
KNOWLEDGE & CULTURE: Residents will enjoy new, popular, and culturally significant resources and experiences designed for their personal enrichment.

✓ *By 2030, 90% of residents will agree and/or strongly agree as a result of checking out library materials, participating library programs and events, and using library services:*

- they read more and their reading is enhanced;
- they learn more about their interests and are better able to explore their interests;
- they gain new skills and their learning is enhanced;
- they better understand our community, state, nation, and world;
- they feel better connected to our community, state, nation, and world; and
- their lives are better

...than if they did not use Mid-Columbia Libraries.

✓ *By 2030, 90% of residents will agree and/or strongly agree, that in using their library:*

- they **easily obtain** the titles they want
- items placed on reserve are **available** in a timely manner
- they are satisfied by the **assistance** they receive from **staff** in: finding a specific title; receiving recommendations for reading, viewing, and/or listening; connecting to non-library resources; and resolving customer account and service issues
- they are satisfied by the **quality** and **variety** of the library's **collection** in: new and popular fiction; genre fiction; classic and award-winning fiction; new and popular non-fiction; video; exploring their interests; all in their desired languages and formats
- they are satisfied by library **programs' and events'** quality, variety, and in exploring their interests
- they are satisfied by the library's **technology** and **WiFi** connectivity
- they feel their library is **visible, active, and connected** in their community
- they feel **welcome** and **safe** in their library

LEARNING & LITERACY: Children will have the resources and experiences needed to support lifelong success in reading and learning.

✓ *By 2030, 90% of families with children will agree and/or strongly agree as a result of checking out library materials, participating library programs and events, and using library services:*

- they read more with their children;
- they feel better connected with their children;
- their children read more, enjoy reading more, and are more confident in their reading;
- their children are better able to explore their interests and gain new interests;
- their children enjoy learning more;
- their children better understand our world; and
- their children's lives are better

...than if they did not use Mid-Columbia Libraries.

✓ *By 2030, 90% of families with children will agree and/or strongly agree, that in using their library:*

- they **easily obtain** the titles they want
- items placed on reserve are **available** in a timely manner
- they are satisfied by the **assistance** they receive from **staff** in: finding a specific title for their children; receiving recommendations for reading, viewing, and/or listening for their children; connecting to school and learning resources; and connecting to non-library resources for their children
- they are satisfied by the **quality** and **variety** of the library's **collection** in: board books; picture books; early readers and early chapter books; new and popular children's fiction; classic and award-winning children's fiction; new and popular children's non-fiction; video; exploring their children's interests; supporting their children's learning and development; all in their desired languages and formats
- they are satisfied by library **programs'** and **events'** quality, variety, in exploring their children's interests and in supporting their children's learning and development
- they feel their library is **connected** and in **partnership** with the schools and the educational community
- they feel **welcome** and **safe** with their children in their library