

COMMUNITY RESPONSE PLAN 2019 – 2022



Your place to recall yesterday, inform today, and inspire tomorrow.

KILGORE MEMORIAL LIBRARY YORK, NEBRASKA COMMUNITY RESPONSE PLAN 2019 – 2022

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ACKNOWLEDGEMENTS

Members of the York Community Response Planning Committee:

Carol Baker, Education and Outreach Coordinator at Kilgore Memorial Library

Rachel Mayfield, Technical Services Manager at Kilgore Memorial Library

James Tidei, Public Services Manager

Diane Crowder, Circulation Support Staff member at Kilgore Memorial Library

Lisa Hurley, Executive Director, York County Development Corporation

Madonna Mogul, Executive Director, York Chamber of Commerce

Suzie Ellis, Chair of Citizen's Advisory Board and President of Kilgore Library Foundation

Todd Kirschenbaum, Vice President of the Friends of Kilgore Library

Deb Robertson, Library Director at Kilgore Memorial Library

Others involved in our process:

Kilgore Memorial Library's Citizen Advisory Board

Business and Community Leaders

Citizens willing to share thoughts about York or York County

Community Planning Process:

Board Retreat – May 2018, agenda available in appendix section of this document

Staff meetings – held every Wednesday

Informal visits with community leaders – throughout 2019

Library survey – May 2019, available in appendix section of this document

Community leader input via email – July 2019, available in appendix section of this document

LIBRARY MISSION STATEMENT

The mission of Kilgore Memorial Library is to provide resources, educational workshops, and community events to ensure that citizens can recall yesterday, inform today, and inspire tomorrow.

Specifically, we will provide:

- Friendly knowledgeable staff capable of assisting patrons to meet their information needs.
- Environments, physical and digital, where patrons can access and locate available resources.
- Collections in formats that meet the information needs of our patrons.
- Workshops that deliver continuous learning for citizens of all ages.
- Events that offer opportunities to recall, inform, and inspire those who attend.

COMMUNITY PROFILE

The City of York -- as defined on the official city website

York, a city of nearly 8,000 citizens, offers all of the character of a small town with the advantages of a more populated city. Strategically located at the intersection of Highway 81, a major north-south 4-lane expressway that stretches from South America to Canada, and Interstate 80 that traverses the Atlantic to the Pacific. York is the heart of the nation.

York provides numerous amenities found only in larger more metropolitan cities, such as cutting-edge health care technologies and facilities, a vibrant hospitality industry ready to serve the needs of visitors and residents alike, progressive educational institutions including a four-year college and a full range of support services for families and businesses.

York's transportation arterials and location allow easy access to Lincoln, the home of state government, the University of Nebraska, and the Lied Center for Performing Arts. Connected can also be used to describe the telecommunications infrastructure York citizens enjoy. You can do business with anyone, anywhere, from York, Nebraska.

An excellent workforce, quality of life, and low cost of living combine to make York one of the most attractive locations to live or work in the United States.

York County -- as defined by York County Development Corporation (YCDC)

With a population 13,700, York County includes the communities of Benedict, Bradshaw, Gresham, Henderson, Lushton, McCool Junction, Thayer, Waco, and York. The county is in the heart of agricultural country and a transportation corridor which includes east/west by I-80 and U.S. Hwy. 34, and north/south by U.S. 81, a major north-south 4-lane expressway that stretches from the Gulf of Mexico to Canada (Pan-America Highway). Burlington Northern Santa Fe's main line travels through the York County communities of Waco, York, and Bradshaw. There is also a line extending to Benedict giving many opportunities for rail service companies. Private air service is available in York. Other competitive advantages offered here are fertile soil, plentiful underground water supply, community minded 4-year college, a robust and loyal workforce, and some of the lowest electric rates in the nation due to Nebraska being a 100-percent all public power state. Businesses in York County have been able to recruit workforce from an hour drive time, which includes the metro areas of Lincoln and Grand Island, significantly expanding the labor pool. This competitive location has attracted transportation logistics, warehousing, advanced manufacturing, and agriculture companies.

A History of Library Service in York

A full history of library services for the community of York is available on our web site at <https://libraries.ne.gov/york/about-us/about-the-library/>.

Kilgore Memorial Library is currently the only accredited public library in York County. The majority of funding for the library is through the City of York. The York County commissioners periodically include a contribution to the library in their annual budget. The library also enjoys an active Friends group and Foundation that support the library with fundraising and volunteers. During the budget planning process in 2018, a grassroots advocacy group formed to voice support and appreciation for what Kilgore Memorial Library provides the community. This group is still active today with their public statements of support for the library and gratitude for the staff in everything we do.

Early in 2016, we were poised to explore the need for additional spaces necessary to provide 21st-century library services. The findings of our study proved that doubling the size of the building would be necessary. This addition would allow us to include needed youth and teen areas, with plenty of space for young people to gather and experience their library, while older patrons are using the library for their needs. Expanded event spaces are also on the wish list for this expansion. As exciting as the prospect of the architect's suggestions for our current facility are, with the political and financial turmoil York has experienced since the 2016 fall election, we realize they are not feasible in the current economic status of our city government.

