Mission
The Ephrata Public Library is a physical and virtual community center. Its mission is to provide resources and to promote opportunities for everyone seeking to improve, change, enrich, and enjoy their lives. The library offers free access to information reflecting differing viewpoints in order to support an open and democratic society.

Vision
The Ephrata Public Library will be a destination for the entire community. As such, it will be recognized as vital through its programs and services.

Core Values
The following statements are reflective of the values that drive the service, programming, and operations of the Ephrata Public Library.

Customer Service and Interaction with the Public
1. We will demonstrate respect for each library user regardless of gender, age, ethnicity, creed, or economic status.
2. We will be responsive to and flexible with our clients, choosing “people over policy.”
3. We will develop and maintain good relationships by treating our clients as we would like to be treated.

Intellectual Freedom and Confidentiality
We will support a collection that reflects diverse intellectual perspectives and will not restrict the use of this collection. We will answer requests for information in a nonjudgmental way and will keep inquiries confidential.

Community Connections and Partnerships
We will develop cooperative relationships with municipalities and community organizations, inviting them to partner with us or acting as a referral center. We will strive to provide community information that will benefit our customers.

Public Programs/Technology
We will be a resource and community hub for educational, social, recreational and technology programs and services.

Staff Education/Training
i. Director
ii. Technology Manager
iii. Public Program Team
e. Program Evaluation
   i. Public technology evaluations and feedback
   ii. Program participation
   iii. Program participation evaluation

3. Evaluate and expand employee technology competencies

   a. Action steps
      i. Collect staff feedback of current competency program
      ii. Research best practices in competency development nationwide
      iii. Create an updated list of customer service and technology standards for staff
      iv. Provide training opportunities for staff
   b. Time frame
      i. Feedback collection by March 2014
      ii. Update competencies by June 2014
      iii. Complete training opportunities by June 2015
   c. Costs
      i. Staff time
   d. Responsibility
      i. Director
      ii. Managers
   e. Performance evaluations
      i. Yearly evaluations
      ii. Staff survey

4. The library will continue to develop a capital and construction campaign to expand the building to accommodate growth

   a. Action steps
      i. Develop a construction and capital campaign
      ii. Hire an outside firm for capital campaign assistance
      iii. Get approval from the Library of Lancaster County Board of Directors and Borough of Ephrata Manager and Council
   b. Time frame
      i. Determined by funds raised
   c. Costs
      i. Determined by Building Committee
   d. Responsibility
      i. Board of Directors
      ii. Building Committee
      iii. Director
   e. Performance evaluations
      i. Expansion will occur by December 2015