

Strategic Focus	Goal	Investments	Outcomes
Literacy and Lifelong Learning	Foster a love of reading, learning, and the arts	<ul style="list-style-type: none"> <li>• Regularly host performances, exhibits, and events highlighting artists, writers, and performers</li> <li>• Create opportunities for hands-on learning experiences</li> <li>• Develop innovative ways to promote literacy, such as Story Walks, Little Free Libraries, etc.</li> <li>• Provide programs and instruction of special interest to senior adults</li> </ul>	We serve as the community’s best resource to connect people of all ages with reading, learning, and the arts, both inside and outside the library buildings.
Small Business and Economic Development	Support businesses and encourage entrepreneurs	<ul style="list-style-type: none"> <li>• Participate in local events that promote awareness of the community and bring people to Delphi</li> <li>• Partner with other organizations to provide pathways for businesses to thrive</li> <li>• Seek innovative ways to create a completely connected community</li> </ul>	We are known as a key partner in community efforts to promote tourism, support businesses, and encourage economic development.
Community Collaboration and Communication	Serve as a hub for information and connection	<ul style="list-style-type: none"> <li>• Provide methods to connect people to opportunities and needs in the community</li> <li>• Seek ways to be more available and accessible to the community</li> <li>• Collaborate with other organizations to address current issues</li> </ul>	We are viewed as a valuable community connection point that can help bring people together to solve problems and meet community needs.
Inclusion and Diversity	Be a leader in and serve as platform to facilitate diversity and inclusion	<ul style="list-style-type: none"> <li>• Provide opportunities for people to listen and practice reading, writing, and speaking other languages</li> <li>• Enable people to explore other cultures through the library’s resources and programs</li> <li>• Ensure that the library is a safe and welcoming space for all</li> <li>• Commit to collections and communications that reflect the diversity of the community</li> </ul>	We are a welcoming space in which all community members, regardless of their place of origin, feel valued, respected, and part of the community.

In September 2019, the Delphi Public Library formed a strategic planning committee to help the library move forward into the future. The members of the planning committee included three board members (Lauren Duff, Sally Miller, and Kathy Zink), three staff members (Kelly Currie, Daniela Green, and Portia Kapraun), and eight members of the public (Joy Atkinson, Dawn Frank, Dave Schneider, Anita Smith, David Smith, Pam VanSickle, Tom VanSickle, and Mary Voorhies).

### **The Process**

The committee met on September 5, 2019, to kick off the community engagement efforts. Led by Michelle Bradley and Pamela Seabolt, consultants from the Midwest Collaborative for Library Services (MCLS), the committee members participated in a mapping exercise to identify other community members to interview to gather the broadest possible range of community input. Over the course of the next two weeks, they interviewed numerous individuals identified during that exercise, asking them a series of simple questions about their aspirations for the community. From these results, MCLS created a *Community Engagement Report*, a narrative summarizing themes, aspirations, and concerns, and ways in which the public thought the library could help. On October 14, 2019, the DPL staff met, armed with this report and other community data. During that full-day meeting, the staff synthesized the report into the Strategic Focus areas, Goals, and Investments described on the other side of this document. On November 18, 2019, the Delphi Public Library Board of Trustees approved the draft report. Director Kelly Currie then developed Outcomes for each Strategic Focus.

### **Next Steps**

The director, with staff input and board approval, is developing Measurable Objectives for each Goal, using the Investments as guidelines and aiming toward the desired Outcomes.

### **Communication Plan**

This document serves as the method for informing the public of the library's Strategic Plan for 2020-2025. It will be disseminated in print in the library, and in electronic format via the library's web page, social media sites, and newsletter. Access to the *Community Engagement Report*, which contains the community's needs and aspirations, will also be provided on the library's web page.

### **Evaluation Plan**

The Strategic Plan is a working document and will be consulted throughout each year by both the staff and the board to assure that activities undertaken are in the spirit of the plan, help to satisfy the Goals, and lead to the desired Outcomes. In March of each year, the plan will be reviewed by the board and staff in depth to assure that necessary changes are incorporated into the plan.

### **Financial Sustainability**

The DPL Board of Trustees, with input from the library director, is responsible for ensuring that the operating budget of the library supports the Investments to be undertaken pursuant to the plan. This document will be consulted each year when planning the succeeding year's budget.

### **Assessment of Facilities, Services, Technology, and Operations**

DPL maintains a *Building Maintenance, Inspection, and Replacement Checklist* for both library buildings. This document is consulted and updated regularly to ensure that the facilities are properly maintained and can support the Investments in the Strategic Plan. The library also maintains a *Technology Plan*, which inventories technology holdings, provides a technology replacement schedule, and assesses equipment to ensure adequate support for the Strategic Plan.

### **Collaboration Plan**

The library regularly collaborates with other organizations in the county, such as the two public libraries in Flora and Camden, the local Chambers of Commerce, the Delphi School Corporation, and the Carroll County History Museum. It will continue to seek out continuing opportunities for collaboration with these entities. In addition, the nature of the needs and aspirations revealed in the *Community Engagement Report* requires the library to actively seek out new collaborations with other community organizations. These new collaborations will be written into the Measurable Objectives we develop for the plan over the next several weeks and into the next five years as we work to follow our plan.