City of Mountain View Public Library

Goals and Projects for FY 08-09

Goal 1.0—Increase Community Awareness and Use of the Services, Programs and Collections of the Library

❖ Complete a customer satisfaction survey (December 2008)

❖ Promote features of Innovative and/or other systems for information/notification of Library programs, services, upgrades, etc. (June 2009)

❖ Promote awareness and use of electronic resources (i.e. databases) through advertising and training. (June 2009)

Goal 2.0—Expand Library Services, Programs and Collections to Meet the Expressed and Anticipated Needs of the Diverse Community.

❖ Increase the quantity and variety of Adult programming to include computer classes, book related and topical programs (June 2009)

❖ Revise the Collection Development Plan and include weeding guidelines (March 2009)

❖ Be the presenting organization for the Mountain View Reads Together program (November 2008)

Goal 3.0—Utilize Technology Effectively and Appropriately to Provide Access to Library Services, Programs and Collections and Improve Communication.

- ❖ Implement Ecommerce and ResearchPro modules and install Release 2007 in the Innovative Interfaces integrated library system. (January 2009)

- ❖ Prepare for and implement "Encore" as an interactive, contemporary interface for customers accessing the Library's catalog and resources (June 2009)

- ❖ Explore using social networking software and sites for Teen Services communication (March 2009)

- ❖ Explore and implement as appropriate Web 2.0 technologies and services (June 2009)

- ❖ Establish staff technology competencies & provide necessary training (June 2009)