



WARREN - TRUMBULL COUNTY PUBLIC LIBRARY 2015-2016

A STRATEGIC PLAN

Created By



OUR VALUES

SERVICE
INNOVATION
EDUCATION
COMMUNITY
STEWARDSHIP

OUR VISION

THE LIBRARY IS THE COMMUNITY
CORNERSTONE OF INFORMATION,
EDUCATION AND ENTERTAINMENT

OUR MISSION

THE WARREN-TRUMBULL COUNTY
PUBLIC LIBRARY
ENHANCES LIVES BY LINKING PEOPLE AND IDEAS



GOAL #1 – CULTIVATE THE LIBRARY’S ROLE AS THE CORNERSTONE OF THE COMMUNITY

OBJECTIVES

	Foster Community Partnerships	Expand Outreach throughout Trumbull County	Explore Volunteer Opportunities Available within the Library	Strengthen Business Connections	Expand Educational Connections, from Pre-K to Adult
A C T I O N S T E P S	Hold a community One Book program	Consider second delivery/program van	Expand opportunities for teen involvement	Seek financial sponsorships from businesses to support library programs	Expand computer class topics for all ages
	Develop programs and collections to support senior community interests	Promote and expand the Speaker’s Bureau	Seek ways to strengthen our Friends groups	Assess our business offerings and resources	Refocus the summer reading program into a summer learning program
	Engage with local social service organizations, as well as identify and assess current partnerships and future possibilities	Offer computer classes off-site	Identify library tasks and programs that could involve volunteers	Promote library services and resources to the local business community	Continue collaborative opportunities with higher education institutions
		Explore and assess offering a librarian liaison program			

GOAL #2 – NURTURE AN INNOVATIVE CULTURE

OBJECTIVES

	Review Policies for Better Customer Service	Ensure Staff is Trained, Focused & Empowered to Provide Great Service	Explore Offering Innovative Services
A C T I O N S T E P S	Review meeting room policies	Establish & train to core competencies	Explore the lending of devices
	Explore ways to shorten the wait time for holds	Build customer service training into orientation	Explore leaving materials at community locations
	Evaluate the current fines/fees structure	Cross train/tour to share expertise	Consider alternate checkout locations within the Main Library
	Explore streamlining the library card application process and offering flexible card options for youth	Nurture a culture of excellent customer service	Explore new uses for social media
			Explore offering a virtual branch
			Explore the purchase or creation of an online program registration system

GOAL #3 – MAINTAIN WELCOMING & PRODUCTIVE SPACES

OBJECTIVES

	Assess Design & Space Usage at all Locations	Provide Secure & Inviting Facilities	Update Indoor & Outdoor Comforts
A C T I O N S T E P S	Explore staffing in high traffic areas at the Main Library	Create children’s art galleries at Main Library	Explore vending and/or café options
	Find a separate facility for MLS	Modernize Thomas Meeting Room	Seek ways to provide additional quiet areas at all locations
		Evaluate security arrangements at all locations	Assess furnishings at all locations
			Explore making the patio accessible at Main Library and Howland
			Provide charging stations