

# **FIVE YEAR PLAN FOR ROCKWALL COUNTY LIBRARY: 2017-2021**

## **VISION STATEMENT:**

The Rockwall County Library promotes educational opportunities and a life-long love of reading.

## **MISSION STATEMENT:**

The Rockwall County Library is a source for education, enlightenment, and entertainment. We will maintain the delivery of traditional library services while continuing to move into new areas of technology.

## **COMMUNITY SERVICE PRIORITIES FOR ROCKWALL COUNTY LIBRARY:**

1. Create young readers through early literacy materials and programs.
2. Connect individuals to the online world.
3. Learn to read and write with literacy support for all age groups, including English language instruction, GED and Citizenship classes for adults.
4. Provide exceptional service and quality materials to support the making of informed decisions, satisfaction of curiosity and stimulation of imagination.
5. Provide inviting and useful spaces, both real and virtual.

## **GOALS FOR ROCKWALL COUNTY LIBRARY:**

### **Service Priority: Create young readers through early literacy materials and programs.**

Goal: Foster a life-long love of reading in children and teens.

Strategies:

- Keep a strong focus on children's activities and increase teen activities.
- Increase the materials collection for both children and teens in all formats.

### **Service Priority: Connect individuals to the online world.**

Goal: The Library will provide the technology necessary to foster technology literacy and connect the community to the online world.

Strategies:

- Maintain and enhance the use of the Library's automated system to provide the best possible service and access to materials.
- Keep computers and printers and other equipment for public access and staff in working condition and work with the county IT department to develop a plan for prompt resolution of issues.
- Offer more technology classes in use of library computers and personal devices.

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### **Service Priority: Learn to read and write.**

Goal: Encourage use of the library by non-English speaking persons and those seeking basic adult education.

Strategies:

- Improve core collection of appropriate foreign language materials and programs.
- Continue to develop Reading for Adults/ESL/GED/Citizenship program.
- Explore creative ways to meet the increasing demand for basic adult education.

### **Service Priority: Provide exceptional service and quality materials.**

Goal: Offer exceptional service to the community.

Strategies:

- Keep staff efficient, friendly, and responsive to community needs.
- Support continuing education and professional development for staff.
- Build and maintain adequate professional staff so that they are available for patron assistance, program planning and presentation, and quality material selection.
- Maintain a robust program of volunteerism to foster community involvement and to give county residents the full advantage of volunteer labor.

Goal: Provide adequate and appropriate library materials in various formats for all residents.

Strategies:

- Work to increase the collection to 2 items per capita.
- Provide more materials and opportunities for people to educate themselves.
- Increase all collections in quantity and variety.
- Expand offerings of e-books and e-audiobooks and seek more accessible platforms.
- Participate in revised Texas State Library interlibrary loan program to provide maximum access to library users.

### **Service Priority: Provide inviting and useful spaces**

Goal: Improve library hours to best meet community needs.

Strategies:

- Work to increase library hours and build and maintain appropriate staffing levels.
- Investigate adjustment of hours the library is open to the public for improved efficiency and service.

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Goal: Improve communication with the community about programs, services and material available.

Strategies:

- Improve promotion of library programs and services for current patrons and by targeting various segments of the community.
- Improve awareness among residents who do not currently use the library.
- Regularly review website to improve ease of use and maintain timely content.

Goal: Provide safe, clean, comfortable and well-maintained physical library facilities.

Strategies:

- Explore new technologies to make the facility more energy efficient.
- Continue to consistently request maintenance and preventive maintenance services from county maintenance personnel and to monitor those requests to insure completion.
- Provide training and resources regarding personal safety of staff and patrons, including annual review of emergency procedures and evacuation plan.

Progress on the strategic plan shall be reviewed every January by the Library Advisory Board.

Adopted by Rockwall County Library Advisory Board November 15, 2016.

Approved by the Rockwall County Commissioners Court January 24, 2017.