
**Be an
Informed
Citizen:
Local,
National and
World Affairs**

Description: Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, state and national levels, and to fully participate in community decision making.

Target Audiences: Adults, teens, new voters

Services and Programs: Provide information on issues of public policy, convene meetings to discuss community or national issues, host open discussions with elected officials, provide tax forms and volunteer tax advisors

Potential Partners: AARP, board of elections, chamber of commerce, city council, county commission

**Build
Successful
Enterprises:
Business and
Nonprofit
Support**

Description: Business owners and non-profit organization directors and their managers will have the resources they need to develop and maintain strong, viable organizations.

Target Audiences: Business owners, people who want to start businesses, entrepreneurs, nonprofit organizations directors, staff and board members

Services and Programs: Establish and maintain a business center in the library, establish and maintain a grant center in the library, make presentations to local businesses about the library's business related services and programs, provide paper and electronic copies of local ordinances that affect businesses, utilize SCORE volunteers to provide assistance to business and non-profit managers

Potential Partners: Chamber of commerce, local community foundation, SCORE (Service Core of Retired Executives), service organizations (Rotary, Kiwanis, Lions), small business centers in local community colleges or universities

Celebrate Diversity: Cultural Awareness

Description: Residents will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.

Target Audiences: Adults, teens, children

Services and Programs: Offer programs on various aspects of the cultural heritage of community residents (art, cooking, dance, drama, history, holidays, etc.), work with local agencies to cosponsor programs, mount exhibits and displays that reflect the cultural heritage of the community, host cultural fairs

Potential Partners: Churches, mosques and synagogues, ethnic groups and organizations, public and private schools, social service agencies

Connect to the Online World: Public Internet Access

Description: Residents will have high-speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the internet.

Target Audiences: Adults, teens, children

Services and Programs: Provide public access computers and printers, provide high-speed access to the internet, provide wireless access to the internet

Policy Implications: Level of assistance provided, fees for printing, filtering, confidentiality, time limits, proper uses of library computers, downloading to personal storage devices, use of internet without library cards

Create Young Readers: Early Literacy

Description: Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen.

Target Audiences: Children from birth to five, parents, caregivers and service providers who work with children ages newborn to five

Services and Programs: Present regularly scheduled story times, including interactive elements, sponsor a 'born to read' program, develop packets that include books, tapes, toys and games for parents and caregivers to use with children, provide Every Child Ready to Read @ Your Library classes for parents and caregivers

Potential Partners: Day care providers, Head Start operators, hospitals, new parent groups, pediatricians, social services agencies

Discover Your Roots: Genealogy and Local History

Description: Residents and visitors will have the resources they need to connect the past with the present through their family histories and to understand the history and traditions of the community.

Target Audiences: Seniors in the community, seniors visiting the community, adults interested in local history or genealogy, students studying local history

Services and Programs: Provide access to online genealogical resources, plan and present genealogy classes, index local newspapers, digitize and index local photographs and documents

Potential Partners: Archives, chamber of commerce, Daughters of the American Revolution, historical societies, museums, newspapers, professional genealogists

Express Creativity: Create and Share Content

Description: Residents will have the services and support they need to express themselves by creating original print, video, audio or visual content in a real-world or online environment.

Target Audiences: Children, teens, adults

Services and Programs: Provide a multimedia production studio with the tools needed to create animated and live action videos and record music, provide classes to teach people to use multimedia tools, present concerts and plays, sponsor writers' workshops, provide media production software programs

Potential Partners: Arts organizations , community colleges, technical schools, galleries, humanities council, museums, newspapers, performing arts centers, public and private schools, writers workshops, theater groups, teen centers, senior centers

Get Facts Fast: Ready Reference

Description: Residents will have someone to answer their questions on a wide array of topics of personal interest.

Target Audiences: Adults, teens, children

Services and Programs: Provide a dedicated telephone reference center to triage all reference calls, provide 24/7 chat-based reference services, provide answers to questions submitted by email and text message, develop and maintain a virtual reference library

Policy Implications: Limits on the type and quantity of reference services provided, limits on subject areas in which questions will be answered

Know Your Community: Community Resources and Services

Description: Residents will have a central source for information about the wide variety of programs, services and activities provided by community agencies and organizations .

Target Audiences: Seniors, adults, teens, new residents

Services and Programs: Maintain an online community calendar, develop and maintain a searchable community information database, support e-government use, serve as the local 2-1-1 provider, participate on community task forces and committees, develop an information packet for new residents

Potential Partners: City or county departments, chamber of commerce, clubs and organizations , newcomers association, social service agencies, service organizations , United Way

Learn to Read and Write: Adult, Teen and Family Literacy

Description: Adults and teens will have the support they need to improve their literacy skills in order to meet their personal goals and fulfill their responsibilities as parents, citizens and workers.

