

Johnson County Library Strategic Plan 2014-2018 Goals and Tactics

A Strategic Plan is an organization-wide tool that sets priorities, ensures that employees and volunteers work toward common goals, establishes measurable outcomes, and assesses progress of attaining goals. A good Strategic Plan drives fundamental decisions that shape and guide what an organization is, who it serves, what it does and why it does it, with a focus on the future.

Our Strategic Plan is directly connected to your daily responsibilities, in any area of the Library. Work closely with your managers to ensure that everything you do is aligned with Library goals.

Mission and Vision

Strategic Plan

Portfolios

Goals

Tactics

Projects

Performance Appraisal

Portfolio: Education

Goal 1 Library staff will exemplify the brand promise in their interactions with people.

Tactics:

- Develop and train customer service standards
- Increase product knowledge

Goal 2 People will achieve higher levels of personal success through digital literacy.

Tactics:

- Offer digitally focused group training on navigating local arts and culture, economy and community
- Offer digitally focused individual training on navigating local arts and culture, economy and community

Goal 3 People with specific educational or informational needs will be supported by the Library.

Tactics:

- Seek Readers Recommendations
- Host and Facilitate Leisure activity programs
- Early Childhood Literacy
- Improve browsability of the collection

Goal 4 People will connect and interact because of Library partnerships and collaborations.

Tactics:

- Develop networking skills in staff

Goal 5 People will experience a welcoming library environment that meets their needs.

Tactics:

- Visitors will find clean, well-lit, comfortable, safe, navigable buildings
- Visitors will find visually enriching environments
- Zoned spaces (quiet, collaborative, technology)

Goal 6 People will find Library staff, materials, and services convenient and easy to access.

Tactics:

- Staff are easily identifiable and accessible
- Improve self-service options
- Continuous improvement of materials handling

Goal 7 Library staff will engage in a workforce that is collaborative, connected, efficient, and effective.

Tactics:

- Strong internal communication/collaboration
- Provide internal and external training opportunities
- Provide high-quality leadership experiences

Goal 8 People will experience library services and resources through the innovative use of technology.

Tactics:

- Enhance online services and content
- Access to technology that meets their present and future needs