



Solano County
LIBRARY

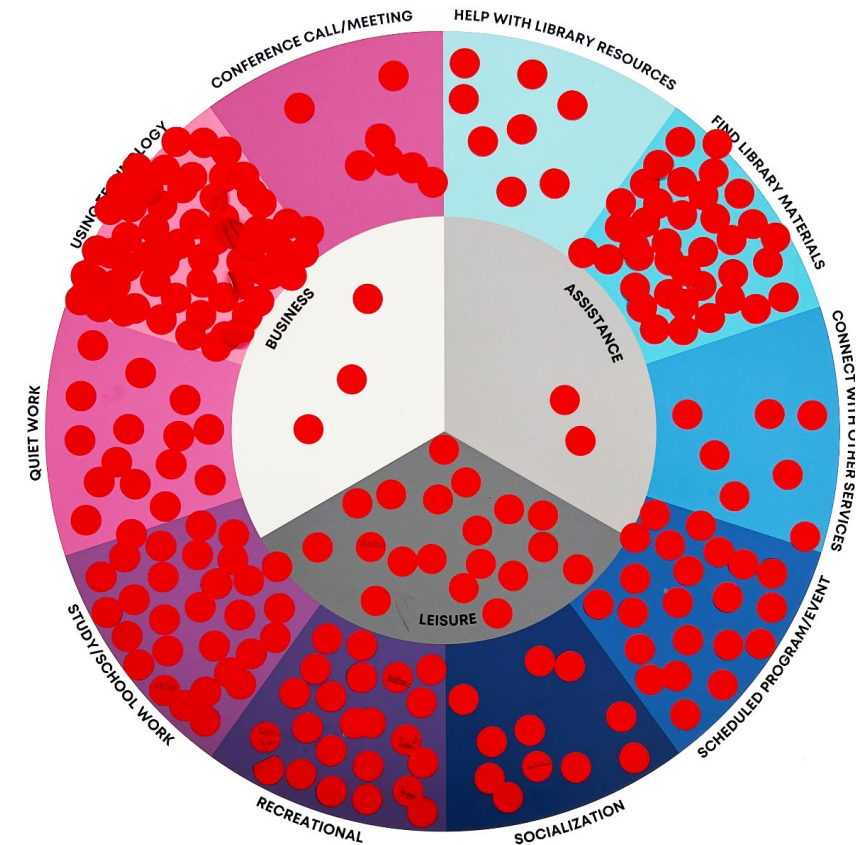
2023-2028 Strategic Plan



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Community feedback informing the 2023-2028 Strategic Plan

