



POCLD

PEND OREILLE COUNTY LIBRARY DISTRICT

**PEND OREILLE COUNTY LIBRARIES
AND
LIBRARY SERVICES**

**STRATEGIC PLAN
2010-2012**

*Pend Oreille County Library District
Board of Trustees*

Mark Cauchy, Chair – Newport
Sandra Snow, Vice-Chair – Metaline Falls
Nancy Svoboda, Secretary -- Furport
Jim Brewster, Member – Newport
Sandy Loskill, Member -- Newport

Colleen Auble, Administrative Officer

MISSION STATEMENT

The Pend Oreille County Library District strives to be the best possible rural library system by providing information in an environment conducive to thinking, learning, and personal development.

ORGANIZATIONAL VALUES

1. We serve the community as a reliable source of information.
2. We foster lifelong learning for people of all ages in our user communities.
3. We provide access to information so that inquiring minds may encounter original, diverse, and critical ideas.
4. We are responsive and helpful.
5. We fill our libraries with a wide variety of materials and services.
6. We develop and maintain clean, inviting library facilities and render services that keep pace with anticipated population growth and changing community needs.
7. We provide opportunity for and collaborate with other organizations to provide programs utilizing services and materials related to the District's mission in the County.
8. We provide reference, readers' advisory, and borrower services for users of all ages and backgrounds.
9. We offer the opportunity to learn and use information technology services.
10. We actively support and defend intellectual freedom and the confidentiality of each patron's use of the library.
11. We assess and implement new library service models and delivery methods to enhance services to our users.
12. We collaborate with schools and other organizations providing services that complement rather than compete.

**SERVICE ROLES OF THE LIBRARY DISTRICT
2010-2012**

1. EDUCATION & POPULAR MATERIALS SUPPORT

POCLD provides materials and services to enhance informal and formal education and independent learning – collaborating wherever possible with area education and training providers and programs.

- POCLD will strengthen and improve core services to support the District's primary function: the provision of information resources and a satisfying repertoire of popular materials in all formats.
- POCLD will upgrade its non-fiction collections to correct deficiencies in current collections within the District.

2. REFERENCE & INFORMATION SUPPORT

POCLD provides reference/information services on-site and online, by telephone and e-mail to aid users in locating needed information. The library acts as a contact point to connect users with sources of information from expert persons and special organizations in the state, nation and other countries.

3. FACILITIES AND OPERATIONS

POCLD provides clean, modern and innovative facilities that enhance the library experience.

- POCLD will develop a comprehensive facility plan for the District to include all branches and the District Administration building.
- POCLD will reassess the role of each branch in the context of its own community and create a District operations roadmap based on those roles. (Accomplished 2010)
- POCLD will **examine** the issue of underserved portions of Pend Oreille County and if **warranted** develop a plan for the extension of services to those underserved areas.

4. INFORMATION TECHNOLOGY

POCLD will actively develop its technology platform to enhance both its network infrastructure and its user interface repertoire.

- POCLD will continue actively to incorporate open-source software solutions into both its network infrastructure and its service delivery platforms.
- POCLD will perform at least one IT assessment by external agency during the current planning period to identify areas needing change and opportunities available through emerging technologies **in the event of a major platform change.**
- POCLD will assess the District's needs and develop a plan to serve the District's long-term interests with regard to the **alternative** provision of online bibliographic content to its users through the District's online library system and its electronic database subscriptions.

5. GOVERNANCE

The POCLD Board of Trustees will develop policies to produce an environment in which the finest library services and programs can be delivered.

- **By the end of 2012** POCLD will develop a governance mechanism to insure that the District benefits from outside expert professional opinion with regard to the POCLD's organizational structure and library operations. This mechanism will be formalized in the POCLD record as an element for inclusion in each strategic planning period.
- **By the end of 2010** POCLD will perform at least one organizational and operations assessment during the planning period to examine its organizational structure and program operations from the standpoint of best practice within the library profession. The District will include external agents and resources in this assessment process.

6. FINANCE

- During the current planning period the POCLD Board of Trustees **and staff** will develop a **5 year financial plan** for stewardship of the District's fiscal resources, **and update it yearly.**