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2017-2019 STRATEGIC PLAN

Board Approved: February 13, 2018

MISSION STATEMENT

We Empower Discovery

VISION STATEMENT

The Community Library Network is your go-to place for enrichment, engagement, and enjoyment.

BOARD OF TRUSTEES

Katie Blank, Chair
Robert Fish
Judy Meyer
Regina McCrea
Michele Veale

DIRECTOR

John Hartung



CommunityLibrary.Net

Please note:

Prioritized goals appear in **blue bold print**, but all goals are necessary to carry out the work of the District.

The Community Library Network is a library district, a political subdivision of the State of Idaho, though it is not a part of state or county government. An elected five-member Board of Trustees, responsible to the taxpayers within District boundaries, governs the District.

Community Library Network employs 98 staff to serve 111,000 residents over 1,150 square miles in Kootenai and Shoshone Counties. Libraries are located in Athol, Harrison, Hayden, Pinehurst, Post Falls, Rathdrum, and Spirit Lake. The District also provides outreach service through a bookmobile and two vans. There are 14 defined communities within the District. Almost fourteen percent of the population exists below the poverty level.

This Strategic Plan, 2017-2019, initiated by the Board, outlines ways to positively impact the lives of our citizens. The Board reviews the plan monthly to monitor success.

Strategic Question 1: How do we align our services to community needs?

Goal 1A: Strengthen and evaluate programs and services to retain existing members and reach targeted groups

Goal 1B: Identify and eliminate barriers to convenient service

- Evaluate and improve service to meet broadband and Wi-Fi needs throughout the District
- Investigate the impact of removing fines from District policy
- Develop a Drupal-based web app in compliance with Google and Apple standards
- Research and subscribe to e- and audio short reads

Goal 1C: Provide our communities with library spaces that will satisfy current and future needs

Strategic Question 2: How do we provide enriching experiences to encourage life-long learning?

Goal 2A: Help prepare preschool and school aged members to be enthusiastic learners

- Develop and implement programs and services to middle and high school members related to life skills, workforce training and recreation
- Present digital learning (literacy) opportunities to members at each of our libraries
- Include digital learning components into programs for children and teens

Goal 2B: Offer a variety of community gathering and learning opportunities for adults

- Offer emerging technology events at each library and bookmobile
- Offer Do-It-Yourself programs to attract Millennials and adults

Goal 2C: Provide library members and staff with innovative environments and technologies

- Create and fund a technology-based position to serve all audiences District wide
- Develop and implement a plan to offer 3-D printing at Hayden and Post Falls
- Develop and implement mobile 3-D printer and maker stations to rotate throughout the district
- Explore program options and develop a plan to purchase virtual reality equipment
- Design and implement dedicated physical spaces for maker activities at Hayden and Post Falls

Strategic Question 3: How do we cultivate support for the District's mission?

Goal 3A: Develop broad-based community awareness of library services and programs

Strategic Question 4: How do we adapt to keep pace with a changing environment?

Goal 4A: Provide high-interest virtual, physical, and print materials that satisfy community needs and preferences

- Create and fund a technology-based position to serve all audiences District wide
- Develop and implement a plan to offer 3-D printing at Hayden and Post Falls, with a separate mobile unit to rotate through the District.
- Explore program options and develop a plan to purchase virtual reality equipment
- Design and implement dedicated physical spaces for maker activities at Hayden and Post Falls

Goal 4B: Redesign library staff spaces to incorporate safe zones.

Goal 4C: Update staff skills, tools, and techniques to stay current with library “fresh practices”

CommunityLibraryNetwork[®]

KOOTENAI & SHOSHONE COUNTIES

We Empower Discovery

2017 - 2019 STRATEGIC PLAN PRIORITIES AND ACTIVITIES
February 15, 2018

Note: Prioritized goals appear in **blue bold print**.

Strategic Question 1: How do we align our services to community needs?

Goal 1A: Strengthen and evaluate programs and services to retain existing members and reach targeted groups

- Measure the impact of social media marketing in program attendance
- Develop a method to monitor the use of online resources through marketing efforts

Goal 1B: Identify and eliminate barriers to convenient service

- Evaluate and improve service to meet broadband and Wi-Fi needs throughout the District
- Investigate the impact of removing fines from District policy
- Develop a Drupal-based web app in compliance with Google and Apple standards
- Research and subscribe to e- and audio short reads

Goal 1C: Provide our communities with library spaces that will satisfy current and future needs

- Explore options for implementing space planning recommendations
- Refresh library spaces, furnishings, fixtures, and equipment to keep them functional and attractive
- Highlight popular materials by displaying collections on mobile shelving

Strategic Question 2: How do we provide enriching experiences to encourage life-long learning?

Goal 2A: Help prepare preschool and school aged members to be enthusiastic learners

- Lead the effort to develop Kindergarten readiness opportunities for all children birth-5
- Develop and implement programs and services to middle and high school members related to life skills, workforce training and recreation
- Present digital learning (literacy) opportunities to members at each of our libraries
- Include digital learning components into programs for children and teens

Goal 2B: Offer a variety of community gathering and learning opportunities for adults

- Host two or more District wide adult programming events
- Offer one or more technology events at each library and bookmobile

Goal 2C: Provide library members and staff with innovative environments and technologies

- Create and fund a technology-based position to serve all audiences District wide
- Develop and implement a plan to offer 3-D printing at Hayden and Post Falls

- Develop and implement mobile 3-D printer and maker stations to rotate throughout the district
- Explore program options and develop a plan to purchase virtual reality equipment
- Design and implement dedicated physical spaces for maker activities at Hayden and Post Falls

Strategic Question 3: How do we cultivate support for the District’s mission?

Goal 3A: Develop broad-based community awareness of library services and programs

- Create and implement a marketing campaign targeted to Millennials
- Develop and strengthen community partnerships

Strategic Question 4: How do we adapt to keep pace with a changing environment?

Goal 4A: Provide high-interest virtual, physical, and print materials that satisfy community needs and preferences

- Develop and implement a library of things (maker tools available for check out, e.g. Dremel tools, soldering irons, sewing machine)

Goal 4B: Redesign library staff spaces to incorporate safe zones.

Goal 4C: Update staff skills, tools, and techniques to stay current with library “fresh practices”

- Conduct safety training and cover fire drills, evacuation, and active shooter procedures
- Deliver staff training on new technologies