

**Goal 1 Develop a vision for the library collection, its programs and services to reflect the interests of the community based on ongoing evaluation.**

**Goal 2 Enhance public awareness of library services.**

Service Area	Objective	Input	Output	Efficiency	Outcomes
Lending of materials	To increase the percent of the community who borrows materials at least once per year	Budget of circulation staff Acquisitions budget	Total number of items loaned per year. Circulation per capita Total memberships	Cost per item borrowed Cost to order, receive and process materials	Percent of the service area who borrows materials at least once per year Comparison to other provincial statistics.
Increase traffic to GDPL Website	To increase the percent of the community who access on-line information at least once per year	Acquisitions budget Budget of Professional librarians	Number of individuals who use electronic databases. Number of times electronic databases accessed. Number of GDPL website hits.	Cost of databases per user. Cost of databases per Capita.	The percent of the community who accesses the databases or visits our website at least once per year.
Children' Services	To increase the percent of the community who uses Children's services at least once per year	Budget of Children's staff Acquisitions budget	Total number of Juvenile items loaned per year. Circulation per capita Membership statistics Event participation statistics	Cost per item borrowed Cost to order, receive and process materials	Cost-benefit ratio Percent of the service area who borrows materials at least once per year
Young Adult Services	To increase the percent of the community who uses YA services at least once per year	Budget of Children's staff Acquisitions budget	Total number of YA items loaned per year. Circulation per capita Membership statistics.	Cost per item borrowed Cost to order, receive and process materials	Cost-benefit ratio Percent of the service area who borrows materials at least once per year
Senior Services	To increase the percent of the community who uses Seniors services at	Staff budget Acquisitions budget	Total number of new senior memberships; Participation in senior's events.		Cost-benefit ratio Percent of the service area who borrows materials at least

	least once per year				once per year.
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Goal 3

**To foster the growth, development and morale of a library team comprised of staff, trustees and volunteers**

Attributes	Tangible Output	Intangibles (Benefits)
Employee Satisfaction	Reputation of Staff Absenteeism rate Jobs Posted/Staff turnover	Staff Morale
Library Volunteer Satisfaction	Volunteer positions posted.	Volunteer Morale
Staff Development and Training Opportunities	Number of Staff participating in opportunities.	Motivated, informed staff
Effective Management	2011 Performance Reviews.	Motivated staff.

**Goal 4 To maintain and improve our existing facility and infrastructure.**

Service Area	Objective	Input	Output	Outcomes
Landscaping	To maintain the appearance of the building's front entrance	Budget		Fewer complaints from staff and politicians
Interior	Re-paint areas in need; Clean carpets	Budget		Silent public appreciation.

**Goal 5** To prepare for expansion to ensure that the GDPL can meet the needs of the community.

**Goal 6** To form and maintain strategic alliances.

**Goal 7** Continue to improve Board operations.