



MISSION

The mission of the Amherst County Public Library is to enrich the county and its residents principally through advocating reading, literacy, and lifelong learning. To accomplish this, we provide the community with physical & digital collections of shared resources including books, audiobooks, movies, music, library staff, the internet, public spaces, and library programs.

VISION

Our vision is to spread the joy and benefits of reading to every person in the county.

CORE VALUES

WE HAVE THE BEST CUSTOMER SERVICE

- Staff are a resource to assist and enrich the community
- We are always friendly & helpful to everyone.
- We go out of our way to find solutions to difficult questions & problems.
- If we cannot find answers we offer alternative solutions and resources.

WE HAVE THE BEST COLLECTION

- We maintain a collection that is reflective of our community & their reading habits.
- Patron requests are our first priority; If we don't have it, we find a way to get it.
- We own both classic and contemporary titles in every major genre.
- If we own a title within a series, we attempt to own every published book in that series.

WE INNOVATE

- We actively find ways to better serve.
- We use creativity, collaboration, and common sense to solve problems.

WE COLLABORATE

- We actively build & maintain strategic partnerships.
- We leverage our partnerships to fulfill our mission and goals.

WE EMPOWER STAFF

- Making strategic exceptions leads to exceptional service.
- We understand that making mistakes is part of making progress.

WE GET THINGS DONE!

- We set ambitious goals and achieve great things.
- We regularly report our accomplishments to all of our stakeholders.



GOALS

Increase the Reach of the Library

Better Support Library Team

Enhance Library Facilities & Grounds

FOCUS AREAS

Increase the Reach of the Library

- **Increase Digital Offerings** – Obtain more digital materials, make digital materials more accessible, etc.
- **Expand Staffing** – Hire more staff, increase staff hours, assign staff new responsibilities, etc.
- **Develop Partnerships** – Develop strategic partnerships and leverage them to increase the library's reach.
- **Encourage Physical Access to the Library** – Encourage library visitation by offering new services, reducing barriers and inconveniences, better advertising, and expanding physical access to new locations.

Better Support Library Team

- **Promote Professional Growth** – Provide opportunities to learn skills and perform duties that will lead to career advancement. Provide training that will empower our team to better serve the community.
- **Increase Compensation and Benefits** – Actively advocate for pay increases and new benefits, maximizing participation in existing benefits, etc.
- **Provide Accountability and Recognition** – Create a culture that rewards and recognizes contributions, provide feedback & accountability, improve reporting structure, etc.

Enhance Library Facilities & Grounds

- **Obtain New Minor Assets** – Purchase items such as furniture and equipment that provide new or improved services.
- **Complete Major Renovations to the Building and/or Grounds** – Make dramatic changes to the facilities to accomplish dramatic improvements.
- **Maintain, Refurbish, Repair, and Replace Existing Assets** – Vigilantly keep the library functioning at peak efficiency.