Dakota County Library Strategic Plan

GOALS

| Cultivate belonging by creating equitable and joyful experiences. | Deliver accessible and enriching collections that are responsive to people's diverse interests and needs. | Increase awareness about the library's many offerings. |

STRATEGIES

Cultivate belonging by creating equitable and joyful experiences.

A. Work collectively to create a library culture that is joyful and inclusive.

B. Foster well-being and safety at the Library.

C. Support and equip staff to deliver welcoming, responsive, and helpful customer service across differences in identity, culture, and values.

D. Deepen partnerships with community-based organizations to support staff to more effectively engage with people from specific communities, including newer immigrants, Spanish speakers, and teens.

E. Creatively adapt existing library spaces so they can be used for a range of needs, including both quiet and social.

F. Examine Library roles to support the hiring and retention of staff, who can represent and serve the full range of racial, ethnic, cultural, and linguistic identities in Dakota County.

G. Develop more proactive service models that prioritize human interaction to increase a sense of belonging at the library.

Deliver accessible and enriching collections that are responsive to people's diverse interests and needs.

A. Assess the collections to determine new ways to most efficiently use resources to provide materials responsive to people's interests and needs.

B. Collectively share responsibility for engaging community members to learn about their interests and needs to inform the library's work and collections.

C. Assess, improve, and evaluate the website to make it easier to find materials, resources, programs, and other library offerings.

Increase awareness about the library's many offerings.

A. Identify specific communities each year to target engagement and communication efforts towards, with a focus on communities that have not historically been prioritized or who are using the library in disproportionately low numbers.

B. Equip community advocates to act as ambassadors to promote the Library's offerings.

C. Leverage online and community marketing to increase awareness of offerings.

DAKOTA COUNTY LIBRARY