MISSION STATEMENT
Produce our community with library resources that enrich, enlighten, and entertain.

VISION
The Vision of the City of Tonawanda Public Library is to be deeply rooted in the community:

promoting partnerships, fostering the development of a literate and informed citizenry through
free and equal access to cultural, intellectual, recreational and informational resources, planning
for the future, and making the most effective use of taxpayer funding.

CORE VALUES
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

GOALS, OBJECTIVES, & ACTION STEPS
1) Offer a collection of materials in a variety of formats that are of high interest to the community.
   a. Provide feedback to the centralized Collection Development team to assist in
      purchasing items of interest to the community
         i. Routinely throughout 2021-2023
   b. Survey the public to determine areas of interest for community based collection
      development
         i. Develop paper and electronic survey by mid-2021
         ii. Implement initial survey by mid-2021; revise and re-issue survey every six
             months as needed
         iii. Assess response data routinely throughout 2021-2023
   c. Employ collection management guidelines for the de-selection of items to ensure the
      collection meets community need
         i. Routinely throughout 2021-2023
   d. Create and adhere to a de-selection schedule for each area of the collection
i. Develop schedule by early 2021

2) Provide diverse programming across all age ranges and interests.
   a. Survey the community to determine interest in current and potential programs
      i. Create a survey for each ongoing program by early 2021, or prior to the
         resumption of in-person programs
      ii. Create a survey to determine potential program interest by mid-2021
      iii. Routinely assess survey response data from when the survey is made
           available through 2023
   b. Form a programming committee comprised of Staff and Board members to develop
      and assess programs
      i. Form committee by early 2021, or prior to the resumption of in-person
         programs
      ii. Committee progress will be discussed
   c. Maintain current partnerships and identify new partnerships to strengthen and
      diversify library programming offerings
      i. Identify local and regional organizations and groups whom the Library does
         not have a relationship and work toward accomplishing mutual goals
         through programming and outreach
      ii. Update partnership directory annually

3) Arrange the physical library space to promote community engagement and ease of use.
   a. Assess the location of shelving, furniture, and other items to determine functionality
      and usability of space for both library users and staff
      i. Routinely throughout 2021-2023
   b. In conjunction with collection management, assess that each collection is making the
      best use of shelf space and make changes as necessary
      i. Routinely throughout 2021-2023
   c. Develop a plan to improve library facilities by the way of purchasing new furniture
      and appointments
      i. Implement changes by the end of the year 2023, as financially possible

EVALUATION
Each goal and its objective(s) shall be evaluated by the Board of Trustees and appropriate Staff
on a bi-annual basis to determine if said goal and objective(s) have been completed and to check
progress on those not completed.

COMMUNITY INFORMATION
Service Population – 15,130
Card Holders – 7,082
Annual Visits – 70,833
Physical Library Holdings – 29,270
Total Circulation of Holdings – 90,255
Total Program Offerings – 547
Total Program Attendance – 10,482

Adopted by the City of Tonawanda Public Library Board of Trustees at a public meeting on December 14th, 2020.