



STRATEGIC PLAN 2022 - 2027

MISSION

Suffolk Public Library builds relationships that:

- Connect individuals to experiences, information, and resources
- Prioritize equitable access to opportunities
- Serve the unique needs of a diverse community

VISION

Suffolk Public Library is a hub for community connection and a spark for change.

VALUES

- Community Focused:

We ground our decisions in community need, taking action based on authentic knowledge of our community.

- Nimble:

We respond to the changing reality of our community with creativity and flexibility.

- Inclusive:

We amplify voices not heard and shine a light on those traditionally and historically not seen.

We take a collaborative approach to our work that brings diverse voices to the table.

- Constructive:

We are driven by the impact we have on the community. We are productive and our work is measured by its effectiveness.

- Adventurous:

We are bold, brave risk-takers. We explore new ground, try new things, and seek out hard challenges.

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?

GOALS

INCLUSIVE AND ACCESSIBLE SPACES

Capitalizing on libraries as natural gathering spaces by providing spaces inside and outside our libraries that meet the diverse needs of customers of all abilities, are flexible and intuitive to use and are available even when the library is closed.

TECHNOLOGY ACCESS THAT MAKES A DIFFERENCE

Providing access to technology that addresses community needs, responds to barriers to access in Suffolk and reduces digital divides.

NO-WRONG-DOOR SERVICE

Expanding a service model that connects people to staff for personalized services at their point of need, automates tasks where expediency is required and provides on-demand services to meet people's needs outside of traditional library services and hours.

EQUITY-BASED SERVICE DEVELOPMENT

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

LIBRARY YOUR WAY

Communicating the variety of available services and resources to the community and providing full service assistance that meets a variety of customer 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, helping grow new ideas and empowering others to sustain them? How do we build the capacity of our community to carry these ideas forward? How do we build better partnerships that are reciprocal?

GOALS

STRENGTH IN NUMBERS

Growing the library's partner network and aligning projects so that the network of public service organizations in Suffolk is strengthened and the impact increased.

COMMUNITY CONNECTIONS

Positioning the library as a community liaison to amplify community feedback and facilitate more collaboration between decision-makers and the community.

WE ARE COMMUNITY EDUCATORS.

[BUILDING COMMUNITY SKILLS & KNOWLEDGE]

What are the major gaps in what people know and need in Suffolk? Where do they turn for knowledge and skill building outside of traditional, formal educational institutions? How can the library step up as the need for informal educational channels increases?

GOALS

ADAPTING LEARNING

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

ACTING AS AN EDUCATIONAL SPARK IN SUFFOLK

Addressing the growing educational gap by creating excitement and innovative experiences in partnership with the learning community 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?

GOALS

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.

KNOWLEDGEABLE AND RESOURCEFUL STAFF

Developing curious staff who are continuous learners and are able to find answers and resources for almost any inquiry while being experts on new and existing technologies.

SPL LEADERSHIP

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

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.

ANALYSTS & FORECASTERS

Analyzing library and community data and projecting future community needs, staff anchor library work in authentic but evolving community knowledge.