

**Needham Free Public Library: Fiscal Year 2026 Action Plan Based on Fiscal Year 2023-2027 Strategic Plan  
Approved by the Board of Library Trustees on July 8, 2025**

<b>Goal 1: Provide a seamless, efficient, equitable, and outstanding user experience.</b>		
<b>Objective</b>	<b>Priority Action Items for FY2026</b>	<b>Measurement of Success</b>
1. Offer superior customer service to all library users	Reevaluate the Technology Plan, including CIP requests, while keeping an eye on new and upcoming technology needs for future phases, beginning implementation in FY2028.	A new Technology Plan will be developed that incorporates upcoming Library Technology needs and includes a full cycle of years in the Technology Plan.
	With staff involvement, develop NFPL-focused Customer Service Standards and implement training.	NFPL Customer Service Standards training will be incorporated as part of new employee onboarding and refresher training will be done for all current staff.
	Develop a plan for a process and timeline for work in FY2027 associated with the creation of the Library’s FY2028-2032 Strategic Plan.	A plan including a timeline and process that includes stakeholder input will be developed for work on the FY2028-2032 Strategic Plan to begin in the first quarter of FY2027.
2. Encourage feedback and constructive criticism from library users	Develop a uniform patron feedback questionnaire for all programs. This work, which began in FY2025 as part of the Action Item for Goal 1, Objective 2, will be expanded and completed in FY2026.	A uniform patron feedback questionnaire for all programs will be created with an intake process established to guide future programming decisions.
	Create a standard patron feedback form to be used throughout the Library. This work, which began in FY2025 as part of the Action Item for Goal 1, Objective 2, will be expanded and completed in FY2026.	A patron feedback form will be created along with the intake and response process established. Feedback will be tracked and resolved in a timely manner.
3. Ensure staff will be appropriately allocated throughout the organization	Assess and improve workflow and efficiencies across departments as a continuation of FY2024 Action Item for Goal 1, Objective 3.	A staffing analysis will be completed that guides Administration in determining unmet needs and service improvements.

**Goal 2: Increase visibility as a critical community partner, known and valued by everyone in Needham.**

Objective	Priority Action Items for FY2026	Measurement of Success
1. Grow the Library’s visibility and position as the heart of the community	Develop a proactive community outreach plan with flexible internal procedures to reach patrons beyond the Library building. This is from the FY2025 Action Item for Goal 2, Objective 1.	A community outreach plan will be developed and implemented.
	Plan for a Needham community storytime series, inviting Needham leaders to offer storytime at the library.	A community storytime series will complement the existing success of the Library's storytimes with an eye on staff resources.
	Assess and develop an adult programming plan that is of interest to the Needham community.	A plan that encompasses staff-led and paid programming for adult patrons and balances staff and financial resources will be used to enhance offerings.
2. Strengthen the relationship between the Town and the Library	The Library will work to formally fold in the Needham Poet Laureate Program as a sole Library function from management to planning and execution.	With input and guidance from the Office of the Town Manager, we will develop a plan to formally own the Needham Poet Laureate Program fully informed by limitations on Library staff and financial resources.

**Goal 3: Offer a user experience catered to the specific wants and needs of the Needham community**

Objective	Priority Action Items for FY2026	Measurement of Success
1. Improve service, space, outreach, and resources for Emerging Adults	During Phase 1 construction, staff continue to provide programming and services for teen patrons.	At completion of Phase 1 construction, teen patrons will have benefited from the continuation of programs and services during the construction project.
	Create and implement a holistic communications plan for the Library that includes all manners by	While the completion of this plan will be a multi-year project, in FY26 we will measure success through

4. Strengthen the Library's branding and marketing	which the Library communicates with patrons and residents.	improved signage, email communication, and the Library website.
	In consultation with the Town's Director of Communications, develop a NFPL style guide and associated templates across formats to ensure all signs and promotional materials are consistent.	Signs and promotional materials used by the Library will present a consistent style that enhances the effectiveness of the Library's communication.

**Goal 4: Provide access to an outstanding, diverse collection of materials for Needham patrons and understand the importance of building and promoting a representative collection.**

Objective	Priority Action Items for FY2026	Measurement of Success
1. Anticipate an ongoing need for accessible and current collections in various formats	After identifying scope of work and source of funding, hire a consultant to assess the Archives collection and provide a long-term plan with achievable short-term goals for its future.	A consultant will be hired to begin the work of creating a long-term plan for the proper stewardship of the Archives collection.
	With completion of the weeding and arranging of the Archives collection, assess the Local History collection for weeding, arrangement and curation of needed additional titles for patrons.	The Local History collection will be assessed, weeded, and added to as necessary to provide Needham patrons with an exceptional collection for research.
	Relocate Large Print collection. This work, which began in FY2025 as part of the Action Item for Goal 4, Objective 1, will be continued and completed in FY2026.	A relocated Large Print collection will be completed and improved patron access.

**Goal 5: Ensure staff is well trained and fluent in analytic resources to provide the best collection of materials for the community.**

Objective	Priority Action Items for FY2026	Measurement of Success
1. Evaluate and standardize Collection Development practices	Review subscription database usage in order to implement additional marketing opportunities. This is from the FY2025 Action Item for Goal 5, Objective 1.	New marketing opportunities will be developed and implemented to increase usage of subscription databases.
	Update the Collection Development Policy and standardize practices across all departments. This is from the FY2025 Action Item for Goal 5, Objective 3, which will be expanded and completed in FY2026.	An updated Collection Development Policy will address critical issues of curation, management, and community input and will guide the work to create a robust collection for all patrons.
2. Clarify the process and create an SOP for patron requests for purchase	Update the patron purchase request form to create greater staff efficiencies to result in shorter wait times for patrons. This work, which began in FY2025 as part of the Action Item for Goal 5, Objective 2, will be continued and completed in FY2026.	A revised patron purchase request form will be updated resulting in workflow efficiencies and improved patron response.

**Goal 6: Allocate time and resources to explore the future use of interior and exterior space and design.**

Objective	Priority Action Items for FY2026	Measurement of Success
1. Audit interior and exterior use of space	In preparation for the planning of the renovation projects for Phases 2, 3, and 4, evaluate technology trends in public libraries to inform those projects.	A plan will be developed to anticipate patron technology needs in the future.
2. Reorganize the Children’s Room	Standardize and document the cataloging and processing of physical items for the Children’s Room. This is continued from the FY2025 Action Item for Goal 6, Objective 2.	The existing Technical Services staff portal will include documentation on the standardization of cataloging and processing of physical items for the Children’s Room, which will be followed by staff.
3. Emphasize sustainability in any plans	If grant funds become available, continue to work with the Town’s Sustainability Manager on the location and installation of EV charging stations at the Library. This is continued from the FY2025 Action Item for Goal 6, Objective 3.	If grant funds become available to the Town, a plan for the installation of EV charging stations at the Library will be developed and possibly implemented.
4. Phase 1: Construction of Teen Room Expansion & Renovation Project	With the approval of funding by ATM, construction begins in September 2025 and is completed in February 2026 to expand and renovate the Teen Room while the Library remains open. Library staff work to ensure staff and patron safety during the project while providing updates and maintaining patron access to Library collections, services, and programming.	Informed by the General Contractor and the Owner’s Project Manager, Library staff will plan and prepare to communicate regularly with staff and patrons about the project; relocate the Teen collection; relocate tables and seating during construction; and plan measures to address disruptions caused by the project.