



2024-2029

## Five Year Plan

### ***Our Mission***

Literacy, access to technology, and community building.

### ***Our Vision***

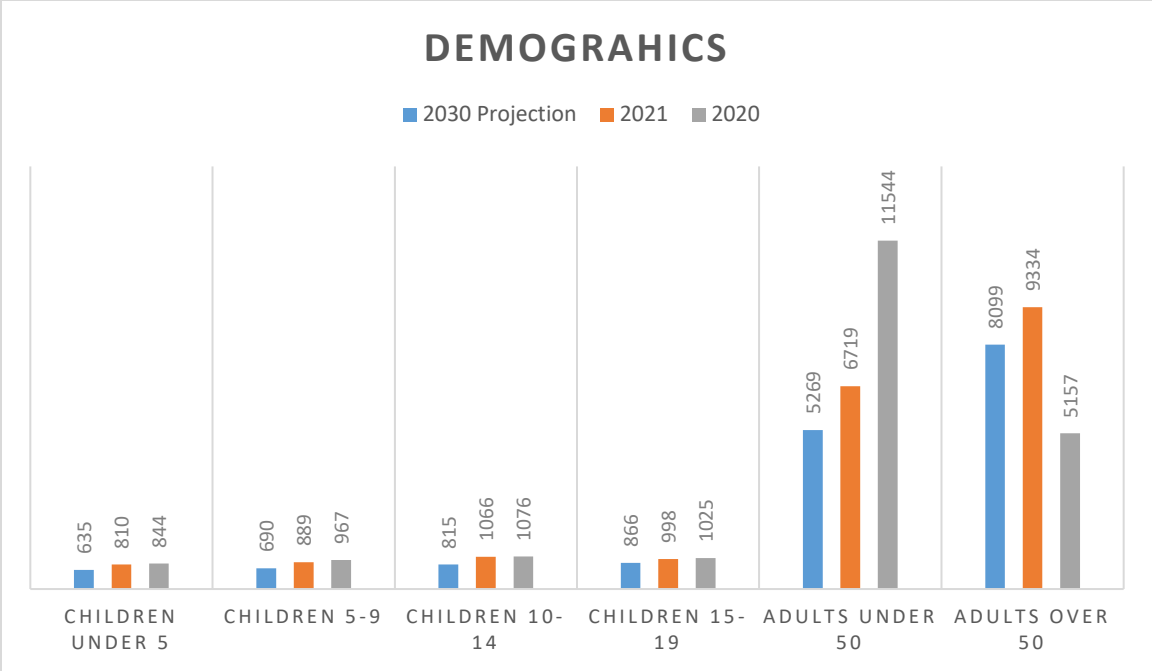
The Buchanan County Public Library serves the people of Buchanan County with the intention of providing the best possible library service using the Standards for Virginia Public Libraries, ALA Best Practice Guidelines, and benchmarking across comparable state and national libraries. We strive to balance needs, community standards, and our strengths. Our goal is to improve both our county and individual outcomes by matching resources to needs in education, information, and enrichment materials and activities.

### ***Our Values***

We value the right of every patron to be respected, treated fairly, and receive prompt and efficient service. We strive to improve lives by providing a warm and welcoming environment, by offering materials in different formats to better serve needs, and by making available technologies that connect our patrons to the world. Since needs change over a person's lifespan, we value providing the full range of information that leads to a successful life from early literacy and parenting support, to education and career planning, through health information and retirement planning. As we value the future and those who dream, we do not forget that our past is the foundation and anchor for our dreams.

