

Richardson Public Library



STRATEGIC PLAN 2024 – 2029

MISSION

Richardson Public Library provides welcoming, inclusive, high-quality services and resources that serve the entire community.

VISION

Richardson Public Library is a vibrant community hub that offers a welcoming space for all people to learn, play, connect, and engage.

STRATEGIC GOALS: People

The Library provides a space for reading, learning, and sharing ideas — the center for life-long learning for its patrons. The Library seeks to increase the sense of community and citizen engagement through programming initiatives that celebrate Richardson's diversity. Material selection will reflect the evolving interests and lifestyles of the community. The Library will look for additional opportunities to add to its current outreach library services to engage users who do not come to the physical library.

The Library will:

- ☀️ Continue to offer multiple opportunities to build skills in the areas of early literacy, adult literacy, and digital literacy.
- ☀️ Plan more targeted programs for children and young people with varying needs.
- ☀️ Expand Adulting 101 programming for all ages.
- ☀️ Expand maker space programming to all ages, as well as add additional maker equipment for various arts and technology.
- ☀️ Support and react to established and emerging community interests and needs.
- ☀️ Position the Library as a cultural and community center and leader.
- ☀️ Continue connecting and engaging with the community.
- ☀️ Acquire a branded outreach van to enhance outreach efforts like mobile storytimes, library card drives, learning labs, City festivals, and other underserved areas of Richardson.
- ☀️ Seek partnerships with City departments and other community entities to meet shared goals.
- ☀️ Anticipate and meet the informational, educational, cultural, and recreational needs of our diverse community with current, dynamic library collections.
- ☀️ Make changes where possible in procedures and policies to ensure an excellent customer experience, and continue to provide training and support to staff in making customer service their top priority.
- ☀️ Raise awareness and visibility about the range of services offered.
- ☀️ Lead the community in the acquisition, sharing, and safekeeping of materials related to the history of Richardson and its founding families.

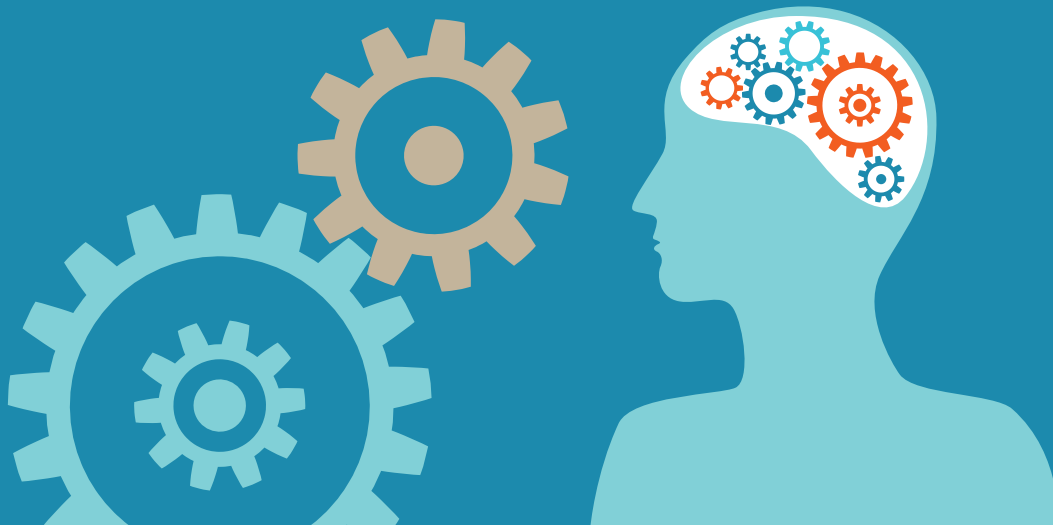


STRATEGIC GOALS: Place

Maintaining services in a smaller temporary space and actively completing the planning stages of a renovated library building will continue over the next five years. According to the Library Master Plan and Guiding Principles, the Library renovation goal is to revitalize and transform Richardson's iconic building into a vibrant, flexible 21st-century library that serves all of Richardson's stakeholders.

The Library will:

- 🌀 Create welcoming, safe, and secure spaces that promote a sense of community pride and are responsive to public access concerns, with increased emergency exits.
- 🌀 Provide intuitive entry and wayfinding and highly visible stairs with easy access between floors.
- 🌀 Present generous views of the fountain plaza from three floors, expanding the natural light.
- 🌀 Generate collaborative, adaptable, and versatile spaces with durable equipment for all users.
- 🌀 Install a drive-up book drop.
- 🌀 Update and improve mechanical, electrical, and plumbing systems (MEP).
- 🌀 Enable flexibility with furniture solutions vs. fixed rooms.
- 🌀 Consolidate staff areas for improved efficiency for Library employees and patrons.
- 🌀 Improve quantity of power outlets, use brighter, more energy efficient lighting, and implement better connectivity.
- 🌀 Increase Children's and Teen's spaces to engage with the youngest community members through up-to-date technology and activities.
- 🌀 Expand group spaces to include reservable meeting spaces; teaching classrooms; large, adaptable event rooms; a dedicated maker space; and a Local History Room.



STRATEGIC GOALS: Technology

The Library's online presence serves as a virtual branch, offering information and services 24/7. The Library strives to be current on the best technologies for delivering content to patrons as well as providing current materials, programs, and services to explore new topics in digital literacy. The Library will continue seeking new and better digital platforms for providing content and will be adding enhancements to the online catalog to improve the customer experience. The Library's website is the City's second most popular landing site after the City's main home page. The Library will maximize potential website opportunities for easier citizen engagement and better marketing of popular library materials and services.

The Library will:

- ☀️ Offer a virtual presence online that is user-friendly, clear, fluid, and relevant.
- ☀️ Respond to the evolving needs of the community to receive information in new formats, recognizing that rapidly changing digital and web-based services will drive space needs and adaptations.
- ☀️ Add more ebooks, digital audiobooks, and streaming media to the current collection and investigate additional platforms for downloadable digital products that could add variety to the Library's offerings.
- ☀️ Provide our community with the knowledge and tools needed to succeed in an information society by offering a variety of technology instruction based on current community needs.
- ☀️ Expand support for patrons learning how to use new devices and software by actively offering book-a-librarian sessions.
- ☀️ Connect with more tech experts in the community for advice and programs.
- ☀️ Add services and materials for gaming enthusiasts.
- ☀️ Continue to utilize new and existing social media to better communicate with new generations of library users.
- ☀️ Continue to partner with the City IT department in exploring upgrades to our ILS (Information Library Systems) to enhance customer experiences, security, and services.
- ☀️ Use technology to issue library cards offsite during community outreach efforts.

