VISION STATEMENT
To be a welcoming, inclusive place for community connection and educational, recreational, and cultural enrichment as well as an innovative resource for information, knowledge, and technology. To support literacy and life-long learning for all.

MISSION STATEMENT
The mission of the Pittsford Community Library is to connect our community with current, responsive, and diverse materials, events, and services curated by an expert staff. This dynamic combination provides a vibrant, inclusive hub for lifelong learning in a warm and welcoming environment.

CORE VALUES
Education & Lifelong Learning
We value creating an environment that inspires connections, learning, and discovery for all.

Access & Intellectual Freedom
We value free and equitable access to diverse collections and services in support of intellectual freedom.

Service
We value cultivating an inclusive staff who are dedicated to knowledgeable, engaging, and compassionate service.

GOAL STATEMENT
The Pittsford Community Library enhances patron experiences by meeting and exceeding expectations with every contact.

FOCUS AREAS WITH OBJECTIVES & ACTIONS
Service
Enhance patron experiences by meeting their needs when and where they are, both in person and remotely.
- Routinely evaluate services and patron experiences using analytical tools and statistics. Utilize the results to continually maintain/enhance services and patron experiences.
- Benchmark with other libraries and attend trade shows.
- Develop core skills for staff to meet changing and expanding information and service demands.
- Prioritize service in staff performance reviews.

Events, Outreach & Community Connections
Develop high quality, culturally diverse events and outreach initiatives for all ages that reflect community needs and interests.
• Explore opportunities for experiences that connect our community.
• Explore ways to creatively promote events and services.
• Develop outreach efforts directed toward underserved groups within the community.

Space
Provide accessible, engaging, and flexible spaces within the library that encourage community connection.
• Create an environment in which all individuals are treated fairly and respectfully.
• Respond to safety and risk issues promptly.

Collections
Curate and deliver diverse collections and resources that reflect the varied interests of our community. Encourage a passion for literacy and life-long learning across ages through exploration and personal discovery.
• Maintain and evaluate statistics to gauge response to demand.
• Transition media types when appropriate.
• Strengthen relationships with MCLS leadership to work to expand system services and optimize access to resources and services.

Financial Support
Maintain financial support by working closely with funding sources.
• Regularly examine services and operations.
• Maintain public awareness of the value and services of the Library to ensure support.
• Maintain a close relationship with the Town of Pittsford.
• Support and recognize the efforts of Friends of the Pittsford Library and Pittsford Community Library Foundation.

Library Leadership
Library leadership provides forward thinking that continuously looks for best practices and creative solutions to challenges.
• Routinely review and update library policies and procedures.
• Attend continuing education opportunities.
• Foster community support.

EVALUATION
The Board of Trustees will act on the plan as it sees fit. The Library Director will guide the library staff in formulating a work plan to accomplish the goals directed in the plan. The Library Director will report on the progress of the goals and actions over the ensuing five years.