

# 2023 STRATEGIC PLAN

Through our decades of relationship building, our patrons have come to expect excellent and unique services from Arapahoe Libraries, and we are proud to build upon this foundation of reliability for 2023.

## AN EVOLVING WORK CULTURE

### Strategy 1: Employee Value Proposition

Creating a supportive, sustainable and mindful work culture is a cornerstone Arapahoe Libraries will continue to harvest. We wish to see a future where employees feel empowered, included and autonomous and where their contributions sustain and grow with the organization's mission.

We believe it is our collective responsibility to create an environment where employees can do their best work, nurture their potential, build connections through collaboration and sustain themselves in healthy and positive ways. Our community and patrons are best served when our providers are diligently cultivated.

*"I'd love to ensure that we are supporting staff members with robust and intentional training that meets them where they are and unlocks their potential. An excellent patron experience could be an outcome of that and reason for staff to stay in the organization"*



## A GROWING COMMUNITY WITH SHIFTING NEEDS

### Strategy 2: Patron Centric

Arapahoe Libraries will strive to strengthen our role as community leaders by intentionally turning outward by assessing and taking deliberate action to the shifting needs of the community. We will continue our diversity, equity and inclusivity efforts from 2022 into 2023 by ensuring libraries—both inside and outside of the physical locations—are accessible and enjoyed by all demographics, ages, abilities, socioeconomic statuses and beyond.

*"I'm curious to look at what do patrons think of libraries today? What is the place of a library in their life? What role are we filling that other organizations aren't filling? Where in our library services is inequitable?"*

## MOVING BEYOND OUR WALLS

### Strategy 3: Outreach

We will explore what it means to belong outside the library walls yet hold true to sharing our vision of a literate, informed and fulfilled community. We will carefully assess our core services, continue to bridge the digital divide and find ways to co-create services through partnerships and engagement to help the community achieve its aspirations and reduce barriers.

*"I would like to see co-creation of services with patrons (particularly with young patrons but others as well)—let's make room for collaboration with patrons and staff, involve the community."*



## ADOPTING A GROWTH MINDSET

### Strategy 4: Growth Mindset

We will strive to be a living example of what it means to be lifelong learners and recognize failure happens along the way to mastery. When we recognize our strengths and move through progress from a starting point of confidence, our delivery of excellent service to patrons is made more powerful. When we recognize our past and seek patron and employee feedback to inform decision-making, we transcend the pitfalls of insularity and fear and can grow into the best version of ourselves.

*"I would like to see more opportunities where staff are allowed to try things, experiment with ideas, even if they fail—we will learn something."*