



# LONG-RANGE PLAN: 2022 - 2027



## Patron Experience

Ensure that patrons walk away from the library feeling positive about their interaction.



## Community Engagement

Grow library relationships and tell the library's story.



## Lifelong Learning

Provide collections and other resources that encourage and facilitate continuing educational pursuits.



## Facility

Provide a building and library infrastructure that meets the changing needs of our community.



## Staffing & Work Environment

Staunton Public Library is a place where staff and volunteers thrive.

## FOCUS AREA

## GOALS

|                                        |                                                                                  |                                                                                         |                                                                                                            |                                                                                               |
|----------------------------------------|----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| <b>PATRON EXPERIENCE</b>               | We welcome all.                                                                  | Policies and procedures work FOR our patrons.                                           | Our online and virtual spaces are easy and intuitive to use.                                               | Foster discovery, surprise, and delight.                                                      |
| <b>COMMUNITY ENGAGEMENT</b>            | Take the library to where people are.                                            | Expand outreach services to bring library resources to targeted populations.            | Undertake a more intentional and planned public relations approach to better communicate to our community. | Programming is equitable, diverse, inclusive, engaging, and meets the needs of our community. |
| <b>LIFELONG LEARNING</b>               | Provide reliable and timely information services.                                | Provide opportunities to bridge the digital divide.                                     | Grow our community's next generations.                                                                     | Ensure collections reflect the library's mission and community.                               |
| <b>FACILITY</b>                        | Ensure that all community members are able to navigate our building and grounds. | Imagine and advocate for a future-ready library.                                        | Address the facility's current immediate needs.                                                            | Foster an inviting and comfortable atmosphere.                                                |
| <b>STAFFING &amp; WORK ENVIRONMENT</b> | Continue to advocate for staff.                                                  | Equip our staff with the skills and knowledge they need to provide exceptional service. | Promote a positive work experience.                                                                        | Invest in our volunteers as community supporters.                                             |