



## 2011-13 Strategic Plan

See the next page for the the Library's Mission as well as the Library's Goals and Objectives during this period.



### Your Libraries:

**Downtown | 444-5300**  
906 West Main  
TU, W 10-8 ♦  
M, TH, F, SA 10-6

**Hillyard | 444-5380**  
4005 North Cook  
TU, W 2:30-7 ♦ TH 1:30-6  
F, SA 10-2:30

**Shadle | 444-5390**  
2111 West Wellesley  
M, TU, 10-8 ♦  
W-SA 10-6

**East Side | 444-5375**  
524 South Stone  
TU, W 2:30-7 ♦ TH 1:30-6  
F, SA 10-2:30

**Indian Trail | 444-5395**  
4909 West Barnes  
TU, W 2:30-7 ♦ TH 1:30-6  
F, SA 10-2:30

**South Hill | 444-5385**  
3324 South Perry  
M, TU, 10-8 ♦  
W-SA 10-6

Administrative Offices - 444-5300

[www.spokanelibrary.org](http://www.spokanelibrary.org)



# 2011-13 Strategic Plan

The services and programs of the library are guided by the library's mission statement:

*Spokane Public Library strengthens our community by promoting literacy and providing access to words, images and information through respectful, professional service.*

**In** order to continually improve the work we do in support of the mission, our strategic plan is renewed every three years. In creating this plan we used feedback from the community, focusing on goals that were attainable in the service period of the plan.

The plan will be addressed as a whole so that each objective works with knowledge of the other objectives, of both goals and of the overarching mission of the library.

**Goal**

**1. Library customers can depend on service levels to be stable and sustainable.**

The following objectives will contribute to finding cost efficiencies and securing long term sustainable funding.

- Objectives**
- A. Work with the City of Spokane to secure improved funding for the library.
  - B. Work with other libraries in Washington to explore changes in state law that would allow municipalities more flexibility in funding libraries.
  - C. Develop a capital facilities plan in order to determine when buildings need to be updated and how updates will be funded.
  - D. Migrate to a new Integrated Library System that will possibly include features requested most often by customers such as online payment of fines and fees, an interactive catalog with google-like searching and customization by the user.
  - E. Investigate solutions to replace our public printing technology with the possibility of including copy, fax and scanning capability.
  - F. Align our preschool programming to meet broadly available state and national early literacy and STEM (Science, Technology, Engineering, and Math) standards.
  - G. Communicate regularly with citizens, using traditional and innovative techniques, about the Library's value and services to the community.
  - H. Identify and implement sustainable or "green" practices that will contribute to long-term savings and responsible practices.

**Goal**

**2. Library customers will find it easy to access and use library materials and services.**

The following objectives will contribute to improvements in finding and using library materials, accessing technology, and using the library remotely.

- Objectives**
- A. Review existing online services and potential new online services to make accessing library services and materials as easy as possible.
  - B. Improve access to our computer training classes by offering a regular schedule at the branch locations using the new portable computer lab.
  - C. Collaborate with Tincan to provide technical training for the general public on the software packages that are part of the Broadband grant.
  - D. Increase cost-effective methods of communication with customers. Use technology to increase ease of communications for customers and to push messages and services out instead of asking customers to come to us for communications.
  - E. Improve signage in many areas of the libraries, inside and out. When appropriate, make signage that is consistent with the content of the sign so that the look of the sign communicates as well as the text within.
  - F. Investigate and implement solutions to improve the usability of the book drops at the South Hill and Hillyard libraries.
  - G. Conduct a pilot project to reorganize and re-classify the juvenile collection at a branch library to make it easier to access and more appealing to browse.