

## **Saratoga Springs Library Long Range Plan 2017-2021**

The City was formed and developed by a group of land owners desiring to develop lakeside and foothill properties and build upon the spectacular view and resort-style history of the region. Near the mouth of the Jordan River are natural hot springs that inspired early settlers in the area to create a resort known as Beck's Saratoga Springs. It was named after the original Saratoga Springs, New York resort, and Mr. John Beck, the owner. The resort was opened in 1884 and also served as a home for the Beck family for many years. The area had several buildings and amusement park facilities, and was a very popular location for tourists and visitors. Although the original buildings are gone, the resort area is now a part of a private development that contains an outdoor pool, clubhouse, and a beautiful bowery and kitchen facility for groups and parties.

In the early 1990s, landowners began to investigate the possibilities of developing the land around the hot springs and in the foothill locations of Lake Mountain. The Utah County land development ordinances were not sufficiently urban in nature, so several landowners sought incorporation as a town. Subsequently, Saratoga Springs was incorporated in December of 1997. Several hundred acres have since been annexed into the City limits, and the City now has a linear shape running north and south. The City contains over 21 square miles and runs from Pelican Point on the west side of Utah Lake and continues over eleven miles north to the Camp Williams US Army facility in the foothills between Utah and Salt Lake Counties.

Saratoga Springs City is governed by a six-member council form of Government, one of whom is the Mayor. The city has a number of departments conducting a wide range of business through the city, including planning, legal, engineering, parks and recreation, fire, police, public works, and finance. A centralized business district of Saratoga Springs includes city services, restaurants, fast food, grocery, personal services, dry cleaners, banking services, a medical center, gas stations, and professional offices. The City has experienced high growth throughout its history, and remains one of the fastest growing cities in Utah.

The Alpine School District operates 9 schools in Saratoga Springs: six elementary schools serving kindergarten through 6th grades, one middle school serving 7th through 9th grades, and one high school serving 10th through 12th grades. There are several small preschools run within the community that help to prepare students for entering elementary school. In addition there is high percentage of home-schooled children, a local boarding school, and a charter school within the City.

By 2015 the City had grown to a population of 25,407 residents, up from 2010's population of 17,802 an overall population growth of 42.7% almost double its size 5 years prior. Of the current population, 17.2% are under age 5, 46.9% are under age 18, and 3.0% are age 65 and older. The average household size is 4.28 people. Homeownership rate is 80.6% (the median home price is \$258,900). Median household income is \$80,389, with 1.5% below the poverty level. 96.6% of the population over age 25 have a high school education, and 43.7%

Library services have been important to the community of Saratoga Springs. The library began as a volunteer effort, as a result of many people's hard work; however, out of hundreds of volunteers, Sue Alexander was the real leader. She oversaw the opening of the children's area in March 2011 and added adult and young adult materials in June 2011. After being appointed Library Director, Alexander worked tirelessly as a full time volunteer to the Library for two and a half years, along with almost 200 volunteers donating over 12,000 hours to grow the Saratoga Springs Public Library to include 4,000 users and over 25,000 items in its collection.

The library features a children's activities room with child-sized furniture, materials targeted to the community's youth, and a variety of volunteer-run programs for patrons to attend. The library has 1900 square feet and holds a collection of 25,000 volumes. The Library received State Certification and joined the North Utah County Library Cooperative (NUCLC) as an associate member, in 2013. The Library is unable to join NUCLC as a full member until it has a collection of over 50,000 or 2.5 items per resident; to be able to house a collection of that size would require a different space than is currently available. By the end of 2016 the library had grown to include almost 8,000 active card holders, had over 96,452 visitors and 164,584 checkouts in the year.

**Schedule of Library Board Document Review:**

The following is the Library Board's regular schedule for policy, guidelines, training and fines review.

<b>2017</b>	Circulation Policy	Fines & Fees	Theft & Mutilation of Materials	Open Meetings Act
<b>2018</b>	Collection Development Policy	Internet Policy & Guidelines	Rules of Conduct	Open Meetings Act
<b>2019</b>	Inter-Library Loan Policy	Service to Patrons with Disabilities Guidelines		Open Meetings Act
<b>2020</b>	Circulation Policy	Fines & Fees	Theft & Mutilation of Materials	Open Meetings Act
<b>2021</b>	Collection Development Policy	Internet Policy & Guidelines	Rules of Conduct	Open Meetings Act

Vision

The Saratoga Springs Library purpose is to improve the quality of life for all citizens of our community by providing resources that enhance and contribute to individual knowledge, enlightenment, and enjoyment. We especially recognize our responsibility to serve as a place that creates a sense of community and fosters a love of learning and reading.

Vision

Financial

We are working to build a strong and stable financial position

F1- Maintain confidence of the City Council to continue funding the Saratoga Springs Library.

F2- Work closely with the Saratoga Springs Friends of the library in seeking grants and donations for programs.

F3- Begin long term financial planning the Library's growth at various milestones.

Financial

Customers

Customers enjoy their experiences at the Library and return often

C1- Provide programs for patrons throughout the year.

C2- Maintain the relevance of the collection.

C3- Maintain and provide an environment where customers feel comfortable, valued and welcome.

Customers

Day to Day Operations

We operate the Library for effective and efficient service to the community

OP1- Maintain and finish converting Call Numbers to the author's whole last name to aid in customer ease of use.

OP2- Actively manage social media and online presence.

OP3- Be responsive to customer needs and community interests in library services.

Day to Day Operations

Learning & Growth

The staff of the library are critical to the success of the Library

L1- Train all staff to be knowledgeable about resources available to our customers.

L2- Keep technology updated for both staff and customer use.

L3- Open and transparent communication environment with staff, director and board so that any issue can be discussed and resolved.

