

Ukiah Public-School Library  
201 Hill Street  
PO Box 218  
Ukiah, OR 97880  
Phone: (541) 427-3735  
Fax: (541) 427-3730  
Email: [ukiahlibrary@ukiah.k12.or.us](mailto:ukiahlibrary@ukiah.k12.or.us)



## Annual Library Service Plan Fiscal Year 2017-18

**Vision:** Ukiah Public Library's Vision is to

- Excel in customer service
- Be the first choice for information
- Anticipate and meet changing needs
- Assure equitable access to the Library's resources and services
- Be a dynamic force in the community

**Mission:** The Ukiah Public Library shall inspire lifelong learning, advance knowledge, and strengthen our community.

**1. Early Childhood Program: Focused on early childhood literacy that gets children ready to learn.**

Goals & Objectives – Short Term  
Outcomes  
Goals – Long Term

**2. K-12 Youth Programs: Focused on establishing/maintaining a lifelong relationship between the youth and the public library.**

Goals & Objectives – Short Term  
Outcomes  
Goals – Long Term

**3. Adult Programs: Focused on continuing education programs, enhancement of economic viability, and lifelong learning. Includes outreach to seniors and the homebound.**

Goals & Objectives – Short Term:

Our library will provide patron's with opportunities to take a variety of online classes as well as continuing education courses. We currently have a smart TV set up with a laptop to provide group online trainings. We will be adding more conveniences to this set up like a wireless keyboard and mouse, new laptops and tablets.

Outcomes:

The local volunteer Fire/EMS have already begun monthly trainings and we've provided a group time for online hunter education courses. I will also be collecting our patron's feedback through customer surveys, comments or letters and personal observations.

Goals - Long Term: online classes for adults

In the future we would like to add more group skill trainings and online classes for adults.

**4. Training Program: Focused on identifying and providing specific training needed by staff, board and volunteers that will strengthen skills, services, and programs.**

Goals & Objectives - Short Term

Outcomes

Goals - Long Term

**5. Technology: Focused on significantly increasing web presence and technology resources to provide rural community access to the Internet, jobs, and skill learning.**

Goals & Objectives - Short Term:

Our library will update our technology to give our students & community more inventive ways to discover their love of reading and encourage them to read & learn more. We will do this by adding a smart TV, laptops and tablets which will give them a more interactive experience.

Outcomes: We've already begun making changes to our library and I've received nothing but overwhelming gratitude and excitement regarding the changes from our patrons, staff and community. I will also be collecting our patron's feedback through customer surveys, comments or letters and personal observations.

Goals - Long Term:

We'd like to expand our community learning opportunities with more group classes/skill learning and online/satellite college courses. Currently Inland Northwest Musicians provides strings lessons to the students and community members on Monday and Wednesday afternoons.

**6. Welcoming/User Friendly Atmosphere: Focused on developing a library that is a friendly, active and welcoming center of rural community life.**

Goals & Objectives - Short Term

Our library will give our patrons a more comfortable and inviting environment which will encourage them to visit the library more often and stay engaged longer. Our plan is to paint the walls, add a Keurig coffee maker, possibly a popcorn maker and more custom book shelves.

Outcomes:

We have already added a comfy couch, a smart TV, new curtains and rugs to the library. Our patrons have been quite excited about the changes so far. I will also be collecting our patron's feedback through customer surveys, comments or letters and personal observations.

Goals - Long Term

We are looking for ways that we could expand our library space to accommodate more books and patrons, as well as extended library hours.

**7. Effective Library Board: Focused on committed and effective Board, actively engaged in the governance and planning of the library.**

Goals & Objectives - Short Term

Outcomes

Goals - Long Term:

**8. Friends/Volunteer Program: Focused on utilizing Friends and Volunteers as active and effective resources to assist with access, services, program delivery, fundraising efforts, publicity and community relations.**

Goals & Objectives - Short Term

Outcomes

Goals - Long Term

**9. Community Relations Program: Focused on establishing the library as a vital presence in the community.**

Goals & Objectives - Short Term

Outcomes

Goals - Long Term

Goals - Your goal(s) are where you want to be or what you want to accomplish

Objective(s) - Your objectives are the steps needed to get there

Outcome(s) - Your outcomes, for purposes of the ALSP are how you will solicit feedback for outcomes from patrons as to what difference a program or service made in their lives. Effective ways to gather this feedback are through customer surveys, focus groups, comments or letters and personal observations.