

CARMEL CLAY PUBLIC LIBRARY STRATEGIC PLAN 2023-2025

RELATIONSHIPS

GOAL Adults, teens, and children will encounter welcoming places and helpful and knowledgeable staff in a user-focused, community-supported institution.

OBJECTIVE Library staff will have a shared understanding of CCPL hospitality and create excellent experiences for all.

OBJECTIVE Develop a comprehensive strategy around community engagement and invest in the infrastructure to support it.

PROGRAMS & EXPERIENCES

GOAL Adults, teens, and children will be able to engage in programs developed, hosted, and/or sponsored by the library, resulting in memorable and fulfilling experiences.

OBJECTIVE Develop a comprehensive plan for diversity, equity, and inclusion that ensures representation in programs and experiences and creates a sense of belonging for both staff and patrons.

OBJECTIVE Identify areas to expand or enhance programs and experiences, with a process to evaluate outcomes.

OBJECTIVE Promote CCPL's value to the community.

PRODUCTS & SERVICES

GOAL Adults, teens, and children will access information through a diverse collection of materials, a variety of delivery methods, and user-focused services.

OBJECTIVE Leverage the unique opportunity to showcase CCPL's innovative spaces and services.

OBJECTIVE Continue to develop a diverse collection and to assess community interests and needs. Champion the First Amendment and our patrons' freedom to read.

OBJECTIVE Identify and remove barriers to access.

ORGANIZATIONAL STRUCTURE

GOAL All staff will encounter a supportive environment and culture of care that enable them to succeed while serving patrons well.

OBJECTIVE Attract and retain a diverse and engaged workforce through a competitive total rewards offering, affirming CCPL as a recognized best place to work.

OBJECTIVE Create standard operating procedures to train staff and ensure operational excellence.

OBJECTIVE Create an effective all-staff internal communication strategy.