Learning & Growth

Values

We will support the ethics and principles created by the American Library Association (ALA).  
We will develop programming, enhance our collection, and expand our services based on our community's needs.  
We will provide a comfortable and safe learning environment.  
We will treat all of our patrons equally, enforcing the same rules of conduct and library policies with individual users.  
We will work with the City Council, Library Board, Friends of the Library, donors, and other funders to use money effectively, keeping our community's needs in mind.

Values

Vision	The Saratoga Springs Library purpose is to improve the quality of life for all citizens of our community by providing resources that enhance and contribute to individual knowledge, enlightenment, and enjoyment. We especially recognize our responsibility to serve as a place that creates a sense of community and fosters a love of learning and reading.				
Perspective	Objectives	Initiatives	Measures	2018 Targets	5 Year Goals
<b>Financial</b>	F1– Maintain confidence of City Council to continue funding the Saratoga Springs Library.	Invite one Council member to attend Library Board meetings.	Number of times a Council member attends board meetings	A City Council Member attends 2 Library Board meetings a year.	Council member attends every other Library Board meeting.
		Director or board member to attend City Council meetings.	Number of times a board member attends Council meetings.	A Board Member attends City Council meetings when the Library has an agenda item.	A Board Member attends City Council meetings when the Library has an agenda item.
	F2– Work closely with the Saratoga Springs Friends of the library in seeking grants and donations for programs	Develop a list of possible grants and apply.	Number of grants applied for.	Apply for at least 1 grant a year.	Receive 5 grants
		Reach out to businesses for sponsorships and/or donations for programs.	Number of sponsorships or donations for ongoing programs.	Have 10 sponsorships or donors for ongoing programs	Increase number of sponsorships or donations for programs from 10 per year to 25 per year.
	F3– Begin long term financial planning for the Library’s growth at various milestones.	Investigate the growth milestones of other City Libraries for population, space and staffing.	Develop a plan of sustainable growth based on a variety of predetermined factors including population, space and staffing.	Begin outlining written plan of sustainable growth.	Have the Library Board present this plan to the City Council for their approval.
<b>Customers</b>	C1– Provide program for customers throughout the year.	Have monthly programs for residents.	Count the number of programs offered annually.	Offer enough programs to serve the community effectively with attendance of approximately 20 participants per program.	Consider adding additional programs as needed when attendance is over 20 participants per a program.
		Create a brochure for customers.	Have an updated brochure available to customers who register for an account and to all new residents applying for utilities	Continuously revise the Library brochure with open hours, apps, and services.	Annually revise the Library brochure.
		Maintain an active online list of programs.	Update the online list of programs monthly through the website calendar and library event page.	Update online list of programming monthly on the website and through the City newsletter.	On a monthly basis update the list of special programs and activities through the City’s Newsletter and website.
	C2– Maintain the relevance of the collection.	Within the parameters of collection development policy develop a schedule for maintaining the collection.	Continue to complete a review of the collection checked for parameters outlined in the collection development policy to ensure that the items available remain relevant and interesting to customers.	On an annual basis maintain the collection checking for condition, currency and other parameters outlined in the Collection Development Policy. Replace items that are worn or damaged within this policy as necessary.	On an annual basis maintain the collection checking for condition, currency and other parameters outlined in the Collection Development Policy. Replace items that are worn or damaged within this policy as necessary.
	C3– Maintain and provide an environment where customers feel comfortable, valued and welcome.	Offer additional service such as helping find items on the shelf or details about programs.	The number of reference transactions tracked by front desk staff will help to indicate how often staff is helping customers locate information.	Provide answers to over 500 questions monthly.	Provide answers to over 700 questions monthly.
<b>Day to Day Operations</b>	OP1– Maintain and finish converting Call Numbers to the author’s whole last name in aid in customer ease of use.	Work on one section of the library at a time to convert call numbers.	Use volunteers and staff hours to convert call numbers to improve shelving and shelf reading accuracy.	Complete reclassification of Adult and Juvenile Fiction areas.	Complete conversion of entire library.
		Catalog new items with whole last name.	Monitor new book lists on the library catalog and ensure staff who are cataloging are properly trained.	Ongoing cataloging of new materials in current methodology.	Ongoing cataloging of new materials in current methodology. Consider patron findability of non-fiction items.
	OP2– Activity manage social media and online presence.	Weekly updates.	Staff to monitor web content and quality.	Review use annually.	Follow and participate in social media and online trends which are more important to customers.
	OP3– Be responsive to customer needs and community interests in library services.	Inquire often about programs and services through informal feedback.	Short survey of questions at programs twice a year.	2 Informal surveys a year .	1 Formal survey every three years and 2 informal surveys at programs a year.
<b>Learning &amp; Growth</b>	L1– Train all staff to be knowledgeable about resources available to our customers.	Library staff to attend subject appropriate training online, and in person.	Training hours completed.	Minimum 100 contact hours per year.	Minimum 15 hours for each member of staff annually.
	L2– Keep technology updated for both staff and customer use.	Develop a methodology for tracking computer and wireless users.	Consider tracking software and sign in software used by other agencies.	Determine a viable solution within reasonable cost parameters.	Implement and utilize the solution to track statistics for the Department of Museum and Library Services annual reports.
		Develop a computer replacement plan.	Ensure that Library Staff Computers are listed on City computer replacement inventory.	Once computers are on the replacement schedule, verify that rotation of staff computers to public computers occurs on a rotating basis.	Investigate the necessity of purchasing new patron computers rather than replacing with staff terminals.
	L3– Open and transparent communication environment with staff, director and board so that any issues can be discussed and resolved.	Board member interview library staff to assess culture.	Report concerns and needed changes.	Report to the Library board.	Ongoing.