

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 | ■ ADAPTABILITY |
| ■ COMMUNITY | ■ ETHICS AND INTEGRITY |
| ■ RESPECT | ■ 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.

