



# *Strategic Plan*

2024 – 2028

# Stakeholder Engagement



1,000+  
Session  
Participants

770  
Survey  
Responses

15  
Stakeholder  
Interviews

5 Staff  
Focus  
Groups

3 Potential  
User Listening  
Sessions

# Design Process



## WHAT WE HEARD

- *Connecting & convening is more critical than ever.*
- *More people need to be aware of existing library services.*
- *The Library is poised to meet the moment of emerging community needs.*



# Our Mission & Values

LA County Library belongs to our communities and serves as a portal to learn, grow, and succeed.

TRUST

HOPE

LEADERSHIP

CONNECTION

# Priority 1: Belonging to Our Communities



## OBJECTIVES

- Identify opportunities & assets in each neighborhood & library to cultivate collaborative relationships & community-based services.
- Engage community groups for insights on local needs & resources to guide the work of our libraries & services.
- Activate staff insights & leverage their input to ensure a safe space for all.



# Priority 2: Advancing Our Partnerships



## **OBJECTIVES**

- Utilize physical spaces to embed intentional partner services & resources.
- Build, maintain, & evaluate partner programs aligned with the Library's goals & pillars of service.
- Incorporate intergenerational & lifespan approaches into the search for & evaluation of partnerships.

# Priority 3: Rising to Our Potential



## OBJECTIVES

- Strengthen & modernize internal knowledge management while increasing accessibility at all levels.
- Enhance & maintain the transparency, consistency, & efficiency of our business processes at all operational levels.
- Empower staff to develop their careers at the Library with mentorship, peer-to-peer learning, & operational cross-training.



# Priority 4: Telling Our Story



## **OBJECTIVES**

- *Demonstrate how the Library is a key driver of quality of life in the County.*
- *Develop new Library advocates and ambassadors from unexpected places.*
- *Secure support from elected officials and funders to help make a path toward a sustainable budget.*



# Looking Ahead



Communications  
Rollout



Implementation  
Planning



Evaluation &  
Adjustment



Assessment &  
Celebration

# The Role of the Library





*Thank You*



