience. Focus group participants enjoy the happy and relaxed atmosphere of the library and the friendliness of the staff.

It was suggested that the website be updated for increased ease of navigation and browsability. Additional weekend hours and quiet space were suggested, as were circulating puzzles and board games. Participants expressed appreciation for our electronic services, photocopying service, art exhibits, and programs including, art lessons, Story Time, Mystery Book Club, and the Holiday Market.

After Due Consideration...

HNPL will work to be:

- **More digitally enabled**
- **More data driven**
- **And, above all else, more user-centered**

This approach will help ensure that HNPL is a:

- **Solid community anchor during good times and during uncertain times**
- **Great place to be**
- **Great place to learn**
- **Great place for discovery**
- **Great place to connect with the world and the people in it**

LONG-RANGE GOALS

1) Expand Access

Make our collections, human resources, and services available when, where, and how users need them.

Objective 1 - Increase Discoverability

We will make our collections, staff, and services more readily discoverable and available for users, both “in-house” and remote.

Objective 2 - Use Influencers to Extend Reach

We will work with influential persons and organizations to promote our collections, staff, and services.

Objective 3 - Expand Physical Presence

We will proactively bring elements of the library out into the community.

2) Enhance Services

Delivering excellent services and valuable experiences is the way to encourage patrons to return regularly and become lifelong learners and library investors.

Objective 1 - Elevate Digital Experiences

We will invest in a digital experience that improves online services, enhances discoverability, and facilitates the online curation of content to help all users derive more value.

Objective 2 - Transform In-Person Experiences

We will focus on displays, educational materials, and cultural programming to transform visitors into users of our services and contributors to our mission.

Objective 3 - Develop User-Centered Experiences

We will develop a variety of user-experiences that encourage the use of other user-centered library services and resources.

3) Optimize Resources

We will streamline, modernize, and strengthen our operations. HNPL’s digital and technological capabilities and financial and human resources must meet the needs of its users.

Objective 1 - Align Core Library Activities

We will align and strengthen library capabilities to operate efficiently across the organization while providing needed and desired user-centered services and resources.

Objective 2 - Modernize Operations

We will share and use data, information, and good practices across the library to drive patron-centered enhancements.

Objective 3 - Invest in Talent for the Future

We will address capability gaps; train and retain our staff; and recruit new talent to augment our knowledge, skills, and abilities.

Objective 4 - Diversify and Expand Funding

We will articulate the library's value to attract additional resources.

4) Measure Impact

What makes HNPL most valuable is its usage. We must focus on increasing usage and measuring the impact of that usage.

Objective 11 - Understand Our Users

We will use data to better understand our users and their needs and measure how effectively we deliver services, while protecting user privacy.

Objective 12 - Communicate Impact

We will measure impact in order to demonstrate value to all stakeholders and share our story in compelling, creative ways.

Objective 13 - Promote a Culture of Continuous Improvement

We will become an insight-driven organization, using data to plan, manage, and set goals and targets.

Implementation Timeline and Metrics

HNPL will implement our Strategic Plan through monthly phases or steps throughout the duration of Plan. Our strategy will come to life by utilizing monthly Directional Plans created by the Director in collaboration with the Board and management team. These Plan will include the identification and prioritization of key initiatives and associated timelines. These plans will be our roadmap to realizing our four goals, as stated above. The Plans will be the means to:

- Improve decision making and problem solving
- Enable accountability
- Facilitate feedback and increase objectivity
- Focus attention

- Communicating Results

Directional Plan(s) will be on each monthly Board Agenda, and the Plan will be reviewed annually.

Financial Resources and Sustainability

HNPL works closely with its representative from the Department of Local Government Finance to maximize our annual budget, such that the Library Board itself may adopt the budget. This allows HNPL to meet its service goals while meeting its financial obligations. The library actively seeks ways to cut costs while continuing to offer the best possible service. We have a close working relationship with Friends of the Library, which provides much needed volunteer hours and donation dollars. The Friends are a good source of supplemental income for HNPL.

Technology Equipment Replacement Schedule

Inventory Category	Projected 2023	Projected 2024	Projected 2025	Projected 2026	Projected 2027
Network					
Server	1	0	0	1	0
Switches	1	0	1	0	1
Wireless Access Points	0	0	0	0	0
Computers					
Staff PCs	4	4	4	4	4
OPACS	0	0	0	0	0
Youth Gaming/Tablets	0	1	0	1	0
Public Lab PCs	2	1	1	1	1
Peripherals					
Local Printers	1	0	0	1	0
Receipt Printers	1	1	1	1	1
Scanners	1	1	1	1	1
Multifunction Machines	0	0	0	2	0
UPS Backup Batteries	1	1	1	1	1
Monitors	0	1	0	1	0
Projectors	1	1	0	0	0
Telecommunications					
Telephone Handsets	0	1	0	0	1
Cordless Phones	1	0	0	0	0

Professional Development Strategy

HNPL relies heavily on the Indiana State Library for technical and non-technical staff development. We find the State Library's training to be relevant, practical, and of sound quality. HNPL takes frequent advantage of their webinars, seminars, and conferences. We cross-train staff on many duties and try to use to advantage the particular talents, strengths, and interests of individual staff members.

Collaboration

HNPL values collaboration and partnership. The library has been an active member and ardent supporter of the Evergreen Indiana Library Consortium since September 2008. We are also a member of the Statewide Remote Circulation System (SRCS) and the Indiana Digital Library. We currently have reciprocal borrowing agreements with all other Hamilton County public libraries, Tipton County Public Library, and other various libraries across the state.

HNPL has long-standing relationships with the public and private community schools. We are part of the annual "Lights Over Morse Lake" festival. Our working relationships help the library serve the public well. Our partners help increase public awareness of library services, as we increase public awareness of their services.