



Solano County
LIBRARY
Go Anywhere From Here



SOLANO COUNTY LIBRARY STRATEGIC PLAN

2023-2028

Director's Message

We are excited to present Solano County Library's 2023 – 2028 Strategic Plan to you. This plan builds on our past successes and sets priorities for more responsive and equitable services as we move forward.

Goals from the 2017 – 2022 Strategic Plan included offering virtual programs and creating an innovative service culture. Because of the COVID-19 pandemic, innovations became essential overnight. We quickly pivoted to offering curbside service, virtual programs for all ages including Adult Literacy Services, and robust downloadable collections – demonstrating our resiliency and expanding our reach.

Throughout the strategic planning process, we heard repeatedly how the library is essential to community life. Based on a survey we conducted, 99% of the community believes the library is an important and trusted community asset. Overarching themes of the new strategic plan – **Belong, Celebrate, Discover** – speak to community needs through community input.

The 2023-28 Strategic Plan was developed entirely by Solano County Library employees who worked tirelessly on our roadmap for the next five years. This strategic plan is the culmination of a 12-month process engaging users, residents, staff, elected officials, and community leaders in shaping the future of Solano County Library.

Our new strategic plan allows you to go anywhere from here.

In service,
Suzanne Olawski
Director of Library Services

Key Staff Members

Core Team

Enrique Babbel
Katie Cordova
Mike Eitner
Mark Flowers
Anika Johnson Crittendon
Tim Madigan
Mike Perkins
Jamie Poirier
Nancy Redfield
Taaren Samuelson
Mychal Threats
Kevin Tolley
Megan Wong

Community Conversations Team

Laurence Bacud
Rosemarie Campana-Brown
Taylor Cecil
Rey DeGuzman
Sarah Douglas-Hoyt
Rhea Gardner
Cherelyn Hunt
Michelle Franzen
Malissa Knapp
Teresa Lavell
David Lewis
Miguel Loeza
Sarah Lee Mauldin
Laura Medina
Charlie Radin
Maria Ruiz Olide
Kim Stone
Shazia Wilson
Aaron Winter
Nancy Wirt
Anjeli Worrell



Our Mission

We are the people, places, and services that **spark curiosity**, **inspire creativity**, and **champion learning**.

Our Vision

We unify the County, providing our unique and diverse communities with quality library resources and services. We inspire all residents to achieve **success**, live in healthy and **vibrant communities**, and engage in **creative, collaborative, and cultural activities**.

Our Values

Relationships: We are inclusive and responsive

Experiences: We are customer-focused and results oriented

Change: We are flexible and embrace new challenges

Quality: We are excellent and innovative

High Level Strategic Priorities

Belong: We believe Solano County Library is a place where you belong

Celebrate: We reflect and celebrate the communities of Solano County

Discover: We make it easy to use Solano County Library

BELONG

We believe Solano County Library
is a place where you belong



EVALUATE AND UPDATE PHYSICAL AND VIRTUAL LIBRARY SPACES

Measures of success:

1. Increase library visits by 10% once library interiors have been refreshed to make them vibrant, welcoming, and relevant public spaces.
2. Leverage technology to make meeting spaces collaborative and strengthen virtual spaces.
3. Rearrange, reevaluate, and redistribute library collections to better meet the needs of users, which will increase checkout of materials by 5% per year.

VALUE YOU AS AN INDIVIDUAL BY PROVIDING EXCELLENT CUSTOMER SERVICE THROUGH RESPECTFUL, COMPASSIONATE, AND FRIENDLY INTERACTIONS

Measures of success:

1. Provide professional development opportunities for staff to help community members achieve healthy, successful lives through library services and events.
2. Deploy three new ways to listen and respond to user feedback, with each method reporting high satisfaction with library services.
3. Encourage in-depth interactions between staff and the community and increase those interactions by 10% each year beginning with Fiscal Year 2025-26.

FOSTER A DIVERSE WORKFORCE REFLECTIVE OF THE COMMUNITIES WE SERVE

Measures of success:

1. Review and update processes conducive to attracting, retaining, and promoting a workforce reflective of Solano County's diversity.
2. Solicit feedback annually from employees regarding job satisfaction and engagement with 75% of employees responding they are satisfied with their employment by 2028.
3. Conduct an organizational study to determine opportunities and options to improve overall delivery of library services and staff development.

RESPECT THE INVESTMENT YOU MAKE IN YOUR LIBRARY

Measures of success:

1. Expand the number of volunteers by 5% per year.
2. Explore ways to increase revenue.
3. Examine ways to deliver cost-effective services to the community.

CELEBRATE

We reflect and celebrate the communities of Solano County



PROMOTE COMMUNITY BUILDING AND FUN

Measures of success:

1. Increase attendance at library events by 10% per year.
2. Offer robust technology and skill-building activities for kids and teens at every location by the end of Fiscal Year 2024-25.
3. Increase partnerships with Solano County departments and community groups by 10% from Fiscal Year 2024-25 to 2027-28.
4. Offer events and materials that highlight the diversity of Solano County.

TELL THE VIBRANT STORIES OF YOUR LIBRARY AND YOU

Measures of success:

1. Leverage technology to increase and amplify awareness of library services and materials among current and future library users.
2. Increase the number of people who receive monthly communication from us by 200% at the end of Fiscal Year 2026-27.
3. Revamp our internal communication methods to increase awareness of library activities across the organization.
4. Design print and digital materials that reflect the racial and cultural diversity in Solano County.

