

EAST HAMPTON LIBRARY

PLAN OF SERVICE

Library Overview

East Hampton Library, located at 159 Main St., East Hampton, New York, is chartered to serve the residents of the East Hampton, Springs and Wainscott School Districts

The Library is governed by a Board of Managers whose monthly meetings are open to the public. The Library employs a qualified director who is responsible for the day-to-day operation of the Library. The Library employs professional librarians and support staff to assist with providing the services outlined in this document.

The Library is funded both through local tax assessments and private donations with additional income from investments, bequests, fees and interest payments. The Library has a set of bylaws that govern the Library's structure and an extensive set of policies that govern the Library's operations. The Library provides an *Employee Guidebook* to all staff members and updates as issued by the Board of Managers. Library Employees and members of the Board of Managers sign Conflict of Interest forms annually.

Mission Statement

The East Hampton Library, a free community resource center, provides a welcoming space to all who enter its doors, in which to read, learn, communicate, create, play and participate. Through its collections, services, innovative programs, historic preservation, virtual access and technology, the library advances literacy, knowledge, cultural engagement and entertainment for all ages, elevating our understanding of the world.

Library Service Standard

The Library uses the following standards to define its public service priorities:

- 1) Safety First – Library patrons must be and feel safe and secure (both as individuals and for their families) when they visit and use the Library's services.
- 2) Privacy and Respect – Library patrons must feel confident that their privacy will be maintained and that their concerns and beliefs will be respected.
- 3) Courtesy – Library patrons will be treated with dignity, proper decorum and a willingness to be of assistance.
- 4) Accuracy – Library staff will always strive to provide patrons with the most accurate information and materials.

Reference Services

The Library is committed to providing patrons with a means to access informational, educational and recreational materials. A staff of professional librarians will be available and equipped with the resources necessary to assist patrons in accessing informational, educational and recreational materials and facilitating their research.

Collections

The Library will maintain a collection of popular general interest materials. The collection will be intended for the enrichment of all patrons. The collection will include books (regular and large print), magazines, DVDs, compact discs, audiobooks, eBooks and other downloadable materials. The Library will evaluate emerging technology and when appropriate, add materials in new formats to its collection.

Computers and Technology

The Library will provide a broad array of computer and technology services. These services will include, but are not limited to, public access to:

- Computers with Internet and various software programs
- Wi-Fi throughout the building and property
- Scanning stations
- Color and black/white printers
- Color and black/white photocopier
- Document magnifier
- *Live-brary.com* (online eBook collections, databases, study help and research tools)
- Patrons with Library cards will have remote access to *Live-brary.com*

Circulation

The Library will lend materials to patrons who live within the Library's service area or those qualified for direct access and/or interlibrary loan. The Library will follow the direct access and/or interlibrary loan rules set forth in the *SCLS Resource Sharing Code* and it will comply with all sections of New York State Department of Education NYCRR 90.3. The Library will issue a Library card to any resident within its service area who fills out an application and provides the necessary proof of residency. Patrons with Library cards will be able to request, reserve and renew materials, access a list of Library holdings (either from the Library or online), borrow materials from other Suffolk County public libraries and access their Library card account (either from the Library or online).

The Library will maintain a comfortable, clean and safe facility that is fully accessible to all community members. The Library will offer gender neutral, accessible bathrooms. The facility will include workspace for individuals, small groups and large groups as well as a community art gallery. The Library facility will be large and modern enough to support the items listed within this plan of service. Library signage will be clear, up-to-date and easy to understand.

Staff

The Library will employ a friendly and helpful customer service oriented staff that will include professional librarians and support staff. Staff members will be well-informed about the Library's services, programs and policies. Staff development will be encouraged and facilitated through opportunities for professional growth and training.

Volunteers

The Library will utilize the assistance of a diverse group of volunteers, whenever appropriate. This

will be done in order to provide a local opportunity for community residents needing volunteer credit.

Programming

The Library will offer a wide variety of programming for patrons of all ages.

Special Services

The Library will offer a number of special services to the community. These will include, but are not limited to: reader's advisory, inter-Library loans, community outreach, homebound delivery, materials (braille and talking books) for people with disabilities through the *National Library Service* and *Literacy Volunteers of America* training.

Promotion of Library Services

The Library will inform the community about its services and programs through regularly scheduled email newsletters, a website, social media and additional methods.

Fiscal Responsibility

The Library recognizes and acknowledges the important responsibility to our taxpayers and donors to be prudent and accountable with the community's investment in the Library. The Library will develop and utilize an array of financial procedures and internal controls to ensure that all Library funds are well managed and well spent. Those procedures will be periodically reviewed and, when appropriate, modified to reinforce their purpose. The Library will be independently audited annually and will provide access to this report on the Library website.

Responsiveness

The Library will always strive to be responsive to all community needs and requests. Budgetary, facility and staffing constraints may prevent the Library from being able to fulfill all community wishes but they will not prevent the Library from studying and responding to all requests.

Cooperative Partnering

The Library will attempt to maximize the community's investment by cooperatively sharing services where appropriate and cost effective with neighboring libraries and other public service institutions. The Library will maintain a membership in the *Suffolk Cooperative Library System (SCLS)* and take full advantage of the many services that *SCLS* provides to member libraries.

Library Plan of Service Review

The Library Board of Trustees will review and reaffirm the Plan of Service on a regular basis, at least once every five years. The review process will include a community needs assessment, an evaluation of current services, a financial review, a policy review and input from the Library staff.

Adopted: 6/19/2020