

**BUFFALO & ERIE PUBLIC LIBRARY**  
**System Goals and Objectives**  
**2011-2014**

**1. Young children (age 5 and under) will have materials, services, and programs designed to ensure that they will enter school ready to learn.**

**Objectives:**

- 1.1: By December 31, 2014, the circulation of juvenile print fiction will increase from 802,447 (FY2010) to 892,700.
- 1.2: By December 31, 2014, the number of young children attending a library program will increase from 36,585 (FY2010) to 44,900.
- 1.3: By December 31, 2014, the number of young children (age 5 and under) attending a program offered by library at a non-library location will be 7,400.
- 1.4: By December 31, 2014, a minimum of 95% of parents and caregivers surveyed will indicate that the library's services for young children are very good or excellent.

**2. Children (ages 6 - 12) will have the resources they need to satisfy their curiosity and explore topics of personal interest.**

**Objectives:**

- 2.1: By December 31, 2014, the circulation of juvenile print non-fiction will increase from 191,820 (FY2010) to 203,000.
- 2.2: By December 31, 2014, a minimum of 95% of children surveyed who were looking for information or materials to explore a topic of personal interest will indicate that they found something of interest to them.
- 2.3: By December 31, 2014, the number of hits to juvenile databases will increase from 13,082 (FY2012) to 13,400.

**3. Children (ages 6 - 12) will have materials and programs that engage their imaginations and provide pleasurable reading, viewing, and listening experiences.**

**Objectives**

- 3.1: By December 31, 2014, the circulation of juvenile fiction will increase from 1,014,241 (FY2010) to 1,029,600.
- 3.2: By December 31, 2014, the circulation of juvenile media (CDs, videos, DVDs, etc) will increase from 540,772 (FY2010) to 579,800.
- 3.3: By December 31, 2014, the number of children (ages 6-12) attending a library sponsored or co-sponsored program that is not school or home related will increase from 69,576 (FY2010) to 76,300.
- 3.4: By December 31, 2014, the number of children registered in the in-Library Summer Reading Program will increase from 4,228 (FY2010) to 5,290.

**4. Teens (age 13 and older) will have materials and programs that respond to their current interests and provide pleasurable reading, viewing, and listening experiences.**

**Objectives:**

- 4.1: By December 31, 2014, the circulation of young adult print fiction will increase from 141,353 (FY2010) to 151,500.
- 4.2: By December 31, 2014, the circulation of young adult audio books will increase from 1,784 (FY2010) to 3,600.
- 4.3: By December 31, 2014, a minimum of 90% of teens surveyed will indicate that they found something good to read, listen to, or view at the library.
- 4.4: By December 31, 2014, the number of teens attending a library sponsored or co-sponsored program will increase from 6,651 (FY2010) to 7,300.
- 4.5: Annually, a minimum of 90% of teens attending a library sponsored or co-sponsored program will evaluate the program as very good or excellent.

## **5. Adults and teens will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.**

### **Objectives:**

- 5.1: By December 31, 2014, the circulation of adult non-fiction will increase from 671,268 (FY2010) to 695,700.
- 5.2: By December 31, 2014, a minimum of 90% of teens surveyed who were looking for information or materials to explore a topic of personal interest will indicate that they found something of interest to them.
- 5.3: By December 31, 2014, the number of adults attending a library sponsored or co-sponsored program will increase from 22,937 (FY2010) to 25,500.
- 5.4: Annually, a minimum of 90% of adults who attended a library sponsored or co-sponsored program will evaluate the program as very good or excellent.
- 5.5: Annually, a minimum of 12,200 genealogy and local history questions will be answered.
- 5.6: By December 31, 2014, a minimum of 95% of adults surveyed who were looking for information or materials to explore a topic of personal interest will indicate the library's collection was very good or excellent.
- 5.7: By December 31, 2014, the use of licensed electronic adult databases will increase from 600,049 (FY2012) to 612,000.
- 5.8: By December 31, 2014, patrons using ILL services will reach 2,100 from 1,839 (FY2010).

## **6. Adults will have convenient, timely access to a variety of new and popular materials.**

### **Objectives:**

- 6.1: By December 31, 2014, the circulation of adult print fiction will increase from 1,214,000 (FY2010) to 1,258,300.
- 6.2: By December 31, 2014, the circulation of adult media (CDs, videos, DVDs, etc) will increase from 2,269,069 (FY2010) to 2,450,600.
- 6.3: By December 31, 2014, the circulation of adult downloadable material (e-books, e-audio, music, etc.) will increase from 76,207 to 210,000.
- 6.4: By December 31, 2014, a minimum of 90% of adults surveyed will indicate that they found something good to read, listen to, or view at the library.
- 6.5: By December 31, 2014, a minimum of 90% of adults surveyed will indicate that they are *very satisfied* with the Library's Holds (item reserve) system.

**7. Everyone will have a welcoming physical place to meet and interact with others or work independently on personal projects.**

**Objectives:**

- 7.1: By December 31, 2014, visits to libraries shall reach 3,700,000.  
Note: system-wide open hours reduced 6% in 2011 (FY2010 3,925,450).
- 7.2: By December 31, 2014, the number of registered borrowers will increase from 258,231 (FY2010) to 277,150.
- 7.3: Annually, a minimum of 90% of people surveyed will say the library was a welcoming place.
- 7.4: Annually, a minimum of 1,350 events sponsored by community organizations will be held at the library.

**8. Everyone will have high-speed access to the resources and services available through the Internet.**

**Objectives:**

- 8.1: By December 31, 2014, the number of yearly PC sessions will increase from 860,530 (FY2010) to 925,000.
- 8.2: By December 31, 2014, connections to the Internet via the library's Wi-Fi access will increase from 43,897 (FY2010) to 50,950.
- 8.3: By December 31, 2014, a minimum of 95% residents surveyed will indicate the library's Internet services are very good or excellent.
- 8.4: By December 31, 2014, 90% of web site users surveyed will rate the library's web site as informative and easy to use.
- 8.5: By December 31, 2014, the number of hits on the library's web site will increase from 3,750,869 to 4,400,000.