

LEWISTON PUBLIC LIBRARY LONG RANGE PLAN

INTRODUCTION

The Lewiston Public Library is a welcoming place for all to come and receive informational, educational, and recreational resources as well as services and opportunities for heritage and cultural experiences. It is crucial that planning occur on an on-going basis to ensure that the Lewiston Public Library is serving the community and responding to its needs.

MISSION STATEMENT

The Lewiston Public Library believes it is essential to provide material and services, which will help community residents, obtain information meeting their personal, educational, and professional information needs. The Lewiston Public Library will serve as a center for learning and enrichment for all residents of the community regardless of age level.

COMMUNITY PROFILE

The Lewiston Public Library maintains an online community profile that is searchable on the city's home page through the Internet <http://lewiston-ut.org>.

HISTORY

The Lewiston Public Library began in 1931 with five bookshelves in the Lewiston Drug Co. It was decided in 1946 to provide a budgeted amount to the Lewiston Public Library and have them maintain their own financial records. Then in 1980, the Lewiston Public Library moved downstairs to its current location. First of all there is no fee or cost to check out books, movies, or use computers. People from outlying areas as far away as Clarkston to Weston and parts in between use the Lewiston Public Library. We do not use library cards a home address and a phone number is required for our sign-in sheet and we can look it up your personal information if needed. In February, 2009 we received the Library Journal's (LJ) 5-star rating which is based on circulation per capita, visits per capita, program attendance per capita, Internet use per capita, and the LJ's index rating. Library Journal's validated the importance of the Lewiston Public Library to the community and the patrons. I am very proud and honored to show this award to the Mayor and City Council when budget time comes around. The Lewiston Public Library serves our patrons who are seeking jobs by using the Internet Services, by providing reading material for research or leisure purposes, elementary school kids also use these services to read books to reach reading goals and researching for school projects. Reference and homework assignment questions can be answered by the librarians using books and of course the Internet. Patrons come from all over to use these resources available at the Lewiston Public Library. Students also come after school to play games, listen to music, use social media, visit with friends, check out books, and gather research materials. We are given an operating budget by the city which covers salaries, books, supplies, and we also receive state funding which supplement a specified area. We usually have 1-2 volunteers throughout the year. We have a program in

April for the children as part of National Library Week and we have book sale, June begins our six weeks of Summer Reading program. Our Lewiston Public Library thrives in this community because it is the hub of activity, except for month of August we provide story time every Wednesday at 10:00 a.m., this is also a time for mother's to gather together and socialize. We offer free WI-FI, and we conduct merit badge clinics, we also offer free to the public community classes, in September we hold a clinic for Flu shots in conjunction with the Bear River Health Department at the Lewiston Public Library. In October we hold a Fall Festival with the local school as a community activity with games and prizes, and the month of November we assist the community food pantry in exchange for a late library fee we ask our patrons to bring in cans of food which we donate to the community food pantry and we will erase the late fee. During tax season we have a volunteer to assist those in need of help with their taxes free of charge.

ROLE #1 CONNECT TO THE ONLINE WORLD: PUBLIC INTERNET ACCESS

Residents will have high-speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet which targets all audiences, teens, children, adults, even our senior citizens. The Lewiston Public Library provides services and programs for public access computers, wireless access computers for children and computers for young adults. Potential Partners include Utah Education Network and City Information Systems Department.

- **The Policy Implications:**
 - **Customer Services:**
 - Level of assistance provided
 - **Fees and Fines:**
 - Fees for printing
 - Fees for visitors
 - **Internet use**
 - **Filtering**
 - **Confidentiality**
 - **Time limits for use of public access computers**
 - **Use of Lewiston Public Library computers to access e-mail, discussion groups, games, etc.**
 - **Downloading to personal storage devices**
 - **Use of public access computers by people without library cards or who live outside of the service area**
 - **Use of wireless Internet access**
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- **Current Computer Use Policy:**
- **Critical Resources:**
 - **Staff (Knowledge, Skills, and Abilities):**
 - Staff are knowledgeable about navigating the Internet
 - Staff are knowledgeable about portable storage devices and the Lewiston Public Library policies that pertain to their use on public access computers
 - City I.S. staff can keep Internet access and networks up and running

