

# South Central Library System Strategic Plan

2019 – 2021

## OUR MISSION

The mission of the South Central Library System is to help our member libraries provide the best possible service to the public.

## OUR VISION

SCLS embraces challenges and opportunities to provide innovative solutions that empower our member libraries.

## HOW WE SERVE

Our quality standards of service are based on: **relationships, helpfulness, efficiency, and creativity.** These standards are at the core of our service to members, collaborations with one another, and connections with community partners.

## CORE VALUES

We:

- ☞ stay focused on our mission and measure all of our work, plans, programs, activities and behaviors against it.
- ☞ strive to do excellent work that exceeds member expectations.
- ☞ are responsible for achieving and maintaining good working relationships with every member library and with every co-worker. We make it a high priority to treat people well. We are always courteous to members and to each other. When we make mistakes, we acknowledge them, apologize, and move on.
- ☞ are a strong team with diverse talents and serve a community of people who are different from each other in many ways. We respect the contributions and viewpoints of members and of each other. We freely share information and communicate our plans, activities and concerns to the other members of our team and give credit where credit is due.
- ☞ work toward solutions for problems and connect our members to the resources they need. Innovation is an integral component of our daily work life.
- ☞ keep our commitments, meet our deadlines, and take responsibility for getting the training and resources we need to do our work.
- ☞ are sensitive to members' perceptions and strive with each interaction to make them more positive than before.
- ☞ are mindful of the long term costs and impacts of our work in order to remain efficient and sustainable.

Our work is far too important for us to always be serious. We approach it with a sense of fun and include as many laughs as we possibly can.



# SERVICE PRIORITIES

Our service is centered on **relationships**, which is the connection we have with our member libraries and each other. Our service priorities for our 2019 – 2021 Strategic Plan are: **Equity, Communication, and Innovation.**

## FRAMEWORK TO MEASURE THE IMPACT OF STRATEGIC PLAN

### EQUITY

The South Central Library System will continue to provide equitable service to member libraries. The strength of our system comes from the diversity of the communities served by SCLS member libraries, and we will focus on solutions that serve libraries of various regions, sizes, and needs.

- ☞ We are aware of the unique communities that our member libraries serve and will provide equitable system services that fit the needs of libraries of diverse sizes, regions, demographics, resources, and needs.
- ☞ We are aware of the unique experiences, knowledge, and skills of member library staff and we will offer a variety of services that address the diverse needs of the individuals we serve.

### COMMUNICATION

The South Central Library System will continue to utilize effective methods of communication with member library staff. Communication methods will be consistent and based on the SCLS mission. We recognize that listening is a crucial component of effective communication, and we will diligently gather input from our colleagues in the libraries we serve.

- ☞ We will integrate opportunities for staff members from libraries of all sizes and regions to meet, gather, learn, and grow with one another.
- ☞ We will continually provide channels through which staff from all libraries can provide input about projects, resources, and services that affect them and the communities they serve.

### INNOVATION

The South Central Library System will continue to be leaders in public library system service and we will employ creative and efficient methods of service delivery to support new ideas, member library needs, and constantly changing communities.

- ☞ We support ideas and seek methods that allow member libraries to provide innovative programs and services to their communities.
- ☞ We are trailblazers and will work cooperatively with member library staff, library colleagues from across the state and nation, and community partners to identify and implement innovative public library services and programs

