



From the Director
Ann M. Zydek

I want to thank all those who together helped the Warsaw Community Public Library Planning Team develop a long-range strategic plan for the residents in the library's service district that currently covers an estimated 45 square miles and includes Wayne Township and the City of Warsaw. The community input received from local residents and stakeholders through surveys and focus groups was greatly appreciated. It helped library trustees and staff, develop a 2006-2011 plan that envisions an exciting future for the library and builds on 90 years of quality library service.

The final report was presented to the board on December 12, 2005. The Library Board of Trustees and the staff are dedicated to using this plan to create a strong responsive public library that will enhance community life and effectively help patrons connect to their entertainment, information, and education needs.

About the Community...

Community Visions and Needs

On Monday, November 28, focus groups were held at WCPL. Thirty-six people participated including 8 teens. The questions asked focused on:

1. How do you use or not use the library?
2. What are the community's key needs and priorities?
3. What are the library's strengths, weaknesses, opportunities, and threats?

The key community needs identified included:

- Plan economic development.
- Keep developing downtown.
- Address the changing community demographics (e.g., Hispanic, business newcomers).
- Continue to develop attractive spaces for large community and corporate gatherings.
- Focus on family-oriented and cultural community activities.
- Coordinate services and programs across organizations (e.g., parks, library, city).



Library strengths shared by the focus groups included:

- Openness, willingness to listen to community
- Great children's programs especially summer reading programs and staff
- Wonderful meeting spaces
- Staff: Polite, knowledgeable, helpful, strong senior leadership
- Technology: Useful software available, workstations well maintained and good training offered
- Facility/Grounds: Attractive, clean and well maintained. Good building layout (i.e., convenient book drop), safe parking lot
- Great collections (e.g., genealogy and magazines)
- Variety of services offered
- Board: very active

Community Visions and Needs (cont.)

Areas to improve or change included:

- Increase publicity and marketing on services and collections (“We don’t know all that the library can do for us.”)
- Library is landlocked: There is not enough parking. Add drive-thru.
- Add center rail at entrance stairs and make the building more interesting and colorful.
- Fulfill high expectations of library: be more proactive, think outside the box, etc.
- Improve access: Be open more hours, extend borrowing times (DVDs) and fight against censorship
- Add/expand book discussion groups, brown bag lunch programs, author visits and single’s night
- Keep up with new emerging technology (I-pods, gaming, Instant messaging, etc.), add more computer training, explore blogs, and keep the website vibrant
- Add bookstore-like coffee, snacks, books and gifts area with more comfortable sitting and viewing spaces; make the library “cool.”



- Target Audiences: Reach out more to Hispanics, seniors, teens, singles, home schoolers, young working mothers, corporate HR directors and families.
- Balance quiet areas (no cell phones, etc.) with places where people can talk.
- Continue literacy efforts (emergent reading, information); help the public better use the library (data bases, Interlibrary Loan), improve reference services and do more book reviews.
- Find ways to get library service to unserved and underserved areas (branch, mobile unit)
- Foster economic development and partner with other community organizations (i.e., KLS, schools); explore grants
- Create a larger, separate colorful teen area with programs such as a monthly book club, etc.
- Computer interfaces too limiting and very slow at times
- Sometimes staff busy and not responsive to patrons.

Board of Trustees

Anthony Etienne – President
John Yingling - Secretary
Ruth Jones – Treasurer
Mark Morrison – Assistant
Secretary/Treasurer
Joel Curry – Trustee
Paulette Sauders – Trustee
Wendy Kovach - Trustee

Community Focus Group Participants (Nov. 28, 2005)

Kaveh Akbar	Sandra Hess
Susan W. Allen	Pam Hester
Elyza Anweiler	Sally Hogan
Madelyne Anweiler	Alexander Houze
Bill Baldwin	Taylor Kline
Alyssa Bolt	Shari Lewis
Bill Brinkerhuff	Jan Long
Natalie Chalk	Lois Nichols
Larry Chamberlain	Mary Ellen Rudisel-
Leonelle Condinho	Jordan
Max Courtney	David Slone
Bill Darr	Ernie Wiggins
Marla Doyle	Carrie Yocum
Carol Droke	Joan Younce
Matt Drudge	Wuanita Young
John Elliott	



Long Range Planning Retreat Participants (Dec. 5, 2005)

Joni Brookins – Assistant Director
Joel Curry – Trustee
Rick Ellsworth – Facilities Manager
Anthony Etienne – Trustee
Margaret Fritzel – Community Outreach
Supervisor
Stuart Griner – Head of Youth
Information Services
Barb Hudson – Circulation
Ruth Jones – Trustee
Melissa Kelley – Cataloging Supervisor
Wendy Kovach – Trustee
Mark Morrison – Trustee
Dana Owen – Head of Information
Services
Susan Stafford – Administrative Assistant
Renee Sweeny – Business Manager
Dan Wiseman – Facilitator
John Yingling – Trustee
Ann M. Zydek – Library Director

About the Library...

