



# STRATEGIC PLAN 2027 - 2029

**MISSION** Access • Information • Connection • Inclusion

**VISION** Transforming lives and strengthening communities

**VALUES**

- Lifelong Learning
- Intellectual Freedom
- Public Good

## ACCESS

- Goals**
- Be a viable and vibrant third space.
  - Promote digital access for all.
  - Deliver SCPL resources and services outside of the Libraries.

- Measures**
- Branch visits
  - Meeting room utilization
  - Public internet use
  - Bookmobile visits
  - Materials checked out from bookmobile and outreach
  - Outreach programs delivered
  - Jail Reach checkouts

- Projects**
- Welcoming environment at Downtown Branch
  - Outreach programming expansion

## INFORMATION

- Goals**
- Offer the materials and resources our communities want.

- Measures**
- Physical item circulation
  - Digital content circulation

- Projects**
- Robust and sustainable digital library
  - Collection alignment and optimization
  - Library of Things assessment and alignment



## CONNECTION

- Goals**
- Provide meaningful, inclusive, and impactful programming.
  - Partner with community organizations to enhance programs or services.
  - Participate in community events.
  - Connect the community to the Libraries' offerings.

- Measures**
- Program attendance
  - Community partner count
  - Offsite program attendance
  - Newsletter opens
  - Digital patron engagement

- Projects**
- Program priorities and alignment
  - Future Downtown Teen Center plan
  - Program evaluation process
  - Partner collaboration enhancements
  - Newsletters tailored to individual interests

## INCLUSION

- Goals**
- Increase engagement with and service to Spanish speakers.
  - Connect vulnerable patrons with relevant services.

- Measures**
- Spanish/bilingual program attendance at branches
  - Bookmobile Spanish speaker attendance
  - Life Literacy Center visits

- Projects**
- Spanish-first outreach service
  - Spanish speakers' programming engagement
  - Spanish speakers' collection engagement
  - Institutional engagement with Spanish speakers
  - Life Literacy Center partnership expansion
  - Unhoused patron advisory group
  - Vulnerable patron social worker

## TEAM CULTURE

- Goals**
- Team members are informed and included.
  - Team members are satisfied, fulfilled, and safe.
  - Team members are lifelong learners who are growing in their profession.

- Measures**
- Communication satisfaction
  - Staff satisfaction

- Projects**
- Strong communication = better outcomes
  - Organizational assessment and refinement

