



# 2023-26

## STRATEGIC PLAN

**VISION:** Equitable access to library and information services for the people of Oregon.

**MISSION:** The State Library of Oregon cultivates, preserves, and delivers library and information services to foster lifelong learning and community engagement.



# VALUES

**Equity:** We challenge our personal and organizational biases in order to improve our practices and better serve all communities.

**Access:** We commit to ensuring information is preserved, discoverable, and available.

**Collaboration:** We invest in sustained and intentional partnerships by sharing expertise and resources to achieve mutual goals.

**Public Service:** We deliver excellent customer service and stewardship of resources to support democracy and the public good.

**Adaptability:** We anticipate and evolve as needs change to deliver innovative results to our customers, to our partners, and to each other.

# STRATEGIC FOCUS AREA 1: PROVIDE EXCELLENT CUSTOMER SERVICE

**GOAL A:** Meet the information needs of our customers.

*Objective: Enrich the visitor experience at the State Library*

*Objective: Improve customer experience with State Library services*

**GOAL B:** Develop educated and engaged community members.

*Objective: Improve the knowledge and skills of library workers across Oregon through relevant and responsive continuing education*

*Objective: Encourage libraries' inclusion and outreach efforts in their communities*

**GOAL C:** Ensure customers are satisfied with our services.

*Objective: Improve our services using customer feedback*

*Objective: Streamline processes for our customers*



## STRATEGIC FOCUS AREA 2: EXPAND OUR REACH

**GOAL D:** Leverage partnerships to foster inclusion & belonging.

*Objective: Create supportive frameworks*

**GOAL E:** Build connections to expand services.

*Objective: Engage with partners to improve equity, access, and service*

**GOAL F:** Invite in communities that are systemically underrepresented and under-resourced.

*Objective: Ensure that the State Library is welcoming for all*

*Objective: Help libraries learn and use equitable, diverse, inclusive, and antiracist (EDIA) practices*

## STRATEGIC FOCUS AREA 3: EMPOWER STAFF

**GOAL G:** Create a culture of learning and adaptability.

*Objective: Support staff goals around professional development to inform agencywide and individual training and development activities*

**GOAL H:** Provide the technology and resources needed.

*Objective: Support infrastructure needs*

