

2023 - 2027 Carver County Library strategic plan

Introduction

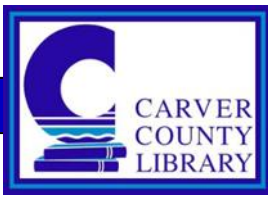
In 2021, the Carver County Library undertook a strategic planning process which began by gathering input from patrons, stakeholders, and staff. Library staff was further engaged with input from the library's adult, youth, collection, management, and leadership teams. All staff were involved in a process to revise the library's promises to patrons. The plan was built on the foundation of the library's mission to be a provider of resources, spaces, and experiences that enrich and empower people's lives and a vision to inspire intellectual curiosity, the joy of discovery, and facilitate lifelong learning. The library's plan was then crafted to fit into Carver County's six strategic goals. From this work, as well as looking at national library trends, and Carver County demographics, this strategic plan was developed. Each year, the library will develop tasks under different parts of the plan to ensure this is a living document that staff engage with as daily part of their work for the benefit of Carver County citizens.

Customer Service: Continue the County's delivery of high-value, timely service, and support.

- Maintain and improve welcoming and accessible environment for all
- Provide resources reflecting our communities and diverse points of view
- Develop and present events and programs in person, virtually, and/or hybrid based on community needs
- Provide great customer service by knowing needs of communities
- Build upon support of patrons who value our services
- Grow collection to improve timely obtaining of materials while still balancing hold lists with robust browsing collection
- Employ lessons learned during pandemic to improve access

Communities: Create and maintain safe, healthy, and livable communities.

- Provide an enriching, inclusive, and safe library experience
- Reach out to underserved communities and be inclusive of new library users
- Address challenges related to public safety and public health concerns/issues
- Position library as a community hub
- Ensure that library services reflect diversity of the community



Culture: Provide an organizational culture which fosters individual accountability to achieve goals and sustain public trust and confidence in County government.

- Build a well-trained, well-informed, highly motivated, diversity sensitive, and skilled staff
- Strive to achieve balance between system thinking versus branch needs and opportunities
- Address turnover of staff and stakeholders with intentional succession planning and leadership opportunities
- Create a culture of innovation which embraces change and community needs

Connections: Develop strong public partnerships and connect people to services and information.

- Be an engaged partner in our communities and with stakeholders such as Friends and Library Foundation
- Promote the joy of reading and lifelong learning
- Manage challenges and opportunities inherent in dual governance
- Increase awareness of library services to users, former users, and non-users.
- Explore additional ways to eliminate barriers to library services

Finances: Improve the County's financial health and economic profile.

- Be good stewards of resources received
- Seek supplemental funding sources and grant opportunities
- Seek ways to identify and prioritize community investment in library services

Growth: Manage the challenges and opportunities resulting from growth and development.

- Develop services which meet needs of changing demographics
- Embrace technology that grows and changes
- Grow staff infrastructure to support increased programming, expanded services, bigger buildings, and greater collection needs
- Plan new and renovated library facilities to meet growing and changing community needs