

MASTERPLAN - THIRD DRAFT

MISSION STATEMENT: The goal of the Henderson District Public Library is to serve the total community by providing free and open access to the ideas and information available on all subjects and in all formats. The library shall select and make available materials for the enlightenment, cultural enrichment and the enjoyment of its public of all ages and levels of ability and interest

GOAL I - CUSTOMER SERVICES: IMPROVE THE QUALITY OF SERVICES SO THAT THE LIBRARY CUSTOMER RECEIVES ADEQUATE ASSISTANCE TO OBTAIN INFORMATION AND MATERIALS IN A TIMELY, ACCURATE AND COURTEOUS MANNER. Objectives include:

- a. Extend weekday evening hours to 9pm by July 1990.
- b. Develop and promote the best possible reference, information and referral services incorporating the use of specialized automated database services at the rate of at least one a year.
- c. Provide range of public forum programs to meet the interests of identified segments of the community, at least one a month.
- d. Create a mini-computer center with appropriate software for adult use beginning July 1990.
- e. Provide a FAX center for public use by July 1991.
- f. Survey user and non-user needs alternate years beginning September 1991.
- g. Sponsor a storytelling festival in April 1991.
- h. Provide quarterly workshops on children's resources for parents, teachers and child care providers.
- i. Develop and maintain program to increase public awareness of services and resources.

GOAL II - RESOURCES: INCREASE THE RESOURCES TO ASSURE THAT EACH CUSTOMER RECEIVES THE NEEDED INFORMATION AND MATERIALS. Objectives include:

- a. Add a minimum of one full time position each fiscal year until level of standard is met.
- b. Achieve book collection ratio of one book per person by July 1996
- c. Continually review and revise collection policy.
- e. Provide training opportunities for staff development at the minimum of one a year.
- f. Secure permanent tax rate increase, May 1991.
- g. Expand local history collection including oral histories of pioneers and acquire local newspapers from their inception beginning September 1990.
- h. Acquire equipment necessary for efficient operation beginning July 1990.

GOAL III - FACILITIES: PROVIDE FACILITIES TO MEET THE SERVICE REQUIREMENTS OF THE RESIDENTS OF HENDERSON. Objectives include:

- a. Prepare masterplan for branch development beginning September 1991
- b. Initiate dialogue with appropriate city officials and developers to secure future branch sites beginning September 1990.
- c. Evaluate the viability of Pittman Branch.

GOAL IV - MANAGEMENT: DEVELOP AND ENHANCE THE STAFF AND SUPPORT FUNCTIONS DEDICATED TO SATISFYING CUSTOMER NEEDS. Objectives include:

- a. Continually review and revise classification, pay plan and personnel policies.
- b. Develop procedure manual and continually update beginning July 1990
- c. Automate fiscal, clerical and bibliographic procedures beginning July 1990.
- d. Encourage staff to participate in community activities.
- e. Develop and train corp of volunteers to perform skilled library tasks in support of the staff.
- f. Strengthen the intercooperation between the Friends of the Library, the Board of Trustees and the staff.
- g. Cooperate with local agencies and services organizations to more effectively serve the community.
- h. Participate in professional activities and organizations and work to strengthen cooperative links between all types of libraries
- i. Gather and analyze statistical data annually for a basis for decision making.