

MONTGOMERY-FLOYD REGIONAL LIBRARY

STRATEGIC PLAN 2019-2023

We Value

Vision: People building skills and knowledge that enhance their lives, in a region prepared to prosper.

Mission: To inform, inspire, empower, and connect the people we serve.



EVERY PERSON

ENLIGHTEN
MFRL will support learning and skill-building for all patrons at all stages of life.



OVERCOME BARRIERS

MFRL will find and overcome barriers that prevent patrons from fully benefiting from its services.



EVERY STORY

DEVELOP SPACES
MFRL will create, and re-create, library spaces around our patrons' needs and expectations.



STRENGTHEN STAFF

MFRL will strengthen staff development and organizational capacity to provide excellent patron experiences.



EVERY MOMENT

BUILD CONNECTIONS
MFRL will enhance the capacity, reach, and results of its growing community partners.



LEAD WITH TECHNOLOGY

MFRL will deliver access to in-demand and emerging technology and guidance in its use.



EVERY POSSIBILITY

TELL OUR STORY
MFRL will achieve greater awareness of its services and value through improved branding, communication, and collaboration.



EVERY CONNECTION



EVERY DOLLAR



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2020 OBJECTIVES

For outcomes, measures, and timelines, please see 2020 Appendix A



**EVERY
PERSON**



**EVERY
STORY**



**EVERY
MOMENT**



**EVERY
POSSIBILITY**



**EVERY
CONNECTION**



**EVERY
DOLLAR**

ENLIGHTEN

- Determine best allocation of resources for print and physical media versus downloadable resources
- Expand use of online tools and downloadable media by adults

DEVELOP SPACES

- Develop Christiansburg Library's amphitheater space
- Enhance school-aged children's space at Christiansburg Library
- Enhance teen spaces at Blacksburg, Floyd and Meadowbrook
- Repair and/or replace public service fixtures

BUILD CONNECTIONS

- Explore ongoing programming in Riner and Prices Fork
- Partner to deliver Lineberry Park Storywalk and programming

OVERCOME BARRIERS

- Implement new 1000 Things before Kindergarten program
- Plan, develop and deliver programming and other resources for persons with developmental, cognitive and intellectual disabilities

STRENGTHEN STAFF

- Analyze and implement or recommend needed changes in positions, compensation and organizational structure
- Enhance staff capability and service delivery

LEAD WITH TECHNOLOGY

- Deliver a hotspot lending program
- Develop customer satisfaction architecture

TELL OUR STORY

- Plan and deliver a new public engagement strategy



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EVERY PERSON

We serve every person with equity, dignity and respect. We work to understand their diverse lives, and how we can help them reach their goals.



EVERY STORY

We supply evolving platforms for sharing, creating, and preserving stories past, present, and yet to be told.



EVERY MOMENT

We deliver our services in convenient and user-friendly ways that respect our patrons' time.



EVERY POSSIBILITY

We embrace the opportunity to respond to change with innovation and creativity.



EVERY CONNECTION

We join with community partners to increase our positive impact through interdependence and shared values.



EVERY DOLLAR

We manage resources in a transparent and fiscally-responsible manner to maximize value delivered to our patrons.

The **Montgomery-Floyd Regional Library Strategic Plan 2019-2023** provides a unified vision and path to success as we strive to serve Montgomery and Floyd county residents over the next five years and beyond. It contains objectives that will be assessed annually and reported in annual updates.

This Strategic Plan is a result of a 9-month process led by the Planning Committee, comprised of the library system's management. Using *Planning for Library Excellence: Standards for Virginia Public Libraries* (Library of Virginia, 2009) and *Strategic Planning for Results* (Public Library Association, 2008) as roadmaps, the committee engaged in discovery and analysis of the current state of the library, including reviews of the library's mission, vision and goals; current organization, capacity, and services provided; and a demographic review of the service area. The committee analyzed our current strengths and weaknesses, opportunities for improvement, and external and structural factors that may threaten current and future operations.

We incorporated the information learned in the November 2016 *Library Space Needs and Facility Feasibility Study* delivered to MFRL by Thompson & Litton and Enteros Design. This study detailed feedback from public meetings and over 400 user surveys. The committee also conducted one-on-one discussions with over 50 community members including elected officials, trustees, and representatives of partnering organizations. Using this community data, the committee developed updated mission and vision statements, and overall goals. The result of the Strategic Planning process establishes a framework for developing annual objectives in a structured yet flexible manner to ensure that MFRL will continue to provide excellent service and value while contributing to growth of Montgomery and Floyd Counties.

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