

1 < IMPROVE THE CUSTOMER EXPERIENCE IN OUR PHYSICAL AND DIGITAL SPACES

Actions include:

- Rebranding
- New website
- Wayfinding in the libraries
- Focus on populations not currently using or as familiar with public libraries

Draft

PURPOSE:

Align the work of the various departments, keep us focused, and create a framework for reporting on our goals to the Board.

2 < EXPAND PLACES WHERE PEOPLE CONNECT WITH THE LIBRARY

Actions include:

- SE location conversation
- Launch Evie
- Explore offsite programs with partners

3 < DEVELOP AND EXPAND STRATEGIC PARTNERSHIPS

Actions include:

- Define and update “partnership” conceptually and within policies
- Create and implement tracking tools
- Convene community partners to engage in larger community work

4 < BUILD OPPORTUNITIES FOR STAFF DEVELOPMENT AND ENGAGEMENT

Actions include:

- Onboarding
- Training (new LMS)
- EDI work (learning pods, affinity groups)
- More opportunities for staff across the district to participate on committees, projects, programs
- Implement Comp Study

5 < CREATE AND IMPLEMENT KEY METRICS AND TRACKING

Actions include:

- Align KPIs with Strategic Plan
- Use data from existing sources (e.g., Denison, Spectra, Think Again, Orange Boy)
- Update job descriptions and competencies to align with Guiding Principles

6 < UPHOLD INTELLECTUAL FREEDOM AND DEMOCRACY

Actions include:

- Update policies & procedures
- Staff learning and discussion opportunities
- Community convening and partnerships
- Advocacy for library values and principles

2023 GOALS

