Goal 1.1: Ensure policies support customer service.

Goal 1.2: Ensure Library hours of operation meet community demand.

Goal 1.3: Define appropriate levels of ambient noise throughout Library through policy, signage, and rearrangement of furniture when appropriate.

Goal 1.4: Consider impact of eliminating fines on the user experience and budget.

Goal 1.5: Prioritize study room use for Bartlett Public Library District residents and organizations.

Goal 1.6: Research feasibility of adding more express checkout stations throughout the Library, and upgrading existing ones.
Goal 2.1: Address accessibility concerns to ensure that all components of the Library’s physical collection are available to all.

Goal 2.2: Utilize available data to ensure adherence to Collection Development Policy and amend policy as needed to align purchasing with identified collection needs of patrons.
SERVICE RESPONSE 3:
Ensure Library Operations and Programming Meet Community Needs

Goal 3.1: Review capital replacement plan to ensure long-term viability of Library facility.

Goal 3.2: Utilize data to evaluate programming needs and potential gaps in areas of interest.
Facility Maintenance
Interest-Based Programming
User-Friendly Amenities

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SERVICE RESPONSE 4:
Enhance Marketing and Communications Activities

Goal 4.1: Develop marketing plan that includes targeting communication to segments of the population by demographic, niche interest, etc. This plan will empower our community to become aware of the Bartlett Public Library District’s offerings.

Goal 4.2: Leverage digital communications tools to better inform community members about current programs and recent Library developments.

Goal 4.3: Consider new marketing options to promote Library amenities and services, such as an annual community open house or development of a “renewal card packet.”