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 8th 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.
  o Document and increase participation in customer-service training.
  o Increase proactive staff interactions with patrons.
• Actively gather feedback through various formats from users and non-users of the library.
  o 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