PROVIDE OPPORTUNITIES FOR LEARNING

Measures of success:

1. Offer recurring family literacy events in each city we serve to raise awareness about the importance of early literacy by the end of Fiscal Year 2023-2024.
2. Provide internet-enabled, literacy-centered devices for adult learners enrolled in the Adult Literacy Program by the end of Fiscal Year 2023-24.
3. Explore our ability to serve as tutoring and learning centers for kids and teens.
4. Establish English language learning conversation events in each city we serve in Fiscal Year 2024-25.

DISCOVER

We make it easy to use Solano County Library



BRING THE LIBRARY TO YOU

Measures of success:

1. Offer 10% of library events offsite by the end of Fiscal Year 2025-26.
2. Explore alternative delivery methods for physical materials.
3. Deliver library services to underserved communities through new partnerships.
4. Participate in community events that are important to you.
5. Increase online engagement by 10% per year.

BUILD THE EQUITABLE AND RESPONSIVE LIBRARY YOU WANT

Measures of success:

1. Streamline our processes so new materials are available faster.
2. Fulfill your requests for materials faster.
3. Offer more diverse materials, including materials in languages spoken widely in the community.
4. Explore methods for community suggestions and feedback on collections.
5. Increase Link+ usage by 100% at the end of Fiscal Year 2026-27.

REMOVE BARRIERS TO USING YOUR LIBRARY

Measures of success:

1. Update policies and procedures to ensure they are inclusive and equitable.
2. Increase the number of library card holders by 25% at the end of Fiscal Year 2027-28.
3. Offer Saturday events at all branches by the end of Fiscal Year 2024-25.

Community Engagement

A plan is only as valuable as the feedback that went into its development. We received feedback from more than 4,000 members of the community through the following methods:

- Phone surveys in English and Spanish
- Online surveys in English and Spanish
- Community conversations with different interest groups throughout Solano County in English and Spanish
- In-library engagement boards in English and Spanish at all branches
- Stakeholder interviews with community leaders and partners including Solano County Board of Supervisors, mayors, city council members, and the Solano County Library Advisory Council

Additionally, we spoke to library employees at four town hall meetings and received feedback from an internal survey.

Finally, we reviewed demographic profiles by zip code.

While the above represents our best attempt to reach a broad cross section of Solano County, we acknowledge that we did not reach everyone.

99%

of people agree the library is a trusted and important community asset.

97%

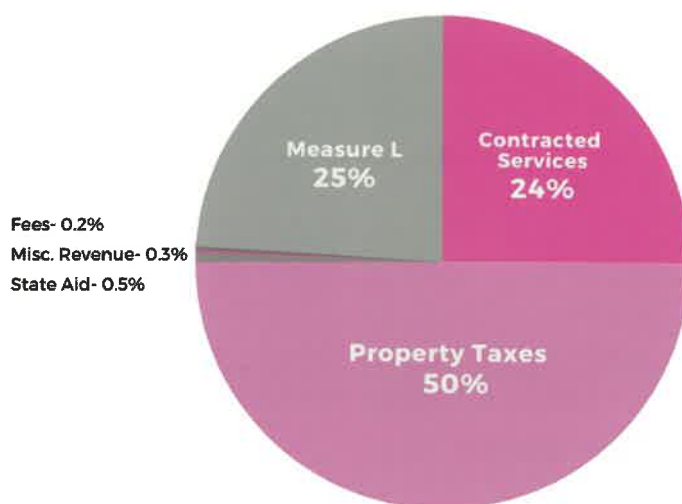
of people agree the library provides good value for the tax dollars invested.

93%

of people agree they would recommend Solano County Library to a friend, family member, or colleague.

Funding

The services and programs offered by Solano County Library are primarily supported by funding from property taxes, a 1/8 of a penny voter-approved sales tax dedicated to library services (Measure L), private and public grants, awards from the California State Library, and monetary gifts and donations received from individuals, businesses, organizations, and trusts.



Measure L

In 1997, voters understood libraries were essential for a community's success and agreed to tax themselves 1/8 of a penny sales tax (Measure B). In return, promises were made: more books, more hours, more programs for youth. In 2012, the 1/8 of a penny sales tax was extended with the support of over an 80% vote (Measure L), ensuring that our libraries continue to be vital centers of inspiration and learning. Solano County Library continually responds to, reflects, and represents our dynamic community.



Solano County
LIBRARY

Web: solanolibrary.com

Phone: 1-866-572-7587

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Branch Locations



DIXON LIBRARY

230 N. 1st Street
Dixon, CA 95620



FAIRFIELD CIVIC CENTER LIBRARY

1150 Kentucky Street
Fairfield, CA 94533



FAIRFIELD CORDELIA LIBRARY

5050 Business Center Drive
Fairfield, CA 94534



RIO VISTA LIBRARY

44 S. 2nd Street
Rio Vista, CA 94571



SUISUN CITY LIBRARY

601 Pintail Drive
Suisun City, CA 94585



VACAVILLE CULTURAL CENTER LIBRARY

1020 Ulatis Drive
Vacaville, CA 95687



VACAVILLE TOWN SQUARE LIBRARY

1 Town Square Place
Vacaville, CA 95688



VALLEJO JOHN F. KENNEDY LIBRARY

505 Santa Clara Street
Vallejo, CA 94590



VALLEJO SPRINGTOWNE LIBRARY

1003 Oakwood Avenue
Vallejo, CA 94591