

Saugus Public Library, Saugus, MA	YEAR 2022
Alan Thibeault, Director athibeault@noblenet.org	

GOAL 1 – PROVIDE AN EXCELLENT FACILITY.

Objectives (if included in current strategic plan)	Actions	Metric/Timeframe for Activity	By Whom
Objective 1.1 – Offer a well maintained, accessible, and up to date facility	Project b – Evaluate ways to mitigate noise pollution Task 1 – Hire an acoustic engineer	Vendor identified and under agreement NLT January 1, 2022	Director
“	Project b – Evaluate ways to mitigate noise pollution Task 2 – Identify/evaluate ways to mitigate interior noise pollution	Evaluation completed and measures identified NLT August 31, 2022	Director, Vendor
Objective 1.2 – Improve safety and accessibility of exterior spaces	Project a – Analyze exterior lighting conditions to ID needs and adjustments Task 2 - Identify required fixes	Prepare list of specific fixes NLT January 1, 2022	Director in collaboration with Facilities Dept.
“	Project b – Evaluate and address users’ parking needs Task 1 – Evaluate parking conditions and ID shortfalls/issues	Prepare list of issues NLT June 1, 2022	Director in collaboration with Facilities Dept.

GOAL 2 - PROVIDE EASY ACCESS TO LIBRARY RESOURCES AND SERVICES.

Objectives (if included in current strategic plan)	Actions	Metric/Timeframe for Activity	By Whom
Objective 2.2 – Provide education/enrichment opportunities for all generations.	Project b – Offer more community service opportunities to local students Task 1 – Identify functional areas where volunteers are need and appropriate	Functional areas and specific tasks identified NLT June 30, 2022	Director, Department Heads

Objective 2.3 – Grow and maintain diverse, current collections	Project b – Establish a complete catalog of the historical collection Task 1 – Identify all materials in the facility which comprise the historical collection	Complete list of historical materials complete NLT March 31, 2022	Director, Head of Reference
--	---	---	--------------------------------

GOAL 3 – INCREASE COMMUNITY AWARENESS OF LIBRARY OFFERINGS.

Objectives (if included in current strategic plan)	Actions	Metric/Timeframe for Activity	By Whom
Objective 3.1 – Develop a comprehensive, consistent, and unified marketing presence in the community	Project a – Create a formal marketing plan that strengthens the Library’s Brand. Task 3 – Write and implement the plan	Plan written and implemented NLT June 30, 2022	Director, Department Heads
Objective 3.2 – Increase Library’s visibility at local activities/venues	Project a – Participate in local activities that can best market our services to the community. Task 1 – Identify opportunities for exposure of Library resources and services	List of local activities composed NLT May 31, 2022	Director

GOAL 4 – CONTINUALLY ENHANCE LIBRARY ADMINISTRATION, OPERATIONS, AND GOVERNANCE

Objectives (if included in current strategic plan)	Actions	Metric/Timeframe for Activity	By Whom
Objective 4.1 – Ensure continuous and efficient Library operations.	Project b – Utilize management and operations best practices Task 1 – Examine internal workflows and procedures at activity level to identify areas where the Library can improve efficiency through professional	Report detailing best practices completed NLT December 31, 2022	Director, Department Heads

	literature, NOBLE Working Groups, and visits to other libraries		
Objective 4.3 – Provide positive, helpful, and friendly customer service.	<p>Project b – Develop and implement plan to conduct customer services best practices training with staff</p> <p>Task 2 – Conduct annual training for staff on customer service to support adopted policy/procedures</p>	Training planned and executed annually NLT November 30, 2022	Director