

In our efforts to fulfill our mission of *connecting people to the world of information and ideas*, Fraser Valley Regional Library (FVRL) management and staff are committed to the Service, Management, and Governance Goals described below.

## SERVICE GOALS

### GOAL ONE: PLAN, PROVIDE AND PROMOTE LIBRARY PRODUCTS AND SERVICES THAT MEET THE NEEDS OF CUSTOMERS

- Evaluate, recommend, and implement changes to our services and collections in alignment with funding and technology.
- Establish goals and guiding principles for programming.
- Create inviting, accessible, functional spaces for the community and FVRL employees.
- Review FVRL staffing complement in light of library-wide priorities, the impact of technology, open hours, and operational needs.
- Invest more resources in adult literacy.
- Expand home-based Outreach Services.

### GOAL TWO: OPTIMIZE TECHNOLOGY TO IMPROVE THE CUSTOMER'S LIBRARY EXPERIENCE AND ACCESS TO VARIETY OF INFORMATION

- Expand automated check-in and check-out in response to customer demand and increased circulation and staffing budget constraints.
- Enhance visibility and usability of online resources.
- Improve the customer experience with in-library computers.

### GOAL THREE: INCREASE PUBLIC'S KNOWLEDGE OF AND USE OF FVRL'S LIBRARY PRODUCTS AND SERVICES

- Develop an external communications plan for FVRL.
- Strengthen relationships with local media for coverage of library events, services, and products.

## MANAGEMENT GOALS

### GOAL ONE: CONDUCT ANNUAL STRATEGIC PLANNING

- Formalize and document annual planning process.
- Expand content of the 5-year budget report.
- Formalize the budget planning cycle.
- Revise FVRL's manual of Board and administrative policies and staff procedures.

### GOAL TWO: ATTRACT, DEVELOP AND RETAIN QUALIFIED EMPLOYEES WHO ARE DEDICATED TO MEETING THE NEEDS OF CUSTOMERS

- Implement the Human Resources Plan with respect to recruitment, selection, orientation, training and development, performance management, succession planning, and career development.
- Develop an internal communications plan for FVRL.

### GOAL THREE: SEEK COLLABORATIONS AND PARTNERSHIPS TO BETTER SERVE OUR CUSTOMERS AND COMMUNITIES

- Develop and strengthen partnerships with schools, First Nations, and community agencies.
- Review and enhance relationships with Friends of the Library groups to better support FVRL goals and objectives.
- Participate in associations and committees at provincial and national levels.
- Support and participate in province-wide initiatives undertaken by the Public Library Services Branch and the Ministry of Education.

## GOVERNANCE GOAL

### GOAL: FURTHER FVRL'S MISSION BY WORKING CLOSELY WITH THE LIBRARY BOARD AND MEMBER MUNICIPALITIES

- Review and implement recommendations of the 2008 Western Management Consultants reports, including the Governance and Organization Structure Review, Library Manager Protocol, and Leadership Selection Processes.