

2022-2026 Plan of Service Development

Community Conversation Questions for Directors

1. What kind of library are you working to create? What goals do you have for your library in the coming years?

(We are looking for answers that describe the broad attributes/reputation of your library in the future. For example – a library that is accessible to all; that is seen as a leader on the topic of digital inclusion; whose staff are digitally literate; that contributes to school readiness/positively impacts high school graduation rates; contribute to community resilience, etc.)

2. Why is that important to you?

(We are looking for answers that describe your values and how this will make a difference in the lives of those served by your library. For example – because you believe a functioning democracy depends on an informed electorate; because not everyone in your community has access to broadband and that is key to financial/student success; because you believe people need to respect diversity and work together to strengthen the community's resilience, etc.)

3. How is that different from how you see your library now?

(We are looking for answers that provide a “gap analysis,” identifying areas for opportunity for your staff, governance, facility, technology, outreach and partnership activities. For example – you want to be known as a tech savvy library, but current staff do not have the know-how to be comfortable helping patrons with tech or building digital collections; you want to be the community gathering spot but your facility is not fully accessible to those with physical disabilities; you need to stabilize your operating funds but your board is reticent to go out for a public vote; you want to be part of town-wide discussions about community resilience but feel the library is never “invited to the table,” and even if you were, you don’t have the capacity to attend more meetings, etc.)

4. What are some of the things that need to happen to create that kind of change?

(We are looking for specific/tactical answers that provide steps to bridge the gap analysis done in the question above. For example – you recognize that staff training in a specific area like digital literacy or equity, diversity and inclusion (EDI) will be necessary to achieve your vision; you need to adopt programming strategies that focus on early literacy; you plan to undergo a construction/renovation project to make the facility fully accessible to those with physical disabilities; you need to engage in long-term financial planning to methodically improve salaries to retain professional staff or to build capacity; you need to focus on making connections in the community so the library is “at the table” for important conversations about the future of the community, etc. Or, answers could be targeted towards different levels of collaboration, with thoughts on how to work in collaboration with libraries in their nearby geography, county, or through the system and beyond to affect change)