La Porte County Public Library

Strategic Plan 2016-2018

Our Mission (Why we exist)

La Porte County Public Library is the center of community life with a focus on reading, lifelong-learning and public involvement.

Our Vision (What we want to be)

The Library exceeds our community's needs and expectations through innovative services and partnerships. We are known for exceptional customer service. Our locations, both physical and virtual, are centers of excellence, serving as gathering places, and providing high quality materials. We recognize the diversity of our community, and create an accessible, friendly environment for all. We support initiatives and efforts that positively impact the quality of life for all people in La Porte County.

Goals (What we must do to be successful)
Fuel passion for reading, personal growth and learning

1. Build a community around books
    a. Expand the Library's role in introducing people to reading
        i. Provide training to staff to enhance their abilities to recommend materials
        ii. Offer more ways for people to talk about books
2. Strengthen the Library's contribution to the education of the La Porte County youth
    a. Lead the movement to provide early learning experiences for children and their caregivers
    b. Continue to develop share library services with schools in the library's service district with a focus on data enrichment and developing collections that meet the needs of students of all ages.
    c. Develop and implement strategies and practices that provide equal access to education for all that meets the three pillars of libraries = education: self-directed learning, instructive and enriching experiences, and research assistance and instruction.
3. Support and develop literacy initiatives for all ages
    a. Work with parents, child-care providers, schools and other literacy focused organizations to provide high quality literacy programs and to support their literacy efforts
    b. Work with community members to identify literacy needs of adults
4. Provide high-quality free instruction and programs to support personal growth
    a. Implement programs that maintain the Library's mission and vision at its core
    b. Expand program options to engage adults and young adults
    c. Consistently and rigorously evaluate programs

Expand access to information, ideas and stories
1. Develop relevant and inspiring collections that meet evolving needs and expectations a.
   a. Improve, refine and adjust collections to meet our community's needs and interests.
   b. Establish the Library as the first source of practical information on commonly shared life experiences
   c. Find new ways to hear what people want in the collection
   d. Find ways to preserve and expand local history collections
2. Improve information access and delivery through technology
   a. Optimize the Library's software capabilities for ease of use
   b. Use software and hardware to optimized efficiency, including developing and implementing a long term replacement plan. The replacement cycle is attached for the duration of the current Strategic Plan. These plans are reviewed at least annually to ensure comprehensive and timely coverage.
   c. Create technology learning opportunities where anyone can experiment with new technology
   d. Implement RFID technology to improve access to and management of collections.
3. Lead the community in providing enhanced access to digital material
   a. Develop new ways to showcase, organize and deliver collections
   b. Provide instruction on how to access digital materials

Create and empower vibrant thriving communities
1. Bring Library resources to people
   a. Establish and maintain pertinent relationships to distribute information, resources and materials to the communities we serve
   b. Use social media to reach community
   c. Use tools in the library's circulation software to promote materials and resources
2. Establish the Library as a focal point and resource hub within our communities
   a. Connect community members with information and services that improve the quality of their lives
   b. Provide full access to library experiences for people of different abilities
   c. Become the best one-stop source for accurate information
3. Adapt spaces and services to support our vibrant communities
   a. Re-shape our policies and practices to optimize customer access
   b. Employ creative space planning to make library buildings flexible and responsive to customer needs.
   c. Increase study and tutoring spaces

Build partnerships to make a difference in people's lives
1. Deploy an organized approach to partnering that best leverages Library and partner resources
   a. Identify and replicate successful partnerships so more customers benefit from these collaborations
2. Create alliances with government agencies and community groups to benefit residents
   a. Establish and maintain participation in relevant community and government organization

Foster an organizational culture of innovation
1. Develop individual and collective ability to innovate
    a. Train all staff to be effective promoters of Library resources and services
    b. Create a tech savvy environment where all staff are trained in the use of technologies used by the library
    c. Actively experiment to better serve customers, implementing successful projects over time.
2. Use rigorous analysis to provide positive user experiences
    a. Establish effective ways for staff and the public to communicate experiences and offer insights on improvements in service
    b. Improve tools for collecting, analyzing, and sharing statistics, user feedback and other relevant data to inform decision making
3. Proactively manage change with flexibility
    a. Assess service and staffing models regularly to ensure the Library is using public dollars wisely to meet the needs of the community
    b. Provide staff with training and tools to manage change effectively
4. Communicate and celebrate progress
    a. Provide regular updates of progress on implementing this plan to the Library Board of Trustees, staff and the public
    b. Develop ways for staff to recognize each other individually and as a group for a job well-done

Replacement Schedule for Technology Hardware 2018 Cycle

Location	Name	Est. Cost	QTY	$68,000.00	End of Life
Server Room	Hyper V Server	$10,000.00	1	$10,000.00	2022
Rolling Prairie	Network Switch	$4,000.00	1	$4,000.00	2022
Technical Services	Staff Terminals	$700.00	5	$3,500.00	2023
Multiple	Access Points	$500.00	12	$6,000.00	2022
Coolspring	Copier	$10,000.00	1	$10,000.00	2023
Main	Copier	$10,000.00	1	$10,000.00	2023
Multiple	iPad replacements	$500.00	3	$1,500.00	2020
Server Room	Domain Controllers	$5,000.00	1	$5,000.00	2022
Multiple	Public PCs****	$600.00	30	$18,000.00	2023

****Replacing 30 of 55