



Long Range Plan 2013-2018

Mission Statement

The mission of the Batesville Memorial Public Library is to help the people of the community in their pursuit of information and education, as well as vocational and recreational endeavors, by providing current materials, services and programs.

Values

- Professional performance
- Outstanding customer service
- Honest
- Fair and open-minded
- Safe and secure
- Clean surroundings
- Accessible

Long Range Goals

1. Enhance and maintain the library's collections
2. Develop and maintain the library's services and programs
3. Maximize use of space
4. Get closer to customers

Goal 1 : Enhance and maintain the library's collections

- A. Continue to acquire materials that meet the needs of the community.
- B. Evaluate collections using the following resources
 1. Circulation statistics
 2. Collection development and weeding policies and procedures
 3. Requests for materials by the community
 4. Library journals and other sources for reviews and suggestions
 5. Consideration of the public's demand for alternative formats

Goal 2 : Develop and maintain the library's services and programs

- A. Use word-of-mouth and online and paper surveys to establish community needs and interests

- B. Promote services and programs in the community
 - 1. Online and in-library resources
 - 2. Local media (newspaper, radio, websites)
 - 3. Outside LED sign
 - 4. Other resources gleaned from workshops and conferences

- C. Establish and continue partnerships with organizations and individuals
 - 1. Chambers of Commerce, City of Batesville, local service clubs
 - 2. Participation in city-wide, county-wide and area events

- D. Use technology to benefit the community
 - 1. Public access computers
 - 1. Maintenance and update as required
 - 2. Consider adding more and/or newer technology for public use
 - 2. Evaluate technology use
 - 3. Maintain / update library's website and mobile databases and information

Goal 3 : Maximize use of space

- A. Re-purpose current space to accommodate the wants and needs of patrons.

- B. Create additional space where practical and possible.
 - 1. Redevelop Elm Street property, when it becomes available.
 - 2. Consider renovations to existing buildings.

Goal 4 : Get closer to customers

- A. Establish agreed-upon staff behaviors that welcome patrons.

- B. Conduct staff training on customer service.

- C. Consider relocating staff areas to better serve patrons.

*- approved by the Board of Trustees of the Batesville Memorial Public Library,
December 19, 2012*