

La Porte County Public Library



Strategic Plan 2019-2021

Our Mission (Why we exist)

La Porte County Public Library is the center of community life with a focus on reading, lifelong-learning and public involvement.

Our Vision (What we want to be)

The Library exceeds our community's needs and expectations through innovative services and partnerships. We are known for exceptional customer service. Our locations, both physical and virtual, are centers of excellence, serving as gathering places, and providing high quality materials. We recognize the diversity of our community, and create an accessible, friendly environment for all. We support initiatives and efforts that positively impact the quality of life for all people in La Porte County.

Our Values (What we believe)

As an organization we strive to provide superior customer service. We believe that every employee has the power to do what's needed to solve the often unpredictable issues and challenges that come up. We will keep our purpose in mind. The following five customer service principles will guide us.

Courtesy----We greet and welcome everyone by name if possible

Professionalism-----We are accountable to our customers and each other

Attitude----We have the power to make everyday a great day for ourselves and others

Safety----We support and look out for each other

Quality----We provide positive experiences that go above and beyond what is asked

Goals (What we must do to be successful)

Support essential literacies

1. Support increased basic literacy by maintaining our focus on early childhood literacy and fostering the reading abilities of children and broadening similar literacy support to people of all ages and backgrounds.
2. Continue to develop shared library services with schools for the benefit of students in our community.
3. Support increased digital literacy by continuing to introduce new technologies, making it easier to bring technology and the Internet into daily life.
4. Support cultural and civic literacy by sharing resources that help us understand our stories and where we came from.
5. Support increased employment literacy by providing access to materials, knowledge and tools required to develop or enhance skills, research potential employers, write a resume and apply for a job.
6. Support increased health literacy by connecting users to multiple credible sources of high quality, easy-to-understand information regarding health and wellness, illnesses, and aging.

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Expand access to information, ideas and stories

1. Be a user-centered space that provides opportunities to access tools and resources with which to discover and create new knowledge.
2. Explore other things to lend and share in addition to books, audio-visual resources, and computers.
3. Establish the Library as the first source of practical information on commonly shared life experiences.
4. Find new ways to hear what people want in the collection.
5. Find ways to preserve and expand local history collections.
6. Improve information access and delivery.
7. Use software and hardware to optimize efficiency, including developing and implementing a long term replacement plan. The replacement cycle is attached for the duration of the current Strategic Plan. These plans are reviewed at least annually to ensure comprehensive and timely coverage.
8. Lead the community in providing enhanced access to digital material and provide instruction on how to access digital materials.

Create and empower vibrant thriving communities

1. Establish and maintain pertinent relationships to distribute information, resources and materials to the communities we serve.
2. Connect community members with information and services that improve the quality of their lives.
3. Provide full access to library experiences for people of different abilities.
4. Become the best one-stop source for accurate information.
5. Design our physical and virtual public spaces to support strengthened relationships in the communities we serve.
6. Re-shape our policies and practices to optimize customer access.

Build partnerships to make a difference in people's lives

1. Deploy an organized approach to partnering that best leverages Library and partner resources.
2. Identify and replicate successful partnerships so more customers benefit from these collaborations.
3. Create alliances with government agencies and community groups to benefit residents.
4. Establish and maintain participation in relevant community and government organizations.
5. Communicate more broadly about what the Library has to offer.
6. Increase the demographic reach and the accessibility of the Library's resources and services.
7. Facilitate connections between library customers and other organizations and services.

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Foster a culture of innovation

1. Develop individual and collective ability to innovate.
2. Train all staff to be effective promoters of Library resources and services.
3. Invest in the ongoing development of our staff through a range of creative training opportunities to ensure that all staff are trained in the use of technologies used by the library and provide staff with training and tools to manage change effectively.
4. Actively experiment to better serve customers and implement successful projects over time.
5. Use rigorous analysis to provide positive user experiences.
6. Establish effective ways for staff and the public to communicate experiences and offer insights on improvements in service.
7. Improve tools for collecting, analyzing, and sharing statistics, user feedback and other relevant data to inform decision making.
8. Continue to pursue revenue sources and business models that maximize efficient and sustainable library operations and customer service and continue to deliver economic value and return on investment.
9. Communicate and celebrate progress.
10. Be accountable to this plan and provide the Library Board of Trustees, staff and the public with updates on our progress.

Hardware Replacement Schedule 2019 - 2021

	A	B	C	D	E	F	G	H
1	2019			2020			2021	
2	Public Computers	\$15,200.00		Replacement Circulation PCS	\$8,000.00		Staff Laptops	\$10,000.00
3	Main Domain Controllers	\$2,200.00		Replacement Receipt Printers	\$2,500.00		Staff iPads	\$5,000.00
4	Public Printer Replacement	\$3,000.00		LPCPL lab iPads	\$4,600.00		Main Switches	\$12,500.00
5	AWE Replacement	\$7,500.00		LPCPLS Labs laptops	\$10,000.00		POS Tablet Hardware	\$2,691.00
6	Office Printers	\$1,000.00		Branch Domain Controllers	\$6,000.00		Branch Firewall Replacement	\$13,500.00
7	Charging Stations	\$3,000.00		Monitors/TV Replacements	\$3,000.00		5 Monitors/TVs	\$3,000.00
8	Access Point	\$3,000.00		Apple TVs Replacement	\$2,786.00		Access Point	\$3,000.00
9	3D Printer	\$1,300.00		PGR Tablet	\$2,093.00			
10	Proxy Server	\$1,000.00		talking tech server	\$2,000.00			
11	Copier	\$3,000.00		Self Check Replacement	\$3,000.00			
12	Digitizing Equipment	\$5,000.00						
13								
14								
15		\$45,200.00			\$43,979.00			\$49,691.00