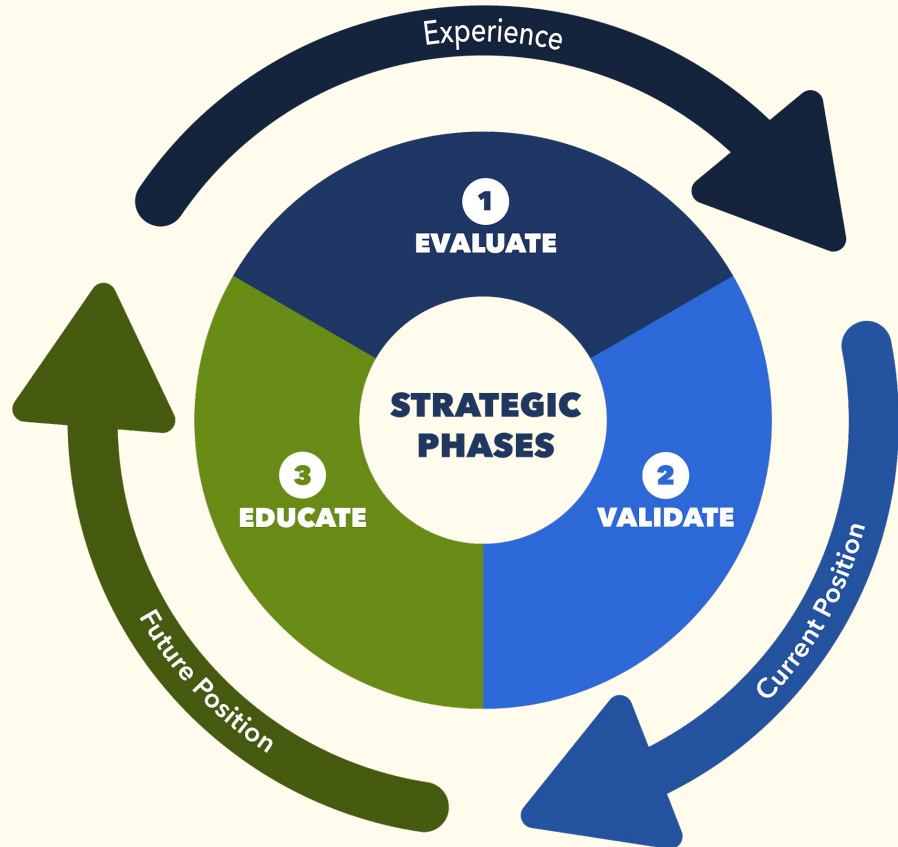




Strategic Planning Update:



- Assess current organizational state
- Identify overall goals and approach of planning process

- Gather External Stakeholder Feedback
- Gather Internal Feedback
- Mission, Vision, Values Alignment

- Workshops: Identify Strategies
- Edit/Test & Finalize Plan
- Communicate Plan



Stakeholder Report

1. Report largely **validated** strengths and reinforced opportunities the Library has already identified.
2. The Library is **well liked** and appreciated by patrons and community leaders.
3. Non-patron perceptions are neutral to positive—signaling an opportunity to **expand outreach & strengthen awareness**.



Strategic Plan Draft: Focus Areas

Overarching Themes:

- Maintaining Core Services
- Accessibility
- Inclusivity

1. Library Services & Resources	2. Community Presence & Experience	3. Organizational Capacity & Development
<i>What the library provides to the community.</i>	<i>How the community perceives and experiences the library.</i>	<i>How the library builds its own strength to deliver on mission.</i>
Programs, collections, resources, referrals, and customer service that connect people with knowledge, learning, and enrichment opportunities.	A welcoming and visible presence—both within its facilities and throughout the community. Through inclusive access, strong outreach, and trusted partnerships, the library creates meaningful experiences that foster patron agency.	The library's ability to develop staff, infrastructure, and systems that support impact.

FOCUS AREA 1: Library Services & Resources

STRATEGY:

Ensure equitable access to high quality, community-driven collections, programs, technology, and helpful staff.

GOALS:

New/Expanded APPROACHES

1. Improve Electronic Collections:

Enhance access to digital materials so patrons can easily find and enjoy high-demand titles.

2. Strengthen Physical Collection Development:

Maintain and present a well-curated, easy-to-navigate physical collection that reflects community interests.

3: Deliver Patron-Driven Programs:

Offer engaging, inclusive programs that evolve with the community's needs and interests.

4: Expand Referrals and Resources Connections:

Increase the library's role as a connector to social services, self-help materials, and community support resources

5: Advance Technology Access:

Provide up-to-date technology, software, and internet access that support creativity, learning, and communication.

6: Grow the "Library of Things":

Broaden and promote lending of non-traditional items that enhance everyday life and learning.

FOCUS AREA 2: Community Presence & Experience

STRATEGY:

A welcoming and visible presence—both within its facilities and throughout the community. Through inclusive access, strong outreach, and trusted partnerships, the library creates meaningful experiences that foster patron agency.

GOALS:

New/Expanded APPROACHES

1. Deepen Outreach & Partnerships:

Extend the library's reach and relevance through intentional community relationships.

2. Broaden Access Channels:

Use effective, inclusive communication methods and marketing platforms to reach all community members.

3: Enhance Facilities for Connection and Discovery:

Create inviting, flexible spaces that encourage exploration, comfort, and meaningful interaction.

4: Strengthen Customer Service Consistency:

Ensure patrons experience seamless, friendly, and informed support across all library locations and staff.

5: Introduce Patron-Facing Technology:

Introduce digital tools and systems that make using library services more intuitive and accessible.

FOCUS AREA 3: Organizational Capacity & Development

STRATEGY:

The library's ability to develop staff, infrastructure, and systems that support impact.

GOALS:

New/Expanded APPROACHES

1. Invest in Staff Expertise & Collaboration:

Develop staff skills, confidence, and cross-department collaboration to deliver exceptional service—one team, we are all the library.

2. Enhance Organizational Resilience:

Build flexible systems, contingency plans, and attract and retain experienced staff that allow the library to thrive.

3: Refine Processes and Service Standards:

Standardize and continuously improve procedures to ensure efficient, consistent, and high-quality patron experiences.

4: Foster a Positive, Supportive Workplace Culture:

Recognize staff contributions, promote teamwork, and nurture a culture of learning and appreciation.

5: Invest in Technology and Tools:

Equip staff and facilities with the tools and systems needed for modern, effective operations.