Vision Statement
The Henry Waldinger Memorial Library serves a large suburban village that continues to become more culturally diverse. As the community is divided into three different school districts, the library is the only educational and cultural institution that serves the entire community.

Mission Statement
The Henry Waldinger Memorial Library exists to provide the residents of Valley Stream:

- Resources to reliable information
- Resources for self-education and lifelong learning
- Resources, services, and materials for patron use, enrichment, and enjoyment

Goals
Goal 1: The public will have fair access and use of library materials.

Objectives:
1.1 Increase availability of more materials to the public.

Strategies:
- Promote the use of electronic databases. The use of electronic databases was vital to the public during the NYS Pause when the library was closed to the public.
- Subscribe to additional electronic databases to increase services to the public. Again, additional electronic databases will increase availability of materials to the public if the library ever closes to the public again.
- Purchase additional e-books to expand the collection and the availability of materials to the public 24/7.
1.2 Increase access to high demand items.

Strategies:
- Purchase multiple copies of high demand items. This would include purchase of multiple copies of ebooks.
- Establish use and time limits to allow for increased access as is practical for both users and library.
- Purchase and circulate additional digital devices such as Launchpads and Wonderbooks to meet growing patron demand.

1.3 Foster an environment conducive to an enriching library experience while allowing fair access and use of library materials.

Strategies:
- Post and distribute rules of proper library behavior and use of digital resources.
- Designate areas of the library for study, reading, etc. for patron convenience.
- Post information regarding library policies and procedures, i.e. website and social media.

1.4 Educate public in use of library materials, especially electronic resources, to allow for fair access.

Strategies:
- Prepare printed guides in use of library materials.
- Prepare YouTube, Facebook, or other videos in use of library materials.
- Provide individual training in computer, Internet, and database use.
- Provide group training in computer, Internet, and database use.
- Provide Zoom or other virtual training in computer, Internet, and database use.
- Coordinate student volunteers to tutor adult users in computer, Internet, and mobile devices.

**Goal 2:** The public will receive accurate and prompt reference service.

Objectives:
2.1 Subscribe to select reference databases to expand the information resources provided by the library.

Strategies:
- Keep informed about reference databases available to library.
- Educate public on availability and use of databases with print resources.
- Conduct Zoom or virtual training on availability and use of databases.
2.1.1 Maintain a user-friendly web page with links to reference resources for public to use from the library or from the home.

Strategies:
- Redesign library website using Word Press with assistance from the Nassau Library System Technology Specialist.
- Develop a mobile app with other Nassau county libraries to promote use of reference resources.
- Promote webpage and reference resources on social media such as Facebook, Instagram, and Twitter.

2.2 Evaluate reference collection for timeliness and usefulness to public on an annual basis.

Strategies:
- Inventory reference collection on a regular basis to ensure appropriate materials are available to the public.
- Purchase replacements, updated materials, and new items on a regular basis.
- Work with other Nassau county libraries to identify the best databases to meet patron needs.

**Goal 3:** The public will receive assistance from well trained library staff.

Objectives:
3.1 Send select staff for training sessions offered by library organizations and institutions.

Strategies:
- Contribute to the Nassau Library System Continuing Education Fund so that staff can participate in continuing education at low-cost or no additional cost.
- Take advantage of free training available from the Nassau Library System and the Nassau County Library Association whenever practical.
- Continue membership in the Long Island Library Resources Council to take advantage of subsidized training opportunities.
- Take advantage of webinars offered by vendors, New York State Library, etc.
- Take advantage of free training available from local agencies such as the New York State Dept. of Labor, Family Place Library, etc.

3.2 Have trained staff educate other staff.

Strategies:
- Have experienced staff train other staff on reference procedures, etc.
- Make training materials and handouts available to other staff.
- Make recordings of Zoom or other virtual training sessions available to other staff.
**Goal 4:** Families will increase their use of the library.

**Objectives:**

4.1 Increase parent and child use of the library.

**Strategies:**
- Increase programming for children which involves parents.
- Increase programming for young teens which involves parents.
- Expand media collections (videos, DVDs) that appeal to families (G & PG-13).
- Expand Family Place Library™ programming and resources.
- Expand and publicize the Family Museum Pass Program.
- Design library web page with services specific to families using Word Press with assistance from the Nassau Library System Technology Specialist.
- Increase use of Facebook, Instagram, and Twitter to promote children and teen programming.

4.2 Increase use of the library by families from culturally diverse ethnic groups.

**Strategies:**
- Review U.S. Census data regarding growing ethnic groups in the community.
- Increase programming that will appeal to various cultures and ethnicities of the families in the community.
- Provide materials for non-English speaking people to help them improve their English abilities.
- Provide access to databases and e-books for non-English speaking people through Learning Express, TumbleBooks, etc.

4.3 Increase cooperative activities between library and other organizations that could encourage use of the library.

**Strategies:**
- Publicize and promote library activities with schools and PTAs.
- Participate in school and PTA activities to increase library visibility to parents whenever possible.
- Participate in community organizations such as the Peninsula Counseling Center, Girl Scouts, Valley Stream Chamber of Commerce, etc. to increase library visibility to families whenever possible.
- Participate in Community Fest to increase library visibility to families whenever possible.
Goal 5: Patrons with physical limitations will increase their use of the library.

Objectives:

5.1 Increase homebound delivery service.

Strategies:
- Encourage patrons with physical limitations who express difficulty in coming to library to register for service.
- Promote homebound services throughout the community via outreach service groups, religious groups, and local newspapers.
- Increase the size of the delivery team to homebound users.

5.2 Promote services to the visually handicapped.

Strategies:
- Promote the Long Island Talking Books Service to homebound patrons who have visual handicaps.
- Promote the Long Island Talking Books Service throughout the community via outreach service groups, religious groups, and local newspapers.
- Inform and encourage use of the Optelek Reading Machine.
- Continue to increase Large Print Collection and promote its use to patrons who have visual handicaps.
- Promote alternate formats such as Books on CD, Playaways, etc. to patrons who have visual handicaps.
- Pre-load and circulate Launchpads and eReaders with popular titles which allow for larger text.

5.3 Promote virtual programming services to public

Strategies:
- Continue to offer virtual programming that was instituted during NYS Pause.
- Provide recordings of in-house programming to share with public that cannot come to the library.

Approved by the Board of Trustees of the Henry Waldinger Memorial Library, June 17, 2020