

## Fairfield County District Library's Mission Statement

The Fairfield County District Library shall be a center for lifelong choices of reading, entertainment, and informational materials with an emphasis on excellence in knowledge technologies; free and accessible resources; and customer service.

### Our Values

In support of our mission, we are committed to maintaining an open, unbiased environment; upholding the public's right of access to information; providing individualized assistance; providing professional expertise; providing current and emerging technologies; providing equal access to facilities; providing quality services; and providing materials and information in a variety of formats.

- **Citizenship - Community Pride**  
*We are proud to be a strong and positive presence in the community.*
- **Collaboration and Cooperation**  
*We are committed to maintaining and developing organizational and community relationships which enhance our ability to provide effective library services.*
- **Customer Service**  
*We believe in providing the highest quality, most responsive, cooperative and proactive customer service.*
- **Education & Entertainment**  
*We encourage the professional and personal growth and enrichment of our community members.*
- **Ethics**  
*We hold ourselves accountable to the highest standards of integrity, credibility and stewardship of the community's resources.*
- **Inclusiveness**  
*We recognize and welcome the benefits of diversity and serving a diverse population.*
- **Innovation**  
*We are committed to improving our service and facilities through creative and visionary thinking.*
- **Intellectual Freedom**  
*We protect the freedom for all to read, to view, and to listen.*
- **Privacy and Confidentiality**  
*We protect, within the law, each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.*
- **Respect**  
*We treat our patrons and each other with respect, civility, and dignity.*

## **Strategic Plan 2013 – 2017**

Strategic planning is an on-going process in any organization that wishes to remain relevant to the people it serves. In tough economic times, it is essential for the Fairfield County District to look forward and anticipate issues, evaluate services and attempt to balance the needs and wants of the community with the financial and physical resources we have.

Because funding is unpredictable; because emerging technology is unknown; and because our communities will continue to grow and change, this plan is a fluid document. As always, the Library Board, Administration and staff will do the best that we can with what we have, to serve our customers in the best way possible.

### **Financial Stability**

The Fairfield County District Library (FCDL) needs to ensure financial stability in order to maintain programs and services.

- The Library will participate in advocacy to secure, stable, long-term state funding for our public libraries.
- The Library will strive to pass successful local library levies in order to maintain or improve library operations.
- The Library will continue to promote and support the activities of the Fairfield County Library Foundation and the Friends of the Fairfield County District Library.
- The Library will continue to support the expansion of regional collaborative opportunities through the Central Library Consortium.
- The Library will explore possible revenue streams through advocacy, partnerships and philanthropy.
- The Library will continually review, revise and develop policies for successful budgeting.
- The Library will devote adequate resources to support effective accounting practices.

### **Materials Collections**

The FCDL will continue to make resources available in a variety of formats which serve the needs and interests of our service population.

- The Library will fulfill customer appetites for information about popular cultural and social trends and their desires to satisfy recreational experiences by continuing to supply popular and bestselling items at all locations.
- The Library will fulfill customer needs for lifelong learning by providing and maintaining diverse collections that meet user needs including maintaining a core collection of titles of permanent value and by sharing free resources within the Library community.
- The Library will promote our collections through in-house displays and via social media.
- The Library will accommodate changing formats of materials and assess their value to our community of users.
- The Library will explore options for preserving items of local interest or historical value in emerging digital formats.

- When possible and affordable, the Library will offer parents and guardians options for customizing access to library resources for their own children.

### **Library Infrastructure**

The FCDL must continue to maintain, upgrade and improve our buildings, equipment and technology infrastructures.

#### Buildings

- The Library's preventative maintenance schedules will be followed on all major equipment and vehicles to prolong the life of the equipment. Needed upgrades or repairs of furnaces, air conditioners, roofs and doors will be given precedence over other projects.
- Security will be given priority to ensure the safety of staff, customers and materials and equipment.

#### Technology

- The Library's comprehensive equipment maintenance and replacement schedule will be sustained under the direction of the Coordinator of Information Technology.
- The IT staff will continually investigate new technologies which enhance the Library's ability to provide emerging technology to the staff and public.

### **Public Awareness and Visibility**

The FCDL will keep the Library and its service visible through direct contact and participation in the community and via social media.

- The Library will continue to strengthen its role within the community through participation and partnerships with organizations and clubs within the communities we serve.
- The Library will sustain public support by promoting the benefits, values and importance of the library to our communities.
- The Library will cultivate community involvement in the library in an effort to increase volunteer participation and for library advocacy efforts.
- The Library will increase awareness and understanding of the Library's value to the business community and promote partnerships.
- The Library will actively seek and promote strategic and purposeful collaborations with other institutions.

### **Professional Development**

- The Library will provide ongoing professional training to develop versatile, flexible, customer-focused staff to address patron needs and expectations.
- The Library will continually review and revise policies, procedures and human resources to support customer-focused library operations.
- The Library will provide staff with the technology and resources needed to offer customer-focused service.

## **Culture, Entertainment and Education**

The FCDL will continue to provide Library programs and exhibits that enhance learning and entertainment.

- The Library will continue to schedule art exhibits at the Main Library and participate in such events as the annual Lancaster Festival Artwalk.
- The Library will continue to partner with the Garret Players and the Friends of the Library to host free plays that will increase interest, educate and/ or provide entertainment for the whole community.
- The Library will offer a wide variety of staff led programs for customers of all ages with an emphasis on reading and literature based subjects.
- The Library will initiate new programs to assist adults in achieving a better quality of life. Individualized one-on-one programs may incorporate technology skills and training, assistance with job searching and resume writing.
- The Library will look to partner with local health care agencies in support of Fit Together to encourage a healthier community.

## **Reading Readiness**

The FCDL will support the Third Grade Guarantee and Every Child Ready to Read initiatives by promoting and nurturing a love of reading to our youngest community members.

- The Library will place a strong focus on preschool literacy (Every Child Ready to Read) by providing a dedicated early learning site at the Northwest Branch location. Families with preschoolers as well as Head Starts and preschools will be invited to participate in an environment infused with early literacy resources and activities.
- The Library will provide Every Child Ready to Read mentoring and training for parents and early childhood educators. Efforts will be made to provide credentialed training for educators.
- The Library will continue to encourage a love of reading for customers of all ages by annually offering the Summer Reading and Winter Reading Programs.
- The Library will expand Summer Reading to free summer lunch sites throughout Lancaster. Books and summer reading supplies/incentives will be distributed once a week at the lunch sites to children.
- Kindergarten readiness programs will be offered each summer to help new students prepare for their first year of elementary education.
- Reading and math skill building programs will be offered to second and third graders in August each year to help with the transition back to school.
- The Library will continue to partner with *The Connection* to offer Dog Tales programs to elementary students.
- The Library will expand the *Ride & Read* school bus reading program to county schools.
- The Library will develop a plan to implement a homework help center at the Main Library.