

Summary of Values and Services of the 54 branch Free Library of Phila. System

- I. **Access to Knowledge** (Mayor Nutter's Goals 1,2,3,4,5,6)
Fact: 25% of residents live below the poverty level, depending on the Free Library for books & materials
- Historically, library usage increases in economic downturns; libraries remained open during the Great Depression & both World Wars
 - Nationwide library patronage increased by **65%** (source: The Wall Street Journal)
 - In Phila. the 54 library locations had **5.5 million visits** for books and other materials, computer and internet access, educational and cultural programs, homework and job readiness assistance – logging in a **21% increase** to borrowed materials
 - Changing neighborhoods: libraries respond to the dynamic changes of the city's diverse population; offering access to knowledge in a variety of formats for a diversity of ages, educational levels, ethnicities, cultures, religions, languages, and economic standing
- II. **Literacy – Print and Digital** (Mayor Nutter's Goals 2,3,4,5,6)
Fact: 22% of adults lack basic literacy and math skills (source: U.S. Department of Education)
- 50% of city residents are without home computers or access to the world wide web
 - 70% of PA's inmates are illiterate, while 60% of the nation's inmates can barely read and write
 - **\$225 billion** is lost annually due to poor literacy causing low productivity in the workforce, crime, and lost tax revenues (source: ProLiteracy)
- III. **Jobs – from manufacturing to a knowledge economy** (Mayor Nutter's Goals 2,3,4,5,6)
Fact: 6.5% of Philadelphian's are now unemployed
- Public libraries provide adults & teens with resume writing, electronic job searches and application submissions, computer skills workshops, career and re-training assistance
 - Most employers now require digital job applications
 - Unemployed adults and teens on the wrong side of the digital divide utilize the expertise and assistance of librarians to navigate the internet, prepare and submit resumes and applications
- IV. **Safety for our children and youth** (Mayor Nutter's Strategic Goals 1,2,3,4,5,6)
Fact: Philadelphia is ranked 22nd highest of all U.S. cities in crime
- Youth, left unsupervised, are more likely to get into trouble after school from 3-6pm
 - 80,000 school aged youth a year go to their branch libraries for **lawful** activities
 - Libraries serve as safe and educational havens for children offering an adult supervised, academically and socially enriching environment
 - 7 out of 11 of the neighborhood library branches originally slated for closure are in the city's nine anti-crime districts
- V. **Education** (Mayor Nutter's Strategic Goals 2,3,4,6)
Fact: the Free Library is an educational force serving as the de-facto library for public, private, charter, parochial, and home school students
- Only **49.2% have high school diplomas** (2004), Phila. ranks 2nd to lowest of 10 top cities
 - 75% of the public schools lack adequate library services
 - Libraries provide book and pre-school reading clubs, GED classes, English as a Second Language, Books Aloud for daycare educators and educational programs
 - Accredited librarians and trained staff assist students with tutoring, homework help, research assistance, and early learning programs for pre-school children
 - Teachers use the library for their own continuing education
 - Accredited librarians and trained staff assist teachers to resource and prepare class work and literature and serve undergraduate and graduate student populations

VI. **Closing the Digital Divide** (Mayor Nutter's 5 yr. goals 1,2,3,4,5,6)

Fact: 50% of Philadelphians lack access to the internet/world wide web

- Libraries play a critical role in creating and hosting content, and as a provider of access to these resources for those who would otherwise be unable to participate in this process
- 986,000 computer usages logged onto the Free Library's system in FY 2008
- Professionally guided and reliable resources for print and digital research

VII. **Sustainable Communities** (Mayor Nutter's 5 yr. goals 1,2,3,4,5,6)

- Libraries are one of the few free and accessible meeting spaces in neighborhoods
- Libraries are the 'heart' of the community, where neighbors meet
- 367,000 adults and children (FY08) went to the library for free programs

City of Philadelphia Strategic Plan Summary:

Vision: The City of Philadelphia is a high performing government producing results that matter most to citizens at an affordable price.

Mission: To Provide quality leadership, partnership, and services to improve public health and safety, economic vitality, education, neighborhood livability, and civic engagement.

Values: Respect, Service, Integrity

Guiding Principles: Smarter, Faster, Better, Accountability, Open Communication, Value for Investment, Partnership and Networks

1. **Public Safety**

Philadelphia becomes the safest large city in the country

- Increase feeling of safety at home, school, the neighborhood, work and play
- Reduce the City's homicide rate by 25% in 2008

2. **Education**

Philadelphia becomes the country's premier education city

- Reduce the high school drop out rate by 50% in 5 to 7 years
- Double the number of residents with a 4-year bachelor degree over 5-10 years

3. **Jobs and Economic Development**

Philadelphia grows as a green city

- Change the tax structure to encourage job creation and income growth
- Add 75,000 people to Philadelphia's population in 5 to 10 years

4. **Healthy and Sustainable Communities**

Philadelphia neighborhoods are vibrant and livable

- Increase Recycling and decrease use of non renewables
- Decrease litter citywide
- Improve life expectancy and the health and safety of children and adults

5. **Ethics**

Philadelphia demonstrates the highest standards of ethics and accountability

- Establish and meet ethical standards
- Increase the number of citizens who believe their government is trustworthy

6. **Customer Service and a High Performing Government**

Philadelphia becomes a national customer service leader

- Establish, publish, and meet customer service standards for all City services, including redress for the customer when the standards are not met
- Improve citizen evaluation of effectiveness of City services, as measured by a citizen survey