

Ahead to 2011

A STRATEGIC PLAN SUMMARY

Vision

The Albert Wisner Public Library will be the primary destination for information resources that will enrich the lives of the residents of the Warwick community.

Mission

The Albert Wisner Public Library is the community's connection to reading, life-long learning and personal enrichment. The library provides equal access to materials, facilities, current technology, professional expertise and quality service.

Values

- Customer service/patron satisfaction is our highest priority.
- We value all members of our community and seek to serve their library needs respectfully in a comfortable and inviting environment.
- We are flexible and listen to our users' concerns and welcome their suggestions.
- We protect the privacy of all our users and resist attempts to censor library materials.
- We balance the need to preserve the rich heritage of the Warwick community with the demand for popular material.
- We understand the value of information technology to our users and will work to incorporate the latest in appropriate technology and make it accessible to all users.
- We are committed to support and train our staff to be prepared to provide the highest level of service.
- We will support the local economy when comparable and competitively priced resources are available.

Goals

Enrich Library Experience for All

Goal Statement: All community members will experience the library as a destination of choice. They will want to visit the library often because they can find programs, services and resources there to enrich their lives as well as opportunities to connect with others.

In this area, our strategic objectives are:

- Implement strategies to encourage increased use of the library.
- Expand outreach to those who have trouble visiting the library.
- Continue to develop plans for a new facility.
- Improve communication with the community about library programs and services.
- Coordinate and promote volunteer opportunities at the library for teens and adults.
- Support the work of the Friends of the Library and the Library Foundation.
- Provide opportunities for staff to improve customer service skills.

Access to Technology and Educational Resources

Goal Statement: The community will be aware of and have access to updated technology, and information in a variety of formats as well as educational programs and training to meet their needs for life-long learning.

In this area, our strategic objectives are:

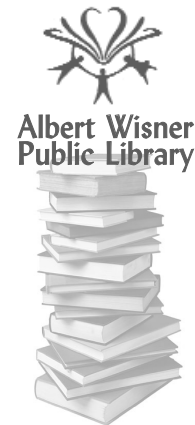
- Encourage and support children's development of essential literacy skills as well as their appreciation of reading for enjoyment.
- Contribute to the community's desire for educational opportunities through programming and collection development.
- Use new technologies to improve library services.
- Increase users access to and understanding of Web resources including online reference services and databases.
- Provide clear and consistent policies for library services.
- Provide opportunities for staff training in latest technology and electronic resources.

Popular Materials and Programs

Goal Statement: Library users of all ages will be aware of and have access to popular materials in a variety of formats as well as programs and services that expand their knowledge of contemporary culture and issues.

In this area, our strategic objectives are:

- Increase users' ability to find material they want at the library.
- Develop creative and innovative ways to connect readers to books, including actively supporting book groups in the community.
- Continue to offer high level of programming for children, teens and adults.
- Partner with local libraries, institutions or agencies to develop and provide quality cultural community events.
- Provide opportunities for staff to improve skills in merchandising and collection development.



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