Your connection to community, learning, literacy, and enjoying life

VISION:

The Calcasieu Parish Public Library is your connection to community, learning, literacy, and enjoying life.

MISSION:

The Calcasieu Parish Public Library welcomes all with convenient access to high-quality and innovative collections, resources, and services that enrich lives and create connections in our community.

CORE VALUES

- **SERVICE**
- **COMMUNITY**
- **RESPECT**
- **ADAPTABILITY**
- **ETHICS AND INTEGRITY**
- **TEAMWORK**

GOALS & STRATEGIES

- **GOAL 1: Address obstacles that limit access to library services and resources.**
  - **1.1:** Offer more technology assistance and programs to build necessary skills.
  - **1.2:** Be responsive to diverse language needs by providing bilingual services (including ASL) and multilingual marketing.
  - **1.3:** Evaluate branch service hours and program times.
  - **1.4:** Identify potential public transportation solutions and assistance to facilitate branch visits for more residents.
- **GOAL 2: Expand the reach of library services throughout the community.**
  - **2.1:** Increase outreach efforts with Library To-Go and continue library pop-ups at area events.
  - **2.2:** Add lending kiosks and consider placing additional book returns in frequently visited locations across the parish.
  - **2.3:** Build awareness and interest with a greater capacity for marketing.
  - **2.4:** Monitor growing population centers for any service opportunities.

GOALS & STRATEGIES

GOAL 3: Maintain a collection that adapts to community needs and interests.

- **3.1:** Accelerate growth of the Library of Things.
- **3.2:** Expand selection of foreign language materials.
- **3.3:** Research new ways to help patrons locate items of interest in the collection.
- **3.4:** Re-evaluate processes used by patrons to request and suggest items, amending as needed.

GOAL 4: Evaluate current facilities to determine capacity to serve future needs.

- **4.1:** Explore adding meeting and programming spaces across the system.
- **4.2:** Create more parking and outdoor activity areas at various branches.
- **4.3:** Consider dedicating space just for children's materials and services.
- **4.4:** Design more welcoming environments that also excite and inspire.

GOAL 5: Enhance library technology and online services.

- **5.1:** Optimize performance of in-branch technology and services.
- **5.2:** Devise additional approaches to offer patrons new technology and software.
- **5.3:** Identify possible improvements that would make online tools, including website and catalog, more user-friendly.
- **5.4:** Increase direct patron support and service in online spaces.

GOAL 6: Provide more comprehensive services by strengthening community partnerships.

- **6.1:** Convene regular meetings with local organizations and agencies to increase collaboration and reduce duplication.
- **6.2:** Act as a bridge to social service agencies that offer support for mental and physical wellness, life-skills training, and local workforce development.
- **6.3:** Partner with organizations to address education and literacy needs across communities.

GOAL 7: Recruit and retain quality employees.

- **7.1:** Address training and development needs for new and experienced staff at every level of the organization.
- **7.2:** Continue assessing organizational structure and workflow to enable employee growth and opportunities.
- **7.3:** Seek to hire staff members that both represent and celebrate local communities.

GOAL 8: Nurture a positive and inclusive staff culture.

- **8.1:** Strive to increase staff morale.
- **8.2:** Standardize and streamline procedures across all locations and ensure adherence.
- **8.3:** Reassess internal communication methods.