- Staff can help people to set-up and access e-mail accounts
- Staff can do basic hardware troubleshooting
- Staff can operate, add paper, and clear jams in public printers
- Staff can make people feel comfortable while using the Lewiston Public Library technology
- Staff can offer basic technical support for software available on public computers
- **Collection (Print, Media, and Electronic resources):**
 - Materials available for in-house use in the public computer area including:
 - How-to use Internet browsers
 - How to use Web search engines
 - How to use Adobe Acrobat, Media Player, etc.
 - How to use software programs available on the Lewiston Public Library access computers
- **Facilities (Space, Furniture, and Equipment):**
 - Electrical outlets that can be easily accessed for use with personal computers
 - Workstations that are large enough for people to work comfortably
 - Ergonomic workstations and chairs
 - Good wire management
 - Appropriate lighting
- **Technology (Hardware, Software, Networks, and Telecommunication):**
 - Adequate number of public access computers that are configured for speed and graphics
 - Adequate number of printers and scanners
 - Computers configured to allow downloading of licensed digital content to personal storage devices (PDA, MP3 player, Flash drive, etc.)
 - Sufficient bandwidth to manage the Internet traffic
 - Current software and operating systems on all public access computers
 - PC reservation system
 - Wireless network
- **Measures:**
 - **Number of users:**
 - Number of people who use Lewiston Public Library provided computers to access the Internet
 - **Perceptions of users:**
 - Percent of people who indicate on a survey that they used the Lewiston Public Library to access the Internet
 - Percent of users surveyed who respond that:
 - The assistance they received from the staff when using the Internet was very good to excellent
 - The Lewiston Public Library Internet service was very good to excellent
 - **User Outcomes:**
 - Number and percent of specified users who increase their computer/technology skills
 - Number and percent of specified users who access e-mail for personal, school or work purposes

- Number and percent of specified users who use the Internet for personal, school or work purposes
- Users not on Internet
- **Units of Service Delivered**
 - Percent of time the public access terminals are in use
 - Average wait time to use a public access Internet terminal

ROLE #2 BE AN INFORMED CITIZEN: LOCAL, NATIONAL and WORLD AFFAIRS

Be an informed citizen: Local, national and world affairs. Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, state and national levels and to fully participate in community based decision-making. Our target audiences include all youth, teens, all voters and our adult non-voters. Potential Partners include, City Council, County Clerk, League of Women Voters and other city departments

- **The Policy Implications:**
 - Meeting rooms
 - Use of meeting rooms by outside groups
 - Use of meeting rooms after library hours
 - Meeting room use
 - Use of meeting rooms by groups with political affiliations
 - Programs in the Lewiston Public Library
 - Co-sponsorship of programs
 - Web Page
 - Criteria for linking to sites sponsored by advocacy groups
- **Services and Programs**
 - Provide information on issues of public policy
 - Provide a web page with links to local, state and federal information resources
 - Provide paper and electronic copies of local information such as annual reports from city departments, environmental reports, population estimates, minutes from the city council meetings, etc.
 - Present programs in partnership with local and national organizations that promote democracy and civic involvement
 - Provide voter registration forms
 - Provide information on local and national elections and candidates
- **Current Meeting Room Policies**
 - http://library.loganutah.org/information/policy_meeting.cfm
- **Critical Resources:**
 - **Staff (Knowledge, Skills, and Abilities):**
 - Staff are knowledgeable about local government structures and elected and appointed officials
 - Staff are knowledgeable about issues of local concern