Key Service Responses

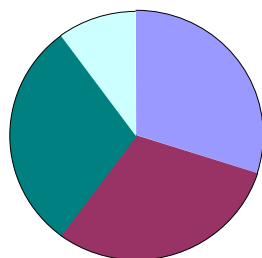
Service responses are distinct ways in which the library serves the public. A planning team of trustees and staff selected the following as key service responses: General Information, Current Topics and Titles, Lifelong Learning, Information Literacy, and Commons. These were distributed into the three focus priority areas: Education, Information, and Entertainment.

Service Focus Areas

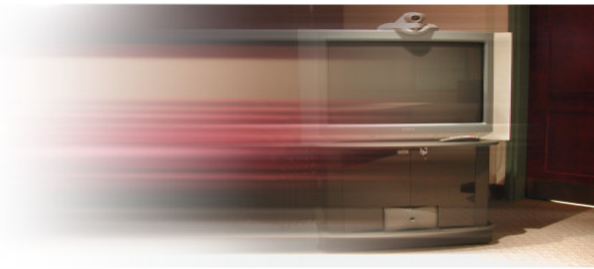
your connection to...

- Education
- Information
- Entertainment

WCPL's Long-Range Service Responses



- Entertainment—Current Titles Commons Environment (café)
- Education—Lifelong Learning, Formal Support, Emergent Literacy
- Information—General (e.g., Business, Consumer, Information Literacy), Current Topics
- All Other Services



Mission

- To Provide cultural, informational, and recreational services for all.
- To build a basic collection of print and nonprint materials with access to lesser used materials through library networks.
- To provide services that promote lifelong education, communication of ideas, enlightened citizenship and enrichment of personal lives.

Vision

The Warsaw Community Public Library provides quality patron services, promotes reading, and encourages lifelong learning using accessible resources.

Service Goals

Service goals are the outcomes our community (or a target population within our community) will receive because the library provides programs and services related to a specific service response. These goals involve objectives and activities.

Other Defintions:

Objective: The way the library will measure its progress toward reaching a goal.

Activities: The strategies or groupings of specific actions that the library will carry out to achieve its goals and objectives.

Task Forces

Special task forces were created comprised of Warsaw Community Public Library staff to accomplish the necessary service responses, service goals, objectives and activities in order to work through the library mission and vision to achieve the community needs. There are four task forces working on and coinciding with the five development plans.



Development Plans

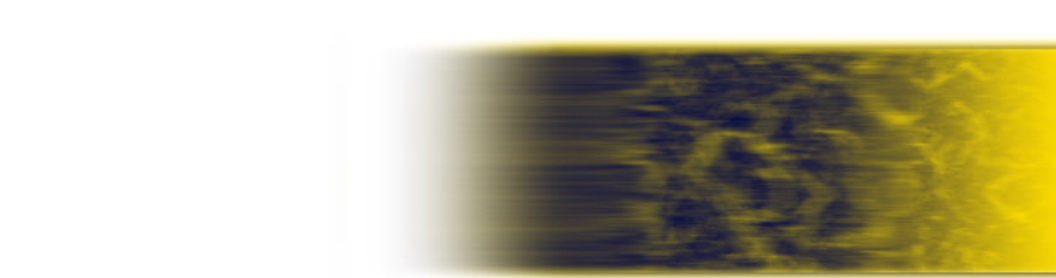
There are five development plans that are designed to achieve the community needs that the library is equipped to meet. These plans are headed by the four task forces, with Outreach and Marketing being an extension of the others.

- **Staff Development Plan**
- **Collection Development Plan**
- **Facilities Plan**
- **Technology Plan**
- **Outreach and Marketing Plan**

Looking to the Future

After studying the Warsaw Community Public Library and the area it serves containing the city of Warsaw, Winona Lake and Wayne Township, the Long Range Planning Team identified “marketing” to targeted audiences as the overriding theme throughout numerous discussions. The community also wants user-friendly arrangements of materials and resources. The Long Range Planning Committee’s portion of the planning process is now complete. The committee’s final report provides a useful framework for prioritization and decision-making over the next 5 years.

The Library Board of Trustees, Library Administration and staff will study the goals and objectives outlined in the final report. Whether purchasing more copies of best sellers, reorganization public service areas, or addressing the need for an expanded entrance with more parking, the implications for staff, collection and budget resources, facilities, and technology will be closely examined before decisions are made.



All staff will have access to copies of the final report, as well as receiving this informative summary. They will have opportunities to attend question and answer sessions in addition to workshops on preparing for change.

The Library will consult with an architect and engineer to determine future space needs. Staff will be encouraged to provide input to internal committees looking at budget distribution, staffing reconfiguration, electronic access, and space concerns. The Library Board of Trustees will consult with experts and community leaders to determine the options best suited to the needs of the community the library serves.

The Library Board of Trustees is committed to following through with a dynamic plan that will lead the Warsaw Community Public Library, a valuable community resource, into the future... .