

Brooklyn Public Library

FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems) 2022-2026

SECTION 1 - GENERAL INFORMATION

January 1, 2022 - December 31, 2026

1.1	Name of System	Brooklyn Public Library
1.2	Street Address	10 Grand Army Plaza
1.3	City	Brooklyn
1.4	Zip Code	11238
1.5	Four Digit Zip Code Extension (enter N/A if unknown)	5698
1.6	Telephone Number (enter 10 digits only)	(718) 230-2403
1.7	Fax Number (enter 10 digits only)	(718) 398-3947
1.8	Name of System Director	Nick Higgins
1.9	E-Mail Address of the System Director	nhiggins@bklynlibrary.org
1.10	System Home Page URL	www.bklynlibrary.org
1.11	URL of Current Membership List	https://www.bklynlibrary.org/about/trustees
1.12	Date of Establishment	1896
1.13	Date of Absolute Charter	1896
1.14	Name(s) of Central Library/Co- Central Libraries	Brooklyn Public Library
1.15	Square Mileage of System Service Area	71
1.16	Population of System Service Area	2,504,700
1.17	Type of System	PLS

SECTION 2 - SYSTEM GOVERNANCE AND MEMBERSHIP

BYLAWS

2.1	URL of Current Governing Bylaws	https://www.bklynlibrary.org/sites/default/files/documents/trustees/Bylaws-Trustees-022112.pdf
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APPOINTMENT/ELECTION OF SYSTEM BOARD/SYSTEM COUNCIL

2.2	System Board / System Council Appointment/Election - Indicate whether the System Board / System Council Members are appointed or elected (select one).	O - Other (specify using the note)
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- 2.3 Indicate by whom the System Board / System Council Members are appointed/elected. Brooklyn Public Library's governing body is the Board of Trustees, consisting of 38 members all serving in non-salaried positions. The Mayor and the Brooklyn Borough President each appoint 11 trustees. Twelve additional members are elected to serve on the board. The Mayor, City Comptroller, Speaker of the City Council and Brooklyn Borough President are ex-officio members of the board. All trustees, except ex-officio members, serve three-year terms.

ADVISORY GROUPS

2.4 Advisory Groups - Indicate the groups that advise the System Board / System Council. (check all that apply):

- | | | |
|----|---|-----|
| a. | Member Directors' Organization / SLS Advisory Council | No |
| b. | Outreach Advisory Committee | Yes |
| c. | Central Library Advisory Committee | No |
| j. | Other (specify using the note) | Yes |

SECTION 3 - PLANNING

NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN OF SERVICE

- 3.1 Provide a summary describing the processes used to assess member needs in the development of the Plan of Service. It is Brooklyn Public Library's goal to promote a culture of literacy and lifelong learning and to be a critical information resource for all Brooklynites, especially those in need. To address this goal in our NYS Plan of Service, BPL is updating its 2018 Strategic Plan through a series of staff and stakeholder engagements that have highlighted strategic priorities coming out of the pandemic. Led by the President and CEO (Chief Executive Officer), the Office of the Chief Librarian and the Office of Strategic Planning, over 200 staff members weighed in on their experiences working through the pandemic and identified challenges and opportunities going forward as they seek to re-engage their communities and improve access to services after a significant pause during 2020 and part of 2021. Surveys, focus groups, internal publications, and facilitated discussions via Zoom were the primary sources of obtaining feedback. In addition, staff reviewed current nationwide library trends as well as demographic information, information from community outreach, and analyzed trends in its usage statistics to determine appropriate services.
- 3.2 Identify the groups involved in development of the Plan of Service and each group's role. Creating a plan that will address the needs of all our customers was a collaborative effort between our: 1. Board of Trustees - the Board is responsible for review and approval. Through the Library Operations Committee (a subcommittee of the Board of Trustees) the plan is discussed and approved. Once approved by this subcommittee, the Plan is presented to the full Board for final approval. 2. Executive Management Team-this team will review the input made by public service staff to determine appropriate areas of focus. They will make recommendations to move the plan forward for approval by the Library Operations Committee. 3. Public Service Staff and departments-are responsible for doing outreach into communities, identifying and recommending services to the plan that are based on their contacts with customers, community organizations, elected officials and grass roots organizations.
- 3.3 Describe the planning process for the 2022-2026 Central Library Plan. The Central Library Five Year Plan of Service is the result of collaboration between BPL's Chief Librarian, the Central Library director and staff, and the Strategy Department.

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| 3.4 | Identify the groups involved in development of the 2022-2026 Central Library Plan and each group's role. | Central Library's Plan of service will involve the same group as those involved in the overall plan. |
| 3.5 | Describe the integration of the 2022-2026 Central Library Plan with the system's Plan of Service. | Service priorities for the Central Library are the same institutional priorities outlined in the overall Plan of Service. |
| 3.6 | Provide the URL of the 2022-2026 Central Library Plan. | https://documentcloud.adobe.com/link/track?uri=urn:aaid:scds:US:ab55d039-3760-435a-a92f-cd055725b434 |
| 3.7 | Describe the planning process for the 2022-2026 Direct Access Plan. | n/a |
| 3.8 | Provide the URL of the 2022-2026 proposed Direct Access Plan. | n/a |

EVALUATION

- | | | |
|------|--|--|
| 3.12 | Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. | We will collect statistics and track trends based on the areas we have included in the Plan of Service. Brooklyn Public Library has statistical analysts who focus on tracking this information for the organization. We will collect: library card registrations, programming statistics (sessions and attendance), circulation (holds, renewals, turnover rate), expenditures (per capita expenditures for collections), security incidents, customer satisfaction through customer service forms, website visits, public computer usage, wireless usage, electronic database usage, summer reading statistics, reference statistics (virtual and in-person), attendance (door count/visits), and number of work orders for building issues. |
| 3.13 | Provide the URL for the evaluation form(s) used by members. | n/a |
| 3.14 | Describe how the information on customer satisfaction will be used to shape the system's plan in the next year or in the following planning cycle. | Analysis of our usage statistics such as door count, program attendance and sessions, library cardholders, and circulation will serve as key components of continued planning. There will also be an ongoing review process of customer feedback and reporting which will be shared with Senior Management and our Board of Trustees. |

