



SUMMIT COUNTY LIBRARY

STRATEGIC PLAN 2023-2024



“WHATEVER THE COST OF OUR
LIBRARIES, THE PRICE IS CHEAP
COMPARED TO THAT OF AN
IGNORANT NATION.”

WALTER CRONKITE



The public library is where place and possibility meet. —Stuart Dybek



STRATEGIC PLAN 2023-2024

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SUMMIT COUNTY LIBRARY

MISSION STATEMENT

SUMMIT COUNTY LIBRARIES: MORE THAN BOOKS, MORE THAN BUILDINGS,
YOUR CONNECTION TO COMMUNITY.

VISION

An empowered Summit County community

CORE VALUES

An open door to possibilities, connections and free resources for all.

Providing a safe creative space.

Supporting community engagement.

Enriching lives through discovery.

SOME HIGHLIGHTS OF 2022

SEASONAL MILESTONES

SPRING

- Main Library re-opens following renovation in March.
- Full library services resume in all branches.
- Main Library completes RFID chipping.

SUMMER

- North Branch moves to a temporary site in the Bluebird Market.
- 2022 Summer Reading Theme "*Oceans of Possibilities*".

FALL

- Library staff receive generous pay increases.
- The South Branch Library finishes RFID chipping all library materials.
- Two staff members present at the CALCON and MUG conference.
- North Branch closes for renovation in July.

WINTER

- North Branch renovation starts.
- Estimated completion of the North Branch - Fall 2023.

"We do provide an important thread to a community's well-being and health".
~Public Library Association

OBJECTIVES 2023 - 2024



FOCUS AREA 1

LEARNING AND GROWTH

Our libraries are places where people are challenged to grow and develop new skills.



FOCUS AREA 2

SERVICE

Our libraries put people first. Staff practice creativity, empathy and listening. They create opportunities for interactive learning and inclusive problem-solving.



FOCUS AREA 3

CONNECTION

Our libraries connect people with their community. They offer a welcoming environment where people of different backgrounds can meet and connect.

INITIATIVES

FOCUS AREA 1

LEARNING & GROWTH

PROVIDE OPPORTUNITIES TO EXPLORE AND DEVELOP NEW SKILLS AND IDEAS

- Our libraries are committed to strengthening children's literacy through library collections, programs and community engagement.
- Our libraries foster dialogue and exchange with our users. They provide opportunities for the community to share skills, experiences and expertise.

PROFESSIONAL GROWTH AND DEVELOPMENT

- Library staff challenge themselves and grow their professional skills.
- Library staff engage with ideas and training around diversity, equity and inclusion.



PROVIDE OPPORTUNITIES THAT SUPPORT LEARNING

- Our libraries using a variety of formats to develop and provide a range of learning opportunities.

INITIATIVES FOCUS AREA 2 SERVICE

COLLECTION

- Our online resources communicate an up-to-date look and feel.
- Our library collection reflects the diversity of our community.

FACILITIES

- Our facilities are designed and maintained to support and promote our services and meet the community's need for a welcoming "third place".
- Library facilities offer the community access to a networked environment.

CUSTOMER SERVICE

- The circ desk is a welcoming place where patron's feel listened to and respected.
- New library users are encouraged to become part of the library community.
- Patrons are connected with library resources and tools.



INITIATIVES FOCUS AREA 3 CONNECTING

COLLABORATE WITH COMMUNITY ORGANIZATIONS

- Strategize collaborations with local non-profits to enhance mutual goals.
- Direct library strategies towards engaging under-served population groups

CREATE A HUB FOR OUR UNDERSERVED COMMUNITIES

- Identify and clarify the needs of the underserved populations by gathering data and reaching out to the community members.
- Establish the library as a safe space for creativity and inclusion.
- Increase our library visitors and card holders.

STRENGTHEN TIES WITH THE SCHOOL DISTRICT

- Include the School District in the promotion of library programs and initiatives.
- Collaborate with Summit County Schools with the aim to increase reading and literacy in Summit County.



TOOLS FOR GROWTH



T1

Increase positive customer interactions with consistent service and procedures at all locations and online. Strengthen our culture of listening to customers. Focus on building strong relationships with our community.



T2

Evaluate and update the Library technology and facility needs.



T3

Develop consistent data gathering tools to help evaluate trends and data. This can be used to develop a future road map that guides strategic planning, budgeting and resource development.



T4

Staff satisfaction and growth through feedback, discussion and sharing ideas.
Develop avenues for staff advancement.

We are one library entity with three branches, each representing our different communities. We work together to share resources, talents and ideas to develop rich community-wide programing and services.

KEY RESULTS FOR 2023

EVALUATE AND ADJUST COLLECTION

- ENCOURAGE PATRON VISITS TO OUR FACILITIES AND WEBSITE - THROUGH OUR COLLECTION, SERVICES AND PROGRAMMING.

BUILDING PROJECT 2023

- SUPPORT LIBRARY FOUNDATION FUNDRAISING AND GRANT WRITING EFFORTS FOR THE BUILDING PROJECT.

INCREASED COMMUNITY INVOLVEMENT

- FOCUS ON NON-PROFIT AND GOVERNMENTAL AGENCIES WITH SIMILAR MISSION AND GOALS.
- PROVIDE SERVICES FOR UNDERSERVED MINORITY DEMOGRAPHICS.
- EVALUATE AND APPLY THE COUNTY EQUITY PROJECT PLANS FOR DIVERSITY AND INCLUSIVITY.
- EXPAND THE PRINCIPLES OF DIVERSITY AND INCLUSIVENESS INTO ALL WE DO, INCLUDING OUR WORK WITH PATRONS, STAFF AND LIBRARY BOARD.



SUMMIT COUNTY LIBRARY
EQUITY, DIVERSITY AND INCLUSION STANDARD
Adopted by the Summit County Library Board of Trustees
DATE: 12/16/2021

The Summit County Library has adopted the American Library Association (ALA) standard which promotes equal access to information for all persons and recognizes the ongoing need to increase awareness of and responsiveness to the diversity of the communities we serve. The Summit County Library recognizes the critical need for access to library and information resources, services, and technologies by all people, especially those who may experience language or literacy-related barriers; economic distress; cultural or social isolation; physical or attitudinal barriers; racism; discrimination on the basis of appearance, ethnicity, immigrant status, religious background, sexual orientation, gender identity, gender expression; or barriers to equal education, employment, and housing.

The Summit County Library would like to recognize specific areas for focus in 2023:

- **Wayfinding:** To increase access for those with language barriers, Library informational and wayfinding signs are posted in English and Spanish.
- **Collections:** Research and development are dedicated to creating a broader and more diverse collection.
- **Staffing:** Job descriptions and job postings are written and advertised to encourage applications from a broad spectrum of the community.