

## Boise Public Library Mission Statement

We assist community members in educating themselves and enhancing their personal, business, and social well-being through the use of our libraries.

## Boise Public Library Customer Value Statement

Library customers value current and accurate information, new materials in relevant formats, engaging programming and a friendly, welcoming environment –all delivered quickly at a responsible cost.

## Boise Public Library Vision

Boise Public Library strives to become a “world class” public library system by providing the citizens of Boise with convenient access to library services, by fostering education and learning, and by creating a sense of community.

### **Access to Services**

- The Library is a high-profile and relevant one-stop shop for all the community’s information, education, and entertainment needs, staffed with creative and responsive people.
- A robust library system offers many convenient, appealing, comfortable, welcoming and high-tech facilities throughout the community.
- The library system is used by every citizen.
- Flexible library services are tailored to the individual customer, delivered how and where the customer is and evolving to meet changing customer needs and technologies.
- Customers are the highest priority. Policies and procedures are non-restrictive with the goal of improving access. Services, policies and procedures are developed with customer input and experiences in mind.
- Technology is at the cutting edge, rather than adaptive, and the library is recognized and trusted as an essential provider of global information resources.

### **Education and Learning**

- The library is the major community resource in fostering a life-long attitude of exploration, discovery, and learning. The library provides a human touch in nurturing a love of reading in Boise’s children, ensuring that each young child is read to everyday.
- The library is an interactive learning and resource center. Everyday transactions build improved services, as staff and customers learn from each other, and learning technology uses customer input to build richer electronic offerings.
- Partnerships with other organizations expand the library’s ability to create learning environments, helping people “learn to learn.”
- Staff members have expertise beyond twentieth century librarians, including solid technology and information retrieval skills and excellent interpersonal and customer

service skills. A robust training program ensures staff continues to deliver excellence in customer service as customer needs and technology evolves.

### **A Sense of Community**

- The library is a destination of choice, a social gathering place for Boise residents, where they feel welcome and comfortable and are encouraged to stay and return.
- Library meeting facilities at all locations are widely used.
- The library reaches out to all segments of the community with effective and professional advertising and communication strategies.
- The library seeks customer and community input on an ongoing basis and quickly adapts library services to meet changing community needs and expectations.
- The library engages with the community. Staff members volunteer for community events and projects, are active participants in community organizations, and strong advocates for library services. Neighborhood libraries develop programming and services that reflect their surrounding communities, and encourage those communities to help shape library services.
- The library develops and maintains strong partnerships with a variety of agencies and groups.
- The library is generously funded with a mix of public and private resources.
- The library has strong community-wide political support.