



STILL PIONEERING

2016-2019 Long Range Plan

Your library is an essential source of knowledge and offers equal **access** for everyone in the community, providing educational resources for all ages and pursuits. It **serves** this community as a reliable **technology** and **information** center. The library is vitally important and can open doors as well as expand horizons throughout our lives. Your library is committed to the support of literacy and lifelong learning.

The Stillwater Public Library is...

A Community of Information

- We foster the open exchange of ideas through a variety of formats
- We select and make accessible materials that support our patrons and their needs
- We equip our patrons with the tools necessary to seek out, process, and evaluate information

A Community of Service

- We provide a professional and well trained staff
- We value staff members who are friendly, approachable, and provide quality customer service
- We are passionate about meeting all people at their point of need and serving them

A Community of Accessibility

- We strive to be a gathering place that is welcome to all
- We provide services to people of varied backgrounds and needs
- We offer convenient and equal access to all materials, computers, programs, and information

A Community of Technology

- We offer cutting edge technology to give our patrons every opportunity to succeed
- We are investigating new technologies with an eye toward the future of libraries and how we can continue to improve our services
- We are committed to the expansion of virtual service that brings the library to the patron 24/7

...your community library.

Community Statement

STILL PIONEERING:

Where the **COLLEGE** atmosphere and **COWBOY** spirit make everything come **ALIVE**.

Vision Statement

As a core community service, the Stillwater Public Library will provide equal access to the best source of information, current technology, quality collections, outstanding programs, and exceptional service.

Mission Statement

Transforming lives through the power of information.

Goals and Strategies

Information: Provide a dynamic, current collection of resources designed to meet community needs both now and in the future.

- Promote and impart the importance of Information Literacy

Information Literacy is the ability to identify what information is needed, understand how the information is organized, identify the best sources of information for a given need, locate those sources, evaluate the sources critically, and share that information

- Be a leading advocate for the importance of Early Literacy
- Manage information resources to meet identified user needs

Service: Create a customer-focused environment in all aspects of library services.

- Utilize technology to enhance the customer experience
- Create customer service standards that will be communicated throughout organization
- Decrease points of contact required for patrons to get needs met
- Provide staff training to enhance customer service

Accessibility: Create welcoming and diverse environments to meet the library needs of all community members.

- Expand library services into the community
- Strengthen services to patrons with disabilities

- Provide an atmosphere that is welcoming to all users
- Develop programming to meet community interests

Technology: Implement cutting-edge strategies that increase efficiency and service to meet community needs.

- Monitor emerging technology and modify resources as need arises and funding allows
- Support community innovation and creation focused on technology, by providing instruction, opportunities, resources and space
- Improve 24/7 library services through website and mobile applications
- Identify and utilize Edge Benchmarks to meet the technology needs of the community

Edge is a management and leadership tool, helping libraries create a path for the continuous growth and development of their public technology services.