Target Audiences: Adults, teens

Services and Programs: Provide space for tutors to work with literacy students, recruit, train and schedule tutors to work with literacy students, provide literacy classes, provide programs to tutor learners preparing for a GED test, collaborate with organizations that provide literacy services

Potential Partners: Adult education department of the local school district, churches, mosques and synagogues, community colleges, literacy council, literacy volunteers of america, private literacy providers, United Way

Make Career Choices: Job and Career Development

Description: Adults and teens will have the skills and resources they need to identify career opportunities that suit their individual strengths and interests.

Target Audiences: Adults who need a job or want to change jobs, teens who are making college or vocational school choices, teens who are making career decisions

Services and Programs: Provide a job and career center to offer one-stop shopping for job hunters, provide assistance to help job seekers develop resumes, conduct job searches and prepare for interviews, present programs on topics of interest to job seekers, host a job fair, host a college fair

Potential Partners: Chamber of commerce, community colleges, technical schools, high school guidance counselors, service organizations, teen centers

Make Informed Decisions: Health, Wealth, and Other Life Choices

Description: Residents will have the resources they need to identify and analyze risks, benefits and alternatives before making decisions that affect their lives.

Target Audiences: Seniors, adults, teens

Services and Programs: Create electronic pathfinders to help users find resources to make informed decisions, create displays of information resources that could be used to make decisions, present programs on various life decisions

Potential Partners: AARP, county extension service, financial planners, fitness centers, health department, hospitals, parks and recreation department, senior centers, service organizations, social service agencies, teen centers, YMCA

Satisfy Curiosity: Lifelong Learning

Description: Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives

Target Audiences: Seniors, adults, teens, children

Services and Programs: Provide programs on a variety of topics, work with local organizations to cosponsor demonstrations, display items created by local residents, provide access to adult education courses through distance learning or video-on-demand, develop pathfinders to help people find information on topics of interest to them

Potential Partners: Clubs and organizations, community colleges, county extension service, humanities council, parks and recreation department, senior centers, teen centers

Stimulate Imagination: Reading, Viewing and Listening for Pleasure

Description: Residents who want materials to enhance their leisure time will find what they want, when and where they want them and will have the help they need to make choices from among the options.

Target Audiences: Adults, teens, children

Services and Programs: Provide readers' advisory services, display new materials, allow users to place holds online, provide an online reading club, present summer reading programs for children, teens and adults, host gaming tournaments, develop and maintain a readers' advisory blog, provide ebooks, sponsor author visits

Potential Partners: Authors (local, regional, state and national), book clubs, book stores, comic book and gaming stores, gaming groups, music stores, senior centers, teen centers, theaters

Succeed in School: Homework Help

Description: Students will have the resources they need to succeed in school.

Target Audiences: Elementary school students, middle school students, high school students, homeschooled students, parents and caregivers of students

Services and Programs: Provide staff or volunteers to assist students with their homework, develop and maintain a homework help webpage, provide study rooms for students, coordinate with school media center specialists to identify materials that support the curriculum, provide tours of the library to school students, provide programs for homeschooled students and parents

Potential Partners: Boards of education, homeschooling organizations, parent-teacher associations, public and private school media center specialists, teachers and administrators, student councils, teen centers

Understand How to Find, Evaluate and Use Information: Information Literacy

Description: Residents will know when they need information to resolve an issue or answer a question and will have the skills to search for, locate, evaluate, and effectively use information to meet their needs.

Target Audiences: Seniors, adults, teens, children

Services and Programs: Provide basic, intermediate, and advanced classes on how to use the internet and databases, offer classes on new technologies and web trends, sponsor hands-on computer software classes, create online tutorials, partner with local senior centers to provide programs ensuring seniors know how to find and evaluate information

Potential Partners: Community colleges, technical schools, computer clubs, public and private schools, senior centers, teen centers

Visit a Comfortable Place: Physical and Virtual Spaces

Description: Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.

Target Audiences: Adults, teens, children, local organizations and clubs

Services and Programs: Provide meeting rooms for public use, provide comfortable seating throughout the library, provide a gallery or exhibit space, provide performance space, maintain a library events webpage

Potential Partners: City or county departments, clubs and organizations

Welcome to the United States: Services for New Immigrants

Description: New immigrants will have information on citizenship, English language learning, employment, public schooling, health and safety, available social services, and any other topics they need to participate successfully in American life.

Target Audiences: New immigrants, refugees

Services and Programs: Present citizenship classes, provide space for tutors to work with ELL literacy students, provide ELL literacy classes, provide programs to tutor learners preparing to take the GED test

Potential Partners: Churches, mosques and synagogues, ethnic groups and organizations, Immigration and Naturalization Service, literacy council, Literacy Volunteers of America, newspapers in languages other than English, public and private schools, social service agencies, student exchange programs
