

GOALS FY2021-FY2025

FY21-FY25 GOALS/SERVICE RESPONSES

1. Library collections in multiple formats are organized, accessible, and up to date.
2. All library personnel are fully prepared to provide in person and remote services.
3. The library building and grounds are capable of serving a 21st century community.
4. The library's core is to engage, inspire, empower.
5. The library and Middletown schools are partners in students' ongoing success.
6. The library will provide virtual and contactless services as necessitated by the COVID-19 pandemic.

ANNUAL SERVICE GOALS

- Establish an environment that nurtures early literacy development, self-directed learning, life-long development, and community engagement
- Provide materials and resources for information, entertainment, intellectual development, and the enrichment of the Middletown community
- Employ trained staff who:
 - select, organize, and make available books, audio-visual and digital materials
 - provide guidance and professional reference assistance to patrons
 - implement programs, exhibits, and displays that engage children and adults
 - acquire information beyond the Library's own resources
- Participate in resource sharing by lending materials to other libraries upon request
- Maintain service hours that best meet the needs of the community
- Provide access to public internet computers, printing, scanning, tablets, and Wi-Fi
- Provide opportunities for digital design and engineering through public 3D printing
- Provide access to meeting space during all the hours that the Library is open
- Host federal, state, regional and local events in the community room
- Host free personal income tax preparation facilitated annually by AARP
- Engage the Middletown Community by providing access to state of the art equipment, an extensive collection of newly published materials, and a full schedule of programs that inspire, educate and entertain