

Policy 6.2.1 Library — Goals and Policies

Goal 6.2B: Provide library services to help community residents find and use the materials and information they need

Policy 6.2B.1: Give high priority to providing reference services for library patrons of all ages

Policy 6.2B.2: Organize and present materials so library users can find what they need

Policy 6.2B.3: Ensure lending procedures that are convenient to library users

Policy 6.2B.4: Provide outreach services at times and locations to meet needs of customers who do not travel to the Main Library

Goal 6.2C: Provide library programs and publications to educate, enrich and enlighten library users

Policy 6.2C.1: Promote life-long use of the Library and Love of Reading through programs for children

Policy 6.2C.2: Provide programs for teens and adults to reflect and expand the broad range of interests of community residents

Policy 6.2C.3: Give high priority to helping library visitors learn how to use the library and its resources

Policy 6.2C.4: Promote and publicize the Library so collections and services are known to a wide range of Sunnyvale residents and businesses

Goal 6.2E: Use new technology to optimize the development and delivery of library services

Policy 6.2E.1: Serve as an access point in the distribution of information in digital formats and other formats that evolve in the future

Policy 6.2E.2: Evaluate new technologies to improve the delivery of library services

Goal 6.2F: Foster a collaborative organization to attain a high performance and customer-focused Library

Policy 6.2F.1: Establish cooperative relationships to maximize the effectiveness of Library services

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Policy 6.2F.2: Incorporate community input and use other tools to assess the effectiveness of library services.

Policy 6.2F.3: Maximize the skills and knowledge of the library staff to deliver high quality library services

Policy 6.2F.4: Adopt practices and systems which streamline workflow to make library services and materials available to the public

(Adopted by Resolution 110-03; RTC 03-116 (4/8/03); Consolidated General Plan Update (September 2011)/Administrative update (March 2012))

Lead Department: Department of Library and Community Services