



## *Strategic Plan*

### *2023 - 2028*

The Pulaski County Library System is committed to providing information and library materials to the entirety of the Pulaski County community. Our goal is to serve the citizens by providing access to timely materials that educate, inspire, and entertain as well as the provision of services and programs to meet the needs of the community. Partnerships with other County departments and area non-profits serve to enhance the ability of the libraries to provide for the well-being of Pulaski County.

In the pursuit of excellence, the Pulaski County Library System presents this Strategic Plan for 2023 – 2028.

The goals will be reviewed frequently to ensure that the best service is being provided to Pulaski County residents and visitors.

**Access:** Ensure that all information resources that are provided directly or indirectly by the library, regardless of technology, format, or methods of delivery, are readily, equally, & equitably accessible to all library users. (American Library Association Policy Manual - ALA)

- ❖ Collections: Provide collections in all formats including: paper, audio, video, online resources, and kits and realia.
- ❖ Innovative Programming: Address the needs and wants of all members of our community by providing creative and innovative programs that educate and entertain.
- ❖ Diversity: Promote inclusiveness with regard to differences in age, gender, sexual orientation, religious belief, physical abilities, and ethnic, racial, or cultural background. (ALA)

- ❖ Lifelong Learning: Encourage and promote literacy and enhance educational opportunities for everyone. To help people to learn to read as well as to read to learn.
- ❖ Intellectual Freedom: Promote the right of every individual to both seek and receive information from all points of view without restriction. (Article 19 of the UN Declaration on Human Rights) The right of all persons to free expression and the right to receive the constitutionally protected expression of others (1<sup>st</sup> Amendment of the US Constitution). Uphold resisting all efforts to censor library resources.
- ❖ Democracy: Provide free and equal access to information, programs, and library space for all people of the library community, empowering our community and enabling the citizens to educate themselves for informed decision-making.
- ❖ Library as Place: Create inviting, comfortable, safe, and enjoyable environments throughout the Libraries' public spaces where people can explore the collections and engage in meaningful interactions. (Library of Virginia - LVA)
- ❖ Outreach: Take the library outside the building via online resources, Dial-A-Story, Books by Mail, Little Free Libraries, and story walks, and direct services to daycare centers, preschools, public and private schools, retirement homes, and low-income housing, and community events, or other opportunities that may arise.

**Service:** Provide the highest level of service to all library users. Maintain excellence in the profession by maintaining and enhancing staff's knowledge and skills through classes and conferences.

- ❖ Professionalism: An attitude that involves the staff doing the best they can for the institution and treating colleagues, management, and patrons with respect and dignity. To advocate for the institution as necessary.
- ❖ Privacy: Protect a patron's right to open inquiry without having the subject of one's interests examined or scrutinized by others.

- ❖ Confidentiality: Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf. (I Love Libraries.org)

**Sustainability:** Strengthen the ability of the library to advocate for equitable access to information and resilient, sustainable library communities (International Federation of Library Associations and Institutions) by deliberately choosing programs and services that are:

- ❖ Environmentally Sound
- ❖ Economically Feasible
- ❖ Socially Equitable

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