- Staff are knowledgeable about resources that provide information about local, state, national, and international public policy issues
- **Collection (Print, Media, and Electronic Resources)**
 - Constitutional law
 - Current events
 - Environmental Issues
 - Globalization
 - Grassroots organizing
 - Local and national candidates/elections
 - Local, state and national government
 - Municipal finance
 - Political ideologies
 - Political process
 - Politics
 - Public administration
 - Public policy issues
- **Facility (Space, Furniture, and Equipment)**
 - Meeting space
 - Equipment
 - Technology (Hardware, Software, Networks, and Telecommunication. Public access computers, audio headsets and printers)
- **Measures:**
 - **Number of users**
 - Number of people attending programs
 - Percent of people who indicate on a survey that they used the Lewiston Public Library to become an informed citizen.
 - Number of voter registrations forms distributed
 - **User Perceptions**
 - Percent of users surveyed who respond that:
 - The Lewiston Public Library collection on materials on local, national, and world affairs was very good or excellent
 - The information assistance they received from staff when looking for information or asking a reference questions was very good or excellent
 - **User Outcomes**
 - Number and percent of specified participants who become more actively involved as citizens as a result of using the Lewiston Public Library resources
 - Number and percent of specified participants who gain a sense of community
 - **Units of Service Delivered**
 - Circulation of materials in subject areas associated with local, national, and world affairs
 - Number of programs offered on the topics related to the local, national, and world affairs
 - Number of hits on Website relating to being an informed citizen

ROLE #3 STIMULATE IMAGINATION: READING, VIEWING AND LISTENING FOR PLEASURE

Residents who want materials to enhance their leisure time will find what they want when and where they want them and will have the help they need to make choices from among the option. Our target audiences include adults, teens, children and our senior citizens. Potential Partners include, Authors (local, regional, state), Book clubs, Book stores, Music stores, Newspaper book and media reviewers, Senior Center, Theaters, and Friends of the Lewiston Public Library.

- **The Policy Implications:**
 - **Circulation**
 - Circulation limits by subject
 - Circulation limits by format
 - Loan periods by format
 - Non-renewable books and AV
 - Criteria for selection
 - **Gifts and Donations**
 - Restrictions on donations of cash, equipment, materials, etc.
 - **Information Service**
 - Time limits on use of listening and viewing stations
 - **Programs in the Lewiston Public Library**
 - Co-sponsorship of programs

- **Services and Programs**
 - **Provide reader's advisory services to assist users to locate materials of interest**
 - **Display new materials in a prominent location**
 - **Allow users to place holds on materials online**
 - **Present a summer reading program for children**
 - **Present a teen reading program in the summer**
 - **Present an adult reading program in the summer**
 - **Ensure that users receive reserved items within 30 days of placing the hold**
 - **Develop and maintain a "Readers Advisory: web site**
 - **Make user-contributed book reviews easily accessible**
 - **Friends of the Lewiston Public Library programs**
 - **Book Festival**
 - **Writing contests**

- **Current Collection Development Policy**
 - **http://library.loganutah.org/information/policy_collection.cfm**

- **Critical Resources:**
 - **Staff (Knowledge, Skills, and Abilities)**
 - **Staff is knowledgeable about classic and current fiction**
 - **Staff is knowledgeable about genre fiction**
 - **Staff is knowledgeable about classic and current music**
 - **Staff is knowledgeable about classic and current films**

- **Staff is knowledgeable about graphic novels**
- **Staff can provide reader/viewer/listener advisory services to users looking for recommendations**
- **Staff can plan and present programs**
- **Collection (Print, Media, and Electronic)**
 - Action and adventure films
 - Animated films
 - Best sellers, new books, and new media
 - Christian fiction
 - Classic books, films, and new media
 - Comedy films
 - Country and bluegrass music
 - Drama
 - Fantasy books and films
 - Foreign films
 - General fiction
 - Graphic novels
 - Hip-hop music
 - Historical fiction
 - Horror fiction and films
 - Jazz music
 - Latin music
 - Musical films
 - Mystery
 - New Age music
 - Poetry
 - Pop music
 - Religious music
 - Reggae music
 - Rock music
 - Romance books and films
 - Rhythm and blues music
 - Science Fiction books and films
 - Short stories
 - Sound tracks
 - Street/urban literature
 - Suspense and thriller books and films
 - Western books and films
- **Facilities (Space, Furniture, and Equipment)**
 - Meeting space
 - Display units to feature/promote selected portions of the collections
 - Space to display new books and media
 - Appropriate shelving for media
 - Ergonomic workstations and seating
- **Technology (Hardware, software, Networks, and Telecommunication)**