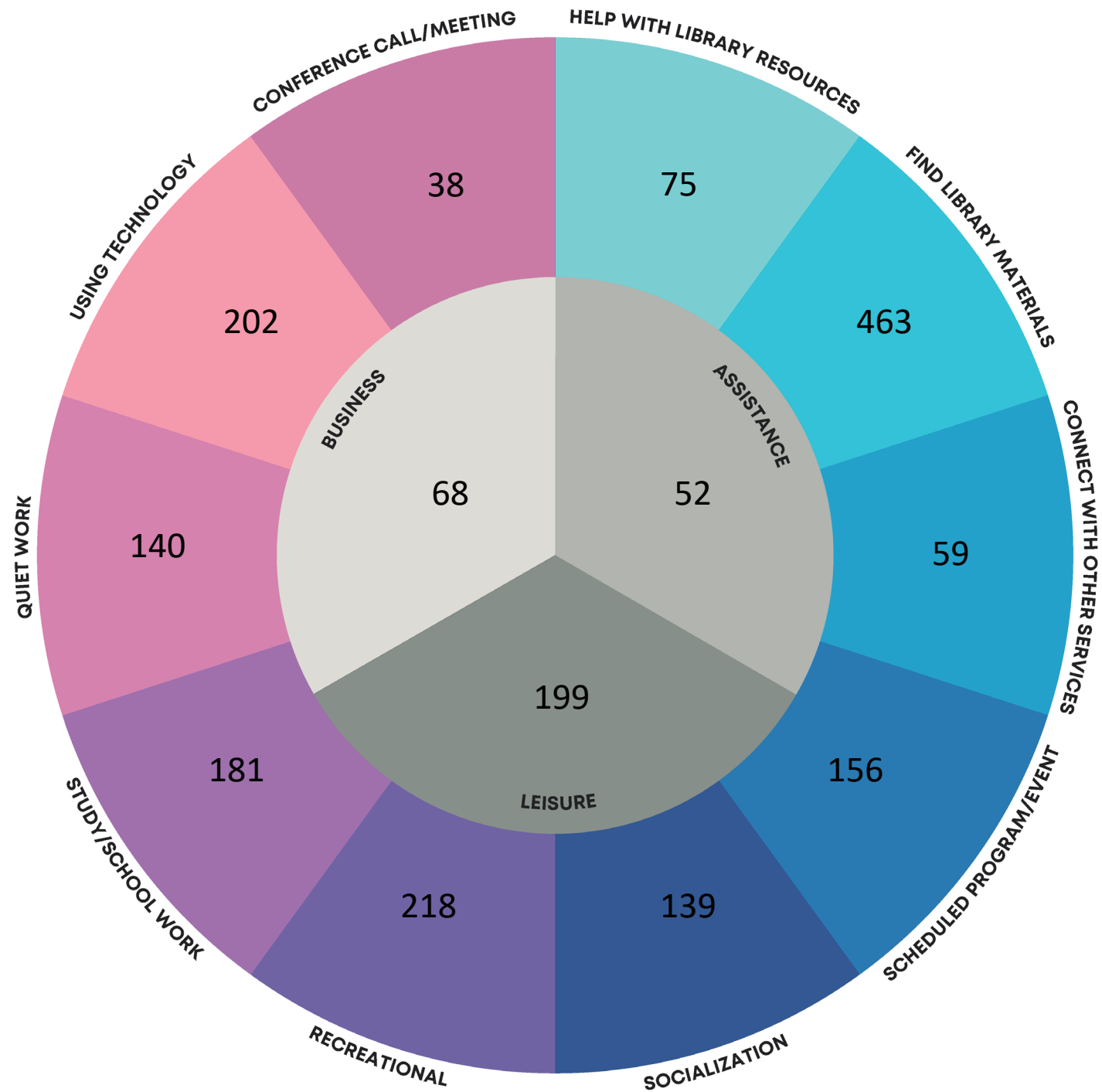
- Telephone surveys in English and Spanish
- Online surveys in English and Spanish
- Community conversations with different interest groups
- In-library engagement boards in English and Spanish
- Stakeholder interviews
- Staff town hall meetings and survey





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What brings you to the library?





Strategic Themes

- **Belong:** We believe Solano County Library is a place where you belong.
- **Celebrate:** We reflect and celebrate the community of Solano County.
- **Discover:** We make it easy to use Solano County Library.



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Belong

Evaluate and update physical and virtual library spaces

- Increase library visits by 10% once library interiors have been refreshed to make them vibrant, welcoming, and relevant public spaces.

Value you as an individual by providing excellent customer service through respectful, compassionate, and friendly interactions

- Encourage in-depth interactions between staff and the community and increase those interactions by 10% each year beginning with FY2025/26.

Foster a diverse workforce reflective of the communities we serve

- Solicit feedback annually from employees regarding job satisfaction and engagement with 75% of employees responding they are satisfied with their employment by 2028.

Respect the investment you make in your library

- Examine ways to deliver cost-effective services to the community.



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Celebrate

Promote community building and fun

- Increase attendance at library events by 10% per year.

Tell the vibrant stories of your library and you

- Increase the number of people who receive monthly communication from us by 200% at the end of FY2026/27.

Provide opportunities for learning

- Provide internet-enabled, literacy-centered devices for adult learners enrolled in the Adult Literacy Program by the end of FY2023/24.



Discover

Bring the library to you

- Offer 10% of library events offsite by the end of FY2025/26.

Build the equitable and responsive library you want

- Fulfill your requests for materials faster.

Remove barriers to using your library

- Increase the number of library card holders by 25% at the end of FY2027/28.