GOAL 1: COLLECTIONS
The library will build and maintain print, electronic, and object collections that both serve the intellectual, recreational, and practical needs of the community as well as represent the varied interests and diverse backgrounds of the community.

GOAL 2: SERVICES
The library will provide friendly, convenient, and responsive instructional, reference, readers’ advisory, and borrowing services, while ensuring staff receive proper training to provide these services and while working with the Library Board of Trustees to develop and refine policies for these services.

GOAL 3: PROGRAMS
The library will offer programs for patrons of all ages that support literacy, education, creativity, and entertainment.

GOAL 4: SPACES
The library building and grounds will be welcoming, useful, and accessible to the community and provide adequate spaces conducive to work, study, collaboration, gathering, and play.

GOAL 5: TECHNOLOGY
The library will provide access to a variety of technological devices for browsing, productivity, collaboration, research, and entertainment as well as training on how to use those devices.

GOAL 6: PROMOTION & OUTREACH
The library will work to extend its presence in and value to the community by keeping the community informed about our offerings through creative and engaging marketing content and by regularly engaging in off-site programs and community activities.

GOAL 7: FUNDRAISING & ADVOCACY
The library will work with Town Administration to secure adequate municipal funding for library operations and with fundraising and grant organizations to supplement municipal appropriations.

This plan was approved by vote of the Billerica Public Library Board of Trustees at their September 12, 2022 meeting.