

## GOALS OVERVIEW

See the following sections for action plans.

### 6. Board

- a. Develop a Trustee training process that is integrated into the board meeting at least quarterly.
- b. The Chair and Vice Chair will ensure Trustees are involved and interact with other stakeholders
- c. The Chair and Director will ensure the board and system follow Library of Virginia requirements and follow public body procedures and law.

### 7. Public Services

- a. Staff will proactively help patrons find solutions to their queries.
- b. Patrons will feel their needs are heard and understood.
- c. Staff will be trained to direct patrons to appropriate local history resources.

### 8. ESVA Heritage Center

- a. Serve as a leading resource for Accomack and Northampton counties in local history and genealogical research, education and records preservation, and community archiving education and support.
- b. Encourage community engagement with Heritage Center collections through outreach and programming.
- c. Enhance customer service and training of staff to provide information about and facilitate access to and use of local history resources.
- d. Improve patron accessibility to collections and resources.
- e. Maintain and improve the preservation and protection of collections.

### 9. Youth Services

- a. Early literacy programs will be evaluated and enhanced to align with the goals of the “STEM and School Readiness Project” as developed by the Library of Virginia, Science Museum of Virginia, and the Virginia Department of Conservation and Recreation.
- b. Programs and activities which will aid in the development of the school age youth in our community will be provided.
- c. Opportunities will be provided for teens to develop leadership skills.
- d. Programs and activities which will promote an interest in and understanding of STEM/STEAM/STREAM concepts will be provided for the youth in our community.
- e. The library’s youth services workforce will be trained, managed, and expanded to focus on the need to align staffing with the goals and objectives of youth services.
- f. Grant opportunities will be pursued whenever feasible and appropriate to the mission of youth services
- g. The promotion and marketing of the library’s youth services will be expanded and enhanced to focus on the need to reach the community using a variety of print and electronic media methods.

SECTION 5a – GOALS OVERVIEW

**10. Adult Services**

- a. Programs will be planned that will be of value to the community serving a variety of ages and interests.

**11. Technical Services**

- a. Materials collections will be curated that are diverse, inclusive, balanced, and relevant
- b. Internal and external collaboration, stability, and efficiency will be developed.

**13. Personnel**

- a. ESPL will hire and retain staff that meet role expectations and are satisfied with their workplan and workplace environment.
- b. ESPL will have clear policies and procedures for staff that follow best practices for Human Resources Management.
- c. ESPL will maintain a vibrant volunteer recruitment and management program.