



# FOCUSED FOR IMPACT

2020-2025

# TRUST

## Strengthen human, physical, and financial assets.

- Deliver on the promises and aspirations of Libraries for a Smarter Future.
- Ensure the Library workforce maximizes our potential.
- Plan for future Library operating support.
- Return value on the public's investment by demonstrating fiduciary responsibility.

# KNOW

## Enhance the community quality of life.

- Align Library initiatives to community needs, improving quality and our capacity to serve.
- Strengthen collections and increase access to them.
- Ensure operating hours meet demand.
- Deliver state-of-the-art technology.
- Develop capacity to evaluate Library outcomes.

# SHARE

## Multiply potential through relationships, engagement, and communication.

- Leverage partnerships focused on community-wide goals.
- Expand opportunities for volunteerism.
- Refine content delivery tools to improve communications.
- Equip staff to serve as front-line advocates.

# LEARN

## Expand youth horizons for learning.

- Maximize our contributions to community educational goals.
- Strengthen partnerships with educators.
- Increase the number of children served by afterschool and summer initiatives.
- Expand Library engagement with youth in community settings.

# BRIDGE

## Build equity in the community.

- Prioritize equity, diversity, and inclusion in Library services and practices.
- Increase access to Library resources for minority, disadvantaged, and new residents.
- Diversify engagement opportunities for stakeholders.
- Connect patrons with support systems.