REVISION PROCESS

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|------|--|---|
| 3.15 | Describe the process for revising the system's Plan of Service for submission to the New York State Education Department/New York State Library. | To ensure our viability as an organization in the future, BPL will continue to review library trends, collect customer feedback through surveys, focus groups, and social gatherings. Collected satisfaction surveys and data from focus groups will be compiled and areas of improvement will be identified. Findings will be presented to senior management for review. Funding and alignment with institutional goals will be the primary measures for incorporating improvements and revising the plan. |
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SECTION 4 - GOALS/RESULTS

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|-----|---|---|
| 4.1 | The Library System's Mission Statement
(The Instructions include the definition of the mission statement.) | It is the mission of Brooklyn Public Library to ensure the preservation and transmission of society's knowledge, history, and culture, and to provide the people of Brooklyn with free and open access to information for education, recreation, and reference. |
|-----|---|---|

Minimum Requirement for questions 4.2 through 4.6, 4.8 through 4.12, 4.14 through 4.17, 4.19 through 4.21, and 4.23 - complete one repeating group for each topic of every element.

4.2 Element I - RESOURCE SHARING

Cooperative Collection Development

1. Goal Statement
Brooklyn Public Library will continue to streamline operational processes through a fully consolidated shared technical services organization that oversees selection, acquisitions, cataloging, processing, sorting and delivery of library materials for both the Brooklyn Public Library and the New York Public Library.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s)
_BPL will help patrons better manage what they have borrowed: examples - bookdrops, improvements to overdue notices, improvements to post-BILLED communications (including better ongoing tracking of our patrons cycling in and out of BILLED status month over month. BPL will expand outreach to new or disenfranchised patrons. BPL will continue to make improvements to the catalog interface, with increased/better collections promotion (merchandising, readers advisory), and improved collection management (floating & rebalancing). BPL will diversify collections to better represent readers in Brooklyn.
4. Evaluation Method(s)
-Patron feedback through surveys and focus groups. Staff feedback. User Experience analysis.

4.3 Element I - RESOURCE SHARING

Integrated Library System

1. Goal Statement
Brooklyn Public Library will continue to upgrade and maintain its Integrated Library System software and hardware in order to provide added service enhancements to Brooklyn's communities.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s)
_The ILS will provide an improved interface for public and staff _Staff will have improved data access and reports _Our users will have an improved experience when it comes to overdue items; they will have been able to see book covers in emails and texts and will be able to choose their preferred mode of communication. Our website discovery layer will be updated and improved so that users see all the available copies of the same item in the catalog and can choose which item type they want based on wait times. Interfaces with third party software will enhance user experience _Improved notifications for Patron materials

4. Evaluation Method(s) _System accuracy and adherence to performance indicators included in the vendor contract _Staff feedback on data and reporting _User experience feedback

4.4 Element I - RESOURCE SHARING

Delivery

1. Goal Statement Brooklyn Public Library will continue to work within its New York Public Library partnership (BookOps) to maintain and increase efficiencies in sorting, rebalancing, processing, and delivery of materials.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) _BPL will maintain its high standards through the delivery of new and circulating materials. _We will maintain the industry leading 24 hours turnaround time for the sorting and delivery of circulation materials traveling from one branch to another. Building on our efficiency improvements from the last 5 years, we will undertake efforts to reduce pooling at our high circulation branches while making sure that every branch has an attractive onsite collection for its community. We will make it easier for branch staff to request titles for their library branch while also doing more to teach users how to use the online catalog and holds system, ensuring that every community and patron benefits from the Library's complete collection, no matter where a specific copy happens to be located.
4. Evaluation Method(s) _Track the number of items sorted and delivered daily.

4.5 Element I - RESOURCE SHARING

Interlibrary Loan

1. Goal Statement BPL will continue to provide its patrons access to other libraries' materials through participation in national and local resources sharing consortia. In addition to providing services through OCLC, BPL is part of 3 resource sharing consortium: The Empire State Library network, The Metropolitan New York Library Council, and the LVIS (Libraries Very interested in Sharing) nationwide resource sharing consortium.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) BPL will have access to select library collections in the United States including access to many local institutions that can deliver materials to our office within 2 - 5 days. In addition, by lending our materials to other library systems we intend to remain a resource sharing partner in good standing within the ILL community.
4. Evaluation Method(s) Continued collection of usage statics- lent vs borrowed

1. Goal Statement Brooklyn Public Library's Inter-library Loan department will work in conjunction with the Web Applications department to improve our current web request form.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) The new form will streamline the request process making it easier for staff to submit patron's ILL request.
4. Evaluation Method(s) Staff feedback

1. Goal Statement Inter-library Loan department staff will work with Central Library divisions and Business and Career Library staff to clean up OCLC records.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Updating records in OCLC we will assist library staff in their efforts to maintain their collections and will also reduce the number of customer requests for materials that we no longer hold.
4. Evaluation Method(s) _Staff feedback _Deletion of materials/updated records

4.6 Element I - RESOURCE SHARING

Digital Collections Access

1. Goal Statement The Brooklyn Public Library will continue to collaborate and advocate with other library organizations and vendors including NYPL, The Digital Library of America, Lyris, et al-- to improve access to its digital collections and make them more discoverable and easier to use through current and future tools: online catalog and discovery layers, the BPL App and individual vendor websites and vendor provided apps (e.g., Libby and SimplyE). The Library will also prioritize diversifying its digital collection so that it is truly representative of the diverse populations of Brooklyn as well as outreach among groups who are less likely to use digital tools and resources. Brooklyn Public Library's IT department will apply Behavioral Science to boost library access and increase patron engagement with the library. Based on behavior studies interventions may be digital or physical.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes

