

Boise Public Library

Mission Statement

To assist members of the community in educating themselves and enhancing their personal, business, and social well-being through the use of library resources and services.

Vision ~ The Community's Preferred Future for Boise Public Library

Access:

- Boise Public Library is a high-profile one-stop shop for all community information needs, with many appealing service outlets throughout the community staffed with great staff.
- The library has the full trust of the people; everyone can use the library and can get to a library; the library's relevance to the community is certain.
- There are no boundaries to library services.
- The entire community uses the library.
- Library services are customized to the individual and information is disseminated directly to the individual's home and/or office. Reference services are available 24 hours per day, 7 days per week.
- Library policies and procedures are non-restrictive with the goal of improving access and leveling the playing field among "haves" and "have-nots" in the community. This level playing field includes familiarity with and ability to use technology and take advantage of all library services.
- Technology is at the cutting edge, rather than adapted, and the library is the provider of links to worldwide information. Instantaneous communication, virtual reality experiences, language translation programs, and a perfect information retrieval and return system are part of the cutting edge technology.

Education, Lifelong Learning:

- The library plays a major role in fostering life-long learning and provides a human touch in nurturing a love of reading in children, ensuring that each child is read to, every day.
- The library itself is a learning and resource center, more interactive, with people on staff who will teach technological skills with the human element present.
- The library and staff are widely esteemed. Staff members have expertise beyond those of traditional librarians. The staff is adequately trained to facilitate teaching human/people skills and to partner with other organizations to create learning environments, helping people learn to learn.

Community

- The library recognizes that it plays multiple roles in the community, including that of a social center where various community services like police and social services are grouped with library services.
- Meeting facilities and gathering places for community members are common features in each branch library facility.
- The library's planning and marketing efforts include all members of the community.
- The library is generously funded with a mix of public and private resources.
- The library has strong partnerships in place with a variety of agencies, and has strong community-wide political support.
- The library has a valid means to continually evaluate and identify customer needs and expectations, and its services are quickly adapted accordingly.

Boise Public Library

Strategic Issues

- A. **Build Partnerships.** Establish and maintain collaborative partnerships with the public and private sector.
- B. **Reach Our Community.** Focus marketing and promotion to increase the community's perception of the library's value and relevance. Develop community advocates and political support for the library.
- C. **Diversify Funding.** Create alternative funding strategies to provide resources beyond property tax revenue.
- D. **Invest in Staff.** Support and encourage staff development to enable us to provide excellent customer service for the whole community.
- E. **Educate.** Provide the community a wide range of educational and cultural programming, services, and training opportunities.
- F. **Improve the Library Organization.** Build in quality control and customer satisfaction mechanisms to ensure service improvements and efficiency.
- G. **Provide Access.** Provide convenient community-wide access to meet the needs of an increasingly diverse and growing population.
- H. **Use Technology.** Research, provide and use current and emerging technology resources in order to provide both basic and enhanced library services to the public.
- I. **Provide Effective Leadership.** Provide leadership that promotes the mission and values of Boise Public Library, addresses patron needs, and empowers staff.

Core Services

- 1. **Access**
- 2. **Reference and Information Services**
- 3. **Collection Development and Maintenance**
- 4. **Programming**
- 5. **Community Relations**
- A. **Supporting Core: Management and Planning**