

Warren County Public Library Strategic Plan – 2019

Mission Statement: The mission of the Warren County Public Library (WCPL) District is to provide the changing and diverse community with access to information and recreation by providing and promoting programs, materials and services.

Vision Statement: The vision for the WCPL is to be a resource that provides lifelong learning and personal enrichment for our diverse community members.

Strategic Initiatives

Service Excellence — the WCPL exists to meet the needs of the community. We are focused on the patron experience and anticipate user needs. We provide convenient, friendly, knowledgeable services that consistently result in solutions to user problems.

Goal — offer customer-focused service throughout the organization.

Objectives:

- a. Evaluate workflow, staffing levels and budget allocation to maximize patron satisfaction with resources and services.
- b. Evaluate self-service options for optimal performance.
- c. Provide understandable, attractive, visible signage, including hours and open notification.
- d. Encourage staff ownership, and encourage staff to take the initiative for new ideas and outcomes.

Access to Information — the WCPL provides access to information and resources that our patrons need and want. We follow all laws affecting us, library usage, and information access and usage.

Goal — make the Library easier for everyone to use.

Objectives:

- a. Conduct a self-study to reduce or eliminate barriers to access.
- b. Reach out to special client groups such as youths, teens, seniors, persons with disabilities, English language learners, etc. to meet their needs. Improve and increase outreach efforts.
- c. Continue to improve the WCPL website to provide efficient and user-friendly access to up-to-date information, and library and other resources.

Learning-Focused Organization — the WCPL consciously and continuously seeks to be a resource for patrons to gain new knowledge and skills. Individual learning is continuous, knowledge is shared and staff is encouraged to experiment, take risks, and not fear failure. Staff

respect and trust each other, and engage in open, honest communication throughout the organization.

Goal — be a responsive, evolving organization.

Objectives:

- a. Create the optimal workforce for the Library's future by identifying appropriate workload staffing levels necessary for running operations. Determine staffing needs to cover evening and weekend hours.
- b. Strive to attract and retain a staff that reflects the diversity of our community.
- c. Facilitate career growth of high performing staff and provide all staff with the tools and educational opportunities required to develop new skills.

Lifelong Learning and Enjoyment — the WCPL has an important role in providing services and resources to people of all ages and abilities. We provide materials, programs, and resources to entertain, inspire and inform all members of the community.

Goal — promote the love of reading and learning for all ages.

Objectives:

- a. Expand and evaluate outreach services for literacy. Develop programs in support of and in coordination with the collection.
- b. Evaluate community and patron desires and make sure our collection reflects them. Potentially utilize a suggestion box for patron input.
- c. Use technology to provide innovative library services and to reach out to remote users.

Cultural Center — the WCPL is a hub of cultural activities and civic engagement. The library builds and engages in mutually beneficial relationships with other community groups and organizations to create a vibrant web of community activity.

Goal — offer programming which serves the needs and interests of the community.

Objectives:

- a. Work in collaboration with other organizations (libraries, schools, businesses) and cultural institutions to develop, co-sponsor and publicize programs. Utilize Monmouth College presenters for library events including author presentations in person/skype. Promote high school and junior high school libraries as additional resources for teens (not just book resources but a space for people to get together).
- b. Optimize the use of meeting rooms by communicating to the community the availability of and limitations on the use of meeting rooms.

Stewardship — the WCPL practices transparent governance and aligns financial resources with our institutional goals and priorities. We recognize our financial resources are finite and we actively pursue alternative sources of funding.

Goal — develop a comprehensive plan to maintain and upgrade library infrastructure (building, technology, grounds) to ensure safety, efficiency, and delivery of an excellent library service.

Objectives:

- a. Determine and plan for upkeep, upgrade, and replacement of systems on a continuing basis including main library and the branches.
- b. Conduct regular usability studies and align spaces according to patron use.
- c. Raise our cost consciousness and encourage staff participation in cost containing efforts.