

# CLEVE J. FREDRICKSEN LIBRARY

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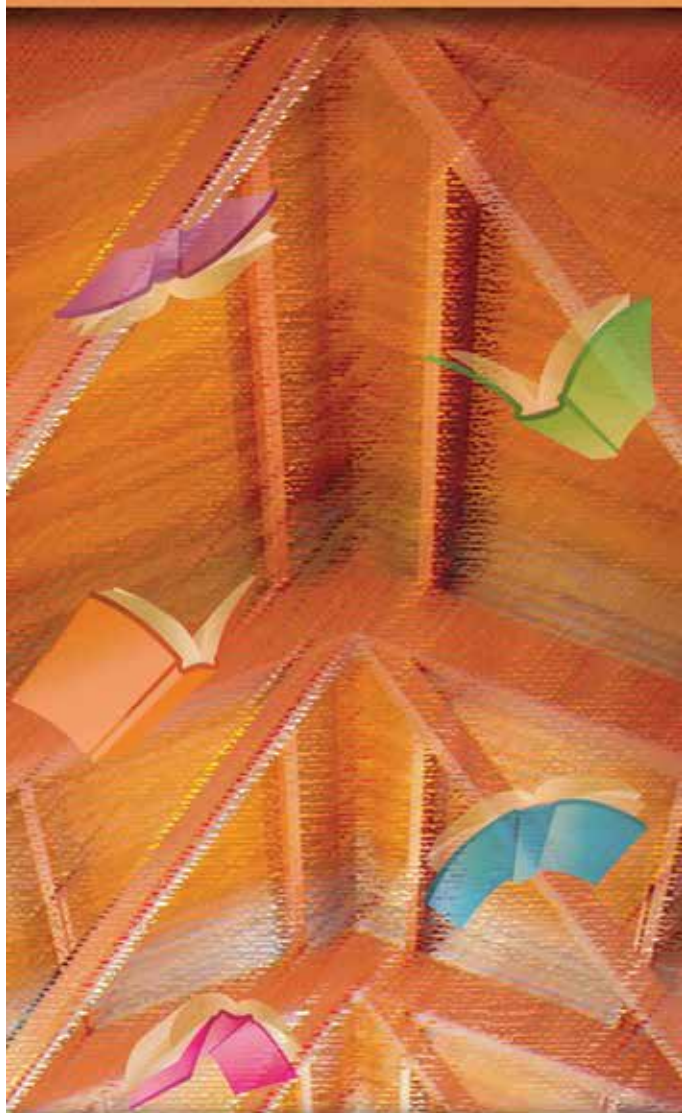
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## STRATEGIC PLAN 2018 - 2021



CLEVE J. FREDRICKSEN LIBRARY  
& EAST PENNSBORO BRANCH

We are pleased to share with you the 2018-2021 Strategic Plan of Fredricksen Library & East Pennsboro Branch. The planning process included solicitation of input from patrons and residents of the municipalities we serve via surveys and focus groups, coupled with research of emerging, innovative trends in public libraries. The Plan provides a roadmap for Fredricksen Library and the East Pennsboro Branch by articulating our mission and vision and establishing goals to achieve success.

## OUR MISSION

To transform lives through the power of information, imagination, and ideas.

## OUR VISION

To be the center for resources and opportunities that meets the education, recreation and cultural needs of our communities.

## GOALS

GOAL 1: Use new technologies to improve and provide digital age programming and services to all patrons, both at home and in the libraries. Offer free and equal access to information, which furthers a tolerant and well-informed community.

GOAL 2: Use partnerships to reach out to our diverse service area communities by providing education and marketing of library programming and services.

GOAL 3: Assess physical spaces to maximize user friendliness, flexible programming opportunities, and efficient work spaces that meet changing needs and evolving library services.

GOAL 4: Develop board and staff oversight procedures that ensure effective leadership and stewardship of resources.

## CORE VALUES

### Relationships

- Provide friendly, professional staff and personalized outstanding customer service to all members of our diverse communities.
- Collaborate and achieve common goals with our partners in the county system (CCLS), other educational institutions, local businesses, service area municipal governments and community organizations.

### Responsiveness

- Develop dynamic services, programs, and service sites to maintain relevance to the needs of our patrons, promote life-long learning, and serve as gathering places in the community.
- Provide access to new materials and changing formats/technologies as they evolve.

### Sustainability and Responsible Stewardship

- Work cooperatively with staff and board to form and prioritize yearly goals that address the changing needs of our communities and the evolving role of libraries.
- Establish long-range plans for staff departments and board committees that include succession plans for key positions and establish priorities for projects.

### Intellectual Freedom and Privacy

- Uphold the mandate to provide free and open access to collections, information, and library services while maintaining personal privacy.