



ABRIDGED STRATEGIC PLAN



CONNECT + TRANSFORM

VISION

The Roxbury Library is an innovative center of **learning and discovery** that reflects the spirit of our community.

MISSION

We enhance the quality of life in the Roxbury community by **connecting people** to each other, to diverse collections, and to **transformative experiences**.

GOALS

Connecting with Each Other

We facilitate meaningful interactions by serving as the heart of the community.

Safe & Welcoming Spaces

We offer welcoming and safe spaces.



Evolving & Relevant Collections

We develop our collections to evolve to meet the community's changing needs.

Sustainability

We explore every avenue for financial and environmental sustainability.

Transformative Experiences

We create a culture of positive experiences that change people's lives through awesome customer service and opportunities for lifelong learning.

OBJECTIVES

GOAL 1: TRANSFORMATIVE EXPERIENCES

We create a culture of positive experiences that changes people's lives through awesome customer service and opportunities for lifelong learning.

Objective 1: Create and offer high quality onsite and virtual programming for all.

Objective 2: Ensure all staff are well-equipped and supported to exceed customer service expectations.

Objective 3: Embrace technology innovations that support and enhance customer service.

Objective 4: Develop a comprehensive schedule of literacy instruction, both technological and otherwise.

Objective 5: Infuse delight into the library experience.



GOAL 2: CONNECTING WITH EACH OTHER

We facilitate meaningful interactions by serving as the heart of the community.

Objective 1: Seek opportunities for partnerships.

Objective 2: Engage with the community beyond the library walls.

Objective 3: Foster relationships between the library and community organizations, and facilitate relationships among these organizations.

Objective 4: Attract and encourage individuals to share their skills and experience to create unique volunteer initiatives.

Objective 5: Create a plan to effectively communicate to the entire community the value of the library.

GOAL 3: EVOLVING AND RELEVANT COLLECTIONS

We develop our collections to evolve to meet the community's changing needs.

Objective 1: Continue to invest in digital and nontraditional collections as demand dictates.

Objective 2: Evaluate all collections on an ongoing basis for use, relevancy, and to ascertain the physical limitations of the building.

Objective 3: Celebrate differences and diversity by curating robust collections that reflect the global community and broaden the horizons of the local community.

Objective 4: Uphold the integrity and nurture the spirit of intellectual freedom.

GOAL 4: SAFE AND WELCOMING SPACES

We offer welcoming and safe spaces.

Objective 1: Pursue the planned expansion and reimagining of the library facility.

Objective 2: Evaluate current physical space and address shorter term needs.

Objective 3: Create an atmosphere of inquiry and inclusion, free from judgements.



"I felt so **protected** during the pandemic, and it seemed all my requests were filled **quickly**, with very little wait time for best sellers and new titles. The staff was **friendly** and **courteous** and so willing to assist me with all my requests."

-Roxbury Resident

GOAL 5: SUSTAINABILITY

We explore every avenue for financial and environmental sustainability.

Objective 1: Pursue partnerships and shared services agreements.

Objective 2: Seek alternative sources of funding so that the library can effectively meet the needs of the community.

Objective 3: Strengthen fundraising capabilities of organizations that support the library.

Objective 4: Continue to aggressively raise funds for the capital plan.

Objective 5: Explore avenues to reduce the carbon footprint of library services and community members.



"The activities that are planned for children allows me to **engage** my child with **others** and exposes her to books. **Reading is valued** in our household."



-Roxbury Resident

To view the unabridged 31-page Strategic Plan, please visit
<https://www.roxburylibrary.org/strategic-plan>