

Dover Town Library

Long Range Plan 2018-2023

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Acknowledgements

The Trustees of the Dover Town Library extend their appreciation to the community members who contributed to the development of this plan. The Dover Town Library is an important center for our town, and every effort was made to include representatives from a wide range of user groups. Included were members of the community who responded to our online questionnaire, as well as representatives from the Friends of the Dover Library, the Friends of the COA, the Dover Mothers' Association, town government, the Dover Town Library Board of Trustees, Dover Library staff, and the Library Director.

We would also like to thank Cheryl Bryan and Kristi Chadwick.

Approval

The Dover Town Library Board of Trustees approved and adopted this Long Range Plan at their meeting held on November 14, 2017.

The Dover Town Library Long Range Planning Committee

Cheryl Abdullah – Library Director

Jim Westen – Librarian & Head of Adult Services

Anne Coster – Co-Chair, Trustees

Judy Schulz – Co-Chair, Trustees

Mark Bush – Library Trustee

Maud Chaplin – Library Trustee

Kim Hatfield – Library Trustee

Adrian Hill – Library Trustee

Erin Rodat-Savla – President of the Friends of the Dover Library

Carol Lisbon – Community Member & Dover Planning Board Member

Gerry Wise – Community Member & Friends of the Council on Aging Member

Whitney Gilchrist – Community Member & Dover Mother's Association President

Kelly Sidgwick – Community Member & Dover Mother's Association Vice-President

Amee Tejani – Community Member & Friends of the Dover Library Committee

Planning Methodology

The Dover Town Library Board of Trustees began the long range planning process in 2016 with the formation of the long range planning committee. From November 2016 - March 2017, a town-wide online survey (via SurveyMonkey) was conducted to gather information directly from community members in order to assess needs. Links to the survey were promoted on signs throughout the library, by bookmarks handed out at the circulation desks, and in local newspaper articles and school and community group newsletters.

Two Long Range Planning Committee meetings were held during the month of March 2017 and were led by outside consultants associated with the Massachusetts Library System:

Cheryl Bryan, former Brewster, MA Library Director and current advisor to the Massachusetts Library System, facilitated the first Planning Committee meeting and utilized an appreciative inquiry tool, SOAR (Strengths, Opportunities, Aspirations, Results) to guide the committee discussion.

The second meeting was led by Kristi Chadwick, former Director of the Emily Williston Memorial Library and Museum in Easthampton, MA and current consultant for the Massachusetts Library System. The second session included a community visioning exercise key to identifying our library goals.

Initial findings and a first draft of the plan were shared by Ms. Abdullah with DTL staff to gain their input.

A third and final Planning Committee meeting was held on June 6, 2017 to review the previous session's results and then develop goals, objectives, and outcomes for the long range plan.

Community Description

Dover is located in Norfolk County in Massachusetts about 15 miles southwest of Boston. It maintains a distinct rural character with nearly one-third of the town's 15 square miles designated as conservation land. The town was first settled in 1635 and became incorporated in 1836.

The population of Dover is 6,279 (2016) with 1,304 residents over the age of 60 and 1,520 residents under the age of 18. Ninety percent of Dover households identify themselves as "families." The population has been growing at a rate much greater than that of surrounding towns and that of Massachusetts as a whole, with an increase of 7.8% from 2010-2015.

The racial makeup of Dover is more reflective of the state's demographics than that of surrounding, larger suburban towns. The breakout is as follows: 82.2% White, 5.7% Black or African-American, 9.2% Asian, and 1.7% Hispanic. Sixteen percent of residents are foreign-born.

Dover's public schools are actively supported by the community and regularly rank at the top for schools in MA and the nation.

There are many active community-led organizations in Dover including the Dover Mothers' Association, Friends of the Council on Aging, the Dover Land Conservation Trust, the Dover Historical Society and the Dover Foundation that sponsor events and support lifelong learning.

Dover is governed by a Board of Selectmen and through its annual Town Meeting held in May.

Library Information

- Library History

The current library was built in 1968. It is located in the center of town and has two floors, covering, 12,000 sq. feet. The ground floor multi-purpose room is utilized for library programs as well as being available for use (booking in advance) by community groups.

Several updates and renovations have been completed over the years. The Children's Library was renovated in 2014. The upstairs library, workroom and office were renovated and reorganized to include flexible study, conversation, and 'maker's' spaces with that project completed in 2016. An important guideline for the final 2016 plan was a "human-centered design principle" reflecting current library trends and needs.

- Governance

The Dover Town Library is governed by an elected six-member Board of Library Trustees. Each member serves a three-year term. The Library Director is appointed by and reports to the Board and is an employee of the Town of Dover. Annual budgets for the library are approved by Dover residents at the annual Town Meeting.

- Mission Statement

The Dover Town Library provides free and open access to materials and resources to educate and inspire all members of our community.

- Support

The Dover Town Library thanks the Dover community and voters for their continued exemplary financial support. In FY 2017 the Dover Town Library operating budget was \$601,907.

The Friends of the Dover Library, a 501(c)3 charity association, is an active group of Dover residents who volunteer their time and talents to raise awareness and funds in support of the Library. Events are held throughout the year, including the annual appeal which supports library programs, purchase of museum passes, as well as equipment or supplies to aid programming.

The Dover Town Library also receives grants, individual donations and bequests. State funding for 2016-2017 totaled \$10,590.

