

**LIBRARY ACTION TASKS**

Priorities: Immediate (I)=within 1 year; Short-Term (ST)=1-3 years; Mid-Term(MT)=3-5 years; Long-Term(LT)=5-10 years

NOTE: Priorities may have two time frames and they may start in the shorter time frame, but take longer to complete.

#	Goal Actions	Primary Entity	Subentity(ies)	Evaluation Metrics	Priority	Status July 2022
G1-10	Provide and support inter-generational programming.	Library	Council on Aging, Historical Commission, School Department	Number of offerings. Number of participants. Participant satisfaction. Ages of persons participating.	ST	Our summer library program, Read Beyond the Beaten Path, has been very successful and is providing many inter-generational opportunities for families.
G1-13	Use the park adjacent to the Library to highlight South Hadley's historical, cultural and natural resources.	Library	Historical Commission, Cultural Council, Conservation Commission, Redevelopment Authority, HG&E	Number of people using park.	MT	The library partnered with and supported a local historical who led a Vietnam Veterans Bridge Walking Tour and South Hadley Canal-Riverside Park-Canal Park walking tour. The library has also offered many outdoor programs that highlight the local natural resources.
G1-14	Offer more technology assistance for people trying to keep up with their devices.	Library	School Department, Council on Aging	Number of people requesting help.	ST	The library regularly offers 1:1 technical assistant to patrons and has an online "academy" of training videos and tutorials via our website.
G1-26	Identify and encourage conditions that attract and support Black, Indigenous, and People of Color population.	Selectboard	Administration, All entities	Process for identifying issues concerning BIPOC population and for monitoring the experience of Town services across all demographics. Process for identifying challenges and addressing them. Change in Town demographics. Change in diversity of people participating in civic life.	ST/MT	The library is adding many BIPOC authors and voices to the book collection for children, teens, and adults. We offer a monthly Spanish Conversation Circle that has been meeting virtually and more recently at the library. We recently offered a multi-week French for Families language program.
G1-28	Support changing student demographics and needs.	School Department	Library	Demographics of people served. Change in programs.	MT	The library has a full display of books that are listed on the South Hadley Public Schools summer reading lists.
G1-31	Foster Town engagement with college/university personnel and consultants to provide special expertise.	Administration	Other entities as appropriate	Number of personnel used. Type and effectiveness of services provided.	ST, MT, LT	The library partners with MHC and Five College faculty to provide public programs.
G2-15	Increase visibility of, communication about, and investment in the arts, education, and associated activities in the community.	Cultural Council	Historical Commission, Old Firehouse Museum, School Department, Library	Changes in participation. Change in financial support.  Primary entity would change depending on the project.	ST	The library regularly offers arts & cultural programs at the library included regular art displays in the Community Room.
G3-14	Incorporate addressing climate change/resiliency into routine permitting and operations.	All boards and committees		Date new mandate adopted. Changes to Zoning or subdivision regulations adopted. Impact on projects.	ST	Where possible, the library purchases climate friendly paper and cleaning products.
G3-24	Work with boards and committees to produce videos to welcome new members and give them a brief overview of responsibilities.	SHCTV	All boards and committees	Number of videos. Number of boards and committees participating. Feedback from viewers.	ST	n/a

G3-25	Encourage people of diverse backgrounds to run for boards and/or apply for committees to ensure broad representation of all residents in government functions.	<b>All boards</b>		Number of candidates identified. Number of candidates elected. Change in demographics of candidates.	ST/MT	n/a
G3-28	Establish a grant program to provide internet-enabled devices to low-income households.	SHELD	Council on Aging, School Department, <b>Library</b>	Date grant program established. Number of devices provided.	ST/MT	The library has 10 mobile hotspots that it is lending to the public, paid for through a state grant. That program ends on 9/30 and we plan on expanding the number of devices in the fall.
G3-29	Work with Council on Aging and Library to provide training for those unfamiliar with connecting to online resources.	SHELD	Council on Aging, School Department, <b>Library</b>	Number of requests for help. Number receiving training.	ST	see above.
G4-1	Create working groups of staff and committee and board members to meet regularly around common priorities to identify and work together toward shared objectives.	<b>All boards, committees, and departments</b>	Administration, Selectboard	Date working group created. Number of shared priorities identified. Number of group actions being pursued. Number of actions completed.	ST	n/a
G4-4	Improve inter-departmental communications within the municipality and to the public.	Administration	<b>All departments</b>	Number and types of communications. Feedback from residents and business owners.	ST/MT	The library collaborates with many other town departments to provide services.
G4-5	Provide professional development for all departments and committees as appropriate to improve skills in website content development and presentation.	Administration	<b>All departments</b>	Date provided. Number of participants.	ST/MT	All library staff are encouraged to take advantage of regular professional development and training opportunities.
G4-8	Create a central resource directory on the Town website for all listing and linking to all current plans, reports and key data.	Administration	<b>All boards, committees, and departments</b>	Date resource created. Relevance of information provided. Use of information.	ST/MT	n/a
G4-13	Prior to Town Meeting, review proposed bylaws as to legality, consistency with other bylaws, and alignment with the goals of this Master Plan Update and make recommendations for action (recommend or not recommend) to the Selectboard and Town Meeting.	Bylaw Review	<b>All other boards and committees</b>	Date(s) bylaws reviewed. Number of committees and/or proposers consulted. Recommendations made. Votes by Town Meeting.	ST/MT	n/a
G4-22	Post articles in area newspapers, Town's website and social media.	<b>All boards and committees</b>		Number of articles posted. Number of responses or other feedback.	ST/MT	The library regularly publicizes programs in the local newspapers and social media.
G4-27	Work with boards, committees and departments to identify baseline data for impact evaluation and standard metrics, as appropriate.	Master Plan Implementation Committee	<b>All boards, committees, and departments</b>	Date baseline data identified. Schedule for collection of baseline data. Date(s) data collected.	MT	Completed MPIC form in July, 2022 on status of library projects related to Master Plan.
G4-28	Work with boards, committees, and departments to monitor progress towards goals using metrics recommended in this Master Plan Update, as appropriate.	Master Plan Implementation Committee	<b>All boards, committees, and departments</b>	Identify schedule and process for monitoring. Feedback from boards etc. as to usefulness. Dates of progress updates to Selectboard, Planning Board, and Town Meeting.	MT/LT	see above.
G4-29	Work with Town Administrator, Planning Board and Selectboard to determine whether there are additional reporting mechanisms that should be put in place, for example to flag an urgent issue.	Master Plan Implementation Committee	Administration, Planning Board, Selectboard, <b>All Departments</b>	Date additional reporting mechanisms identified. Number of users. Feedback on effectiveness.	ST/MT	n/a

Please add library to G2-16. Library is already doing this with materials in Loel History Room.