

Goals for 2008-2010

Coordinate opportunities for seniors/older adults to find value in library services.

Provide facilities that reflect the needs and demands of 21st Century Library users

Continue to champion Early Literacy by reaching out to children and families, convening practitioners, creating library literacy environments and developing staff skills that help get children ready to read.

Implement a dynamic library community awareness campaign that focuses on the unique make-up of each Saint Paul neighborhood.

Address fiscal planning for the library in an inclusive way that reflects various service philosophies and that include five year projections.

Create multiple ways for teens to give in put into services designed for their use.

Ensure the community's maximum access to library services and resources by eliminating barriers to use.

Increase opportunities for all communities to have access and in put into library services.

Make Central Library a premier downtown destination for educational, literary arts and family activities.

Make library services and resources readily available from within and without The Library.

Provide a knowledgeable, well-trained, and friendly staff and core of volunteers to fulfill the mission of The Library.

Provide a Safe and Welcoming Environment for Staff and Guests.

Provide collections and information which are responsive to the reading and information interest of current and future customers of all ages.

Provide programs and services that are relevant to our user and reflect the diverse informational needs of the people of Saint Paul.

Provide system wide support, leadership and ongoing development for those staff who work with youth.

Use technology to provide for greater usage of the library's unique collections.

Flexibility: We change services or delivery models to meet the needs of the customer.

Quality: We consistently deliver the highest standard of service or message

Dependability: We are of value, respected and trusted as an institution or service.

Innovation: We create and embrace new and dynamic services or delivery models.

Focus Area: Children and Youth

Focus statement: To ensure that young children acquire the skills they need to become readers and to support the educational pursuits and personal growth of students.

Guiding principles: *Flexibility and Quality*

Focus Area: Community Collaborations

Focus statement: To increase the reach and capacity of library services by partnering with organizations or businesses that support the lifelong learning needs of citizens.

Guiding principles: *Innovation and Flexibility*

Focus Area: Customer-Driven Services

Focus statement: To ensure that library services are relevant and reflect the needs of the citizens of Saint Paul; to provide opportunities for customers to directly respond to and be a part of the direction of the library.

Guiding principles: *Dependability and Quality*

Focus Area: New and Enhanced Technology

Focus statement: To be the organization in Saint Paul that makes the most innovative and effective use of technology; to ensure that technology is used to increase access to information.

Guiding principles: *Flexibility and Innovation*

Focus Area: Communication

Focus statement (external): To increase our visibility in the community so that all Saint Paul citizens know what The Library has to offer, where The Library's facilities and services are located, and how we enhance the quality of life in the city.

Guiding principles: *Quality and flexibility*

Focus statement (internal): Library staff will understand and be an active part of communication strategies that serve to make us a more efficient organization, to increase the public awareness of our value and that create an empowered library workforce and customer.

Guiding principles: *Quality and dependability*