3.	Intended Result(s)	_Make collections more discoverable to staff and patrons from a variety of easy to use access points. _Improve curation and usage of e-content collections. _Use behavior insights to identify barriers that can be resolved in order to expand patron access to library services. Take part in advocacy efforts (ReadersFirst, NISO) to ensure fair practices in eBook licensing and standards for interoperability for better integration across the public library marketplace. _Integrate varied and fragmented vendor sites/collections into common, streamlined discovery, circulation, and reading platforms.
4.	Evaluation Method(s)	_Vendor and other third-party administrative tools for usage statistics _Library website analytics _Staff feedback _Patron feedback
1.	Goal Statement	The creation of Center for Brooklyn History, through the partnership with Brooklyn Historical Society and Brooklyn Public Library, will expand access virtually, digitally and in person. With the combining of collections held at the Brooklyn Public Library's Brooklyn Collection, we have created the largest collection of archival and contemporary materials to document the history of the borough of Brooklyn. With this partnership we plan to provide free access to over 1650 archival collections, over 350,000 photographs (digitized and print), art and artifact materials, maps, oral histories, newspapers, audiovisual material and 35000 books about Brooklyn and New York City history. We intend to process uncatalogued and unprocessed archival collections adding them to OCLC and the library's catalog so they can be accessible, with a focus on prioritizing community-based collections, and collections from groups that are often underrepresented in institutions. We are also focused on participating in community-based collecting initiatives and growing our digital collections to increase access as we have previously done with our Map Portal, Oral History Portal, digital collections pages, Brooklyn Newsstand and materials hosted on Internet Archive.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
	Year 1	
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	- Increase the number of digital items available to the public - Increase the variety of formats of historical materials available to the public - Improve the searching and viewing functionality for digital collections - Create a platform for sharing new content created by various outreach programs within the library
4.	Evaluation Method(s)	- Track number of digital items from our collections available on digital collections catalog. - Track number and type of new digital formats ingested into our digital asset management system - Track site visits to new digital collections catalog.

4.7 Element I - RESOURCE SHARING Other (Optional)

1.	Topic	Technology
2.	Goal Statement	Brooklyn Public Library will provide its patrons with the latest technology, including computers, laptops, expanded Wifi (inside and outside the library), Wifi hotspots that select program participants can use in their home, technology support, and digital literacy training.

- 3a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 3b. Year 2 Yes
- 3c. Year 3 Yes
- 3d. Year 4 Yes
- 3e. Year 5 Yes
4. Intended Result(s) _Patrons will have access to the latest technology, including expanded wifi service at nearly every branch. They will learn how to use the technology for their everyday needs and will be able to get free tech training on a variety of applications--from novice to intermediate/advanced.
5. Evaluation Method(s) _Program sessions and attendance data _Customer service survey results
_Staff feedback

4.8 Element 2 - SPECIAL CLIENT GROUPS

Adult Literacy

1. Goal Statement BPL will assist adult learners in achieving their personal, educational, and employment goals through innovative programs, small group instruction, and one-on-one consultation sessions virtually and/or in person.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) _Adult learners will improve their basic literacy skills at BPL's five Adult Learning Centers _Adult learners will participate in digital and information literacy training regularly as part of their instruction and through special workshops and initiatives _Adult learners will participate in specialized workshops and seminars on topics ranging from financial literacy and health literacy to career planning and entrepreneurship _Adult learners throughout our sites and programs will report positive experiences. Adult learners will participate in online instruction and use remote learning resources.
4. Evaluation Method(s) _Track student progress in Learning Centers using pre and post TABE assessments among others tools such as student portfolios _Track onsite and online attendance and the number of students who have participated in computer and information literacy training and initiatives _Track participation in specialized workshops onsite and online in the Learning Centers and at other locations _Collect information about referrals to other internal and external programs and partners _Gather qualitative feedback and anecdotes using surveys and other instruments to capture student satisfaction and overall experience in our programs.
1. Goal Statement BPL will continue to provide and expand quality ESOL classes virtually and/or in person with a broad range of offerings and, with an emphasis on technology, work readiness, and employment.

2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
	Year 1	
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	_ESOL students enrolled in our programs and classes will demonstrate educational gain _ESOL students enrolled in our programs and classes will demonstrate improvement in their technology skills _ESOL students enrolled in our programs and classes will demonstrate their preparedness for the world of work _ESOL students enrolled in our advance classes will take advantage of business English and entrepreneurial based classes and initiatives. ESOL students will earn certificates in growth industries.
4.	Evaluation Method(s)	_Track student progress in our ESOL program using pre and post BEST Plus and BEST Literacy assessments _Gather evidence of student improvement in understanding and using technology _Collect information about student participation in special career readiness workshops _Collect information about referrals to other internal and external programs and partners _Gather qualitative feedback and anecdotes using surveys and other instruments to capture student satisfaction and overall experience in our programs. Compile information on certificates and jobs earned after program completion.
1.	Goal Statement	BPL will continue to provide and expand quality Pre-HSE/ HSE pathways (NEDP, TASC testing) and classes virtually and/ or in person throughout the borough with a broad range of offerings, schedules and with an emphasis on technology, college and career readiness, and employment.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
	Year 1	
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	_Pre-HSE/HSE students will demonstrate educational gain _Pre-HSE/HSE students will demonstrate improvement in their technology skills _Pre-HSE/HSE students will demonstrate their preparedness for college and careers. Pre-HSE/HSE participants will gain certificates and employment after program completion.
4.	Evaluation Method(s)	_Track student progress in our Pre-HSE programs using pre and post TABE assessments among others tools such as student portfolios _Gather evidence of student improvement in understanding and using technology _Collect information about student participation in college and career readiness workshops as well as in internships and bridge programs _Collect information about referrals to other internal and external programs and partners _Gather qualitative feedback and anecdotes using surveys and other instruments to capture student satisfaction and overall experience in our programs. Compile information on certificates and jobs earned after program completion.