The survey conducted as preparation for our reaccreditation application indicates that, with the exception of Sunday hours our patrons are satisfied with our current hours of service. The entire community recognizes that our funding has been drastically cut and, thankfully, that was reflected in our survey results also. A copy of the survey document we created can be found in the Appendix Section of this document.

Through a forced reduction in force by the city administration, the library staff has been reduced from five full-time to four, and six part-time staff to five. This reduction has created hardship on the remaining staff but we have managed to maintain our hours of operation to the community and we work hard to provide collections and programs that meet the needs of those we serve. Our new workloads and schedules have forced us to table a scheduled overhaul of our policy manual. The policies have been reviewed, and while we would like to update them, we also believe that what we currently have can serve our needs for another year or two. Our technology plan was last updated before our IT support staff member left in spring of 2019. This plan can be reviewed at end of this document in the Appendix Section.

For additional details about the legal service area of Kilgore Memorial Library, see our Community Profile worksheet with data from the Census Bureau's American Factfinder for York County, Nebraska, in Appendix Section at the end of this document.

AN ASSESSMENT OF COMMUNITY NEEDS

Several agencies in York County publish annual reports including results from survey's conducted in the previous year. The most recent study was generated after the York County Economic Development Corporation (YCDC) hosted an embedded community experience in March of this year, with consultant, Deb Brown, from SaveYour.Town. Over three days, Deb met with representatives of nonprofits, government, entrepreneurs, business owners, students and citizens. Following Deb's visit, her full report has been made available on the YCDC web site at <https://www.yorkdevco.com/life/saveyourtown>.

Other documents that were reviewed to identify community needs include:

- York Public Schools [annual report](#),
- York General Health Services [2018 Community Health Assessment](#),
- Four Corners Health Department [2018 Community Health Assessment](#),
- York County Health Coalition meeting minutes,
- Family and Youth Services subcommittee meeting discussion and minutes,
- York Chamber of Commerce and YCDC annual reports,

- Blue Valley Community Action Partnership reviewed newsletters,
- Southeast Community College service center board of advisors meeting minutes,
- Personal visits with business owners and citizens.

With all of these sources of information, a document titled *Identified Needs of York and York County, Nebraska* was created by the library director. This document was sent to community leaders for input in the goals setting process for the library’s triennial accreditation application. This document, along with the accompanying cover message, is included at the end of this report in Appendix Section. Additional community needs suggested by those who responded to our questionnaire included the following topics:

Category	Topic
Health	<ul style="list-style-type: none"> • Opioids • Allow library staff to attend training on topics of Mental Health, First Aid and QPR • Make available resources on Mental Health topics for students and their families
Entertainment	<ul style="list-style-type: none"> • Miniature Golf, Arcade, Quick Grill Menu for after school meeting place, • Opportunities for single adults (other than bars); • Couple/Family events; • Programing for youth over 8 years old
Housing	<ul style="list-style-type: none"> • Affordable living spaces
Education	<ul style="list-style-type: none"> • Family reading programs • Provide access to information about resources in the community including referrals to available community resources • Offer Maker Space
Child care	<ul style="list-style-type: none"> • Outside of M – F from 6: am to 6:00 pm • Center based Early Intervention Services

SWOT ANALYSIS – TAKING STOCK

To accomplish the process for this segment of our Community Response Plan, an analysis of our strengths, weakness, opportunities, and threats was executed. Library staff, library board members, and the planning community team members outside of the staff and board were asked to complete the document found in Appendix Section of this document. A blank form was distributed to each library

staff member to complete independently; the library board filled in a form at a regular board meeting early in 2019.

A completed document with a compilation of the information from the staff and board was created for review by the full planning committee. A few community members offered additional comments and insights for this document.

As with many areas of this study, we find that technology topics are seen as both strengths and weaknesses at our library. Strengths include the fact that the library has enjoyed a certified IT specialist on staff working to improve and maintain all aspects of information technology services necessary in today's public library. However, weaknesses now includes the fact that this staff member left the library and we were not able to replace him with another IT specialist. Additional threats identified include lack of space for a classroom computer lab, under-utilized website, shortage of digital literacy skills training opportunities, and knowing which new technologies are important for library services and programs.

Highlights of the SWOT exercise include the recognition of the strengths and weaknesses of our staff, opposing thoughts on current library programs, lack of space for improved programming, and acknowledgment of the different perspectives of lifelong residents and new citizens to our community.

Working through this process proved to be an enlightening exercise for the library staff. It was great to celebrate strengths, especially those recognized by the other groups. It was also eye-opening to realize how differently citizen's view the library.

Another measure of a library's strengths and weaknesses is peer comparison. During the municipal budget planning process for the 2018 – 2019 fiscal year, a document was created by library staff using data from the annual Public Library Survey data collected by the Nebraska Library Commission and made available from their web site. The document was created to answer questions about perceived high expenses at the library. York, the community, is the twentieth largest First Class municipality in the state. Because Kilgore Memorial Library serves all of York County, this document uses the county's population to compare the costs at the local level. This data shows that York was right on par with First Class Cities in Nebraska whether we are compared as the tenth or twentieth in population. With our current funding levels, post budget cuts, York drops to twenty-third in overall operating revenue and twenty-second in staffing level. The financial struggles of our community have impacted all municipal departments and it is hard on everyone who wants the best for our community. We simply cannot provide everything needed to keep up with neighboring communities right now. If our situation does not improve soon, we will fall behind and the struggle to grow will increase. The document created during the budget discussion is included in Appendix Section of this document.

