

Mission & Vision Statements | Mid-Hudson Library System

Mission Statement

Since 1959, the Mid-Hudson Library System has acted to insure the public's right to free access, facilitate economical resource sharing, and promote professional library services while working in partnerships with the independent public and free association libraries in the designated service region.

System Vision (2007 – 2011)

During the next five years, the Mid-Hudson Library System (the "System") needs to work with the member libraries to assist them in providing quality library service to their patrons.

Quality service has been defined as ensuring patrons have a positive experience at the library, being treated with respect and obtaining the information they requested in a timely manner. Operationally this requires that:

- Libraries identify and promote services for their communities;
- Staff have the resources to fill the request of their patrons;
- Staff be skilled in customer service and understand all available resources and services;
- The library infrastructure function seamlessly and efficiently;
- Libraries be recognized as a valuable, cost-efficient resource in their communities; and
- Libraries continually review their programs for effectiveness and responsiveness