



## **West Palm Beach Public Library Strategic Plan 2009-2012**

**Mission:**           **Creating inspired lives by connecting people with information and ideas**

**Vision:**           **The West Palm Beach Public Library reaches out to inspire, inform and create a delightful quality of life.**

By:

Encouraging a love of literacy

Providing an expanded and enhanced collection of books, music, movies and online resources

Becoming a community gathering space

Supporting businesses, job seekers and economic development

Providing cost-effective services and resources

Nourishing and inspiring the City's diverse population

Providing information and self-development opportunities

Connecting people with technology

Providing exceptional customer service



**Goal One: Provide exceptional customer service.**

**Objective:** Create and maintain a positive work environment.

**Objective:** Hire and retain staff with excellent customer service skills and provide them the training and tools to excel in their jobs.

**Objective:** Cross-train all staff to ensure exceptional customer service at all service points.

**Objective:** Monitor customer service transactions and customer feedback to provide continuous improvement.

**Objective:** Create a safe, secure and clean library for customers and staff.

**Objective:** Provide Bookmobile service to residents with limited access to the downtown location of the West Palm Beach Public Library.

**Objective:** Recruit and train volunteers to enhance library services.

**Goal Two: Provide a gathering place for the community.**

**Objective:** Provide library programs responsive to the needs of the community.

**Objective:** Provide meeting rooms for public use.

**Objective:** Partner with the Friends of West Palm Beach Public Library and the West Palm Beach Library Foundation to provide additional library programming for the community.

**Objective:** Partner with local cultural organizations and other City of West Palm Beach Departments to provide additional programming for the community.

**Objective:** Recruit volunteers or local businesses with subject expertise to provide informational programming for the community.



**Objective:** Market library programs and services to the community.

**Objective:** Establish sustainability practices and initiatives.

**Goal Three: Provide library services for children and teens that will help them succeed in life.**

**Objective:** Create and inspire young readers – develop early literacy.

**Objective:** Provide homework help for students.

**Objective:** Create interactive learning experiences.

**Objective:** Promote digital literacy.

**Objective:** Inspire children and teens to become successful members of the community.

**Goal Four: Provide state-of-the-art technology to library customers.**

**Objective:** Provide access to online world for all customers to diminish the "digital divide".

**Objective:** Provide computer classes responsive to the needs of the community.

**Objective:** Furnish, equip, and staff the Audio/Video Digital Studios.

**Objective:** Furnish, equip, and staff the Digital Photo Lab.

**Objective:** Update Library Homepage to improve ease-of-use and maximize use of library resources.

**Objective:** Develop and implement a Library Technology Plan to guide the library's continuous improvement in this area.



**Goal Five: Expand and enhance library collections.**

**Objective:** Increase collection size to achieve the Florida Public Library "minimum" standard of two volumes per capita.

**Objective:** Enhance and expand the library collection in support of the public's interest in "lifelong learning".

**Objective:** Enhance and expand the library collection in support of the public's interest in "reading, viewing, and listening for pleasure".

**Objective:** Increase the number of online resources responsive to the needs of the community.

**Objective:** Analyze the current collection to develop a collection development plan to strengthen and update selected areas of the collection in priority order.