4.9 Element 2 - SPECIAL CLIENT GROUPS

Coordinated Outreach (See Instructions for outreach target groups)

1. Goal Statement
Job Seekers: BPL especially through its technology rich Business & Career Center at the Central Library will support job seekers and entrepreneurs throughout the borough virtually and/or in person by developing solid foundations of skills through the delivery of career readiness and business-related materials, online resources, workshops, and services in addition to referrals to external partners.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s)
_Job seekers and entrepreneurs will find the latest print, electronic, and multi-media resources to assist with all stages of their job search, career, and/or business goals _Job seekers and entrepreneurs will benefit from personalized sessions to discuss/review topics related to their job search, career, and/or business goals with professionals and volunteers _Job seekers and entrepreneurs will participate in informative and interactive workshops throughout the borough _Job seekers and entrepreneurs will take advantage of strategic partnerships, networking opportunities and referrals to agencies for assistance with their job search, career, and/or business needs and goals _Job seekers and entrepreneurs will find more opportunities to improve their digital skills through interactive workshops, personalized assistance and online learning platforms that target the requirements of the workplace _Immigrants will be introduced to the resources and information they seek in order to improve their economic well-being through workshops that address job seeking, financial literacy and business operations; programs and assistance in appropriate languages and branch locations will increase. _Young adults will learn about pathways to employment and entrepreneurship through programs and resources that explore educational and entrepreneurial opportunities
4. Evaluation Method(s)
_Collect circulation as well as database use statistics on materials/resources for jobseekers and entrepreneurs _Collect statistics on number of programs and workshops for jobseekers and entrepreneurs including one-on-one sessions with professionals and volunteers _Track referrals and outcomes of jobseekers and aspiring entrepreneurs systematically _Record the number of programs for jobseekers and entrepreneurs with a technology focus _Gather information about the number of immigrants and young adults participating in career readiness and business related programs _Gather qualitative feedback and anecdotes using surveys and other instruments to capture patron satisfaction and overall experience in our programs performances.

1.	Goal Statement	Services for Older Adults: Brooklyn Public Library's (BPL) Services for Older Adults Department will offer inclusive programming and services tailored for the 55+ audience. These include art instruction, lectures, films, performances, and educational programs that reflect the wide interests of today's older adults. Services for Older Adults will exclusively provide homebound users, and users with disabilities, with equal access to BPL services and materials through programming and our Books by Mail/ Books to Go services.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
	Year 1	
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Through strategic initiatives, Services to Older Adults will strengthen its core programs by facilitating state-of-the-art access to information, incorporating digital initiatives and technology instruction, and empower transformational services targeting an audience of ages 55+ and their families, encourage staff to understand and recognize the multidimensional aspects of aging, providing information and materials that may affect this client group. Identify responsive programs that reflect the diversity and interests of Brooklyn's 55+ population. BPL will continue to provide access to materials to our homebound users, and users with disabilities, through lending libraries at nursing homes and our Books by Mail service Staff will pursue opportunities for cooperative programming with community partners and senior centers; exploring partnership opportunities to provide library services outside of the library. Foster the Senior Assistant peer-to-peer mentoring and leadership program to provide older adults an opportunity to build meaningful engagement.
4.	Evaluation Method(s)	Track attendance at programs and outreach events Identify interests of older adults through focus groups and surveys Evaluate customer service forms, program evaluation forms, and surveys Track circulation of Book by Mail/Books to Go materials.

1.	Goal Statement	Homeless: Brooklyn Public Library will pilot a new homeless outreach program, develop library hubs at a number of homeless shelters in Brooklyn and dedicate local branch librarians at every partnering shelter location to develop and increase new children and family programming as well as provide transformative benefits to young adults and parents.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
	Year 1	
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes

3. Intended Result(s) _BPL will increase its programming for children and families in the shelters _BPL will provide more education and job readiness services for teens and adults _BPL will increase participation in various library-wide initiatives, such as Summer Reading _BPL will pilot and expand new program models, such as Every Child Ready to Ready (ECRR) for infants and toddlers and their caregivers/parents _There will be greater collaboration with key organizations such as Department of Homeless Services (DHS), Department of Education (DOE) and Human Resources Administration (HRA).
4. Evaluation Method(s) BPL will track programs and program attendance, book circulation, track changes in behavior and attitudes of program participants, track number of community partnerships, and BPL employs pre- and post-program evaluations, and comment cards.
1. Goal Statement Veterans: Brooklyn Public Library will develop library hubs at the VA hospital and the military base of FT Hamilton. BPL will also dedicate a special collection at the Fort Hamilton Library dedicated to military members, their families, and veterans. BPL will provide Special programming geared toward veterans and the dependents year-round.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) _BPL will furnish the VA library with career-based, and life transforming collections _BPL local branches will provide programming to inform, such as targeted programs with speakers and, public discussions _BPL will increase participation by veterans by including them in our local oral history, and resource fairs.
4. Evaluation Method(s) BPL will track programs and program attendance, book circulation, track number of community partnerships, and BPL employs pre- and post-program evaluations, and comment cards.
1. Goal Statement Immigrants: Improve library accessibility for Limited English Proficient patrons and implement a centralized language access plan.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes

3. Intended Result(s) _We will expand cultural/educational programs conducted in the native languages of our immigrant users including multilingual Creative Aging, multilingual Family Story times, World Language Family Programs and multilingual Business and Career help. _There will be an increase in the number of World Language materials in our collection and circulation of World Language and English Language Learning materials. _We will continue to provide volunteer-led and volunteer-assisted English Conversation Group and Citizenship Preparation programs for immigrants. _There will be an increase in the usage of Language Line by Library staff and library documents translated into top six languages spoken in Brooklyn. _We will develop improved relationships with ethnic and foreign language press.

4. Evaluation Method(s) _Statistical tracking of program participation and circulation _Statistical tracking of Language Interpretation Requests _Statistical tracking of document translation of essential library documents _Tracking of number of articles and ads in ethnic press.

1. Goal Statement Immigrants: Improve immigrant patrons' access to citizenship preparation, trust-worthy free legal services, and civic engagement across Brooklyn.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) _We will continue to provide citizenship and immigration information, referral and learning opportunities through citizenship preparation classes, Immigration information sessions, New Americans Corners collections and staff training. _We will maintain high quality partnerships with immigration legal service providers to offer library-based immigration legal services including 1:1 Immigration Legal Services, CitizenshipWorks Application Workshops and Diversity Visa Lottery application assistance in multiple locations. _We will provide Navigation assistance information guidance and referral vial the Immigration and Citizenship Services phone line.

