



SUFFOLK
PUBLIC LIBRARY

STRATEGIC PLAN 2023 - 2028

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, SAFE, 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, are available even when the library is closed, and provide a safe and welcoming environment for everyone.

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.

CONNECTING PEOPLE TO EACH OTHER

Being a driving force in providing a variety of opportunities for people to build relationships, share ideas, and collaborate.

EQUITY-BASED SERVICE AND RESOURCE DEVELOPMENT

Expanding services and resources around identified needs to address gaps for those historically with little access to library & community resources and sharing this information with the community with a focus on those who could most benefit.

LIBRARY YOUR WAY

Communicating and interpreting for the community the variety of available services and resources available as a trusted and reliable leader.

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

COMMUNITY CONNECTIONS

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

SUPPORTER AND PARTNER FOR SELF-SUSTAINABILITY

Building an environment where everyone can succeed and providing full service assistance that meets a variety of customer needs and preferences.

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

KNOWLEDGEABLE AND RESOURCEFUL STAFF

Developing curious staff who are continuous learners and are able to find answers and resources for almost any inquiry, being experts in a variety of areas, and providing consistent and reliable customer service.

SPL LEADERSHIP AND COACHING

Building staff capacity at all levels to lead projects and teams as well as provide and receive the necessary and essential feedback to be exceptional leaders.

ANALYSTS & FORECASTERS

Analyzing library and community data, projecting future community needs, and anticipating societal and ideological developments, staff work with authentic but evolving community knowledge with a lens towards the future.

RESILIENT, BOLD, AND CONFIDENT STAFF

Building an environment where staff feel ready and willing to face any challenges and issues that develop in the day to day of library work.