

MISSION

The mission of the Willows Public Library is to encourage personal growth and contribute to the development and sustainability of an engaged community through free access to ideas, information, cultural experiences and educational opportunities.

FOCUS AREAS - The following seven focus areas have been identified to develop and maintain the Willows Public Library strategic plan for our 21st century library:

- **Space** - what the library is
- **Service** - what the library provides
- **Technology** - how technological services are provided
- **Outreach** - to whom services are provided
- **Training and Development** - how staff delivers professional library services
- **Facility** - where services are provided
- **Funding** - how services are paid for

LONG RANGE GOALS

Space: Provide a welcoming sense of place in which all members of the public can interact, exchange ideas, learn and build community as well as read, think, work and reflect.

Service: Provide resources that inform, educate, inspire and bring enjoyment to the community as a whole.

Technology: Develop, implement and maintain an information technology architecture that accommodates the changing requirements of delivering library services in the 21st century.

Outreach: Engage the entire community in order to understand and meet the unique and varying informational needs. Models for cooperation between school, academic, and public libraries that positively impact student achievement and lifelong learning will be created.

Training and Development: Community members are served by library staff and leaders dedicated to the library profession and who are trained and developed to meet the needs of library users.

Facility: Protect the community's investment in facilities and implement a forward-looking service delivery model that adapts to changing needs.

Funding: Create a stable and sustainable economic model that honors the library's mission of providing the community with free (minimal fees may apply for some services) and equal access to information.

OBJECTIVES

Space Goal

Objectives:

- Provide space that allows members of the community to work, learn, interact and exchange
- Ideas.
- Provide the community with facilities that are aesthetically pleasing, age specific, comfortable, safe and secure
- Ensure the library environment welcomes and respects all members of our community.

Service Goal

Objectives:

- Provide a quality collection and resources that reflect the needs of the community.
- Offer programming and cultural opportunities for children and adults that enhance quality of life in the community.
- Provide outstanding customer service to support access to the library resources and programs.