

# STRATEGIC PLAN

## 2020 REVIEW

### *Resilience, Adaptability, Opportunities*



HARRISON  
PUBLIC LIBRARY

#### LITERACY – WINS



- OverDrive E-Books +79%
- Hoopla Digital +119%
- 7,726 Online Event Participants
- YouTube Views +444%
- Facebook Reach +45%
- 1,110 Book Bundle Checkouts

#### LITERACY – GOING FORWARD



- Curbside Pickup: Here To Stay
- E-Newsletter Reader's Advisory
- Personalized Book Bundles
- Outside Popup Library
- New Ways To Reach Patrons through Virtual Programming

#### TECHNOLOGY – WINS



- No Downtime – Immediate Transition to Online Services
- 1,000+ Patrons Assisted by Chat, Phone, & Email During Lockdown
- 12 Laptops Purchased and Configured for Remote Staff
- Additional and Expanded Online Services and Resources

#### TECHNOLOGY – GOING FORWARD



- WiFi In Garden & Parking Lot
- Reconfigured Phone System
- Improved Staff Tech Literacy
- Online Systems in Place for Staff Flexibility (ex. Remote Access to ILS, Internal Documents)
- New Website Tools: (ex. Stats Dashboard, Online Cards, etc.)

#### COMMUNITY – WINS



- Well-Being Calls to Seniors
- 718 Park Event Participants
- Jan-Feb Offsite Event Increase (ex. Whiskey Festival, Open Mic, Rocket Launch)
- "HPL New York, New York" – Over 1.2 K Views on YouTube

#### COMMUNITY – GOING FORWARD



- Small Business Website Page and Taste of Harrison
- Diversity, COVID-19, Kids', and Mental Health Resources
- Web Explained Partnership with High School Students
- #HarrisonFrontSteps

#### FINANCIAL – WINS



- ALA Applied Skills Grant – \$700
- NYS Construction Grant – \$32,758
- PLA Applied Libraries Lead Grant – \$2,000
- Mini Grants
- Needs Assessment Document
- 6 Donor Communications

#### FINANCIAL – GOING FORWARD



- Partnership with Wegmans to Provide Bags
- Garden Volunteers
- Local Small Business Sponsored Programs (ex. Wine Tasting, Cooking with Nora)