



KENT
PUBLIC LIBRARY

Long-Range
PLAN
2018-2022



Kent Public Library

Long Range Plan 2018-2022

Mission Statement

The Kent Public Library is committed to serving the cultural, educational, recreational, and informational needs of our community by providing dynamic programming, balanced collections of resources, exceptional customer service, and access to new and changing technology. Our mission is to create a setting in which every individual from any background has equal opportunity to enhance his or her personal, professional, and emotional development.

Serve the needs of the community in a way which gives equal opportunity to all, through:

Programs

Available resources

Customer service

Access to technology

Collaboration

Communication

Goal:

Provide dynamic **programs** for adults and children.

Purpose:

Adult and children's programs rated highly on both the survey and focus group data.

Provide what the community wants in an engaging and educational way.

Strategy:

Continue to collect statistics and data from programs people are attending.

Conduct occasional surveys after major programs.

Continue to offer programs on different levels of interest and age groups.

Goal:

Provide resources to all patrons: books, ebooks, audio books, online resources, museum passes

Purpose:

Adult and children's books were rated highly on the community survey.

We want to provide what the community is requesting from the library for their educational, professional and emotional development.

Strategy:

Shift resources from traditional media to ebooks and downloadable audio books.

Continue to evaluate museum passes which have been donated by the Friends of Kent Library.

Conduct surveys to determine which museums patrons would prefer.

Goal:

Provide exceptional **customer service**.

Purpose:

We believe that people being treated respectfully are more likely to treat others with respect, which benefits the community.

People want to be provided with what they are looking for and we want to educate them about resources.

Strategy:

Kent Public Library has a Code of Service that all staff members are required to read and sign off on.

Increase staffing as resources permit.

Continue educating staff to keep up to date with technology, including training from Mid-Hudson Library System.

Goal:

Provide **technology** to patrons and learn and evaluate new technology for future upgrades.

Purpose:

People are using technology more and more for communication, job applications and to access information.

Strategy:

Keep the Kent Public Library's physical technology up to date.

Measure computer usage on a monthly basis to compile data.

Goal:

Collaborate among established groups and pool resources for the betterment of the community.

Purpose:

We can better understand what people want if we collaborate with others.

The common interests of the people can become stronger by sharing and participating in the interest together.

Strategy:

Invite speakers to meetings and events to give people information about what is going on.

Encourage volunteerism within the community (Kent Clean Up Day).

Continue to promote group meetings to discuss community goals.

Goal:

Communicate in various ways to share information with the broader community.

Purpose:

To serve the needs of the community, Kent Public Library needs to know what the community wants.

To better serve the people in our community through materials, programs and technology, access to these resources needs to be available to everyone.

Strategy:

Continue to submit upcoming events to newspapers, inform schools of resources available that tie in with education (technology, homework help, summer reading).

Keep Kent Public Library website up to date.

Targeted mailings

Use social media to advertise Kent Public Library.

Try to reach out to the broader community through innovative communication strategies.

