Strategic Plan

Strategic Direction 1: Connect
Connect with Customers and the Community

1. Phoenix Public Library customers will have access to a variety of technology resources to help meet their information needs.
2. Phoenix Public Library customers will receive consistent service and quality assistance.
3. Phoenix Public Library customers will be well informed about Library programs, services, and resources.
4. Phoenix Public Library will improve services, programs and processes to better meet the needs of our customers.

Strategic Direction 2: Engage
Engage the Mind and Body

1. Phoenix Public Library will support reading readiness and grade-level reading by the third grade for Phoenix’s children.
2. Phoenix Public Library will expand access to engaging afterschool activities for youth that promote 21st century skills.
3. Phoenix Public Library will expand programming for teens and adults that engages the mind and body.
4. Phoenix Public Library will help teens and adults obtain the life they want.

Strategic Direction 3: Inspire
Inspire Through Our Spaces and Collections

1. Phoenix Public Library spaces will transform lives by inspiring customers to explore and accomplish their goals.
2. Phoenix Public Library collections will be responsive, inclusive, and inspiring.
3. Phoenix Public Library will provide staff and customers with a safe and secure environment.

Phoenix Public Library
Spaces will transform lives by inspiring customers to explore and accomplish their goals.

Collections will be responsive, inclusive, and inspiring.

Staff and customers with a safe and secure environment.

Connect with Customers and the Community

Engage the Mind and Body

Inspire Through Our Spaces and Collections