## COUNCIL POLICY MANUAL

Poncy 6.2.1	Library — Goals and Policies
Goal 6.2B:	Provide library services to help community residents find and use the materials and information they need
Policy 6.2B.1:	Give high priority to providing reference services for library patrons of all ages
Policy 6.2B.2:	Organize and present materials so library users can find what they need
Policy 6.2B.3:	Ensure lending procedures that are convenient to library users
Policy 6.2B.4:	Provide outreach services at times and locations to meet needs of customers who do not travel to the Main Library
Goal 6.2C:	Provide library programs and publications to educate, enrich and enlighten library users
Policy 6.2C.1:	Promote life-long use of the Library and Love of Reading through programs for children
Policy 6.2C.2:	Provide programs for teens and adults to reflect and expand the broad range of interests of community residents
Policy 6.2C.3:	Give high priority to helping library visitors learn how to use the library and its resources
Policy 6.2C.4:	Promote and publicize the Library so collections and services are known to a wide range of Sunnyvale residents and businesses
Goal 6.2E:	Use new technology to optimize the development and delivery of library services
Policy 6.2E.1:	Serve as an access point in the distribution of information in digital formats and other formats that evolve in the future
Policy 6.2E.2:	Evaluate new technologies to improve the delivery of library services
Goal 6.2F:	Foster a collaborative organization to attain a high performance and customer-focused Library
Policy 6.2F.1:	Establish cooperative relationships to maximize the effectiveness of Library services

## COUNCIL POLICY MANUAL

- Policy 6.2F.2: Incorporate community input and use other tools to assess the effectiveness of library services.
- Policy 6.2F.3: Maximize the skills and knowledge of the library staff to deliver high quality library services
- Policy 6.2F.4: Adopt practices and systems which streamline workflow to make library services and materials available to the public

(Adopted by Resolution 110-03; RTC 03-116 (4/8/03); Consolidated General Plan Update (September 2011)/Administrative update (March 2012))

Lead Department: Department of Library and Community Services