WHAT THIS MEANS FOR YORK AND ITS LIBRARY

After the task of gathering data for this report was completed the review team has concluded that there really isn't anything new or different in the results from our study three years ago. From the perspective of the library staff, the information gathered and reviewed for this process indicates that residents of York are concerned about very similar issues. As reported earlier, the broad themes for these needs are health care, community infrastructure, youth and family support and workforce development. The feedback we have from community leaders today is very similar to what we heard three years ago. Happily, we find a very similar tone of optimism in our community that was gratifying to hear again.

Through this process, we have been reminded that the potential for Kilgore Memorial Library and its staff to make a difference in this community continues to be unlimited. When we review the SWOT analysis of our services, it does not take long to realize that there is an opportunity for us to work to improve identified threats and weaknesses of our services.

One concern that this study has brought to light for the library staff is that while we believe the library currently provides resources and services for many of the community needs identified, the feedback from community leaders clearly shows they are not aware of what the library offers. To address this lack of communication it has been determined that we need to take two steps. Step one, ask direct questions to learn what resources and services are needed by the community. Step two, determine improved methods to communicate and market the services and resources provided for the community by their library.

There is also continued interest in evidenced-based programming and services that were expressed in many discussions we were engaged in during this process. Evidence-based programs have been developed for libraries by several professional organizations. Several sections of the American Library Association, as well as the National Library of Medicine, provide access to research on the topics of concern in our community. To be viewed as a viable resource for the community, librarians at Kilgore Memorial Library will need to be more strategic in offering services that are based on research.

The staff of Kilgore Memorial Library believes there are several areas we can focus on for the next three years as we work to meet our mission of recalling, informing, and inspiring the information needs of those we serve.

GOALS

The library director will be responsible for determining the timeline for each of the following goals and will assign tasks to staff or volunteers until the goal is met.

Community Need #1

Help people access information about resources available in the community and/or refer people to those offering the resources. When we or our partners offer health classes, have a health message, support group, or offer a service, we have trouble getting the information out to the community. We could use help posting actual flyers, social media posts, etc. (Note: this is a direct quote from one of our respondents.)

Goal

Promote use of One County, One Calendar service available for use on desktop and mobile devices. Grow awareness of this service by 10% each calendar year.

Objective

To increase awareness of the service to share public events with the community, promote adding events to our shared community calendar to agencies and organizations in York County.

Objective

Increase public awareness of the One County, Once Calendar service and the associated TeamUp app.

Strategies

- Share information about this service at all meetings hosted at the library.
- Share information about this service at meetings attended by library staff.
- Provide print and electronic resources promoting the community calendar.

Goal

Redesign library web site to include links to information resources in identified areas of health literacy for our community. This enhanced web site will be available to the public on or before January 1, 2021.

Objective

Gather list of resources to include on the library health literacy resource page from local health providers and agencies.

Objective

Promote new library resource site for health literacy to public.

Strategies

- Reach out to all health providers in York County for input on resources.
- Use National Library of Medicine online resources.
- Create print and online announcements of the new site to the public.

Community Need #2

Ensure Early Childhood Development needs in York County are met to prepare all 0 – 5 year-olds for Kindergarten.

Goal

Develop evidence-based library programs to assist with Early Childhood Development skills growth for 0 – 5 year-olds and their caregivers. Add one new program each year starting in 2020.

Objective

Offer *1,000 Books Before Kindergarten* program from Kilgore Library.

Objective

Provide *Babies Need Words Every Day* posters from the Association of Library Services to Children web site at the Library and other venues in York County.

Strategies

- Reach out to area businesses and agencies to post *Babies Need Words Every Day* posters where they will be seen by patrons.
- Provide print and electronic resources promoting these programs.

Goal

Increase Early Childhood Development objectives in Library Learning Time activities. Incorporate one new objective or skill each learning time season.

Objective

Utilize recognized Early Childhood Development teaching methods in the library programs geared for 0 – 5 year-old patrons and their caregivers.

Objective

Offer handouts to caregivers outlining the skill being introduced to help them understand the importance of reinforcing the concept at home.

Strategies

- Offer CE to staff providing programming to the 0 – 5 year-olds to stay current on Early Childhood Development tools and skills.
- Include simple games, activities and reading lists in the caregiver resources provided at library events for 0 – 5 year-olds.

Community Need #3

Provide entertainment venues related to reading enjoyment for single adults and families.

Goal

Explore adding events with regular meetings or special events geared to adult patrons over the age of 18. Add one new event each year beginning in 2020.

Objective

Develop a Friday the 13th Club to introduce Sci-Fi and/or Horror genres to participants in an entertaining environment or activity.

Objective

Explore adding traveling trivia nights to each community in York County.

Strategies

- Locate Sci-Fi/Horror enthusiasts to join and promote a Friday the 13th Club.
- Locate public spaces in each York County Community to identify venues to hold a library event.

Goal

Explore adding events with regular meetings or special events geared to families. Add one new event each year beginning in 2020.

Objective

Develop an Altered Book Club using discarded and donated books that no longer have value as a book.

Objective

Explore hosting family board game nights at the library after hours.

