

# TCPL 2025 Strategic Plan

## Draft

### Mission Statement

TCPL is committed to fostering a welcoming, safe, and inclusive environment that inspires a love for learning, strengthens community connections, and ensures equitable access to information and resources for all.

### Vision Statement

We aspire to be a vibrant community hub where learning is joyful, diversity is celebrated, and every individual has the opportunity to thrive through accessible and innovative library services.

### Strategic Priorities & Goals

#### 1. Community Engagement & Partnerships

**Goal 1.1:** Strengthen relationships with local schools, businesses, and cultural organizations to increase collaborative programming. Involve the community in strategic planning through surveys and focus groups, to ensure their ideas are represented.

- Launch a library ambassadors program to engage with diverse community groups.
- Develop joint programs with schools to support literacy and lifelong learning.
- Partner with local artists, authors, and historians to host cultural events and exhibits
- Expand the library's community footprint by ensuring we are represented at community events (Ithaca Fest, Apple Fest, Grass Roots, etc.)

**Goal 1.2:** Expand library volunteer opportunities to enhance public participation and engagement.

- Create mentorship and internship programs for students and young professionals.
- Expanding community-led programming and initiatives.
- Hire a volunteer coordinator to oversee volunteer program.

#### 2. Inclusivity & Accessibility

**Goal 2.1:** Expand library services to underserved populations by enhancing outreach programs and mobile library services.

- Partner with local organizations to provide resources for non-English speakers and individuals with disabilities.
- Increase availability of materials in multiple languages and accessible formats (Braille, large print, audiobooks, and digital accessibility tools).

- Create designated quiet spaces and sensory-friendly hours for neurodiverse individuals.
- Expand fundraising efforts for a Bookmobile.

**Goal 2.2:** Develop staff training programs on customer engagement, cultural competency, implicit bias, and accessibility best practices.

- Offer annual diversity and inclusion training for all employees.
- Implement hiring practices that promote staff diversity and representation.
- Develop a customer service plan

### 3. Safety & Welcoming Spaces

**Goal 3.1:** Enhance physical and digital security measures to ensure a safe library environment for all patrons.

- Establish clear behavioral policies that promote respect and inclusivity.
- Provide training for staff on de-escalation techniques and emergency preparedness.
- Modernize and improve existing digital security.

**Goal 3.2:** Improve library infrastructure to create more inviting and functional spaces.

- Develop outdoor reading and learning spaces to encourage community gathering. Utilize Bookmobile for outdoor events.
- Expansion/Improvement of current Spaces.
- Ensure space complies with ADA accessibility standards.

### 4. Joy in Learning & Innovation

**Goal 4.1:** Promote literacy and lifelong learning through dynamic, engaging programs.

- Expand youth literacy programs, including interactive storytelling, bilingual story time and STEM learning.
- Offer digital literacy workshops for all age groups, covering topics from basic computing to cybersecurity.
- Introduce reading challenges and incentives to encourage a culture of reading.
- Expand upon programming for adults and seniors.

**Goal 4.2:** Invest in technology and digital resources to enhance learning experiences.

- Develop the maker's space with guided learning sessions, creative technology labs and expand open hours.
- Expand access to e-books, online learning platforms, and virtual programming.
- Provide free digital toolkits and technology support for patrons.

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## Implementation & Evaluation

- **Annual Review:** Committee will conduct yearly evaluations to assess progress and gather community feedback.
- **Performance Metrics:** Track attendance, user satisfaction, resource circulation, and digital engagement to measure success.
- **Adjustments & Flexibility:** Adapt goals and initiatives based on emerging community needs and technological advancements.

By implementing this five-year strategic plan, TCPL will continue to serve as a cornerstone of knowledge, connection, and innovation, ensuring that learning remains a joyful and accessible experience for all.