



# Jefferson County Library

# Strategic Plan 2018 - 2021

*Our purpose is to transform lives and strengthen community by bringing people, information and ideas together.*

Jefferson County Library meets essential educational and cultural needs in our rural County, where limited resources are available. As a recognized essential community asset, we intend, through our strategic focuses, to develop innovative approaches to address important community issues and needs.

**Four strategic focus areas will guide our work:**

## Community Engagement

Through our Community Engagement focus we seek community input to strengthen library programs and services to address the unique needs, challenges and desires of County residents. We also seek to bring community members together to foster opportunities for dialogue to enable them to understand and solve their issues.

## Lifelong Learning

Through our Lifelong Learning focus we seek to support self-directed education so County residents can explore areas of interest and learn new skills. We also seek to provide research assistance and instruction through one-on-one professional assistance and through a wide range of programs and classes that inspire learning and support individual growth.

### Our core services:

- Provide diverse, relevant, up-to-date collections
- Provide information and educational resources to advance local education
- Provide early learning opportunities
- Serve as a technology hub providing access, resources and classes to improve digital and information literacy
- Provide cultural enrichment programs and instructional classes for all ages
- Provide community meeting and gathering spaces
- Provide services that reach entire service area

### Our values:

- Strong financial stewardship
- Respect for all individuals
- Free access to ideas
- Accessible to all – anytime and anywhere
- Welcome new ideas and honor diversity
- Visionary
- Collaborative

## Customer Experience

To ensure customer satisfaction, we intend to assess the customer experience to assure that we are delivering high-quality, consistent service across all our locations. The Customer Experience focus will seek to identify improvements for staff interaction, facility capacity, the online customer experience and more.

## Universal Access

We are committed to ensuring that every person in the county has equitable access to library resources. Universal Access focuses on the development, renovation and expansion of our Port Hadlock facilities as well as investigation of alternative spaces to maximize our service potential. We will also expand our use of technology for physical and digital resource distribution. Community engagement, cooperation with regional infrastructure improvements, and sound environmental and financial planning will ensure that our physical and virtual spaces meet the needs of our residents.

**Find us here: 360.385.6544, [www.jclibrary.info](http://www.jclibrary.info), [Pinterest.com/JeffCoLibrary](https://www.pinterest.com/JeffCoLibrary), [Facebook.com/JCLibraryPortHadlock](https://www.facebook.com/JCLibraryPortHadlock)**