



2022-2025 Richland Library Strategic Plan

Our Vision

We enhance the quality of life for our entire community.

Our Mission

We help our customers learn, create and share.

Advance Our Community

We believe that libraries are critical to creating safe, connected, and thriving neighborhoods. Libraries reflect and strengthen community identity.

GOAL 1	<p>Increase community collaboration and problem-solving capacity.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> • Model and create opportunities for collective impact where institutional and community leaders share and contribute to decision making. • Residents will be empowered to advocate for their shared needs and fully participate in the civic life of Richland County.
GOAL 2	<p>Help the community heal and recover as it emerges from a period of trauma and isolation.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> • Youth (and their caregivers) suffering from learning loss will have access to the resources they need to improve their achievement in school. • Increase in neighborhood pride, connectedness, and well-being. • Increased understanding of diverse viewpoints. • Increased customer ability to evaluate information that impacts their health, safety, and decision-making.
GOAL 3	<p>Increase equity, inclusion and opportunity.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> • Efforts to engage underrepresented and underserved customers result in enhanced services and partnerships and increased customer satisfaction. • More customers utilize the tools and resources we offer, supporting their participation in the economy and educational systems.

Enhance the Customer Experience

The library is recognized as a welcoming, inclusive community anchor.

GOAL 1	<p>Our programs and services anticipate the changing and diverse needs of our customers.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> • Small business owners, entrepreneurs and remote workers will find the tools and resources they need to be successful. • We evaluate our programs, digital offerings and facilities for accessibility and inclusivity.
GOAL 2	<p>Our community understands the breadth and depth of the services we provide.</p> <p>Outcome:</p> <ul style="list-style-type: none"> • Increased library usage, customer loyalty and satisfaction.



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Engage Our Team

We create the conditions for a high-performing workforce, supporting the wellness, growth and development of our team.

GOAL 1	<p>Our staff are trusted community leaders, providing value to other organizations and institutions.</p> <p>Outcome:</p> <ul style="list-style-type: none"> We create opportunities to share our best practices, entrepreneurial mind-set and methodology with our partners, helping them innovate and expand their impact.
GOAL 2	<p>Strengthen feedback loops among staff that support the sharing of suggestions, ideas and decision-making between library leaders and frontline staff.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> Executive leadership has increased understanding of what staff experience and care about. Staff feel informed about important decisions at the library.
GOAL 3	<p>Strengthen and clarify pipelines to leadership and growth opportunities for all staff.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> Increased diversity among leadership positions. Create growth opportunities within non-supervisory roles.
GOAL 4	<p>Improve interdepartmental cooperation and understanding.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> Increased staff knowledge, appreciation and reliance on the expertise that exists within our team. Staff receives exceptional internal customer service.