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# Multnomah County Library Priorities 2009–2012

The environment in which this library operates is continually evolving. However, as our services and materials evolve to reflect the changing needs and desires of our users, it is important to keep in mind the constants that define this library over the course of time and transformation: a quality collection, excellent service and welcoming spaces.

The seven service priorities listed below build upon these constants and will guide us over the next few years as we make some difficult but necessary decisions to ensure that Multnomah County Library is providing this community the best, most relevant service it can with limited resources.

Given how unpredictable the world around us is, it is important to be aware that these priorities may well change within the next three years. One of our highest obligations to the community we serve is to pay attention as it shifts and changes and respond in kind.

These priorities will be our guide for providing services and programs over the next few years. This doesn't necessarily mean, however, that we will increase time, money and energy spent on all activities that fit these priorities. Instead, we may focus a service based on these priorities; or we may de-emphasize it to some degree; or we may engage in it more reactively (providing services requested by library users) than proactively (providing services initiated by library staff).

Some things will undoubtedly be discontinued; just because a library service is not included explicitly in these priorities, however, does not mean we will completely discontinue it. For instance, we will continue to serve the information needs of our patrons when they turn to us for answers and we will continue to provide a quality collection that reflects the needs/interests of our community. Of course, collection formats and how we provide information will necessarily change as technology and trends in information access change. However, the community this library serves can always expect quality from us.

Think of these priorities as filters through which we will consider Multnomah County Library services, programs and initiatives in the coming few years. We will use them to guide us as we shape our future.

- **Exceptional customer service**

MCL patrons consistently receive outstanding customer service that is responsive to change. Patrons will easily find staff who are available to assist and interact with them at their points of need.

- **A resource during this economic crisis**

Patrons will find resources, programs and support to improve their lives during the current economic crisis.

- **Efficient materials movement**

Patrons will receive their library materials as quickly and cost-effectively as possible. Patrons will be able to access materials in ways that are focused on self-service and ease of use.

- **Early literacy**

Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen.

- **Success in school: support for K–12 student learning**

Students will have the services, materials and resources they need to succeed in school and to improve their literacy.

- **Resources for immigrants**

Immigrants will have the information and resources they need to participate successfully in life in the United States.

- **Facilitating civic engagement**

Patrons will have access to resources that support, create opportunities for, and inspire participation in our community, as well as address issues of public concern.

