



JUNEAU PUBLIC  
LIBRARIES

# STRATEGIC PLAN

2022-2025



# MISSION STATEMENT & GOALS

The Juneau Public Libraries are the open door to exploration and lifelong learning, providing free access to shared resources and programs that entertain, enlighten and educate.

Goal 1: Provide library collections that meet Juneau's information, learning, and entertainment needs

Goal 2: Provide library activities and events that meet Juneau's educational and social needs

Goal 3: Be a reliable information source for the community

Goal 4: Find ways to expand access and awareness of library services to underserved parts of the community

Goal 5: Hire, retain and support a skilled library workforce

The Library gathered a variety of inputs to help determine community needs. Many factors were considered in determining which goals would best help to meet these needs.

Inputs included:

- Community survey
- Community focus groups
- Library benchmarking study
- Stakeholder interviews



# GOAL 1

## **Provide library collections that meet Juneau's information, learning, and entertainment needs**

- Continue to provide a strong physical library collection
- Audit the library's collections for diversity and inclusion with an emphasis toward including more works by members of underrepresented communities
- Strengthen the selection of eBooks and popular digital materials
- Ensure the library provides an engaging juvenile collection that meets the needs of early and emerging readers
- Explore ways to expand the library of things to meet the unique needs of Juneau's residents



## GOAL 2

### **Provide library activities and events that meet Juneau's educational and social needs**

- Provide youth activities that promote early literacy
- Provide adult activities that promote lifelong learning
- Increase the number of library activities geared toward underserved populations
- Provide library activities that offer opportunities for Juneau residents of all ages to socialize
- Provide library activities that help to bridge community social and political divides



## GOAL 3

### **Be a reliable information source for the community**

- Train library staff on the local resources available to community members
- Provide resources and referrals regarding affordable housing opportunities and other programs that address Juneau's high cost of living
- Continue to provide access to accurate information about the COVID-19 pandemic
- Provide education and information on voter registration, procedures, and rights
- Seek solutions to expand internet access at library facilities and community gathering points through partnerships and outreach events
- Continue to develop ways to embed principles of information literacy in library outreach and events



## GOAL 4

### **Expand access and awareness of library services to underserved parts of the community**

- Expand the promotion of library events and services to a wider range of community members
- Perform an organizational equity, diversity and inclusion audit
- Offer more outreach programs and services to underserved communities in Juneau
- Explore ways to issue library cards to all students in the Juneau School District
- Create an economical plan to provide more library services to the Lemon Creek neighborhood
- Continue to train staff on cultural and diversity awareness to better serve the entire Juneau community



# GOAL 5

## **Hire, retain and support a skilled library workforce**

- Work to recruit and retain a more diverse library workforce
- Devise a more comprehensive organizational training framework
- Explore opportunities for continuing education for library staff
- Create clear customer service standards for library staff
- Host an annual staff day focused on training and skill building
- Increase collaboration and communication between library workgroups