

## 2020 – 2023 Strategic Plan

### **1. Library users will have comfortable, updated, safe and welcoming physical spaces.**

- a. The Library will undertake facility improvements reflecting updated usage patterns and supporting achievement of our service and strategic goals.
- b. The Library will have security personnel present during all hours of operation.
- c. Library administration and Board will review and update the Library code of conduct as needed and will maintain safe, welcoming spaces via:
  - i. Staff training and support for consistent enforcement of policy
  - ii. Effective communication of expectations to public

### **2. The Library will be proactive in recognizing and addressing the needs of those experiencing poverty and homelessness in our service district.**

- a. Develop partnerships with local agencies to enhance access to resources and programming for the community, which may include:
  - i. Creating formal agreements with area agencies to locate services at the Library
  - ii. Collaborating on training that addresses identified community needs
- b. Provide training and support for staff on best practices in serving and engaging with individuals experiencing poverty-related challenges
- c. Collaborate with local government and agencies to inform and engage the community about poverty-related issues

### **3. Departmental and organizational operations will be streamlined and updated to reflect best current best practices and improve staff and patron experiences.**

Library staff and Board members will be empowered to create informed analysis of internal and external processes and procedures which may include:

- i. Creation of an effective staff intranet for consistent and easy reporting of security, facility, marketing, and fiscal matters and/or requests
- ii. Expansion of the on-boarding process for new employees
- iii. Development of a standard customer service training for new and existing employees
- iv. Addition of an administrative assistant to support the Fiscal/HR Officer.

### **4. The Library will prioritize effective internal and external communication.**

- a. The Library will hire a part-time Marketing Coordinator to oversee promotion and messaging about Library programs and resources.
- b. The Library will replace bulletin boards with screens to promote and inform the public of Library programs and services.
- c. The Library will create a staff intranet for enhanced internal communication