

Core Area of Focus:
Setting the Foundation - Operations and Facilities

1. Design, execute, and continuously evaluate the administrative operations that support the delivery of library service to the community.

Possible goals: administrative processes, HR processes, internal communications, staff development, goals to ensure staff success

Goals (from plan)	Actions	Timeframe for activity	By Whom
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2. Implement a robust data governance structure to inform decision-making and drive change

Possible goals: statistical gathering process and platform, how/when/who

Goals (from plan)	Actions	Timeframe for activity	By Whom
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3. Create and maintain welcoming, safe, and constantly evolving spaces and services

Possible goals: Facility issues, physical items used by the public, security

Goals (from plan)	Actions	Timeframe for activity	By Whom
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Core Area of Focus:
Partnering in Discovery Collections and Resources

1. Connect customers with resources at the point of need, anytime anywhere through enhanced discovery tools that improve the findability and user experience

Possible goals: catalog, website, app, reader's advisory, merchandising physical collection

Objectives (from plan)	Actions	Timeframe for activity	By Whom
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2. Appropriately steward our collections and other information resources for the benefit of the entire community.

Possible goals: diversity, fiscal responsibility, format needs, collection/database enhancements

Goals (from plan)	Actions	Timeframe for activity	By Whom
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3. Integrate data-driven collection management strategies that build a comprehensive resource selection for the community

Possible goals: acquisition matrix, staff training on deselection, refloating, collection maintenance,

Goals (from plan)	Actions	Timeframe for activity	By Whom
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Core Area of Focus:
Inspiring Experiences Programs and Services

1. Provide inspiring and inclusive learning environments and staff expertise, both in our library locations and in strategic locations across the community.

Possible goals: Outreach plan, programming technology, programming evaluation

Goals (from plan)	Actions	Timeframe for activity	By Whom
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2. Anticipate and respond to the evolving needs and expectations of Chandler citizens, community partners, and corporate stakeholders.

Possible goals: diversity programming, programming needs assessment, virtual programming, public service enhancements

Goals (from plan)	Actions	Timeframe for activity	By Whom
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3. Actively engage customers through intentional and meaningful interactions at every service point.

Possible goals: customer service, comment cards

Goals (from plan)	Actions	Timeframe for activity	By Whom
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Core Area of Focus:
Connecting Community Collaboration and Advocacy

1. Share our story by promoting our services and communicating the relevancy and impact of those services.

Possible goals: Communication plan, special events, targeted emails

Goals (from plan)	Actions	Timeframe for activity	By Whom
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2. Attract new philanthropic and grant funding in support of strategic priorities

Possible goals: Friends of the Library, grant process, sponsorship opportunities

Goals (from plan)	Actions	Timeframe for activity	By Whom
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3. Collaborate with local government, businesses, and organizations to realize common goals

Possible goals: CUSD, State Library, Chandler Diversity, Community Services, Chamber

Goals (from plan)	Actions	Timeframe for activity	By Whom
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