- Computers configured to allow downloading of licensed digital content to personal storage devices
- **Measures:**
 - **Number of users**
 - Number of people who indicate on a survey that they used the Lewiston Public Library to find something to read, view, or listen to for pleasure.
 - **Perceptions of users**
 - Percent of users surveyed who respond that they found something to read, view, or listen to for pleasure
 - The collection of materials to enhance their leisure time was very good or excellent
 - Staff assistance they received when requesting help to locate an item to read, view, or listen to for pleasure was very good or excellent.
 - The items they placed on reserve were available in a timely manner
 - **User Outcomes**
 - Number and percent of specified users who increased their enjoyment of reading
 - Number and percent of specified users who read and enjoyed a book by a new author or on a new topic for the first time
 - **Units of Service Delivered**
 - Circulation of:
 - New books
 - CDs
 - DVDs
 - Turnover of items in the new book collection
 - Average number of days between placing an item on reserve and notification that the item is available for pickup

Reconsideration of Library Materials

The library will consider requests for reconsideration of library materials when submitted in writing. Patrons may complete a "Citizen Request for Reconsideration of a Book" form (see Attachment B), which will be reviewed by the professional staff, including the Library Director. The patron will be informed of the disposition of the request.

Patrons have the right to appeal the Director's decision regarding reconsideration of library materials to the Library Board of Trustees through the Library Director, who will forward the request to the Board along with staff recommendation. After full consideration of the specific material, the Board of Trustees shall make final determination of the matter. The patron shall be notified of this action in a timely manner.

Board of Trustees
Lewiston Public Library
Approved October 2, 2008

Citizen Request for Reconsideration of a Book

Author _____ Hardcover _____ Paperback _____
Title of Book _____
Publisher _____
Request initiated by _____
Telephone # _____ Address _____
City _____ State _____ Zip _____
Complaint Represents _____ (Himself)
Name of Organization _____
Identify Other Group _____

1. To what in the book do you object? Please be specific: cite pages, quotes

2. What do you feel might be the result of reading this book? _____
3. Is there anything good about this book? Be Specific _____
4. For what age group would you recommend this book? _____
5. Did you read the entire book? _____ What parts did you read if you did not read the entire book? _____
6. Are you aware of the judgment of the book by library critics? _____
7. What do you believe is the theme of the book? _____
8. What would you like the library to do about this book? _____
_____ withdraw it from the library?
_____ submit to the library board for evaluation?
_____ other?
9. In its place, what book of equal literary quality would you recommend that would convey as valuable a picture and perspective of our civilization? _____

Signature of complainant _____

This form, when completed, will be submitted to the librarian for evaluation and recommendation. It will then be submitted to the Lewiston Library Board for final action. You will then be notified of the disposition of the complaint.

Lewiston Public Library

The Northern Cache Library Consortium has been created to form a partnership with the Smithfield, Richmond, Lewiston, and Newton Public Libraries. A new online sharing catalog has been created to give our library patrons access to additional resources. Patrons of these libraries can search the Northern Cache Library Consortium catalog. If patrons find materials in the other libraries, not their home library, they can go to that library and check out the material free of charge. The patrons are responsible to pick up and return the materials to the borrowing library.

This service was acquired through a \$20,000 LSTA state grant. The grant was used for the purchase of needed equipment, software and provided the training for the librarians.

The Libraries of the NCLC are excited to provide this expanded service to our patrons.

NCLC Loaning Policy:

- Patrons will be responsible for picking up and returning materials to the lending library.
- Patrons can place holds by calling the lending library and must pick up within 3 days.
- Patrons will be responsible for all fees/fines accrued at the lending library.
- If patron has a \$5.00 or more fine at any of the NCLC libraries, they will not be permitted to check out materials until the fines are taken care of.
- Only home library can make note of exception and give permission for checkout when fine exceeds \$5.00.
- ID proof may be required at check out.
- Due date of materials is set by the lending library and can only be renewed by the lending library.
- All policies of each NCLC library will be followed.
- All non-residents will sign up for a library card at their nearest Northern Cache Library Consortium library.

Post in libraries