

GRAND ISLAND MEMORIAL LIBRARY



LONG RANGE PLAN OF SERVICE 2024-2028

Mission: Connecting our diverse community with a wide variety of resources that enrich, enlighten and entertain.

Vision: To continue to be an essential and vibrant part of the Grand Island community. Provide opportunities for continuous learning. Support the growth and integration of electronic and computer based services. Anticipate and assimilate emerging technologies to meet the expectations of our patrons.

Core Values - R.E.A.D.:

- **Respect:** Practice civility and inclusion in our actions and attitudes; value, support and respect all customers and staff
- **Excellence:** Strive for superior performance and to maximize user experience through collaboration, teamwork, training and enthusiasm
- **Accessibility:** Ensure availability and ease of access to library services for all people
- **Dependability:** Provide library services in a consistent, reliable, trustworthy and responsible manner

Goal One: Resources

Provide patrons of all ages with engaging resources to satisfy their curiosity, explore topics of personal interest and provide meaningful and relevant reading, viewing and listening experiences.

Action items:

- Maintain the quality of the existing collection and regularly evaluate the effectiveness of the library's programs.
- Survey the public periodically on collection and programming wants and needs and provide requested resources.
- Supplement traditional collection offerings with a Library of Things made up of non-traditional offerings for circulation.

- Foster a trained, informed staff and board of trustees by offering training opportunities.

Goal Two: Utilization

Encourage use of the variety of available resources by current patrons, new patrons and potential patrons.

Action Items:

- Develop and implement consistent branding using a GIML logo to increase recognition.
- Expand communications/marketing using the logo in a multimedia campaign in collaboration with the B&ECPL Development & Communications Department.
- Maintain the current social media presence and explore other social media options to keep patrons informed of services.

Goal Three: Community Collaboration

Continue to create strong community partnerships through coordinated outreach.

Action items:

- Collaborate with civic organizations, community groups, educational facilities and volunteer groups on a Town, County, and State level to provide varied services.
- Champion opportunities for the underserved by partnering with service organizations to offer targeted programming.

Goal Four: Facilities

Continue to provide a safe, welcoming and comfortable physical environment in or on the library campus.

Action Items:

- Monitor the age and condition of the facilities, update and enhance as needed, desired and allowed by available funding.
- Continue to utilize the NYS Library Construction Grant program for improvements.

- Work to create a Reading Garden for the enhancement of the space and enjoyment of the community.

Evaluation

The Library Director, with the assistance of the Library Board of Trustees, will:

- Annually evaluate each Goal and Action Item during the timeframe of this plan to monitor progress and effectiveness.
- Carry out the Action Items on this plan as to ensure the NYS Minimum Standards for Library Service are fulfilled and render services in accordance with the American Library Association's Library Bill of Rights.