

# **Hauppauge Public Library** **Plan of Service**

**Approved: February 2006**

## **Hauppauge Public Library General Information**

The Hauppauge Public Library is a special district public library established by Chapter 853 of the Laws of New York State 1966 and by Chapter 515 of the Laws of New York State 1971. The Hauppauge Public Library was created by a vote of its service community on October 3, 2000 and was granted a provisional charter by the New York State Board of Regents on December 15, 2000. The library's application for a permanent charter and registration is pending with the New York State Board of Regents.

The Hauppauge Public Library's service area incorporates the Town of Islip section of the Hauppauge Union Free School District.

The Hauppauge Public Library is governed by a publicly elected five-member Board of Trustees who meets in open public meetings monthly. The library employs a qualified director who is responsible for the day to day operation of the library. The library employs professional librarians and support staff to assist with providing the services outlined in this document.

The library is funded primarily through local tax assessments and receives some supplemental income through grants, contributions, fees and interest payments.

The library has a set of bylaws that govern the library's structure and an extensive set of policies that govern the library's operations.

The Hauppauge Public Library is currently located in approximately 12,000 square feet of leased commercial office space at 601 Veterans Memorial Highway in Hauppauge, New York. The library's phone number is 631-979-1600, its reference fax number is 631-979-4018, its administrative fax number is 631-979-5457, its email address is [hauplib@suffolk.lib.ny.us](mailto:hauplib@suffolk.lib.ny.us) and its homepage is at <http://hauppauge.suffolk.lib.ny.us/>.

The Hauppauge Public Library meets or exceeds all New York State Department of Education Minimum Standards for a Public Library (NYCRR 90.2.)

## **Hauppauge Public Library Mission Statement**

The Hauppauge Public Library strives to meet the educational, informational and entertainment needs of the residents of the Islip Town portion of the Hauppauge School District. The library meets these needs by providing popular materials and high interest services, in a variety of formats, on a wide array of topics of both general and specific interest to community residents.

## **HPL Plan of Service (page 2)**

### **Hauppauge Public Library Service Standard**

The library has adopted the following service standard to define its public service priorities;

- 1) Safety First – our guests must be and feel safe and secure (both as individuals and for their families) when they visit and use the library's services.
- 2) Privacy and Respect – our guests must feel confident that their privacy will be maintained and that their concerns and beliefs will be respected.
- 3) Courtesy – each of our guests should be treated like a VIP, a very important and very individual person.
- 4) Accuracy – the library will always strive to provide patrons with the most accurate answer to their inquiry. This does not insure an immediate response but it does help insure the right one.

### **Reference Services**

The Hauppauge Public Library is committed to providing our community residents with a means to access informational, educational and recreational materials. We provide a staff of professional librarians equipped with the resources necessary for them to assist community residents in their research and quests for materials, information and education.

### **Materials Collections**

The Hauppauge Public Library will maintain a collection of popular general interest materials for use by our community. The collection will be intended for the informational, educational, enrichment and recreation of community residents of all ages and interests. The collection will include books, serials, videos, digital-video-discs, compact discs, audio books, computer software and kits (books and tapes or software). The library will evaluate new technological advances and when appropriate it will add materials in new formats to its collection.

### **Computers and Technology**

The Library will provide a broad array of computer and technology services. These services will include public access computers and internet workstations where visitors can search the internet and use various computer software programs. Suffolk Net/Web internet accounts and technical support will be available to all cardholders as well as access to the Suffolk Cooperative Library System (SCLS) Virtual Reference Collection and other online databases and reference products. Computer and internet training and computer printing services will also be made available.

**Circulation**

The Library will lend materials to residents who live within our service area or those qualified for direct access and/or inter library loan. The library will follow the direct access and/or inter library loan rules set forth in the SCLS Resource Sharing Code and it will comply with all sections of New York State Department of Education NYCRR 90.3. The Library will issue a library card account to any resident of our service area who fills out a registration form and provides the necessary proof of residency. Library cardholders will be able to request, reserve and renew materials, access a list of our holdings (either from the library or online), use the library card to borrow materials from other Suffolk County public libraries and access their library card account (either from the library or online.)

**Facility**

The Library will maintain a comfortable, clean and safe facility that has ample parking and is fully accessible to all community members. The facility will include workspace for individuals, small groups and large groups as well as a community art gallery. The library facility will be large and modern enough to support the items listed within this plan of service. Library signage will be clear and easy to understand.

**Staff**

The Library will employ a friendly and helpful customer service oriented staff that will include professional librarians and support staff. Staff members will be well informed about the library's services, programs and policies. Staff development will be encouraged and facilitated through opportunities for professional growth and training.

**Volunteers**

The library will utilize the assistance of volunteers, of various ages, whenever appropriate. This will be done both to assist the library and in order to provide a local opportunity for those community residents needing volunteer credits.

**Programming**

The Library will offer a wide variety of programming for community residents of all ages. The Library will make space available, when possible, for community based not-for-profit groups to use as a meeting place.

**Special Services**

The Library will offer a number of special services to the community. These will include reader's advisory, inter-library loans, community outreach, nursing home visits, home

## **HPL Plan of Service (page 4)**

bound delivery, Literacy Volunteers of America training, homework help and photocopy machines.

### **Library Advocacy**

The Library will inform the community about our services and programs through regularly published newsletters, a world-wide-web homepage, tours of the library and additional methods.

### **Fiscal Responsibility**

The Library recognizes and acknowledges its important responsibility to our taxpayers to be prudent and accountable with the community's investment in the library. The library will develop and utilize an array of financial procedures and internal controls that should insure that all library funds are well managed and well spent. Those procedures will be periodically reviewed and, when appropriate, modified to reinforce their purpose.

### **Responsiveness to Community Needs and Requests**

The Library will always strive to be responsive to all community needs and requests. Budgetary, facility and staffing constraints may prevent the library from being able to fulfill all community wishes but they should not prevent the library from studying and responding to all requests.

### **Cooperative Partnering**

The library will attempt to maximize the community's investment in it by cooperatively sharing services, where appropriate and cost effective, with neighboring libraries and other public service institutions. The library will maintain a membership in the Suffolk Cooperative Library System and take full advantage of the many services that they provide to member libraries.

### **Library Plan of Service**

The library Board of Trustees will review and reaffirm the plan of service on a regular basis, at least once every three years. The review process will include a community needs assessment, an evaluation of current services, a financial review, a policy review and input from the library staff.