4. Evaluation Method(s) _Statistical tracking of program participation and circulation _Statistical tracking of number of phone calls to Library Immigration and _Citizenship Services Line _Track the number of community partnerships _Evaluate feedback surveys from staff, community partners and patrons.

4.10 Element 2 - SPECIAL CLIENT GROUPS

Correctional Facilities (State and County)

1. Goal Statement Brooklyn Public Library's Justice Initiatives Office will partner with other libraries, city agencies, and community-based organizations to meet the information needs of Brooklyn's incarcerated and formerly incarcerated individuals and their families.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	BPL will increase its programming for incarcerated and formerly incarcerated individuals reaching all NYC city jails with book loan services, early literacy training, video conferencing, or other library initiatives. BPL will continue to expand letter-based reference services for prisoners in NY State, and BOP Federal facilities across New York. BPL will expand our free library-based jail video conferencing program beyond the NYC jail system to include NY State prisons.
4.	Evaluation Method(s)	_BPL will track programs and program attendance, book circulation, referrals to outside agencies and internal programs, and changes in behavior and attitudes of program participants. _BPL employs pre- and post-program evaluations, participant focus groups, and comment cards.

4.11 Element 2 - SPECIAL CLIENT GROUPS

Youth Services (Youth to age 18 exclusive of Early Literacy)

1.	Goal Statement	BPL will have a children's librarian and young adult librarian at every location to increase and develop new programming as well as act as mentors for Brooklyn's young people.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
	Year 1	
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	_BPL will increase its programming for children, teens, and families _BPL will implement STEM programs for children at every location _BPL will utilize new technology in children's and teen programs _There will be greater collaboration with key organizations that support children, teens, and families.
4.	Evaluation Method(s)	_Review programming, class visit, and group visit statistics _Track number of community partnerships _Evaluate program success through various quantitative and qualitative methods
1.	Goal Statement	BPL will refresh children's spaces and create dedicated teen spaces at all 60 locations as well as create a new, cutting-edge teen space at the Central Library.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
	Year 1	
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes

3. Intended Result(s) All locations will upgrade technology in children's and teen spaces and refresh furnishings to provide welcoming, comfortable environments. BPL teen spaces will offer increased access to a range of technology, material resources and innovation Staff will provide programming to meet the personal and educational needs of youth as 21st Century Learners The new Central Library Teen Space will serve as a model for the entire library system for innovative programming using digital media BPL will continue to foster relevant partnerships with other youth organizations that provide digital media programming
4. Evaluation Method(s) Review technology usage statistics, program attendance, and anecdotal patron feedback Review program attendance and related statistics in the new Central Teen space; adapt program and collection models accordingly. Seek formal and informal feedback from youth on the space, collections, and programs via surveys, focus groups, advisory groups, and other means. Meet regularly with partner organizations to ensure quality outcomes.
1. Goal Statement All BPL public service staff will have increased knowledge of how to provide excellent customer service to children and teens, based on their developmental needs.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) BPL will train all public service staff over the next three years in the best practices of customer service for children, teens, and their families in training sessions called Everyone Serves Youth, incorporating NY State's training component, Everyone Serves Young Families.
4. Evaluation Method(s) Track number of staff attending training Survey staff after they attend training
1. Goal Statement BPL will provide volunteer, leadership, and employment opportunities for youth, age 12-18.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) BPL will offer increased opportunities for teens through programs such as Book Buddies, BookMatchTeen, StoryTeen, T4, BCAPteen, Brooklyn Library Youth Council. BPL will continue to cultivate leadership skills and responsibility by offering year-long programs that connect teens to the Library and their communities.
4. Evaluation Method(s) Review program attendance and related statistics Seek formal and informal feedback from youth on volunteer, leadership, and employment opportunities

4.12 Element 2 - SPECIAL CLIENT GROUPS

Early Literacy (Birth to School Age with Families/Caregivers)

- | | | |
|-----|--|---|
| 1. | Goal Statement | BPL will ensure early literacy programs are more welcoming to English Language Learner families. |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
| | Year 1 | |
| 2b. | Year 2 | Yes |
| 2c. | Year 3 | Yes |
| 2d. | Year 4 | Yes |
| 2e. | Year 5 | Yes |
| 3. | Intended Result(s) | _Continue to offer storytime programs to the languages spoken by Brooklyn families _Create multilingual resources for families attending programs |
| 4. | Evaluation Method(s) | _Track number of programs and the languages they are offered in _Track number of resource guides distributed |
| 1. | Goal Statement | Train children's librarians in areas of need in Brooklyn, particularly working with families with disabilities, trauma-informed practice, and anti-racist practices. |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
| | Year 1 | |
| 2b. | Year 2 | Yes |
| 2c. | Year 3 | Yes |
| 2d. | Year 4 | Yes |
| 2e. | Year 5 | Yes |
| 3. | Intended Result(s) | _Train new BPL staff in early literacy outreach _Train new BPL staff in early literacy spaces _Train new BPL staff in early literacy rich programming _Train new BPL staff in early literacy workshops for parents and caregivers |
| 4. | Evaluation Method(s) | _Track number of staff attending training _Survey staff after they attend training |
| 1. | Goal Statement | When COVID-19 restrictions are lifted and as funds allow, BPL will create and refresh at least 10 early literacy spaces in branches per year. |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
| | Year 1 | |
| 2b. | Year 2 | Yes |
| 2c. | Year 3 | Yes |
| 2d. | Year 4 | Yes |
| 2e. | Year 5 | Yes |
| 3. | Intended Result(s) | _Create small scale early literacy play spaces in BPL locations _Train BPL staff in how to maintain them |
| 4. | Evaluation Method(s) | _Track number of spaces created _Survey staff after they attend training |
| 1. | Goal Statement | BPL will Expand afterschool and weekend programming for young children |

- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Schedule storytimes when working parents can attend with their children
4. Evaluation Method(s) Track scheduled programs Survey staff after they attend training

4.13 Element 2 - SPECIAL CLIENT GROUPS

OTHER (Optional)

1. Topic Children with Special Needs
2. Goal Statement Continue to provide direct service and drop-in programs for children and teens with disabilities in Brooklyn. At the same time, serve more of Brooklyn's youth with disabilities by building capacity for inclusive library service in every branch that addresses the diversity of each community.
- 3a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 3b. Year 2 Yes
- 3c. Year 3 Yes
- 3d. Year 4 Yes
- 3e. Year 5 Yes
4. Intended Result(s) Continue to provide inclusive drop-in programs for youth Continue to work with juvenile detention centers and family and youth shelters Continue to provide information and resources, including workshops, to parents, caregivers, education and others involved in the lives of youth with disabilities Continue our existing partnership and develop new ones Continue our presence in the Spanish-speaking communities of Brooklyn Maintain our presence in hospitals and clinics through Hospital Storytelling Continue to bring library services to people who struggle to reach libraries with Kidsmobile Assess and respond to branch needs Provide resources for branch staff to support them in including youth with disabilities. Offer branch-based disability awareness training for staff modeled on Everyone Serves Youth. Update the gardening manual, including a more rigorous inquiry-based STEM perspective. Build out the on-line resources for staff on B-Line Develop "disability resource shelves" for all branches
5. Evaluation Method(s) Continue to count the number of people we reach Evaluate programs by surveying attendees Evaluate training by surveying attendees Measure outcomes of staff training o Number of programs offered o Number of students receiving special education resources served

4.14 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

1. Goal Statement Brooklyn Public Library will offer blended professional development resources that are aligned with the Library's Strategic Plan and Plan of Service to all its employees. Collaborating with key stake holders, the Library will identify resources for training and development as it relates to areas such as technology, digital inclusion, leadership, management, diversity equity and inclusion, and customer service. The Library also recognizes the need for title-specific training and development and will provide resources that support forward movement and progression for various employee groups. Employees will also be encouraged to seek and participate in MLIS scholarship programs (including Pathways to Leadership at BPL), continuing education opportunities, external training, conferences, and workshops.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) _The Library will see increased access for online and instructor led training. _The Library will support and allocate dedicated staff development hours. _Employees will become more knowledgeable in their area of expertise and more supportive of each other. _The Library will be a stronger entity with better equipped and exceptional employees.
4. Evaluation Method(s) _Create a document that allows staff to quantify their experience _Track all types of completed training hours _Track conference attendance and workshop hours _Track staff participating in continuing education opportunities, including degree and certification programs.

4.15 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement BPL will actively engage branch staff in raising money for programs and services from private and non-City public sources.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) BPL will generate increased and ongoing support for existing services and new initiatives that meet the needs and interests of its diverse constituency.
4. Evaluation Method(s) _Total dollars raised on annual basis for general operating services and restricted programs _Total number of donors on annual basis _Total number of gifts on annual basis

4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS

Virtual Reference (Optional)

1. Goal Statement Brooklyn Public Library will continue to expand access to reference services through offering telephone, e-mail, and chat reference. Our Call Center, operated and staffed through BPL's Information Technology Department, handles hundreds of account and circulation related telephone calls each month. Branch staff will offer expanded customer service via telephone reference, in addition to in-person visits. Staff are regularly offered the opportunity to volunteer and be trained in supporting BPL's chat & email reference service. BPL will maintain its subscription to Springshare's LibAnswers virtual reference services. BPL continues to expand and refine its collection of virtual reference works through its electronic resource vendors.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Increased number of staff participating in chat reference. _Increased percentage of telephone, e-mail and chat reference questions answered. Track number of chat, e-mail and reference questions received and answered. _Track number of staff participating in chat reference_ Brooklyn Public Library will continue to offer its innovative BookMatch online readers advisory service to readers of all ages. _ Brooklyn Public Library will introduce new innovative tools for Virtual Reference, such as Request to Purchase, Ask a Librarian, and Suggest a Program. Maintain or grow the number of BPL staff serving maintain Virtual References submission tickets. Maintain a high level of customer service to ensure satisfaction with these service(s).
4. Evaluation Method(s) _Track the number of BPL staff handling Virtual Reference submissions
_Track the number of submissions on a bi-annual basis. _Evaluate feedback from Virtual Reference users.
1. Goal Statement Brooklyn Public Library will continue to provide BookMatch services and access.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Maintain or grow the number of BPL librarians serving on the BookMatch committee. Maintain a high level of customer service to ensure reader satisfaction with the service. Offer at least one readers advisory staff training each year, drawing on the wealth of skill and experience gained by librarians actively serving on the BookMatch committee.

4. Evaluation Method(s) _Track the number of BPL librarians serving on the BookMatch committee. _Track the number of BookMatch questions being submitted on a bi-annual basis. _Evaluate feedback from BookMatch users. _Track the number of readers' advisory staff trainings offered on an annual basis.

4.17 Element 5 - COORDINATED SERVICES FOR MEMBERS

Digitization Services (Optional)

1. Goal Statement Our Streets, Our Stories, begun in 2014 and ongoing, is a digital collection of oral histories and personal items donated by Brooklyn residents reflecting their lives in the borough. We will be adding approximately 200 more digital assets from this collection to the digital asset management system. The Ron Shiffman collection will be digitized, metadata will be created, and the digitized content will be added to the digital asset management system and hosted on Internet Archive. Henry Kalmus collection digitization, which consists of images taken by Harry Kalmus during his career as a photographer in Brooklyn. With funding from the David Berg foundation, we will be digitizing 13,339 black and white negatives, 880 slides, and 186 stereoscopic slides and creating metadata to add to our digital collections.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) _Material created through staff-led initiatives (podcasting, oral history collecting, etc.) will be collected and cataloged in one place _Newly digitized collections will be cataloged and made available to the public _Improved search functionality across digital collections, allowing faceted search to narrow results by multiple categories
4. Evaluation Method(s) _Track number of new collections added to the digital asset management system _Track number of existing collections transferred to the digital asset management system _Track number of items converted from obsolete to current formats

