



PhoenixPublicLibrary

2019–2023 Strategic Plan

Strategic Direction 1: **Enrich and Entertain**

- Provide programming that celebrates books and authors.
- Provide programming and services that give voice to the diversity of our community.
- Provide engaging programming and services that appeals to all ages.

Strategic Direction 3: **Build a Stronger Community**

- Increase the school readiness skills of young children.
- Help children and teens develop their STEM skills.
- Connect community members to higher education resources.
- Provide programming and services that help community members secure employment and start their own business.
- Improve the community's quality of life.

Strategic Direction 2: **Increase Access**

- Eliminate or reduce barriers to our collections and services.
- Increase library usage by utilizing creative ways to tell our story.
- Make more of our services available remotely or where the community congregates.

Strategic Direction 4: **Work Smarter**

- Leverage community partners and other City Departments to further the reach of our services.
- Ensure that the Library has the best trained staff possible.
- Utilize technology to streamline the Library's processes and procedures.