

## Long-Range Plan: July 2023- June 2026

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### Goals & Objectives

#### **Goal #1: Library Patrons will have optimum access to content and materials.**

A. Decrease wait times for e-books and e-audiobooks by collaborating with partners, identifying resources, and developing a plan with contingencies.

- Assess with stakeholders the ability to improve access to e-content materials.
- Develop the plan: Act where we have the ability to advocate for the needs of our patrons.
- Determine reasonable benchmarks for wait times.

B. Provide ready and consistent access to representative and diverse library materials.

- Identify pain points, hold conversations with internal stakeholders, and review data regarding collections, space and usage.
- Recommend ways to streamline and improve the collection management process coinciding with space allocation, resources and patron usage.
- Implement a plan that improves efficiencies and access to materials for patrons.
- Identify the role the Library can sustain in the documentation, curation, and programming to celebrate Cedar Mill & Bethany history (including Library history).

#### **Goal #2: The community is aware of library services and programs.**

A. Foster and maintain open communication channels with consistent branding and messaging across departments and services.

- Develop a marketing plan to integrate and coordinate our communication efforts. Focus on consistent, prioritized, and calendared messaging.
- Engage partners to best deliver messages across specific audiences. CPOs, schools, WCCLS, other libraries, etc.
- Evolve web-site and web-services to continually meet current demands.

#### **Goal #3 Connect the community and foster community involvement.**

A. Engage with patrons, partners, community groups, and volunteers to support and strengthen a sense of community.

- Increase staff-led outreach and events through volunteerism.
- Deepen engagement by identifying and targeting community partners interested in building resilient community relationships.
- Develop an outreach project management structure with clear metrics for events and audiences.
- Design and provide programs and events that enrich our community and support library values.

#### **#Goal 4 The community is welcomed by an accessible and inclusive environment.**

A. Enhance welcoming and accessible spaces for visitors and staff.

- Improve space planning in public areas based on universal design, data about usage of building and collections
- Explore creative use of space for technology programming and needs (playful/LOTs/TechLab/Makerspace).
- Assess staff and volunteer work environment and reconfigure to align with responsibilities.
- Work within the library's means to increase opportunities to follow sustainable environmental practices.
- Review policies and practices with equity as a lens.
- Research and assess opportunities and new technologies to increase patron access to materials and services (e.g., outside libraries, beyond library hours, within the community, etc.).

**#Goal 5. Staff and volunteers are supported and empowered in their roles and have the tools to fulfill their responsibilities.**

A. Ensure equitable support and enrichment opportunities for staff.

- Review and update job descriptions, development opportunities, staff recognition, and retention based on best practices.
- Bring staff together and provide opportunities for staff input and contributions on key areas of job satisfaction, DEI, space use.

B. Provide equitable opportunities, support and recognition for volunteers.

- Provide clear and current job descriptions, training, and support for meaningful volunteer work so that community members can engage with the library and each other.
- Acknowledge the valuable contributions of volunteers through events and communications.
- Consistently recruit volunteers and promote volunteering through library communication channels (website-e-news, social media).

Approved by the Board of Directors, April 2023.

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