

# Strategic Plan

2023-2027

## OUR MISSION

is to inspire lifelong learning and discovery in a welcoming place with exceptional resources, programs and services.

## OUR VISION

is to be the community's vibrant hub for engagement, discovery and creativity.

## OUR GUIDING PRINCIPLES

Promote literacy and a love of learning

Support intellectual freedom

Protect patron privacy

Advance racial, gender, and social equity

Support civil discourse and democracy

Model kindness and compassion

Strive for excellence

## BUILD COMMUNITY

Attract new patrons through outreach and collaboration in new and unexpected ways.

Improve and promote services to all age groups through continued customer service excellence.

## BUILD ACCESS

Upgrade library technology to improve patron and staff experience and interactions.

Identify and address workflow obstacles for patrons and staff.

Improve accessibility for patrons by removing physical and virtual barriers.

## BUILD CURIOSITY

Deliver relevant, diverse, responsive, and collaborative programming for all age groups and communities.

Increase meaningful participation through hands-on and active learning for patrons of all ages and abilities.

Expand purposeful opportunities for understanding the complexities of the human experience — past and present.

## DEVELOP THE ORGANIZATION

Improve financial stability with a diverse set of revenue streams and sound resource management.

Create and maintain inclusive, relevant, and up-to-date policies, practices, and procedures.

Foster an internal culture of learning and communication.