

# 2024 ORGANIZATIONAL GOALS

## 1 Strengthen Staff Engagement & Culture

- Develop a flexible staffing model for the future
- Establish an internal communications plan that includes celebrating wins/joys
- Implement new scheduling software and more consistent scheduling practices
- Engage all staff in results of Denison Culture Survey
- Deploy learning management system (LMS) and action plan
- Revise and refine EDI program

## 2 Plan & Design an Innovative New Southeast Community Center/Library

- Work with project partners to clarify roles and responsibilities, and to formalize agreements
- Gather community input to inform design, programs, and optimize access
- Implement effective project management and coordination with the City (e.g., communication, decision making, budgets, etc.)
- Develop overall financing plan (public and private)
- Implement effective internal and external communication plan about the project

## 3 Improve the Customer Experience in our Physical & Digital Spaces

- Launch new website and new event management/room reservation platform
- Update signage and wayfinding for accessibility and consistency between locations and across physical and virtual spaces
- Create standards for customer service expectations, training, and accountability
- Improve accessibility in our physical and digital spaces as feasible and conduct staff training
- Connect with identified Outreach target audiences through intentional programming and services
- Create focused communication plan to highlight virtual and in-person experiences

## **Create a Comprehensive Technology Plan for Internal & External Users**

**4**

- Forecast future technology needs for a new location and existing locations
- Review and/or update technology-related Intergovernmental Agreements with partners
- Explore and plan for opportunities for an innovation space within the Southeast Community Center / Library project

## **Develop & Expand Community Engagement & Partnerships**

**5**

- Evaluate current partnerships and identify gaps
- Partner with community groups and experts on programs and services that celebrate our community culture and heritage
- Update and document partnership agreements

## **Demonstrate Transparency & Accountability**

**6**

- Update Library policies and create a timeline for ongoing, regular updates
- Improve data dashboard and measurements, and communication with the community
- Make financial information easier for community to find and understand
- Develop programming measurement and reporting tools to align with strategic plan priorities