Strategies

- Identify local artists and crafters to lead a workshop using their skill with books or parts of books as the medium for the art.
- Offer each participant the opportunity to create two items at each workshop. One item for the participant to keep and the second one to donate to the Friends of the Library to sell giving unwanted books new value.
- Look for a partnership with an agency looking for family focused events to help market family game nights at the library.

PLAN FOR EVALUATION OF ACCOMPLISHMENT

The library staff will take primary responsibility in accomplishing the goals identified in this document. The library director will include accomplishments toward each goal in her quarterly director's report to the board. The entire plan will be reviewed with the library board annually during the regularly scheduled meeting in October when necessary adjustments on completion dates and goal objectives will be approved. During the October 2021 meeting of the board, the process for preparing an updated community response plan and the membership of the next planning committee will be introduced and approved.

APPENDIX

List of documents:

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Community Profile – York and York County, Nebraska

POPULATION

Total population (# 1.12 from the <i>2017-2018 Nebraska Public Libraries Survey</i>)	7,860
Population of legal service area (# 1.13)	7,860

For the following:

Our library serves all of York County so the following data includes county data from the Census Bureau’s American FactFinder service. Unless otherwise noted.

from the American FactFinder ACS 5-Year Estimates, Age and Sex – S0101	Number	% of Total Pop.
2017 ACS Estimates – York County	13,665	100%
Age Under 5 years		6.4%
Age 5 - 9		5.7%
Age 10 - 14		6.1%
Age 15 - 19		6.9%
Age 20 - 24		6.3%
Age 25 - 29		5.9%
Age 30 - 34		5.0%
Age 35 – 39		5.6%
Age 40 – 44		5.7%
Age 45– 49		7.2%
Age 50 – 54		8.0%
Age 55 - 59		7.6%
Age 60 – 64		5.8%
Age 65 - 69		4.4%
Age 70 – 74		4.4%
Age 75 – 79		3.5%
Age 80 – 84		2.8%
Age 85 and older		3.2%

EDUCATION

Population 3 years and over enrolled in school (From the American FactFinder table that includes: School Enrollment, S1401)		
2017 ACS 5-Year Estimates		
Population 3 years and older, enrolled in school	3,512	
Nursery school, preschool	403	
Kindergarten	263	
Elementary (grades 1-8)	1,385	
High school (grades 9-12)	769	
College and graduate school	142	
Educational Attainment, Pop.25 years + (S1501)		
Less than 9th grade		163
9th to 12th grade, no diploma		404
High school graduate (includes equivalency)		2,760
Some college, no degree		2,300
Associate's degree		1,119
Bachelor's degree		1,843
Graduate or professional degree		790
Percent high school graduate or higher		94%
Percent bachelor's degree or higher		28.1%

List the schools in your community	approximate enrollments:
High Schools: York Public High School	447
Jr. Highs or Middle Schools: York Public Middle School	299
Elementary Schools: York Public Elementary School St. Joseph's Catholic Emmanuel/Faith Lutheran	531 105 139
Schools in York County outside of York	
High Schools	268
Jr. High or Middle Schools	196
Elementary Schools	172

<p>Describe the library/media facilities in the listed schools - are they adequate? <i>The public schools have excellent school libraries. Each building has a full-time media specialist. I have not been to the parochial school libraries but suspect they are adequate..</i></p>	
<p>List higher education institutions available (include extension services, distance education, etc.) <i>York College, Southeast Community College Regional Site, UNL Extension Office. We also work with students taking distance classes at colleges across the country.</i></p>	

<p>What library services that they need are available to them? <i>York College offers full use of Levitt Library to their students and faculty. Currently, this library is being transformed to a Learning Commons for the campus. During this transformation more college students than have in the past may seek space for group work or individual study at the public library.</i></p> <p><i>Southeast Community College offers the use of their main campus library to their students, which includes a selection of online subscriptions for students to use for their classwork.</i></p> <p><i>The Extension Office employees have access to the resources of UNL. The students that use extension services would rely on information provided by the extension employees or the public library.</i></p> <p><i>Many distance learners require access to computers and Internet access to their online class environments, productivity applications like Microsoft Office, and testing services. Many of these students look to the public library to provide these services for their educational needs.</i></p>	
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Language

2017 ACS 5-Year Estimates (S1601)		
Language Spoken at Home (Pop. 5 years +)		
English only		8,913
Language other than English		466
Spanish		434
Other languages		32

Work Life

From the American FactFinder table Comparative Economic Statistics (CP03)		
2017 ACS 5-Year Estimates		
Own children under 6 years	152,508	
All parents in family in labor force (% of above)		72.7%
Own children 6 to 17 years	297,747	
All parents in family in labor force (% of above)		78.7%
Mean travel time to work (minutes)		18.4

Household/Family Economics

<u>Free and Reduced Lunch Counts by School:</u>	
42% for the York Public School district.	
Source: https://www.education.ne.gov/dataservices/data-reports/	
2017 ACS 5-Year Estimates (S1901 and CP03)	
Average (mean) household income?	\$74,309
Median household income?	\$56,675
Unemployment rate?	2.6%
Percentage below poverty line?	8.0% (families) - 12.0% (all people)

