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.

Amended April 18, 2013 per Resolution 2013-11
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 that 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.