- Description of Current Library Services

Refer to description of services included in Dover Town Report issued 2017. (*Appendix D*)

- Collection

Our collection includes materials in many formats and serves the needs of children, young adults and adults. We take an innovative approach in selecting and organizing our materials to maximize offerings within our footprint. We have thoughtfully integrated technology throughout the building to provide patrons with maximum access to resources beyond our collection and to provide digital skills and digital literacy opportunities.

Improvements and additions to the collection are based on the needs of the community as well as usefulness, popular demand or long-term value of the item. The book collection has been expanded to include more fiction and “Speed Reads,” multiple copies of in-demand titles. The nonfiction collection continues to grow in scholarship, accuracy, scope, relevance and

objectivity.

Our library also makes available for checkout many unique items such as tools, technology, household items, games and toys. These objects enable people of all ages and learning abilities to experiment, learn and delve deeper into specific areas of interest. Many items also serve an economic return in that an item may be tried before purchase or an item is so infrequently used that it may be borrowed, stored and shared by the community.

A variety of databases are free and accessible through our website 24/7, from home, work or onsite. Through these Dover library funded, paid subscriptions, our community has access to the Boston Globe, Consumer Reports, Encyclopedia Britannica, Opposing Viewpoints, over 8,000 professional journals, podcasts and transcripts. Patrons can download e-video, audio and e-books through these library funded subscriptions to Hoopla, Mango, IndieFlix, and RB Digital Magazines.

Further, the library is a member of the Minuteman Library Network, a consortium of 43 libraries, which enhances our access to materials beyond our library walls and provides additional access to downloadable materials from Overdrive Media Services.

- Circulation

Data from the state Board of Library Commissioners shows that Dover Town Library still ranks in the highest category in Massachusetts for circulation per capita. Circulation figures for the past several years are skewed by the fact that portions and/or complete floors of the library were closed for renovation. Much of the collection was put in storage and was not accessible for patrons. (*see Appendix E*)

Goals and Objectives 2018 – 2023

Goal 1: The Library Building: In 5 years, the Dover Town Library will be recognized and utilized as a community center and gathering place.

Objective: Optimize schedule and spaces that we have

Objective: Demonstrate hospitality to all visitors

Objective: Minimize regulations and rules

Objective: Offer community-wide programming and communications

Goal 2: In 5 years, community groups will call on the Dover Town Library to mirror and enhance their programs with the goal of increasing collaboration and interaction with all town groups and communities.

Objective: Bring groups together in activities and programs

Objective: Partner and collaborate with town-wide administration

Objective: Collaborate with town-wide community groups

Objective: Increase circulation, attendance and usage by 15% over 5 years

Objective: Collaborate with larger community of libraries

Goal 3: In 5 years, an ongoing program of school involvement and support by the Dover Town Library team will be in place.

Objective: Partner and communicate with school librarians, teachers and parents on programs, resources and assignments.

Goal 4: In 5 years, the Dover Town Library will remain a model of innovation by keeping up with best practices in library science (or other industries) where they can apply and be tailored to our facility and community.

Objective: Keep abreast of best industry practices

Objective: Communicate directly with other libraries to learn and teach

Objective: Continued excellence and protection of core services to community-identified as “Top Ten” in needs assessment (*see Appendix A*)

Goal 5: In 5 years, the collections, building programs and policies of the Dover Town Library will reflect the Dover community’s love for green space and outdoor activities.

Objective: Support Dover “Green Community” initiatives

Objective: Educate community on Green, sustainable, and healthy living topics

Objective: Develop outdoor activities and knowledge-support

Objective: Take advantage of the Library’s Dover greenway location with targeted green programs and activities

Goal 6: In 5 years, the Dover Library will remain an education resource for all ages.

Objective: Support an ongoing schedule of adult programming

Objective: Support lifelong learning and seniors/COA outreach

Objective: Develop and support teen and youth programming

Objective: Continue to offer children’s programming that promotes learning and exploring using all senses

Next Steps: Action Plan

The Dover Town Library Director and staff are responsible for the development of one-to two year action plans to meet the goals and objectives set forth above.

The following Appendices are available in hard copies of this plan available for reference at the Dover Library:

Town-wide Survey (Appendix A)

Summary results from the online survey, including needs assessment by age group
See above for methodology- 98 responses received

SOAR Exercise Results (Appendix B)

Summary results from the first meeting of the Planning Committee on March 23, 2017

Vision Exercise Results (Appendix C)

Summary results from the second meeting of the Planning committee on March 29, 2017

Description of Current Library Services *from Dover Town Report issued 2017*

(Appendix D)

Circulation (Appendix E)

Comparative Review and Aris Reports

Circulation Statistics	2017 (2016)	2016 (2015)	2015 (2014)	2014 (2013)	2013 (2012))	2012 (2011)	2011 (2010)	2010 (2009)
Circulation	158,797	242,227	171,326	189,766	136,364	118,769	124,063	140,621
Holdings	261,269	310,825	217,502	152,676	199,773	83,667	68,389	68,122
Periodicals	289	314	266	226	286	257	259	137
ILL received	14,322	13,042	14,061	14,241	12,922	12,125	12,842	12,922
ILL Sent	12,668	17,162	19,567	23,917	24,051	24,630	24,161	23,248
Library Attendance	84,292	89,779	78,179*	87,336*	95,662	91,902	89,638	73,944
Non-Resident Loans	41,142	43,086	36,299	41,417	38,650	38,791	39,577	45,087
Registered Borrowers	3,352	3,446	3,535	3,588	3,633	3,679	3,759	3,896

2015-16
collection was in
storage from end of
November to end of
February for reno of
main floor

