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

Mission
We Empower Discovery

Vision
Your Go-To Place for Enrichment, Engagement and Enjoyment

Board of Trustees
Katie Blank
Robert Fish
Judy Meyer
Regina McCrea
Michele Veale

Director
John Hartung

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