

3-21-19 Board Approved

FY2019-2021

Strategic Plan

Focus Area A: Engage community members in innovative, educational and fun experiences

Initiative: Align library programming to meet our communities' current and future needs

Action

1. Offer space, resources and programs to enhance career and business development
2. Offer Future-Ready technology programs for all ages at each library
3. Help prepare preschool and school aged members to be enthusiastic learners
4. Offer a variety of community gathering and learning opportunities for adults

Focus Area B: Exceed member expectations

Initiative: Offer engaging and dynamic services, attractive environments and desired collections to match community needs

Action

5. Implement consistent practices with member-friendly policies
6. Empower staff to offer one-on-one customer service away from the circulation desk
7. Develop a fine-free implementation strategy
8. Provide high-interest electronic, physical and print materials that satisfy community needs and preferences
9. Inform our members of opportunities, programs and services available at the library
10. Plan and implement an improved service model

Focus Area C: Champion staff excellence and satisfaction

Initiative: Ensure the District is a great place to work

Action

11. Recognize staff for innovation, creativity and continuous improvement
12. Provide continuing education experiences for staff development
13. Evaluate and address staff safety concerns and provide appropriate training
14. Encourage a wider exchange of ideas and information among staff
15. Research area business wages and benefits to position the library as a competitive employer
16. Develop advancement opportunities; re-evaluate open positions and job descriptions; and implement a succession plan to prepare staff for the future

Focus Area D: Provide accessible, inviting, safe and welcoming facilities

Initiative: Maintain and plan for library spaces that satisfy current and future needs

Action

17. Draft and implement an ADA transition plan
18. Investigate service sites for future expansion
19. Improve library spaces, furnishings, fixtures and equipment
20. Develop an outreach vehicle plan for changing community needs
21. Plan for replacement of library vans/cars



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Mission

We Empower Discovery

Vision

Your Go-To Place for
Enrichment,
Engagement and
Enjoyment

Board of Trustees

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Robert Fish
Judy Meyer
Regina McCrea
Michele Veale

Director

John Hartung

Please note:
The number of an
Action statement does
not reflect its priority.