



SUFFOLK
PUBLIC LIBRARY

STRATEGIC PLAN FY2020-FY2025

WE USE AUTHENTIC COMMUNITY KNOWLEDGE TO SHAPE OUR WORK.

[\[Building a Dynamic Knowledge Base That Informs All Decision-Making\]](#)

Are we making decisions for this community based on actual authentic relationships and information or are we making assumptions about what people need? Is data collection and community relationship building a continuous process? Does the data point to those who need resources most and are we being true to that information with our decisions?

OBJECTIVES

UNDERSTANDING CONTEXT

Building knowledge and developing approaches that take in to account equity, systemic racism and other historical structures that influence an individual's experience in the library

COMMUNITY VOICES

Gathering community input and involving the public in decision-making

DATA COLLECTION

Collecting data to identify community challenges and inform library work

WE WORK IN A WAY THAT REFLECTS THE REALITY OF PEOPLE'S LIVES.

[\[Services that Reflect What is Best for the Public Not What is Easiest for Us\]](#)

Using authentic community knowledge, how do we develop services and experiences that have real impact? How do we change the power dynamics that exist in libraries? How do we facilitate different kinds of uses and learning?

OBJECTIVES

THE 24/7 LIBRARY

Building services that are on-demand and accessible even after the physical libraries are closed

DEMYSTIFYING LIBRARIES

Giving the public a sense of ownership in the library, breaking down power dynamics, and making the library feel like home

ACCESSIBILITY

Increasing usage in our libraries of customers of all abilities by making our spaces and tools flexible, intuitive and demonstrating our understanding of the barriers some might experience

FLEXIBLE SPACES

Developing spaces in our library locations that reflect the variety of needs in our community

PRIORITIZING TECHNOLOGY

Making technology intuitive for the public and easily accessible

MEETING PEOPLE WHERE THEY ARE

Creating solutions that push content out to people rather than expecting them to seek it out

EQUITY-BASED SERVICE DEVELOPMENT

Expanding services to identified customer groups historically with little access to library & community resources

WE START THE FIRES.

[\[Implementing New Ideas & Empowering the Community to Carry Them Forward\]](#)

How are we the spark in the community without being the sole organization responsible for the work? How do we sustain the new ideas that we have implemented? How do we build the capacity of our community to carry these ideas forward? How do we build better partnerships that are reciprocal?

OBJECTIVES

ASSET-BASED OUTREACH/PROJECT DEVELOPMENT

Building projects and partnerships with individuals and agencies that have an excitement and energy for the work

INSPIRING NEW IDEAS & CONNECTIONS IN THE COMMUNITY

Developing opportunities for people to connect with each other and empowering them to build on the ideas that come from these connections

BUILDING EXTERNAL PARTNER CAPACITY

Building stronger links in the community in order to identify and empower new partners that can carry forward some of the work the library has started

WE ARE NIMBLE AND STREAMLINED IN OUR WORK.

[\[Building Efficiency and Increasing Ability to Change Quickly\]](#)

How can we best use our human resources? How do we use technology and other resources to assist staff in doing their best work?

OBJECTIVES

LARGE PROJECT/PROGRAM SUSTAINABILITY

Building infrastructure for allowing initiatives to grow rather than having to reinvent year after year

WORKDAY STRUCTURE

Exploring solutions that allow for quality work that still stays true to the SPL work culture and pace

TECHNOLOGY SUPPORT FOR STAFF WORK

Identifying solutions that better allow staff to work remotely, collaborate digitally and make their work processes more efficient

ORGANIZATIONAL STRUCTURE

Examining staff resources to identify growth areas and adjust staffing as needed

AUTOMATION

Prioritizing human resources for content creation, customer instruction and complex customer interaction, automating transactions to free up those human resources

WE ARE STUDENTS & TEACHERS.

[\[Filling Knowledge Gaps at the Suffolk Public Library and in the Community\]](#)

What are the major gaps in what people know and need in Suffolk? What are the major gaps in our staff's knowledge that are keeping them from best being able to help the community?

OBJECTIVES

CROSS-DEPARTMENTAL KNOWLEDGE

Expanding knowledge of whole system functions by facilitating cross-departmental work

DEPARTMENTAL TEAMS

Building departmental capacity to operate as a unified team

LIBRARY 101

Growing basic library skills to help all staff better serve the diverse customers using the library as well as adapt to the changing needs in the library field

TEAM LEAD 101

Building staff capacity at all levels to lead projects and teams

CUSTOMIZED INSTRUCTION FOR THE PUBLIC

Facilitating instruction based on individual needs

SELF-DIRECTED EXPLORATION & LEARNING

Accommodating low-touch exploration of the library

SKILLS FOR SURVIVAL

Focusing on helping the public build skills that they need in their daily lives

CHALLENGING ASSUMPTIONS

Exploring training topics that stretch what we think we know about people, their experiences and our community