

PLANNING FOR RESULTS

Service Priorities and Goals 2009-2013



MISSION:

The Fontana Regional Library system (Library) provides the public of Jackson, Macon, and Swain counties with excellent service and convenient access to resources for their educational, informational, and recreational needs.

SERVICE PRIORITIES:

Current Topics and Titles

A library that provides Current Topics and Titles helps to fulfill community residents' appetite for information about popular cultural and social trends and their desire for satisfying recreational experiences.

Commons

A library that provides a Commons environment helps address the need of people to meet and interact with others in their community and to participate in public discourse about community issues.

General Information

A library that offers General Information helps meet the need for information and answers to questions on a broad array of topics related to work, school, and personal life.

Lifelong Learning

A library that provides Lifelong Learning service helps address the desire for self-directed personal growth and development opportunities.

GOALS:

- Goal 1: People of all ages and cultures will have easy and timely access to high interest materials in a variety of formats.
- Goal 2: People of all ages and cultures will have a variety of meeting and gathering spaces in which to interact, learn and exchange ideas.
- Goal 3: People of all ages and cultures will receive convenient, timely and accurate answers to their questions.
- Goal 4: People of all ages and cultures will have a variety of programs, materials, and exhibits for development and self-directed growth.
- Goal 5: People of all ages and cultures will have access to relevant educational materials and programs that support their participation in independent and formal learning programs.

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OBJECTIVES: *(Note: All measures are fiscal year-based unless otherwise indicated.)*

Goal 1: People of all ages and cultures will have easy and timely access to high interest materials in a variety of formats.

Objective:

1.1 By 2008, and annually until 2013, 75% of people visiting the library will be satisfied with the availability of new materials on the shelf.

Goal 2: People of all ages and cultures will have a variety of meeting and gathering spaces in which to interact, learn and exchange ideas.

Objective:

2.1 By 2009, and annually until 2013, at least 10% of people's visits to the library will include using the library for social interaction and recreation.

Objective:

2.2 By 2007, and annually until 2013, the number of non-library sponsored meetings and events held in library facilities will increase by 10%.

Goal 3: People of all ages and cultures will receive convenient, timely and accurate answers to their questions.

Objective:

3.1 By 2008, and annually until 2013, at least 75 percent of persons served will have their questions answered satisfactorily when seeking information from the library.

Goal 4: People of all ages and cultures will have a variety of programs, materials, and exhibits for development and self-directed growth.

Objective:

4.1 By 2010, and annually until 2013, at least 25 percent of adults and teenagers attending library programs will say they experienced something new as a result of the program.

Objective:

4.2 By 2008, and annually until 2013, at least 75 percent of people of all ages who come to the library to find "something good to read, view, or listen to" will say they found something that met their needs during their visit.

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Goal 5: People of all ages and cultures will have access to relevant educational materials and programs that support their participation in independent and formal learning programs.

Objective:

5.1 By 2010, and annually until 2013, at least 30 percent of home-schooled children will attend at least one library sponsored program that is relevant to their studies.

Objective:

5.2 By 2009, and annually until 2013, at least 50 percent of people enrolled in formal learning programs who seek assistance from the library with an assignment will say they found useful information.

Objective:

5.3 By 2010, and annually until 2013, at least 25 percent of people who seek information from the library about improving their literacy and ESL skills or people seeking information about providing literacy training will say they received helpful information.

Objective:

5.4 By 2007, and annually until 2013, at least 75 percent of preschool children completing a series of library storytime sessions will demonstrate at least three predetermined pre-literacy skills.

Objective:

5.5 By 2006, and annually until 2013, at least 90 percent of parents and childcare providers attending FRL early childhood workshops will say they gained new knowledge or skills as a result of the workshop

Objective:

5.6 By 2010, and annually until 2013, at least 50 percent of children completing the library's summer reading program will each read at least 10 books during the program to maintain their reading skills.