



# **STRATEGIC PLAN 2023-2026**



## **Our Vision:**

Explore, Discover, Connect. See you @ the Library!

## **Our Mission:**

The Great Falls Public Library serves as a connection point; we empower the community and enhance the quality of life by providing individuals access to information and social, cultural, and recreational resources.

# Our Guiding Principles



**RESPECT:** The library is built on a foundation of mutual respect between patrons and staff. Our staff prides themselves on clear, honest, and knowledgeable communication at all levels. Courtesy and open communications are highly valued and contribute to the positive experience of visiting the library.



**OPEN ACCESS:** The library is committed to providing all patrons with free and open access to ideas, information, materials, and programs. We develop services, programs and balanced collections that attempt to fully represent the needs and interests of our diverse community. We connect patrons to what they want in a friendly, nonjudgmental manner.

# Our Guiding Principles



**CUSTOMER FOCUS:** You are welcome here! The library values community members and is responsive to their needs. The ideas and opinions of patrons are vital in determining how library projects and services move forward. Impact on patrons is a primary concern in making any and all decisions.



**GROWTH AND INNOVATION:** Promoting ongoing learning and continuous innovation are of great importance to the library. We work hard to respond to present situations and anticipate the future needs of our patrons. We are committed to remaining an important and relevant institution by evolving and expanding to better serve our community.

# Our Guiding Principles



**EXCELLENT STEWARDSHIP:** The library acts as a trusted steward of community resources. We are responsible for appropriate use of public funds and make every effort to fully utilize the strengths of our talented staff. We make the best use of our resources to deliver the highest level of library service to our community.

# GOAL #1: CREATE A SAFE, ACCESSIBLE LIBRARY THAT WILL SERVE THE COMMUNITY FOR THE NEXT 50 YEARS

## What we need to do:

1. Develop **community awareness and support** of the [Library Master Plan](#) and the Library Remodel project.
2. In partnership with the Library Foundation, develop **a multi-pronged capital campaign** to engage the community and other stakeholders to **raise \$15,000,000 to remodel the Library.**
3. Engage a professional team to **create the detailed designs** for the Library remodel as proposed in the Library Master Plan
4. Following all appropriate City and State rules, contract with appropriate professionals to remodel the Library as proposed in the Library Master Plan.
5. **Remodel the Library** as proposed in the Library Master Plan.
  - Update critical building systems including electrical and mechanical systems
  - Increase accessibility through improved stair/elevator access and updating restrooms
  - Redesign Library spaces to align with community needs
  - Increase energy efficiency
  - Address security concerns and create a welcoming environment

# GOAL #2: DEVELOP ADEQUATE, SUSTAINABLE FUNDING FOR A THRIVING LIBRARY

## What we need to do:

1. Develop **community awareness and support** of the Library Master Plan and the need for adequate **funding for Library services**.
2. Work with stakeholders such as the Belt Public Library, Wedsworth Memorial Library, Cascade County, and the City of Great Falls to **develop a Mill Levy proposal** to meet the Great Falls Public Library funding needs as delineated in the Library Master Plan.
3. Work with the Library Foundation and other community **Stakeholders to put a Library Mill Levy before the voters**.
4. Work with the Library Foundation and other community Stakeholders to **pass the Library Mill Levy**.

# GOAL #3: DEVELOP LIBRARY SERVICES AND STAFFING TO MEET THE NEEDS OF THE COMMUNITY

## What we need to do:

**NOTE: This goal requires improved funding from goal #2**

1. Develop **community awareness and support** of the Library Master Plan and **expanded Library services**.
2. Hire and train additional staff to enable the Library to be **open 7 days a week**.
3. Hire and train additional staff to enable the **Library Bookmobile** to provide community outreach **6 days a week** including relaunching the Library's **Homebound Program**
4. Develop and implement a plan to provide **free parking for Library patrons**.
5. Develop and implement a **plan to improve Library safety**
  - Contract with a local mental health agency to have a social worker or licensed counselor at the Library at least 20 hours a week
  - Hire and train at least two full-time Safety Specialists to patrol the Library and Library grounds during open hours. The primary duties of the Safety Specialists will be to engage with patrons and enforce the patron behavior policy—with a focus on de-escalation and community connection.



# GOAL #3: DEVELOP LIBRARY SERVICES AND STAFFING TO MEET THE NEEDS OF THE COMMUNITY

**What we need to do:**

**NOTE: This goal requires improved funding from goal #2**

6. Collaborate with all of the school districts (including the private schools) in Cascade County **expand student access to Library resources**
7. **Expand the electronic resources** available for Library Card holders (language resources, expanded **eBook & eAudiobook collection, research resources, video streaming resources...**)
8. **Expand services for children and parents** including reading readiness and early literacy.
9. **Expand the Library services for teens** to include college preparation services, ACT/SAT readiness services and expanded Library programming and resources.

# GOAL #3: DEVELOP LIBRARY SERVICES AND STAFFING TO MEET THE NEEDS OF THE COMMUNITY

**What we need to do:**

**NOTE: This goal requires improved funding from goal #2**

10. Expand the **Library's engagement** with the community including
- Providing expanded **educational/recreational programming**
  - Connecting patrons to **computer and technology classes**
  - Expanding services and resources for **businesses, entrepreneurs and job seekers**
  - Supporting DIY services such as **audio/video recording, 3D printing** and **makerspace programming**
  - **Partnering with community organizations** to provide relevant programming and services



## **LIBRARY BOARD OF TRUSTEES**

Whitney Olson, Chair  
Anne Bulger, Vice-Chair  
Sam Deforest  
Jessica Crist  
Brad Eatherly

## **EX-OFFICIO MEMBERS**

Don Ryan, Cascade County Commission  
Susan Wolff, Great Falls City Commission

## **LIBRARY DIRECTOR**

Susie McIntyre

## **GREAT FALLS PUBLIC LIBRARY**

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