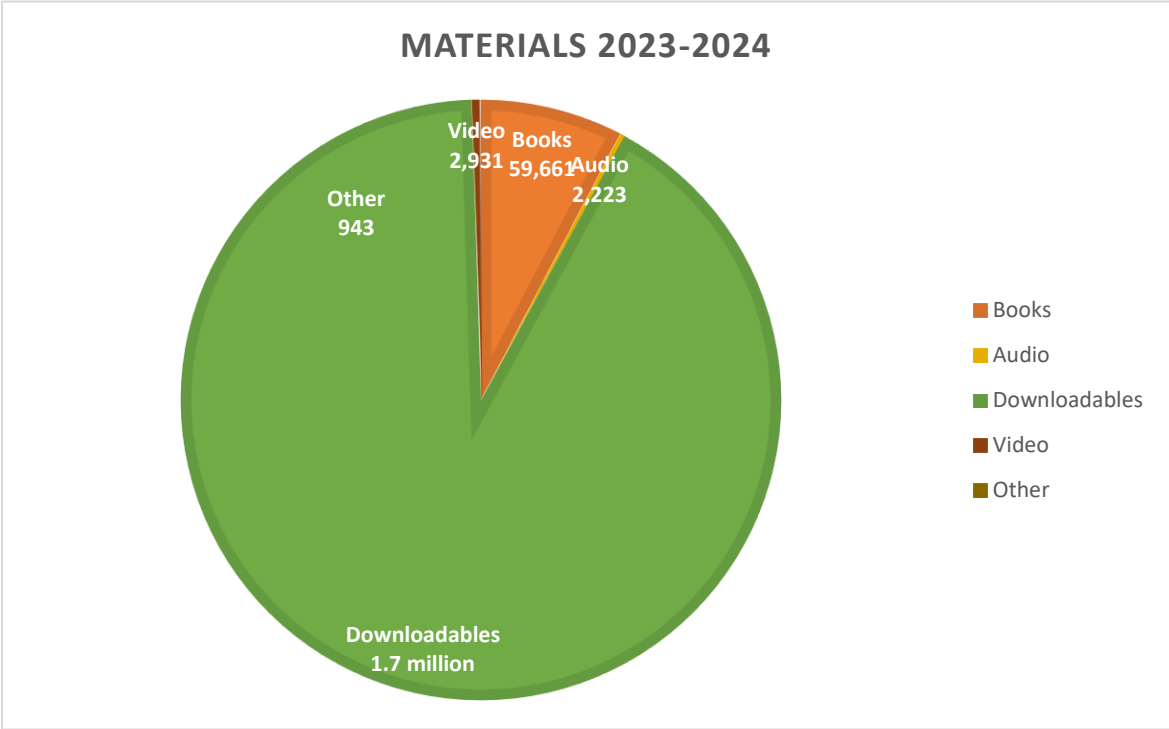
### ***Current Assessment***

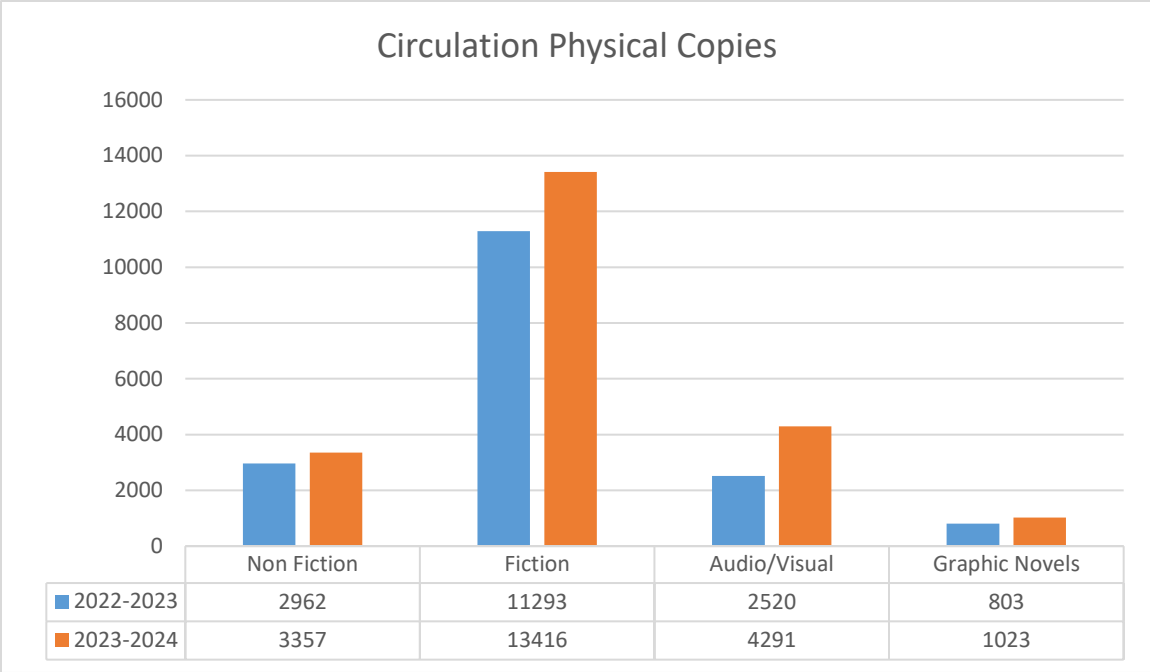
The Buchanan County Public Library serves a population of 19,191 residents, people from the surrounding counties of Tazewell, Pike, McDowell, and Russell as well as visitors to Buchanan County and out of state local history researchers. The following chart shows the demographic breakdown:



