

**Great Neck Library**  
**Long Range Planning Committee**  
Wednesday, January 9, 2019, 7:30pm  
Main Library

**Board Members:**

Robert Schaufeld (RS)  
Joel Marcus, Chair (JM)  
Rebecca Miller (RM)  
Chelsea Sassouni (CS)

**Library Professionals:**

Denise Corcoran (DC)  
Tracy Van Dyne (TV)  
Adam Hinz (AH)  
Steven Kashkin (SK)  
Donna Litke (DL) (absent with notice)

**Call to Order**

JM called the regular meeting of the Great Neck Library's Long-Range Planning Committee to order at 7:30 p.m.

**Approval of Minutes**

The committee reviewed and approved the minutes from the November 8, 2018 meeting.

**Action Items**

**Denise Corcoran**

1. Email most recent Long-Range Plan to committee for review and additional recommendations. **Done.**

**Mission Statement – Objectives**

The committee revisited the draft mission statement and goals from their November 8<sup>th</sup> meeting.

After discussion, the following changes / additions were made to objectives 1 through 6.

**Objective 1 - Be a more patron-centric organization.**

- Increase overall patron satisfaction as documented by surveying.

**Strategies**

- Implement customer service training across the staff.
  - Document and increase participation in customer-service training.
  - Increase proactive staff interactions with patrons.
- Actively gather feedback through various formats from users and non-users of the library.
  - Increase the number of feedback mechanisms.
- Review policies and practices to encourage use of the library.
- Increase outreach initiatives within the community.

**Objective 2** - Be an entity that reflects and celebrates diversity.

**Strategies**

- Provide programming that is relevant to the community
- Complete diversity training.
  - 100% of staff will annually complete diversity training.
- Provide a collection that caters to the needs and interests of the community.

**Objective 3** - Lead on sustainability.

**Strategies**

- Operationalize sustainable thinking.
- Model sustainable practices and choices
- Educate the community about sustainability.

**Objective 4** - Increase community engagement with the library.

**Strategies**

- Market how the library functions and how people engage.
- Invite participation in the governance of the library.
- Create new forums for community engagement with the library.

**Objective 5** - Maximize the use of physical space to better serve all patrons.

**Strategies**

- Routinely review the physical spaces of the Library's four locations in order to promote the Library as a center that supports the intellectual, educational and cultural needs of the community.
  - Complete an audit of the overall use of the library and specific areas of the library.
- Apply principles of universal design.

**Objective 6** - Improve our knowledge and institutional use of data and technology.

Meeting adjourned at 9:00 pm.

Submitted by Gina Chase