

East Troy Lions Public Library **Policies & Procedures Manual**

Mission, Vision & Role Statement

Mission:

The East Troy Lions Public Library (hereafter known as ETLPL) is a gateway to the world of information and discovery which inspires a life-long love of reading and learning. The Library offers free access to varied collections, stimulating programs, leading-edge technology, and a responsive staff in a welcoming environment.

Vision Statement:

The ETLPL will be recognized as an accessible and exceptional center of life-long learning, and creativity. We will provide the best of contemporary and traditional information, unique local resources, and programming that ensures personal and professional growth. We will be leaders in developing and utilizing the talents of everyone who works in the library to achieve excellence in customer service to our community.

Role:

The ETLPL serves The Village of East Troy, the Town of East Troy and the Town of Troy. These form a community that exhibits the intimacy associated with a small town. A Library Board formed by members of each community and the library staff are committed to seeing the library remain an integral part of this community.

Every effort is made to provide library service that is available at times convenient to the community. Currently the Library is open at the following hours:

- Monday through Thursday 10:00am – 7:00pm
- Friday 10:00am – 5:00pm
- Saturday 10:00am – 1:00pm

The ETLPL provides service on a free and equal basis and supports the Library Bill of Rights (American Library Association, June 1939, reaffirmed January 1996). Books, materials and information are provided for the interest, information, and enlightenment of the community which the ETLPL serves. The information which forms the collection will represent all points of view on current and historical issues.

Current basic services provided to the ETLPL community include the following:

- Print Books and eBooks (via the Overdrive platform)

- Print Magazines and eMagazines (via the Zinio platform)
- Current DVD's and CD's
- Adult and Children's programming (includes Summer Reading Program)
- Makerspace (Makerspace closed 12/31/2016)
- Internet & WiFi connections
- Online Catalog and direct placement of holds on materials
- Databases (such as HeritageQuest, PowerSpeak Languages, and Legal Forms)

In addition, the ETLPL belongs to the Lakeshores Library System. This consortium provides resource sharing and access to the collections, technical expertise, and services of libraries throughout Walworth and Racine Counties. Services provided via this Library system include:

- Interlibrary Loan and Document Delivery
- Training and Continuing Education for Staff
- Delivery Service of materials on hold
- Technology Upgrades and Technical Support
- Gale Resources (online classes for Job training)

Resource Sharing will continue to be an important aspect of maximizing library service and ETLPL will continue its partnership with the Lakeshores Library System as a means of providing excellent service to the community.

The following Library Board Bylaws and Library Policies will further explain the rationale for, procedures about, and the services provided by the ETLPL.