

### **The Hillsdale County Library Vision Statement**

In response to the increasing demands for diverse services, we share the sense of urgency to transform our library into a modern 21<sup>st</sup> century library. Our three-phased action plan is expected to diversify our reading materials, accelerate item checkout processes, and support computer-based research tools.

By combining the efforts from our county executive board, librarians, patrons, and experts from all sorts of professions, the collaborative project team is prepared for the change, and ready to lead our community through this journey. The transformed library will not only preserve its tradition of serving our community with better service quality, but also demonstrate our ability to improve and innovate. While benefiting from the modernity, we also share our community spirit with the others.

The staff and Board of Hillsdale Library got together with a number of its patrons to conduct a visioning session. This visioning session convened for the purpose of brainstorming and discussing what the future of Hillsdale Library will become once the modernization project is completed. The vision statement they developed is as follows:

#### **Community Enrichment**

We believe that our library can become a focal point of the community – a place where the staff, patrons and all the other community members learn, grow, and share with each other. Our library is also a warm, inviting gathering place that supports intellectual advancement, educational enrichment, and community connection. Patrons come to the library to learn, share knowledge, obtain information, and interact with friends and neighbors. This includes:

- Building a library space that encourages learning
- Creating community events that encourage the sharing of ideas
- Providing a diverse and prolific collection of books and electronic resources

#### **Friendly and Professional Services**

We believe that our library can become a focal point of the community – a place where friendly yet professional services will be provided to increase effectiveness and satisfy the demands of community. Visitors to the library will be able utilize library computers for quick electronic access to information where they will be able to reserve books, copy articles or send email messages to family using the library's Internet access, within an environment of small-town customer service. This includes:

- ? Increase collections and sorts of books and other resources
- ? Providing a state-of-the art on-line referencing system
- ? Redesign an easy document check-out process

### **Community Education through Providing Digital Access**

We believe that our library can become a focal point of the community – a place where learning and communication will be enabled by digital mediums such as the Internet. Our responsibility is to provide patrons with fast, convenient access to those mediums to foster communication among members of families, businesses, or schools. This includes:

- Extensive computer resources for personal, business and academic use
- Building a computing center
- Training on computer and Internet use

### **Values List (General)**

The Hillsdale Library believes in the following core values. We believe in:

**We believe** that our library is like a big family, where the staff, patrons and all the other community members learn, grow, and share with each other. This includes:

- The creation of a library space that encourages learning
- Community events that encourage the sharing of ideas

**We believe** that our patrons expect friendly customer service and convenient access to many forms of information and literature. This includes:

- Easy access to electronic reference system
- Rapid document check-out system
- Diverse and prolific collection of books and electronic resources

**We believe** our community will grow through learning how to use digital mediums to access the Internet and communicate with loved ones and our responsibility is to provide our patrons with access to those mediums. This includes:

- Extensive computer resources for personal, business and academic use
- Training on computer and internet use

### **Values List (Project-focused)**

- Team-based approach to innovation
- Participatory design making
- Incremental improvement
- Customer-focused design

## **Goals, Objectives & Measures**

The staff and Board of Hillsdale Library identified in its visioning session, the following goals and objectives of the modernization project. The goals of the project indicate what the desired future state of the library will be, the objectives indicate how those goals will be attained, and the measures show specific progress towards the goals that can be measured and communicated.

### **Goal 1: To encourage patron learning by improving customer access to digital resources**

Objectives: Increase number of Internet-enabled computers

Measures: Increase number of Internet-enabled computers by 75%  
Reduce wait time for computers by 50%

### **Goal 2: To enhance community learning by providing computer training and easy access to online resources**

Objectives: Create and design training on the Internet and new digital systems for patrons  
Conduct training for patrons

Measures: Provide weekly training sessions for using on-line referencing system  
Train 20 new patrons per month in new system

### **Goal 3: To provide greater personalized customer service by providing rapid document check-out services**

Objectives: Design new document check out system  
Prototype new document check-out system  
Install new document check out system

Measures: Reduce document check-out time by 50%  
Hire 2 additional staff to check out documents at peak times

### **Goal 4: To provide a patron-guided self-research system by developing a simple and quick document referencing system**

Objectives: Design new reference system  
Prototype new system  
Install new system  
Train staff on use of new system

Measures: Reduce waiting time for reference assistance by 35%  
Install new online reference system  
Enable 50% more patrons to reference resources online