

FRIENDS OF THE SUN CITY LIBRARIES, INC.
Long and Short Term Goals

1. **Patron Lifelong Learning:** Focus on community outreach.

Long Term Goals: Increase patron Library usage by supplementing the Library District with programs, materials, or equipment unique to Sun City patrons. Expand the Book Buddy program to reach homebound patrons. Develop improved patron communication about Library and Bookstore offerings.

Short Term Goals: Cooperate with the Library District to develop and conduct a Needs Assessment specific to Sun City patrons. Use Needs Assessment results to determine additional programs, materials, or equipment needs. Create a better awareness of Library offerings through flyers and internet. Review the need for a Friends web site. Improve ongoing communication with patrons. Establish relationships with other Sun City senior organizations to additionally publicize the Book Buddy program.

Outcomes: Do a follow-up survey to determine if more needs have been met. Note personal observations and patron communication.

2. **Board/Volunteer Continuing Education:** Focus on identifying and providing specific continuing education needs of Board members and volunteers which will strengthen individual skills, improve patron service, and improve programs.

Long Term Goals: Identify continuing education needs of Board members and Bookstore volunteers, and then provide opportunities through local resources.

Short Term Goals: Establish regular Bookstore volunteer meetings and communications to share information, to improve duty efficiency, to elicit suggestions for operational improvement, and to improve overall operational efficiency. Seek appropriate local workshops to develop Board member growth. Develop a comprehensive Board member orientation program, to include policies, practices, and procedures.

Outcomes: Use an end of year Board and Bookstore volunteer survey to provide response on continuing education accomplishments.

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3. **Board Cooperative Relationships:** Focus on improved relationships with the Maricopa County Library District.

Long Term Goals: Develop a teamwork approach with the Library District.

Short Term Goals: Establish long term and short goals with the Library District to improve services to Sun City residents. Cooperate with the Library District on a Patron Needs Assessment; implement as many plausible suggestions as possible. Establish regular meetings with appropriate Library District staff members and Friends committees.

Outcomes: Meet at the end of the year with the Library District representatives to assess progress toward long and short term goals.

4. **Bookstore:** Focus on developing a Bookstore that is a friendly, active, and welcoming presence.

Long Term Goals: Provide a clean, welcoming, user-friendly environment for patrons. Organize the materials for sale in such a way that is fresh, appealing, and accessible for all.

Short Term Goals: Complete the shelving purchase to accommodate all books and materials in the Bookstore and workroom. Improve Bookstore signage. Organize books and materials in the workroom to make it easier for volunteers to re-shelve.

Outcomes: Provide a suggestion box for patrons to offer comments and suggestions. Have volunteers note comments made by patrons and place in suggestion box.

5. **Friend and Board Recruitment:** Focus on a program which will generate new Friends members and Board members.

Long Term Goals: Create an ongoing program to increase the number of new Friends members and to identify and encourage potential Board members.

Short Term Goals: Recruit new Friends members during 2011. Recruit potential persons for consideration as new Board members in 2012.

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Outcomes: Recruit at least 12 new Friends members during 2011. Recruit at least three persons for Board candidates in 2012.

6. **Board Organizational Structure:** Focus on continuing to develop and update policies and procedures.

Long Term Goals: Have in place appropriate and current bylaws, policies, and procedures. Establish a calendar for Board review of bylaws, policies, and procedures.

Short Term Goals: Continue to update financial policies, including internal controls. Establish a new standing committee to include responsibilities for investments, policy and procedure development and review, and bequeaths. Continue the updating of policies and procedures. Establish a bequeath procedure.

Outcomes: Have an end-of-year progress assessment made by the Board.

Board Member Responsibility for Short Term Goal Accomplishment 2011.

Goal 1	Mary Goitia and Tom Everitt
Goal 2	Sue Painter and Jill Campbell
Goal 3	Kathy Shawl
Goal 4	Mary Anne McDonald
Goal 5	Joanne Beddoes
Goal 6	Rich Lybolt and Sue Painter

Board Member Responsibility includes spearheading the accomplishment of the goal, reporting on progress of goal accomplishment at each regular Board meeting, organizing the evaluation of goal accomplishment, and reporting on outcomes at the Annual Meeting.