

Minot Public Library Strategic Plan

Approved by the Minot Public Library Board July, 15 2021

Mission: The Minot Public Library is the center of information and exploration for the community.

Vision: The Library will be a leader in both traditional and state of the art library services, be responsive to the diverse interests and needs of residents of all ages and create productive partnerships within community and region.

Core Values

Connect Enrich Inspire

Strategic Priorities

INCLUSION → Provide all a safe, friendly adaptive environment and resources.

OPPORTUNITY → Provide all ages access to quality activities, technology, information, resources, and collections.

EXPLORATION → Engage curious minds through forward-thinking programs, technology, and collections.

EMPOWERMENT → Connect community members to resources that give them the chance to empower and educate themselves.

SUSTAINABILITY → Create an adaptive environment and plan for the betterment of the future community while using all resources wisely.

ENGAGEMENT → Strive to be an active part of the community through communications, activities, and resources.

Action Plan

INCLUSION – The Minot Public Library will...

- Offer a welcoming, non-judgmental environment where people feel free to explore
 - Work to eliminate fines for ALL patrons by 2022
 - The library’s “Rules of Conduct” will be reevaluated annually and updated if needed
- Meet the needs of people who use the building
 - Enhance existing quiet areas and explore options for additional quiet areas
 - Complete a Space Analysis in 2021
 - Ensure the building meets current ADA guidelines by improving first-floor entry bathrooms and expanding staff areas
 - Evaluate the usage of and need for the CCTV and other equipment for the visually impaired; promote these resources accordingly
- Provide excellent customer service by training staff to meet the community needs

- The MPL Education Committee will create a plan/schedule of training opportunities for all staff and will incorporate different types of training to allow for the greatest development
- Staff will develop a Customer Service training module as part of onboarding for all new hired employees
- Employ highly trained reference staff ready to respond to patron queries
 - Provide Reader's Advisory and Reference Interview training annually
 - Budget for continuing education for all staff
- Meet people where they are
 - MPL will provide at least 100 outreach programs per year

OPPORTUNITY – The Minot Public Library will...

- Offer quality, no-cost programming for people of all ages
 - Staff will thoroughly evaluate programs for potential improvements
- Provide access to modern technology
 - Ensure that the technology available at the Library is working the way it is expected
 - The Library will work to double the number of computers designated for teens
- Connect people to community resources
 - Upload and distribute the “Resource Connection” pamphlet in 2021
- Maintain access to relevant and reliable digital resources
 - Evaluate digital resources available in 2021 and cancel those not being used
 - Increase the usage of digital resources by 2% by 2023
 - Increase the budget to purchase digital resources by 1.5%
- Curate a vibrant collection through various formats of print and non-print materials
 - Maintain and update circulating special collections
 - Increase the Library's purchasing of Overdrive digital titles by at least \$5,000
 - In 2021, staff will formally update the Library's Collection Development/Management Plan

EXPLORATION - The Minot Public Library will...

- Provide creative programming to enhance people's abilities and experiences
 - Programs will connect people to others and to new information
 - Programs will enrich people's lives by introducing them to diverse topics and subjects
 - Programs will inspire various forms of literacy
 - Each department will set 3 additional age-specific goals for programs in order to assist in planning and evaluating
- Introduce people to new technologies
 - Research emerging technologies and patron interests to propose 5 new technology purchases annually
- Provide a diverse collection of viewpoints, subjects, and authors
 - The Library's collection will be thoughtfully curated and showcase a variety of diverse backgrounds, experience, and circumstances through weeding and thoughtful purchasing
 - Complete the Fiction Diversity Audit in 2021

- In 2021, Library staff will develop a 3-year Diversity Audit schedule
- By 2023, all purchasers will be trained on how to complete the Diversity Audit
- Staff who purchase items for the Library's circulating collection will receive annual Collection Management training

EMPOWERMENT - The Minot Public Library will...

- Connect people to tools for advancement
 - The collection will feature books and digital resources on many different careers and educational paths including *Career Outlook*, a North Dakota Career Publication which helps career-seekers make informed choices
 - Provide technology to meet the needs of jobseekers
- Teach people the skills needed to help achieve their goals
 - The children's library will host a summer learning program annually to assist in combating the Summer Slide
 - The adult and teen library will each teach at least 6 life skills needed to navigate adulthood
 - MPL staff will provide at least 60 free one-on-one Technology Tutor appointments for patrons annually

SUSTAINABILITY - The Minot Public Library will...

- Provide access to resources that promote resiliency and viability
 - Offer at least 4 programs annually related to sustainability
- Invest in durable building features and furnishings
 - Make sustainability a requirement for future building and grounds projects
- Host programs with an emphasis on upcycling materials and responsible use of resources
- Ensure the building is energy efficient with room to expand as needed
- Explore new uses for discarded items
 - Work with local schools, daycares, senior centers, artisans, and others to discard materials not sold at the Friends of the Library Book Sale as well as other discarded items
 - MPL will responsibly recycle technology that has reached the end of its useful life

ENGAGEMENT - The Minot Public Library will...

- Collaborate with community groups to connect community members to resources
 - The Library will present at least 4 presentations annually to service clubs or other organizations highlighting resources available at the Library
- Grow the online community through social media and other virtual channels
 - Update the library website in 2021
- The Teen and Children's Librarians will actively work to reach out to the Minot Public Schools, Minot Education Association, and area private schools to offer program collaboration
- Partner with a variety of people and groups to provide innovative programming
 - Library staff will partner with at least 10 outside partners annually