Current Services

Open Limited Hours
Continued circulation of physical materials (14,000 +/month)
Curb Side Service
MontanaLibrary2Go
Online Children's Programing
- YouTube Storytime/Zoom Storytime
- Hybrid online/in-person Summer Reading
- Craft Kits
Computers and assistance available
Reference assistance
Printing, copying, faxing
Notarizing
WiFi available
HotSpot checkout (coming soon)
Job Service assistance available

HOURS OF OPERATION

Monday: Curbside service by appointment only

OPEN TO ALL
Tuesday: 1:00 pm to 6:00 pm
Wednesday: 1:00 pm to 6:00 pm
Thursday: 1:00 pm to 6:00 pm
Friday: 1:00 pm to 6:00 pm
Saturday: 1:00 pm to 6:00 pm

VULNERABLE POPULATIONS ONLY
Tuesday: 10:00 am to 11:00 am
Thursday: 10:00 am to 11:00 am

PHONE SERVICE
(406) 453-0349

Monday: 9:00 am – 4:00 pm
Tuesday to Saturday: 9:00 am – 6:00 pm

Safety Precautions

Reopening Plan approved by CCHD
Staff health screening before each shift
Daily cleaning protocols
All staff wear masks in all shared spaces
All patrons (over the age of 5) required to wear masks
- Masks provided to those in need
- Alternative services provided to those who cannot/will not wear a mask
Plexiglass barriers at all public desks (THANKS Public Works!)
Hand Sanitizer available throughout building
All items quarantined for 72 hours before check-in
Removal /rearrangement of furniture to ensure social distancing
- ½ of computers available for use
- Fewer seats and chairs so that they can be spread apart

STRATEGIC PLAN Update
2019-2022

Our Vision:
Explore, Discover, Connect. See you @ the Library!

Our Mission:
The Great Falls Public Library serves as a connection point;
we empower the community and enhance the quality of
life by providing individuals access to information and
social, cultural, and recreational resources.

GOALS & STRATEGIES
GOAL #1: SAFE, WELCOMING SPACE

Make infrastructure and security upgrades to ensure that the Great Falls Public Library provides a community space that is safe and welcoming to all.

STRATEGIES
1. Assess the infrastructure needs of the building.
2. Secure funding to accomplish the infrastructure projects.
3. Complete the needed projects in priority order (timeline may extend past 2022).
4. Install security cameras.
5. Install LED lighting outside.
6. Explore implementation of ideas to make patrons feel safer at the Library (establishing a volunteer greeter program, more staff presence outside…).
7. Ensure that all staff are trained and empowered to deal with a range of patron behavior issues.
8. Strengthen the Library's relationship with the Great Falls First Responders.
9. Play a leadership role in developing a coordinated community response to safety concerns in the downtown area.

What we have accomplished: Infrastructure
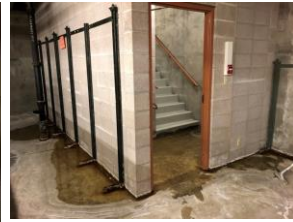
Installation of New Air Handler

- Project Funded and Completed $315,000

What we have accomplished: Infrastructure

Basement Flooding Mitigation

- Project Funded $85,000 donation
- Contracts Approved
  - TD& H Engineering $11,475
  - Capcon $66,178
- Install sump pumps and French drain system
- Replace storm drain pipe out to the main
- Project to be completed by December 2020

What we have accomplished: Infrastructure

New Library Drive through

- Project Funded $10,000 grant $4,962 donation
- Contract Approved *Detailed Construction* $14,962
- Project to be completed by November 2020

What we have accomplished: Security Cameras

Security Camera System

- Project Funded and Completed $8,072.00

What we have accomplished: Lighting

New LED Outside Lighting

- Project Funded and Completed $4,000

What we have accomplished: Safety

- Variety of Staff Training continues
- Manager daily park walk-through
- Manager daily Library walk-through
- Strengthened relationships with St. Vincent de Paul and Rescue Mission
- Participation in Continuum of Care meetings
- Participation in Local Area Council meetings
- Regular communication with Police and City Attorney's office

GOALS & STRATEGIES
GOAL #2: EXCELLENT CUSTOMER EXPERIENCE

Invest in staff, technology and partnerships so that every Library patron has an excellent Library experience when interacting with the Library online or in person.

STRATEGIES
1. Examine staff workloads and determine the optimum staffing levels.
2. Create updated staff procedure manuals with a focus on efficiency and consistency.
3. Develop and implement a staff training program.
4. Make efforts to reduce known barriers to Library use.
    - Pursue donor sponsorship to become a fine-free Library.
    - Explore providing a limited number of free parking spaces
    - Hold the second annual Fine Free Fun run prior to Summer Reading
5. Continue to develop our Collection using best practices and patron use data.
6. Join the Montana Shared Catalog
7. Join the Montana Library Partners.
8. Upgrade the Library inventory control system to use Radio Frequency Identification tags.
9. Develop policies and procedures to enable the Library to accept credit card payments.
10. Play a leadership role in developing funding for MontanaLibrary2Go so that it has sufficient materials to meet the needs of our patrons.
11. Provide wireless printing for the Public.

What we have accomplished: Staffing

- Library is currently fully staffed
- In the process of placing a VISTA at the Library
- Approved for work-study through College of Great Falls MSU
- Purchased Staff scheduling software

What we have accomplished: Reducing Barriers

- We have eliminated late fines
- Thanks to the Friends of the Library, we now have 3 complimentary parking spaces on 2nd Ave. N
- We continue to provide curb side service and will be providing drive through service soon!

What we have accomplished:
Montana Shared Catalog

- Montana State Library Commission accepted our application to the Shared Catalog and funded our joining fees.
- We are LIVE with the Montana Shared Catalog!
- Montana Shared Catalog benefits
  - Lower costs $25,000 vs. $41,000
  - Access to a 4-person support team
  - Off-site redundant server
  - Gateway to joining the Partners

What we have accomplished:
MontanaLibrary2Go

- Over $100,000 extra dollars were added to the MontanaLibrary2Go collection over the summer
- Downloadable checkouts up during the pandemic

What we have accomplished:
Wireless Printing

- Wireless printing now available at the Library.

GOALS & STRATEGIES
GOAL #3: COMMUNITY ENGAGEMENT (PROGRAMMING)

Provide a variety of innovative programing to engage the whole Community.

STRATEGIES
1. Implement the Ready2Read Reachout program.
2. Implement Teen audio/video programming.
3. Develop partnerships with community groups to provide relevant programming. (Programming on racism with the YWCA, Programming on the military with MAFB, News programming at the Enbar …)
4. Engage with community leaders to provide programming that addresses community issues. (Similar to the showing of "The Public".)
5. Remodel the basement public meeting spaces.
6. Secure funding to purchase a new Bookmobile (including ability to provide a wireless hotspot).
7. Develop partnerships to maximize use of the Bookmobile.

What we have accomplished: Programming

- **Ready2Read Reachout**: started and then suspended due to COVID
- **Teen audio/video programing**: equipment purchased and repurposed for online programming
- Partnering on programming: in-person programming suspended due to COVID
  - **Partnering with ASL-CAN** to provide bi-lingual online Storytime
- Partnering with Montana State Library and Forward Montana to establish a **Community Conversations** project.
- Partnering with **Job Service** to provide service 2:00 – 4:00 Tuesday through Friday. (Program has already assisted 58 people)

What we have accomplished: Remodel Public Meeting Spaces

- Project Funded $35,000 Foundation $3,000 donation
- Project Includes
  - **New Ceiling Grid/Tiles:** completed
  - **New Paint:** completed
  - **New LED Lights:** completed
  - **New Door:** completed
  - New Carpet: scheduled for Sept. 28th
  - New Sound System: scheduled for October
  - New Overhead Projector: scheduled for October
  - New Water Fountain: scheduled for October

Small Meeting Room

Cordingley Room

Hallway

What we have accomplished: New Bookmobile

- Bookmobile Purchase approved by City Commission
- Foundation started Bookmobile Campaign to raise funds to pay for Bookmobile
  - Grant Writing
  - Bookathon-Bookmobile Campaign (Public Service Announcement)
  - Business Sponsorship opportunities
- Bookmobile ordered from Farber Specialty Vehicles $197,740
  - Truck Chassis
  - Built-in WiFi
  - Expected delivery March 20201

GOALS & STRATEGIES
GOAL #4: COMMUNITY ENGAGEMENT (MARKETING)

Connect more of the Cascade County community with Library resources and services.

STRATEGIES
1. Develop a marketing plan to inform our community about Library services and events.
2. Develop a Social Media Ambassadors program to extend our Social Media reach.
3. Install a reader board in the front of the Library.
4. Attend community events that allow us to engage with non-users.
5. Develop relationships with community leaders to enhance their understanding of the role of the Library in a healthy community.

What we have accomplished:
Community Engagement Marketing

- Started Library Instagram
- Attending community events as possible
- Developing relationships with community leaders
  - Rotary
  - Great Falls Wayfinding Committee
  - Neighborhood Councils
  - Various community forums