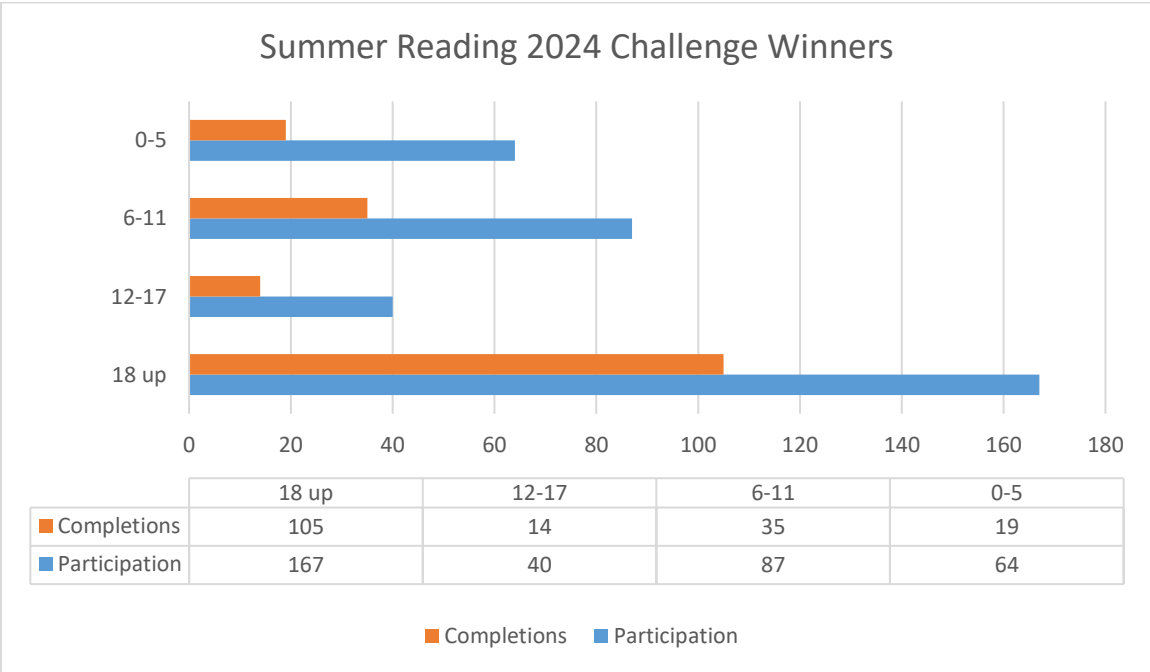
\*Demographics Research Group of the Weldon Cooper Center for Public Service, August 2023

In the year 2023-2024, the following statistics were gathered:





Figures for online circulation and other types of circulation such as Mailbox Library numbers have not been finalized for 2023-2024; however, indications are that online circulation continues to grow at a rapid pace. Early 2023-2024 program numbers indicate that while slightly lower than 2022-2023, they are only slightly lower with participation and satisfaction remaining high across all age groups.



Total card holders in 2023-2024 numbered 3,605. This is 19.6% of the number of Buchanan County residents eligible for a library card. Summer Reading completion numbers continue to fall short of goals. Both issues of low active card holders and low challenge completion rates, reflect low reading rates and possibly lack of information on the value of library use.

Surveys completed during National Library Month April 2023, yielded the top three reasons people who visited us valued the library: access to free books and movies, programs, and high-speed internet access. Anecdotal information included friendly staff, things for the whole family to do, and comfortable surroundings in which to spend time. Information from the Buchanan County Library Board of Trustees and the library staff in 2022-2024 stressed the importance of early literacy, education, economic support (employment assistance, access to IRS forms, access to payroll filing, taxes, email, government information access as well as personal business needs such as photocopying and notary service), and drug use prevention (family support, teen services). Building strong community support was also important.

Issues to address include declining population, dropping literacy rates, rising drug use, and funding for the library. Library Administration will build on our success as a public library by continuing to improve our comparison levels in the Standards for Virginia Public Libraries. While all staff members are a valuable resource and are expected to assist with the following outcomes and steps, each outcome will be the primary focus for the listed position.

## **Outcomes Envisioned**

1. Improve school readiness and overall literacy rates

Steps:

- a. Increase awareness of importance of school readiness
- b. Issue library cards to 5 year olds as part of summer reading program
- c. Emphasis reading to children as part of family time

Team Leader: Children's Librarian

Measuring success: 5% increase in parents participating in Little Bits who feel that their child is more prepared for school

5% increase in PreK children who complete the Summer Reading Challenge by reading 560 minutes or more during the Challenge dates

## 2. Support quality of life for Buchanan County residents

### Steps:

- a. Increase awareness of services available to library card holders
- b. Increase number of library card holders
- c. Increase targeted programs and collections for adult residents

Team Leader: Public Services

Measuring success: 5% increase per capita of active library card holders  
Increase by 5% number of adults who attend programs and/or complete a reading challenge

## 3. Connect Buchanan County residents to technology

### Steps:

- a. Create opportunities for residents to gain awareness of available technologies
- b. Continue to adopt new technologies as practical for our population
- c. Provide one on one assistance to patrons

Team Leader: Systems Administrator

Measuring success: 5% increase in adults and teens attending Maker Space and other technology-based programs

10% Increase in use of online resources including databases, library webpage, and downloadable resources

## 4. Preserve Buchanan County history

### Steps:

- a. Create opportunities to learn about our history
- b. Continue preservation efforts such as digitalization and organization
- c. Increase awareness of how the library assists with family research

Team Leader: Adult Services

Measuring success: 5% increase in adults who use LHR resources

Addition of 10 years of newspapers to digital archive

This plan will be reviewed and updated annually by the library director and the Library Board of Trustees. Public input and comments will be gathered during National Library Month in April of every year. The library director will be available to discuss our 5 Year Plan with any resident of Buchanan County by email, telephone, or in person

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