



## STRATEGIC PLAN 2021 - 2026

# WE WORK IN A WAY THAT REFLECTS THE REALITY OF PEOPLE'S LIVES.

[SERVICES THAT REFLECT WHAT IS BEST FOR THE PUBLIC & NOT JUST WHAT IS EASIEST FOR US]

*Using authentic community knowledge, how do we develop services and experiences that have real impact? How do we change the power dynamics that exist in libraries? How do we facilitate different kinds of uses and learning?*

### OBJECTIVES

#### THE 24/7 LIBRARY

*Building services that are on-demand and accessible outside of traditional library services and hours*

#### ACCESSIBILITY & SUSTAINED USE

*Increasing usage of our libraries by customers of all abilities by making our spaces and tools flexible, intuitive and demonstrating our understanding of the barriers some might experience*

#### FLEXIBLE SPACES

*Developing spaces inside and outside our library locations that reflect the variety of needs in our community*

#### PRIORITIZING TECHNOLOGY

*Making technology intuitive for the public and easily accessible*

#### EQUITY-BASED SERVICE DEVELOPMENT

*Expanding services around identified needs to address gaps for those historically with little access to library & community resources*

#### RESOURCE & REFERRAL PARTNER

*Providing a seamless connection to community resources by removing barriers to access*

#### LIBRARY ALIVE

*Introducing the library to existing and new members of the community*

#### A TO Z SERVICE

*Providing full service assistance for community members who experience barriers to access or resources and reflect the individual's needs and preferences.*

# WE START THE FIRES.

## [IMPLEMENTING NEW IDEAS & EMPOWERING THE COMMUNITY TO CARRY THEM FORWARD]

*How are we the spark in the community without being the sole organization responsible for the work? How do we sustain the new ideas that we have implemented? How do we build the capacity of our community to carry these ideas forward? How do we build better partnerships that are reciprocal?*

### **OBJECTIVES**

#### **BUILDING TOOLS TO FACILITATE ENGAGEMENT AND CONNECTION**

*Build out tools that allow for partners to connect with each other and more fully engage their clients and access library learning outside of our buildings*

#### **ACTING AS AN EDUCATIONAL SPARK IN SUFFOLK**

*Address the growing educational gap by creating excitement and innovative experiences in partnership with the learning community in Suffolk*

#### **ADVANCING TECHNOLOGY ACCESS IN SUFFOLK**

*Address continuing technological access needs with targeted initiatives as well as collaboration with partners to build the infrastructure and capacity needed for full access in a community with a deep digital divide*

#### **ADVANCING EQUITY, DIVERSITY & INCLUSIVITY IN SUFFOLK**

*Committing resources to equity-building efforts in the community, amplifying diverse voices, supporting inclusive leadership and using our resources and influence to do EDI work in Suffolk.*

# WE ARE NIMBLE AND STREAMLINED IN OUR WORK.

## [BUILDING EFFICIENCY & INCREASING ABILITY TO CHANGE QUICKLY]

*How can we best use our human resources? How do we use technology and other resources to assist staff in doing their best work?*

### **OBJECTIVES**

#### **AGILE WORK**

*Exploring work structures and technology that allow for work that better allows staff to work collaboratively and effectively no matter where they are*

#### **ORGANIZATIONAL STRUCTURE & CULTURE**

*Examining staff resources to identify growth areas and adjust staffing as needed*

#### **AUTOMATION**

*Prioritizing human resources for content creation, customer instruction and complex customer interaction, automating transactions to free up those human resources*

# WE ARE STUDENTS & TEACHERS.

## [FILLING KNOWLEDGE GAPS IN THE LIBRARY & THE SUFFOLK COMMUNITY]

*What are the major gaps in what people know and need in Suffolk? What are the major gaps in our staff's knowledge that are keeping them from best being able to help the community?*

### **OBJECTIVES**

#### **DEPARTMENTAL TEAMS & STAFF CAPACITY**

*Building departmental capacity to operate as a unified team*

#### **LIBRARY & SPL 101**

*Growing basic library skills to help all staff better serve the diverse customers using the library as well as adapt to the changing needs in the library field*

#### **SPL LEADERSHIP**

*Building staff capacity at all levels to lead projects and teams as well as be peer leaders*

#### **ADAPTING LEARNING**

*Building tools and opportunities that reflect the individual learning needs and preferences of Suffolk community members*

#### **PAYING IT FORWARD**

*Amplifying staff knowledge to share the SPL work and philosophy, to be a voice in the library field and contribute to the quickly changing knowledge base of library work*