

## **Hicksville Public Library: Mission Statement and Strategic Plan 2022-2025**

### **Mission:**

The mission of the Hicksville Public Library is to satisfy our community's educational, informational, cultural and recreational needs by providing open access to a comprehensive range of materials, services and programs.

### **Vision:**

An engaged, connected and empowered community.

### **Values:**

Customer Service

Inclusion

Innovation & Leadership

Integrity

Intellectual Freedom

Respect

Social Responsibility

Sustainability

### **Goals and Objectives:**

Goal 1: Develop Capacities

- A. Provide training to increase patron technology support offerings
- B. Provide training on staff wellbeing, safety, and security concerns
- C. Provide training to foster consistent patron service

Goal 2: Strengthen Communications

- A. Improve website, digital messaging, and social media reach
- B. Improve design of flyers, newsletters, and signage
- C. Improve effectiveness of internal communications

Goal 3: Increase Usership

- A. Increase active cardholdership
- B. Increase program attendance
- C. Increase visits to library facility

**Adopted by the Board of Trustees March 31, 1993**

**Revised by the Board of Trustees June 17, 2015**

**Revised by the Board of Trustees February 21, 2018**

**Revised by the Board of Trustees February 16, 2022**