

## Stillwater Public Library Long Range Plan 2022 – 2025

**Mission:** The Stillwater Public Library is a core community service which provides equal access to the best source of information, current technology, quality collections, outstanding programs, and exceptional service.

**Vision:** Empowering and connecting Stillwater through information, technology, and learning

### Cultivate a Culture of Curiosity

- A. Cultivate** an enriching environment for staff to expand their skills, knowledge and confidence
  - 1. Dedicate time to tracking current trends in library services and technology
  - 2. Procure and train staff on the newest technologies
  - 3. Encourage staff to ask questions that spur innovation
  
- B. Cultivate** opportunities for citizens to access new technologies essential for working, learning, and creating
  - 1. Provide up-to-date and accessible computers, software and training
  - 2. Create instruction resources in a variety of formats for library services and databases
  - 3. Provide off-site computer training using mobile equipment
  
- C. Cultivate** relationships and resources to provide learning opportunities that support the growth and well-being of citizens
  - 1. Hold regular programming in the areas of job training, financial literacy, and healthy living
  - 2. Provide users with access to quiet space
  - 3. Expand literacy resources

### Create an Excellent User Experience

- A. Create** an inviting, easy to use space to optimize learning
  - 1. Seek partnership opportunities that include free community meeting space
  - 2. Ensure that the library and equipment is well-kept and orderly
  - 3. Make browsing the library for material simple and engaging
  
- B. Create** excellent customer service with staff who are proficient in the City of Stillwater Standards of Excellence
  - 1. Train staff so that 100% of staff members can assist patrons with 100% of basic tasks
  - 2. Provide regular customer service training for staff
  - 3. Ensure that new staff and volunteers receive standard orientations
  
- C. Create** an efficient experience by revising workflow and providing customer friendly equipment and services

1. Monitor work at service desks and revise as needed for patrons to use the library efficiently
2. Migrate to new website platform using public feedback on content and usability
3. Replace and expand library equipment and services based on regular user feedback

### **Ensure a Sustainable Future**

- A. Ensure** stability by strengthening current revenue sources and seeking alternative funding methods
  1. Integrate fundraising and solicitation of corporate sponsorships into normal job duties
  2. Equip staff with training on grant writing and administration
  3. Demonstrate the community value and cost savings of the library to decision makers
- B. Ensure** consistency by documenting processes to become a foundation for innovation and growth
  1. Document institutional knowledge
  2. Standardize library purchasing and maintenance procedures
  3. Cross-train staff for seamless continuation of duties during periods of transition
- C. Ensure** excellence through ongoing evaluation and intentional change
  1. Continually evaluate programs and services to align with the library's mission
  2. Regularly assess staffing levels and training
  3. Create a regular schedule for staff to review the library through fresh eyes

### **Serve the Whole Community**

- A. Serve** citizens in all areas of Stillwater by extending services to more locations
  1. Set-up remote locations for returning library materials
  2. Create opportunities for off-site "pop-up" libraries and programming
- B. Serve** Stillwater's diverse population by actively engaging the community to better fulfill its information needs
  1. Assess and update the diversity of library materials
  2. Engage underserved populations
  3. Create and procure tools to help provide better assistance to underserved populations
- C. Serve** the needs of youth by improving accessibility to library services
  1. Pursue avenues for fine free use
  2. Work with Stillwater Public Schools to create an easy way for students to borrow library materials
  3. Investigate options for providing tutoring services to children and teens