4.18 Element 5 - COORDINATED SERVICES FOR MEMBERS

Other (Optional)

1. Topic
2. Goal Statement
- 3a. Indicate year(s) during which the system will be addressing this goal (check all that apply) No
Year 1
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
4. Intended Result(s)
5. Evaluation Method(s)

4.19 Element 6 - AWARENESS AND ADVOCACY

- | | | |
|-----|--|---|
| 1. | Goal Statement | Brooklyn Public Library will develop and implement a robust advocacy program to preserve and expand funding from government sources. |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
| | Year 1 | |
| 2b. | Year 2 | Yes |
| 2c. | Year 3 | Yes |
| 2d. | Year 4 | Yes |
| 2e. | Year 5 | Yes |
| 3. | Intended Result(s) | _BPL's supporters will push for adequate resources for the library _BPL will communicate the breadth and depth of its service delivery to stakeholders _BPL will engage elected officials and community partners in communicating library needs |
| 4. | Evaluation Method(s) | _Track number of advocacy actions taken, measure participation in advocacy program, preservation/increase of capital and expense budget for the library |
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- | | | |
|-----|--|--|
| 1. | Goal Statement | Brooklyn Public Library will further develop and enhance the BPL Friends program |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
| | Year 1 | |
| 2b. | Year 2 | Yes |
| 2c. | Year 3 | Yes |
| 2d. | Year 4 | Yes |
| 2e. | Year 5 | Yes |
| 3. | Intended Result(s) | _BPL's Friends will increase awareness, advocacy and fundraising for their local branches _BPL's Friends will be prepared to advocate on a City and State basis for better funding for libraries |
| 4. | Evaluation Method(s) | Track Friends programs, fundraising dollars, and advocacy participation |
-
- | | | |
|-----|--|---|
| 1. | Goal Statement | Engage with, reward, and learn from patrons who make exceptionally frequent use of the Library by having them become part of the Power User group. |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
| | Year 1 | |
| 2b. | Year 2 | Yes |
| 2c. | Year 3 | Yes |
| 2d. | Year 4 | Yes |
| 2e. | Year 5 | Yes |
| 3. | Intended Result(s) | _BPL will continue to invite patrons with high lifetime checkout totals to become Power Users and expand our reach to invite patrons with high eBook checkouts and high public computer use. _BPL will incentivize patrons to become Power Users with special branded Library cards, promotional items, and other benefits. _BPL will invite Power Users to attend focus groups to help us understand how they use the Library, which programs and services are most vital to them, and how to grow the Library's number of active patrons. |

4. Evaluation Method(s) _Track the number of patrons who join the Power User program _Track the number of patrons who attend focus groups

4.20 Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCHES

1. Goal Statement Brooklyn Public Library will improve organizational communication through the development of a new intranet and document sharing platform as well as through the continued use of an internal Wiki documenting all services and programs and updated regularly. Staff will continue to use collaboration tools such as Slack, Zoom, and Teams. analyzing, Front line staff and prospective community partners will be encouraged to develop new services and programs with extensive mentoring and financial support through the Bklyn Incubator. BPL updates to the public website will draw on staff insights while improving their ability to support patrons with common requests. Public service staff, support departments and community stakeholders will continue to help shape BPL's Strategic Plan.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) _Staff will feel more invested in the institution as a whole, tapping into the great deal of pride staff has in being a part of the library. _BPL will provide a clarified methodology and direction for the institutionâ€™s more finely tuned and thoughtful decision-making process, based on the needs of our patrons _BPL will have more visibilityâ€™s actively seeking out community groups through programming partnerships and promotion of library meeting room space.

4. Evaluation Method(s) Evaluate surveys and focus group feedback

4.21 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1. Goal Statement Brooklyn Public Library will continue to support the MyLibraryNYC school partnership programâ€™s in collaboration with NYC Department of Education Office of Library Services, New York Public Library (NYPL) and Queens Libraryâ€™s by maintaining strong relationships with Brooklyn's partner schools.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Maintain staffing of full-time BPL School Outreach Librarians to support the MyLibraryNYC initiative. Continue to maintain or grow the number of MyLibraryNYC partner schools in Brooklyn. Continue to maintain or grow partner school community (teachers/school librarians, parents, and students) usage of and engagement with the Brooklyn Public Library.

4.	Evaluation Method(s)	_Track the number of MyLibraryNYC partner schools in Brooklyn on an annual basis. _Statistical data on library card usage (BPL single item circulation and database access) for MyLibraryNYC educator and student cardholders. _Statistical data on active monthly MyLibraryNYC educator and student cardholders. Statistical data on MyLibraryNYC educator cardholder usage of the NYPL circulating teacher set collection. _Track the number of staff (teachers/school librarians), parents and students reached monthly at outreach events hosted at MyLibraryNYC partner schools. _Evaluate feedback from schools and partner organizations.
1.	Goal Statement	BPL will collaborate with Queens Library on a Common Heritage Grant from the National Endowment for the Humanities. Together the two library systems will plan and conduct community heritage scanning events in six branches, along with two capstone presentations on the impact of immigration on Queens and Brooklyn in the latter half of the 20th century. BPL will also collaborate with the Empire State Digital Network to share metadata with the Digital Public Library of America.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
	Year 1	
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	_Sharing of resources and best practices to meet common goals in community outreach. _Targeted outreach to new-American communities in Brooklyn and Queens _Greater accessibility for our digital collections through exposure on the nationwide database of the Digital Public Library of America
4.	Evaluation Method(s)	_Track number of participants in programs co-hosted with Queens Library _Collection of feedback from participants in the Common Heritage-funded programs _Track number of new collections added to Digital Public Library of America

4.22 Element 9 - OTHER (Optional) - If there are other elements not listed above to be included in the System's Plan of Service, complete one repeating group for each element.

1.	Element	
2.	Topic	
3.	Goal Statement	
4a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	No
	Year 1	
4b.	Year 2	No
4c.	Year 3	No
4d.	Year 4	No
4e.	Year 5	No
5.	Intended Result(s)	
6.	Evaluation Method(s)	

4.23 Element 10 - CONSTRUCTION

1.	Goal Statement	Brooklyn Public Library has completed the initial phase of the Central Library Master Plan renovation and has initiated the design for phase II of the master plan. Design is expected to take 12 months, with construction starting thereafter. Phase II of the Central Library Master Plan encompasses new staff spaces on 3rd floor, new Adult Learning center, arts, and teen space on the 2nd floor, and renovated subject divisions
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
	Year 1	
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	_BPL will provide enhanced services and spaces for all visitors _The Adult Learning Center will add state of the art classroom space for ABE, pre-HSE, ESOL and other adult learners. The subject divisions will have more comfortable work and reading spaces for visitors. The Teen space will be the first of its kind at Central Library with computers and technology dedicated to teen patrons. The third-floor employee spaces will provide new and improved workspaces for both administrative departments and Central Library public service staff, with new meeting spaces and amenities, escalators, center.
4.	Evaluation Method(s)	_Finish design of Phase II and enter trade contracts and filings to begin construction.

1.	Goal Statement	Brooklyn Public Library will improve signage and outdoor spaces at branches across Brooklyn to make them more inviting to neighborhoods while maintaining safety.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
	Year 1	
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	_ BPL will remove outdated signage, fencing, window cages, and other barriers between the building and neighborhood to create more inviting connections to communities.
4.	Evaluation Method(s)	Track improvements, including fence removal and sign replacement.

1.	Goal Statement	Brooklyn Public Library continues to implement spruce up projects that will significantly enhance the patron experience at all locations.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
	Year 1	
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes

3. Intended Result(s) _BPL will provide more welcoming, energized and cheerful environments with brighter and better lit spaces and adequately conditioned surroundings
_BPL will increase access to technology with more outlets and wired computer tables _Patrons will have more self-service options and the ability to use their own devices _BPL will provide more public seating areas _Branches will have new shelving and signage for easy access to the collections _Branches will have enhanced children's areas with new furniture, painted partitions, rugs, interactive educational toys and signage
_Branches will all have new book display stands to introduce latest new collections to the public _Meeting rooms will have new folding and moveable tables to allow for flexible setups and seating configurations for programs

4. Evaluation Method(s) Track impact on performance at improved branches, including visits, program attendance, etc.

1. Goal Statement Brooklyn Public Library will work with branch staff to identify opportunities for creative enhancements to building exteriors.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) _Addition of small exterior plazas, reading gardens, children's planting programs, that can increase community involvement and participation
_Compare usage of exterior plazas or gardens before and after improvements

4. Evaluation Method(s) Increase in program attendance in gardens and outdoor spaces customer feedback

1. Goal Statement BPL will overhaul or completely rebuild five new branches, including New Lots, Brownsville, Eastern Parkway, Canarsie, and New Utrecht, while making dramatic improvements to the mechanical systems and interiors at many additional branches.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) _New Lots library will have all new spaces for the public and will include an African American heritage center. Brownsville will be a total interior and exterior renovation of a Carnegie branch as will Eastern Parkway.

4. Evaluation Method(s) _Finish Design and award all trade contracts and filings. _Complete phasing and mobilization plans. _Groundbreaking will be staggered over next two or three years.

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| 1. | Goal Statement | Brooklyn Public Library will complete construction at three collocated libraries, including two in residential towers (Sunset Park and Brooklyn Heights) and one at a museum (Brower Park at the Brooklyn Children's Museum). |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
| | Year 1 | |
| 2b. | Year 2 | Yes |
| 2c. | Year 3 | Yes |
| 2d. | Year 4 | Yes |
| 2e. | Year 5 | Yes |
| 3. | Intended Result(s) | _Sunset Park and Brooklyn Heights libraries will see expanded spaces for the public, with modern amenities, and additional spaces for book browsing and community programs. Brower Park library will be the first museum-public library facility in New York City, with beautiful new reading areas for children and teens and service points for all BPL patrons. |
| 4. | Evaluation Method(s) | _Finish design and award all trade contracts and filings. _Groundbreaking will be staggered over next two or three years. |
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- | | | |
|-----|--|--|
| 1. | Goal Statement | Brooklyn Public Library will create new public spaces and additional onsite storage at the Center for Brooklyn History, a new entity at BPL which combines the Brooklyn Collection archive and the Brooklyn Historical Society archive at a landmarked facility in Brooklyn Heights. |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
| | Year 1 | |
| 2b. | Year 2 | Yes |
| 2c. | Year 3 | Yes |
| 2d. | Year 4 | Yes |
| 2e. | Year 5 | Yes |
| 3. | Intended Result(s) | The Center for Brooklyn History will be free and open to all visitors (a departure from the former Brooklyn Historical Society). It will have expanded quiet spaces for the public and new spaces for timely exhibitions. The Great Hall will continue to host cultural events, lectures, and performances. Expanded onsite storage will be planned and created in future years. |
| 4. | Evaluation Method(s) | _Increase in visitors. Increase in programs and program participation. |

ASSURANCE

- | | | |
|------|--|-----------|
| 4.24 | The Library System's Plan of Service was developed in accordance with provisions of Education Law and the Regulations of the Commissioner and the requirements of the New York State Library, and was reviewed and approved by the Library System Board on (date - mm/dd/yyyy) | 9/29/2021 |
|------|--|-----------|

APPROVAL - For NYSL Use Only

- 4.25 The Library System's Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy) 12/3/2021

REVISION ASSURANCE

- 4.26 The Library System's Plan of Service was revised in accordance with provisions of Education Law and the Regulations of the Commissioner and the requirements of the New York State Library, and was reviewed and approved by the Library System Board on (date - mm/dd/yyyy)

REVISION APPROVAL - For NYSL Use Only

- 4.27 The Library System's revised Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy)