

## STRATEGIC PLAN 2010 - 2011

We want our full community to have easy access to the broad services and programs of the library.

### **GOALS:**

#### ***Goal 1: Make the Library More Convenient to Use***

Summary: Residents of all ages will have frequent, easy and various ways to access library resources.

Strategy 1: Make our technology work effectively, easily, and intuitively to minimize patron and staff frustration and enhance self-service options.

Strategy 2: Provide assistance to patrons in the use of library services and access to information through knowledgeable staff and electronic tools.

Strategy 3: The Library will continuously improve services in response to changing user needs.

Strategy 4: Equalize service access points to population growth.

#### ***Goal 2: Foster Life Long Learning***

Summary: Lifelong learning provides citizens with learning opportunities at all ages and in numerous contexts: at work, at home, at school and through leisure activities.

Strategy 1: Library users will be offered high-quality, relevant collections through active collection management by a professional, well-trained staff.

Strategy 2: Library users will be offered circulation and information services by a professional, well-trained staff.

Strategy 3: Library users will be offered high-quality, age-appropriate programming to support their educational and leisure needs.

Strategy 4: The library community will be enriched through the library's collaboration with the county school system.

### ***Goal 3: Maximize Operational Effectiveness***

Summary: The Library will establish and maintain effective, efficient library processes.

Strategy 1: Ongoing training, communication, and management support will enable all staff to work effectively and competently and maintain a sound knowledge base in their areas of the organization.

Strategy 2: The Library will comply with governmental regulations, operating with a high level of accountability regarding financial and industry standards to protect the Library from liability, fines, and damage to image.

Strategy 3: Library facilities will be clean, safe, updated, and welcoming for patrons and staff.

Strategy 4: The Library will be recognized as a positive influence in the economic, educational, and cultural life of the community.

Strategy 5: Maintain up-to-date and reliable technology infrastructure, workstations, equipment, and software.