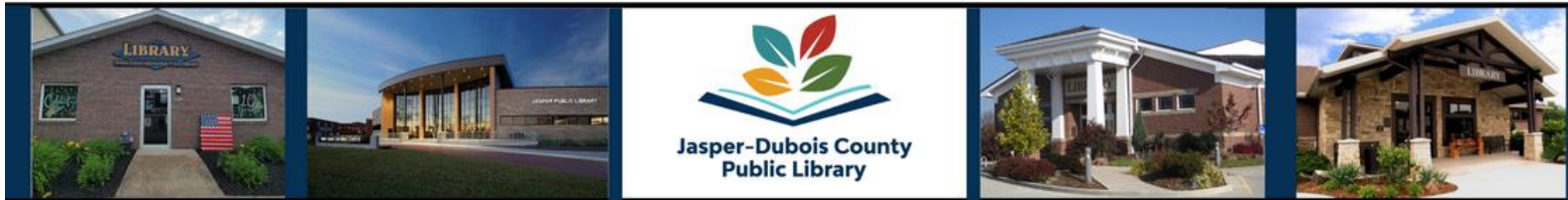


Jasper-Dubois County Public Library Strategic Plan 2023-2027



Mission Statement

- ▶ Inspire Creativity and Foster Learning



**Jasper-Dubois County
Public Library**

Vision

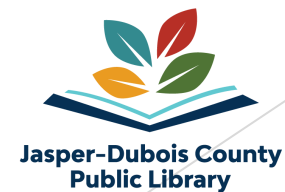
- ▶ **Creating High-Quality Opportunities for Learning, Entertainment, and Enrichment for all!**



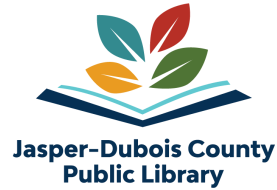
**Jasper-Dubois County
Public Library**

Core Values

- ▶ **Capable:** Knowledgeably and competently conduct tasks necessary to each person's role.
- ▶ **Customer Service Minded:** To strive for exceptional service in everything we do.
- ▶ **Caring:** Showing kindness and compassion to all.
- ▶ **Dependable:** Trustworthy and reliable.
- ▶ **Innovative:** Willing to expand beyond our comfort zone.



5 Year Goals



Communication & Collaboration

Effectively engage stakeholders
(staff, patrons, & the community) to increase
our value as a community partner.

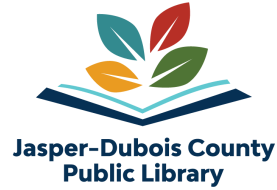
Organizational Excellence

Monitor best practices in recruitment, orientation, continuing education, and evaluation to improve the retention/satisfaction of staff, board, and volunteer positions, ensuring that all possess the skills and commitment needed for the library to excel.

Service Delivery

Explore and deliver learning opportunities through programs, services, and technology that meets the needs and interests of our community.

Service Delivery



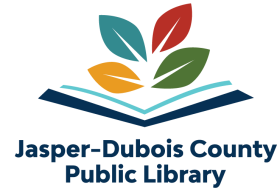
One Year Goal

Research & implement best practices in technology, services, and programming to expand the library's reach and improve customer satisfaction.

Objectives

- 1. Increase awareness, knowledge, and usage of current library electronic databases.**
- 2. Evaluate existing services & determine new services to offer.**
- 3. Explore & execute opportunities for high-quality programming & increasing satisfaction.**
- 4. Identify and implement a method of evaluating and measuring programs and service delivery to improve outcomes and outputs.**
- 5. Actively pursue financial opportunities to support library services and programming.**

Organizational Excellence



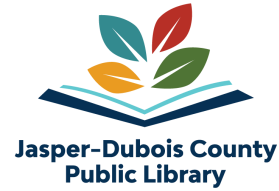
One Year Goal

Evaluate & monitor training practices, evaluation processes, and assist staff, volunteers, and board members to capitalize on learning opportunities, skills advancement, and improvement of morale and retention.

Objectives

- 1. Evaluate staff performance evaluation & orientation processes that aligns to library core values.**
- 2. Create a community within the library to boost staff, board, and volunteer morale.**
- 3. Plan for the long-term in ways of recruitment & library sustainability.**
- 4. Identify and provide additional opportunities for staff training to be more effective and efficient to better serve customers.**
- 5. Maintain a board of trustees that aligns with the core values of the library system.**
- 6. Develop and increase volunteer opportunities to improve the library environment and increase community outreach.**

Communication & Collaboration



One Year Goal

Communication Goal

1. Establish a greater internal and external awareness of library services and programs through the development of a communication plan.

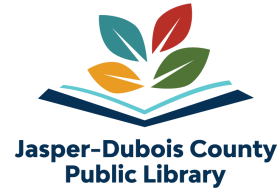
Collaboration Goal

1. Grow community support by building strong partnerships with business groups and community organizations.
2. Improve collaboration between branches to share resources and present a stronger, more unified presence to the community.

Objectives

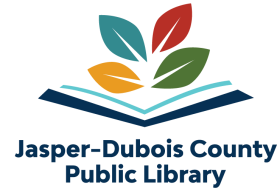
- 1. Evaluate & implement new communication and marketing strategies.**
- 2. Build & maintain external partnerships.**
- 3. Maintain & develop new internal strategies for more efficient communication & collaboration among the library branches**

Key Performance Indicators (How We Measure Success)



1. Customer Satisfaction
2. Employee/Board/Volunteer Satisfaction
3. Employee Skills Challenges/Competency
4. Increased Library Usage
5. Collaborations with Community Partners

Evaluation



A. Strategic plan

1. Each goal area has objectives that will be evaluated throughout the year.

B. Reports

1. Regular meetings and communications between staff & board members will facilitate information gathering and analysis regarding goal areas & action steps.

C. Sustainability

1. The Experience Manager & other administrative staff will oversee the development & implementation of the newly developed strategic plan.