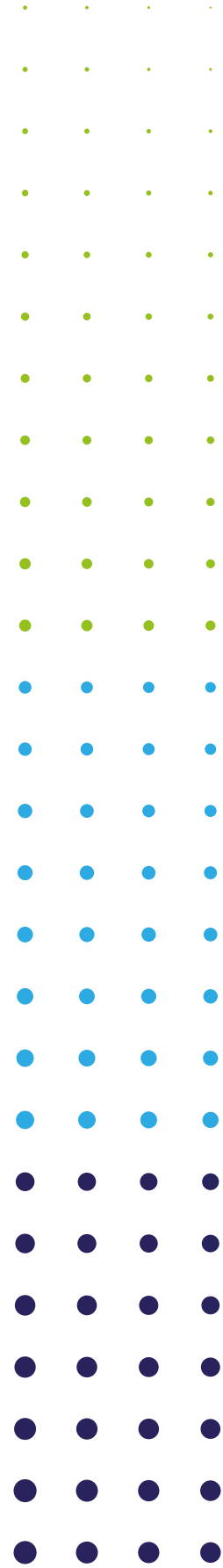


# Cranston Public Library Strategic Plan

2022-2027





## PLANNING TEAM:

Dave Bartos, Katherine Boden, Emily Brown, Ed Garcia, Julie Holden, Karen McGrath, Elena Rios.  
Consultant: Stephanie Chase, Constructive Disruption.

## PROCESS:

Like the rest of the world, our strategic planning process was upended by the COVID-19 pandemic. The planning process began in late 2019 with the selection of a consultant funded by an organizational grant from the Rhode Island Foundation. The first step was to gain input from community stakeholders. The consultant began by conducting interviews with Mayor Allan Fung and Superintendent Jeannine Notamasse. Two community conversations were held in February with representatives of various stakeholder groups. Sessions were also held with both the Library Board of Trustees and the library staff.

Then the world shut down. As we all coped with life during the pandemic and the eventual reopening of the library in June 2020, a process that was supposed to only take a few months was put on hold. Circumstances required that we hire a new consultant to complete the plan. In October 2020, we launched an online survey to gain more input from the public. Now after more than a year of navigating how to safely operate the library, the strategic plan is complete.

This document will be a blueprint to guide our team to ensure that the Cranston Public Library continues to be a model for engagement within our community and anticipates future needs in a post-pandemic environment.



## THE LIBRARY'S MISSION:

The Cranston Public Library brings people, information, and ideas together to enrich lives and strengthen the community.

## WE STRIVE TO PROVIDE:

- Library services that are known and valued by the community, resulting in broad use by the public
- An engaging cultural and lifelong learning center for the community
- Services and collections that are readily accessible and easy to use and that are relevant to community needs
- An enthusiastic, well-trained, and highly capable staff that works well together to provide quality service to all library users
- Facilities that are inviting and well maintained
- Tools and programs that provide equitable access to new technology and support a growing workforce
- Timely and accurate information that informs and empowers the public
- Defense of intellectual freedom and the confidentiality of each individual's use of the library
- A close working relationship with other libraries, community agencies, and organizations that fosters cooperation, making the most efficient and effective use of taxpayer resources

# STRATEGIC THEME #1

## CONTINUOUSLY IMPROVE OUR CORE SERVICES

### Goal: Support literacy and learning

Maintain robust collections, technology, and program offerings that focus on lifelong learning for all ages, including regular, flexible programs that build early literacy skills and celebrate children’s reading development from year to year.

### Goal: Improve the Customer Experience

Through training and community feedback, improve use and accessibility of all buildings, equipment, collections, and services by focusing attention on the user experience.

### Goal: Consistently Evaluate Collections and Spaces

Evaluate library collections and spaces continuously so that our buildings and materials evolve with the community.

# STRATEGIC THEME #2

## REFLECT THE COMMUNITY

### Goal: Prioritize Inclusiveness

Evaluate our policies, signage, and communications for inclusive terminology.

### Goal: Recruit and retain a diverse staff and Board of Trustees

Evaluate current job descriptions, hiring practices, and board development to include more diverse candidates.

### Goal: Increase the number of library cardholders in underserved communities

Conduct data mapping to analyze and identify census tracts with low cardholder adoption.



## STRATEGIC THEME #3 SUPPORT THE COMMUNITY

### **Goal: Support Economic Growth and Workforce Development**

Support our workforce through skills building, job searching, and assisting local businesses.

### **Goal: Continue to build strong partnerships with other community organizations**

Maximize resources through collaboration.

### **Goal: Increase library outreach into the community**

Expand library usage through targeted outreach to community organizations and events.

## STRATEGIC THEME #4 PLAN FOR THE FUTURE

### **Goal: Increase sustainability, resiliency & energy efficiency in our buildings.**

Be good stewards of our environment, by ensuring our buildings are prepared for changes in climate and weather patterns and taking advantage of new opportunities and technologies for energy efficiency and cost savings.

### **Goal: Evaluate our current library spaces to anticipate future community needs.**

Continue to provide responsive library spaces, including improving library services for census tracts 140, 141, and 147 through a potential new library or co-located library space and planning for a potential new Central Library building.

### **Goal: “Future-proof” the library**

Develop methods to review library services and community trends to ensure the library continues to be flexible, proactive, and of continued value to the community.