Economic Characteristics

From the Economic Census, County Business Patterns (2016) (CB1600A11)	# establishments	# employees
Geography Area Series: County Business Patterns (York County)		
Manufacturing	30	847
Wholesale trade	39	374
Retail trade	69	932
Information	12	1,090
Real estate and rental and leasing	17	179
Professional, scientific, and technical services	27	126
Administrative & support & waste management & remediation svcs	17	252
Educational services	5	290
Health care and social assistance	39	1,733

Arts, entertainment, and recreation	7	59
Accommodation and food services	40	747
Other services (except public administration)	79	461
Agriculture, forestry, fishing and hunting	5	89
Mining, quarrying, and oil and gas extraction	0	0
Utilities	2	
Construction	55	304
Transportation and warehousing	27	818
Finance and Insurance	45	373
Management of companies and enterprises	3	94
Industries not classified	79	2,341
Total for all sectors	518	6,381

Who are the major employers?

York General Health Care Services, Cornerstone Bank, York Public Schools, UTC, Central Valley Ag, Walmart, Champion Home Builders, State of Nebraska, NPPD, Petro, ASI, York College, C-Tec, Inc., DuPont Pioneer, City of York, Overland Sand & Gravel Company, Abengoa, York Cold Storage, Cyclonaire, Dow Agro Sciences / Mycogen Seeds, Kroy Industries, Monsanto.

Source: York

County Development Corporation

Cultural Characteristics of Your Community

Describe the cultural and recreational activities that are popular in your community.	
<p>List the cultural and recreational facilities available (facilities include parks, pools, gyms, theatres, etc.)</p> <p><i>Beaver Creek Trail, for Biking and hiking; Sunset Bowl; campgrounds; disc golf; fishing at Recharge Lake; York County Club for golf; Junction Motor Speedway – stock car racing; Kilgore Memorial Library; Sun Theatre – movie theatre; 11 city managed parks; York Community Center – indoor swimming pool, Racquetball Courts; Family Aquatic Center – outdoor pool facility; tennis courts; Wessels Living History Farm; Anna Palmer Museum; York County Historical Society; Yorkshire Playhouse – community theater; York College – Holthus Field House (indoor track), Campbell Activity</i></p>	<p>List the cultural and recreational organizations that are active groups including clubs:</p> <p><i>American Legion/VFW and Auxiliaries, Boy Scouts of America, Crossroads Riders, Elks Lodge, Fraternal Order of Eagles, Nebraska Czechs of York, TeamMates, Friends of the Anna Palmer Museum – Palmer Pals, Wessels Living History Farm, Wild Hawgs Motor Cycle Club, Friends of Kilgore Memorial Library, York Adopt a Pet, York Area Senior Center, York County Health Coalition, York County Historical Association, York Fun Club for Seniors, York Lions Club, York Sertoma, York Rotary Club, Yorkshire Playhouse, Sandy Meadows Golf Course, Galaway Creek Golf Course</i></p> <p><i>Source: York Chamber of Commerce</i></p>

<p><i>Center, Bartholomew Performing Arts Center, Levitt Stadium (football and baseball); Ballpark Complex – eight baseball/softball fields currently under construction. York also offers 26 churches for residents.</i></p> <p><i>Source: City of York website</i></p>	
<p>List civic groups are active in your service area</p> <p><i>American Legion/VFW; Blue Valley Community Action; CASA fro York County; Cornhusker Council Boy Scouts; Elks Lodge; Eagles, Friends of the Library; Girls on the Run; Hope Crisis Center; Living Water Rescue Mission; Czechs of York; Extension of York County; Palmer Pals; United Way; Wessels Living History Farm; Wild Hawg Riders; York Adopt a Pet; York Area Senior Center; York Citizens Advocacy; York Community Foundation; York Co. Aging Services; York County Development Corp; York County Health Coalition; York County Visitors Bureau; York Fun Club; York Lions; Masonic Lodge; Sertoma; Rotary Club; Yorkshire Playhouse; Safety Council</i></p>	<p>What are their goals and interests and what services do they provide for residents?</p> <p><i>Each group works to improve the quality of life for our community by providing services and programs for areas of interest to their membership.</i></p> <p><i>Source: York Chamber of Commerce web site</i></p>
<p>What are your community's means for public communication - newspaper, radio, social media such as Facebook, etc.?</p> <p><i>York News Times – daily newspaper; Chamber Chat – twice weekly email blast; 104.9 Max Country and 103.5 KOOL Radio; Time Warner Cable -- Closed Circuit Channel; One County, One Calendar community calendar with listing from each community in the county, each Chamber, York County Development Corp, York County Visitors Bureau, City of York Parks & Recreation, Kilgore Memorial Library; Many agencies use Facebook to communicate with community members, including Kilgore Memorial Library.</i></p>	

IDENTIFIED NEEDS OF YORK AND YORK COUNTY, NEBRASKA – Cover Letter

Hello,

I am writing to ask for a few minutes of your time as we work to complete a required component of the triennial accreditation process for York's public library, Kilgore Memorial Library.

Our accrediting agency, the Nebraska Library Commission, asks each library to create a *Community Response Plan*. One criteria of this plan is that we produce a comprehensive list of community needs. Then we are asked to identify which of these needs we believe the library could set goals toward in order to help transform its community. We have begun this process by reviewing the reports and studies already conducted and reported on by other agencies and organizations, like yours, in York and York County. We know most of you are also concerned with how to make our regional community stronger by working to alleviate or in some cases eliminate these needs.

If you are willing to help us, here are the questions we are asking for assistance with:

1. Review the list of community needs we have compiled in the attached file and let us know if we have missed something or if you believe there are any items listed that could be removed.
2. Let us know which of these needs you believe the library could set goals to work on for the next three years.
 - a. We would like to know if you would like to partner with the library in some way to meet a particular need of our community.
 - b. We would like to know if you see anything on the list that you believe the library should take the lead on to improve our community.
 - c. Let us know if you have suggestions for goals we could consider working toward on in the coming years.

Replies to this request received by August 1 will be used in our report. If you cannot reply by August 1 but would still like to share your thoughts with me please do. Send your responses to drobotson@cityofyork.net. If you prefer to visit I can be reached at 402.363.2626 or ask for Deb at the front desk while you are at the library, I would enjoy visiting with you directly. Please feel free to forward this message to anyone working or living in York County that you believe would be willing to help us with this process. Thank you for your time.

Sincerely,
Deb Robertson
Director, Kilgore Memorial Library
520 N Nebraska Avenue
York, NE 68467
<http://libraries.ne.gov/york/>
Library: 402.363.2620
Office: 402.363.2626

IDENTIFIED NEEDS OF YORK AND YORK COUNTY, NEBRASKA

Employment

- Recruiting and growing above median income level wage positions
- Talent recruitment, retention, development
- Exposure to available manufacturing and trades opportunities for youth and family members
- Skilled labor force
- Retaining skilled employees from metropolitan poaching
- Skills training in the following fields
 - Trades and Industry
 - Health Care Specialties
 - Soft Skills (leadership, business communication, technology, problem solving, customer service)

Health

- Diabetes Support
- Mental Health
- Obesity
- Cancer
- Suicide
- Alcohol Abuse
- Need for specialists providing services at point of need in community

Child Care

- Early childhood development – having toddlers Kindergarten ready
- Day Care services outside M – F, 6:00 am to 6:00 pm

Education

- Providing career exploration experiences
- Insuring reading skills are developed and maintained
- Preparing preschoolers for Kindergarten

Community Response (through YCHC)

Quiet Zone

Retail Growth

Activities and Entertainment

- Brewery or tasting room
- Splash pad
- Trampoline Park
- Expanded trails
- Recreation ball leagues (Middle School and High School)
- Music venue (for concerts and individual musicians)

Housing (currently being addressed by developers and grants)

- Affordable
- Inhabitable



SWOT Analysis -- Taking Stock

Internal Environment

	Strengths	Weaknesses
Human Resources (Director, Staff, Volunteers)	Personal touch, staff know patrons by name, variety of backgrounds, take pride in excellent work ethic, ability to multi-task and help each other when necessary.	Not sufficient staff to meet all community needs, communication, adequate training.
Facilities (Building Size, Overall condition, Organization of space, ADA Compliance, Mechanical systems, Hours, Location, Parking)	Central location, sufficient variety of hours for community use, staff keep collections current, changing locations to meet demands.	Lack of programming space, aging facility, insufficient open hours for all patron needs, no security cameras,
Technology	Sufficient for current needs	Aging, need IT support staff member,
Funding (Municipal, County, State, Grants, Gifts, Other)	Foundation, County, Friends, City, State Aid, Cooper Foundation, United Way	Deep cuts with zero to little growth
Collection (Categorize by subject and/or type of material)	Fiction, non-fiction, CDs, DVDs, Biography, all mediums are available in separate collections for Juvenile, YA, and Adult patrons. Special collections of board books, AV and book kits, cake pans and circulating equipment	Difficult to grow with the funding cuts experienced in recent budgets, hard to meet increasing digital use demands
Services Offered (List)	Serve all in county, ILL, public computers, printing and scanning services, personal device assistance, outreach, ebooks, public meeting space, WIFI	Lack of staff to grow these services
Programs & Outreach (List)	Library Learning Time, Summer Reading Club, Book Clubs, Guest Authors, Teen Gaming, StoryWalk, Little Free Libraries, Book Sale, Next Chapter Book Club	Lack of staff to grow these programs

Operations	Use monthly allocations to have new materials throughout the year	Severe funding cuts have reduced the size of acquisitions each month
Governance	New Mayor, new focused council member	City Administration, lack of interest from majority of council members
Other	Positive image in the community	

External Environment

	Opportunities	Threats
Economy	Foundation reorganization	City funding levels
Technology	The library is able to provide adequate computer and printing access for those who do not own personal devices	Lack of IT staff support Not keeping current without IT leadership
Social Climate	The library in York enjoys a strong social climate. A new Mayor and Council Member offer interest in library needs. The Friends of the Library offer financial and volunteer resources. A grassroots advocacy group has publicly supported the library during unsettling political and financial struggles for the municipality	City leaders who are not interested or willing to understand the needs of our community to have 21 st -century library services.
Community Relations	The library enjoys strong community relations. We work with all levels of education, staff are members of organizations with interest in health and wellness of our community, and library staff have strong ties to our community Health Department. We also enjoy a strong working relationship with the Chamber of Commerce, Visitor's Bureau, Economic Development office and other city departments.	Having enough staff to allow the library administration to build stronger relationships with business and industry



Kilgore Memorial Library
Citizen's Advisory Library Board Retreat
"Regrouping and Refocusing for the Future"
May 9, 2018

- 2:00 – 2:30 What is our role?
Function of Library Advisory Board vs Foundation Board
Board members role on each board
Librarian's role for each board
Membership of each board in York
How these boards function in other cities
- 2:30 – 3:00 What can we change?
What can we do for ourselves?
Who can help us with moving forward?
Recruiting members
Communicating with Community Leaders
- 3:00 – 4:00 Setting goals
Scott will facilitate a goal setting activity

Kilgore Memorial Library - York

Kilgore Memorial Library Services Survey

Kilgore Memorial Library Services Survey

The public library in York is preparing for re-accreditation from the State Library and needs feedback from the community to complete the process. Please give us your feedback to these survey questions to help us to serve you and your needs in the coming years.

1. Where do you look for library news?

Mark only one oval.

Library

Library Web Site

Social Media

Newspaper

Flyers inside the library

Other:

Hours

If Library hours could be adjusted how could we meet your needs?

2. Monday - current hours are 10 am to 8 pm

Mark only one oval.

These hours meet my needs

Open earlier

Close earlier

3. Tuesday - current hours are 10 am to 8 pm

Mark only one oval.

These hours meet my needs

Open earlier

Close earlier

4. Wednesday - current hours are 10 am to 5 pm

Mark only one oval.

These hours meet my needs

Open earlier

Close earlier

5. Thursday - current hours are 10 am to 8 pm

Mark only one oval.

These hours meet my needs

Open earlier

Close earlier

6. Friday - current hours are 10 am to 5 pm

Mark only one oval.

These hours meet my needs

Open earlier

Close earlier

7. Saturday - current hours are 10 am to 5 pm

Mark only one oval.

These hours meet my needs

Open earlier

Close earlier

8. Sunday - currently the library is closed

Mark only one oval.

These hours meet my needs

Open earlier

Close earlier

9. If you suggested changing library hours please share what your needs are for changing our hours.

Library Collections

Library collections include physical and electronic collections. Our current collections include children's picture books, chapter books, non-fiction for youth and adults, Young Adult Fiction, Graphic Novels, Regular Large-Print Fiction for Adults, periodicals, cake pans, subscription databases with access to full-text of journals and other reference material, downloadable e-books, audio books and magazines.

10. Please share your thoughts about the collections provided by Kilgore Memorial Library.

Library Services

Library services include Preschool Story times, Summer Reading Club, Meeting Room Space, Public Computer Access, Book Club Support and direct services provided by library staff.

11. Please share your thoughts about the services provided by Kilgore Memorial Library and its staff.

Additional Comments

A major component of the accreditation process for Public Libraries in Nebraska includes completing a Community Response Plan.

12. Please share your thoughts on how Kilgore Memorial Library can work to meet specific needs of our community through its collections or services provided.

Nebraska First Class Cities sorted by Population of Legal Service Area for Library

City	Population of Legal Service Area	City operating revenue (for library)	Allocation per capita	Employee benefits	Total staff expenditures	% of total Allocation
NORTH PLATTE	35,550	\$1,148,747	\$32.31	\$175,809	\$891,009	0.77563554
KEARNEY	33,520	\$1,388,148	\$41.41	\$179,297	\$956,650	0.689155623
COLUMBUS	32,861	\$1,258,124	\$38.29	\$229,828	\$814,388	0.647303445
HASTINGS	31,684	\$1,006,001	\$31.75	\$212,384	\$866,128	0.860961371
FREMONT	26,841	\$1,018,211	\$37.93	\$212,675	\$683,657	0.671429596
NORFOLK	24,348	\$1,572,213	\$64.57	\$253,704	\$975,854	0.620688164
PAPILLION	19,597	\$804,262	\$41.04	\$128,874	\$598,441	0.744087126
LA VISTA	17,143	\$709,525	\$41.39	\$88,841	\$544,959	0.768061731
SCOTTSBLUFF	14,883	\$721,703	\$48.49	\$143,178	\$488,359	0.676675863
YORK	13,806	\$491,901	\$35.63	\$81,883	\$365,379	0.742789708
SOUTH SIOUX CITY	13,120	\$422,920	\$32.23	\$80,898	\$296,379	0.700792112
BEATRICE	12,362	\$483,975	\$39.15	\$78,443	\$306,673	0.633654631
RALSTON	10,189	\$448,564	\$44.02	\$62,832	\$327,991	0.731202236
SIDNEY	10,051	\$440,272	\$43.80	\$154,872	\$392,424	0.891321728
LEXINGTON	10,004	\$459,125	\$45.89	\$81,819	\$295,157	0.6428685
HOLDREGE	9,266	\$320,000	\$34.53	\$95,847	\$347,590	1.08621875
ALLIANCE	8,403	\$610,900	\$72.70	\$68,900	\$279,700	0.457849075
GERING	8,360	\$497,837	\$59.55	\$97,979	\$335,181	0.673274586
BLAIR	8,089	\$407,590	\$50.39	\$81,305	\$285,698	0.700944577
MCCOOK	7,526	\$251,884	\$33.47	\$19,996	\$180,136	0.715154595
NEBRASKA CITY	7,347	\$502,101	\$68.34	\$79,127	\$313,209	0.623796806
SEWARD	7,219	\$493,948	\$68.42	\$65,974	\$331,980	0.672095038
CRETE	7,059	\$424,930	\$60.20	\$57,284	\$272,162	0.640486668
PLATTSMOUTH	6,479	\$363,860	\$56.16	\$69,668	\$261,842	0.719622932
SCHUYLER	6,106	\$206,287	\$33.78	\$44,322	\$158,943	0.770494505
VALENTINE	5,832	\$87,728	\$15.04	\$41,483	\$140,460	1.601085172
CHADRON	5,725	\$370,612	\$64.74	\$62,521	\$192,577	0.519618901
WAYNE	5,573	\$286,649	\$51.44	\$29,639	\$193,438	0.674825309

KILGORE MEMORIAL LIBRARY TECHNOLOGY INVENTORY					
Updated February 2019					
Technology	Install Date	Contract end date	Technical Notes	Upgrade Date	Technology Plan
Telecommunication					
Americom VoIP 1 Main Line 5 external extensions 3 internal extensions	2014		City contract		
Time Warner Cable 200/10Mbps	2019		Per Spectrum Technical Support 3-18-19. Verified for e-Rate application		Partner with the City of York to upgrade to service with 100x100 Mbps by 2020
Networks					
Wired – Staff	2013				As needed
Wireless – Public	2019		Controlled by Ubiquiti UNIFI controller		As needed
Wireless – Staff	2019			2025	As needed
SonicWall TZ400	2015	2020	Upgrade based on cable bandwidth or EOL	2020	Or sooner if cable speed increases to reduce bottlenecks
External storage – 1 TB	2015				Add additional storage when required
Server	2015		Recommend 5-year renewal	2020	As needed
Routers	2019		Commercial Grade	2024	Recommended update to alleviate the bottleneck at these points.
Public Computing					Replacement Cycle 4-years
11 Intel NUC	2016		Win 10, Office 2016	2020	
7 Laptops	2013		Win 7, Office 2010	2017	
1 OPAC station (PC)	2006		Win 7	2020	
1 OPAC station (iPad)	2018		iOS	2022	
1 KIC Edge Scanner	2015	Annual in September		Maintenance Contract replaced monitor in 2018 and PC in 2019.	
Envisionware	2016	Annual in January	PC Timer – 15 licenses		
Faronics	2019	2022	DeepFreeze – 15 licenses		

KILGORE MEMORIAL LIBRARY TECHNOLOGY INVENTORY

Technology	Install Date	Contract end date	Technical Notes	Upgrade Date	Technology Plan
Printing					Replacement Cycle 4-years
Dell color (Spare)	2015				
Sharpe B/W or Color Copier/Printer	2017	9-18-2022	Copier on lease from EAKES	2022	
HP color -- Staff	2012				
Staff Computing					Replacement Cycle 4-years
Circulation					
2 PCs	2014		Win 10, Office 2016	2018	
2 – Linear Barcode Scanners	2014		<i>Honeywell 1300G Linear 270 scan/s, 5V, 200 mA</i>		
2 – Receipt Printers	2014		Epson TM-T88V Thermal		
1 – Self-checkout station	2017		Touchscreen Monitor		
Technical Services					
1 PC	2018		Win 10, Office 2016	2022	
1 Laptop	2016		Win 10, Office 2016	2021	
2-2d barcode scanners	2013		Used donation		
Dell Printer	2015				
Youth Services					
1 PC	2019		Win 10, Office 16	2023	
1 Laptop	2016		Win 10, Office 16	2020	
1 2d barcode scanner	2010				
Public Services					
1 PC	2019		Win 10, Office 16	2023	
1 Laptop	2016		Win 10, Office 16	2020	
1 2d barcode scanner	2010				
Media Services					
1 PC	2016		Win 10, Office 16, Adobe Creative Cloud	2020	
1 2d barcode scanner	2010				
1 PC	2016		Win 10, Office 16, Adobe Creative Cloud	2020	

KILGORE MEMORIAL LIBRARY TECHNOLOGY INVENTORY					
Technology	Install Date	Contract end date	Technical Notes	Upgrade Date	Technology Plan
1 Linear Barcode Scanner	2016		<i>Honeywell 1300G Linear 270 scan/s, 5V, 200 mA</i>		
Administration					
1 Laptop	2016		Win 10, Office 16	2021	
1 Laptop	2015		Win 10, Office 16	2020	
1 iPad Air 2	2016		16 GB	2020	
IT Support					
1 Laptop	2016		Win 10, Office 16, Adobe Creative Cloud	2020	
1 iPad Air 2	2016		16 GB	2020	
Audio Visual					
2 – ceiling mounted projectors	2015				Update as needed
2 – electric ceiling mounted screens	1986				Update as needed
1 – portable sound system	2015				Update as needed
ILS					
Biblionix – Apollo	2013	Annual renewal in November		Included with annual renewals	This system includes the capability of including a live chat client on our website. We plan to investigate implementing this service in 2020.
Library Web Page					
WordPress hosted by NLC	2014			2020	One goal in our strategic plan is to promote library resources and programs through online outlets. Our website is crucial to this goal.

NOTES: