



COLUMBUS METROPOLITAN LIBRARY

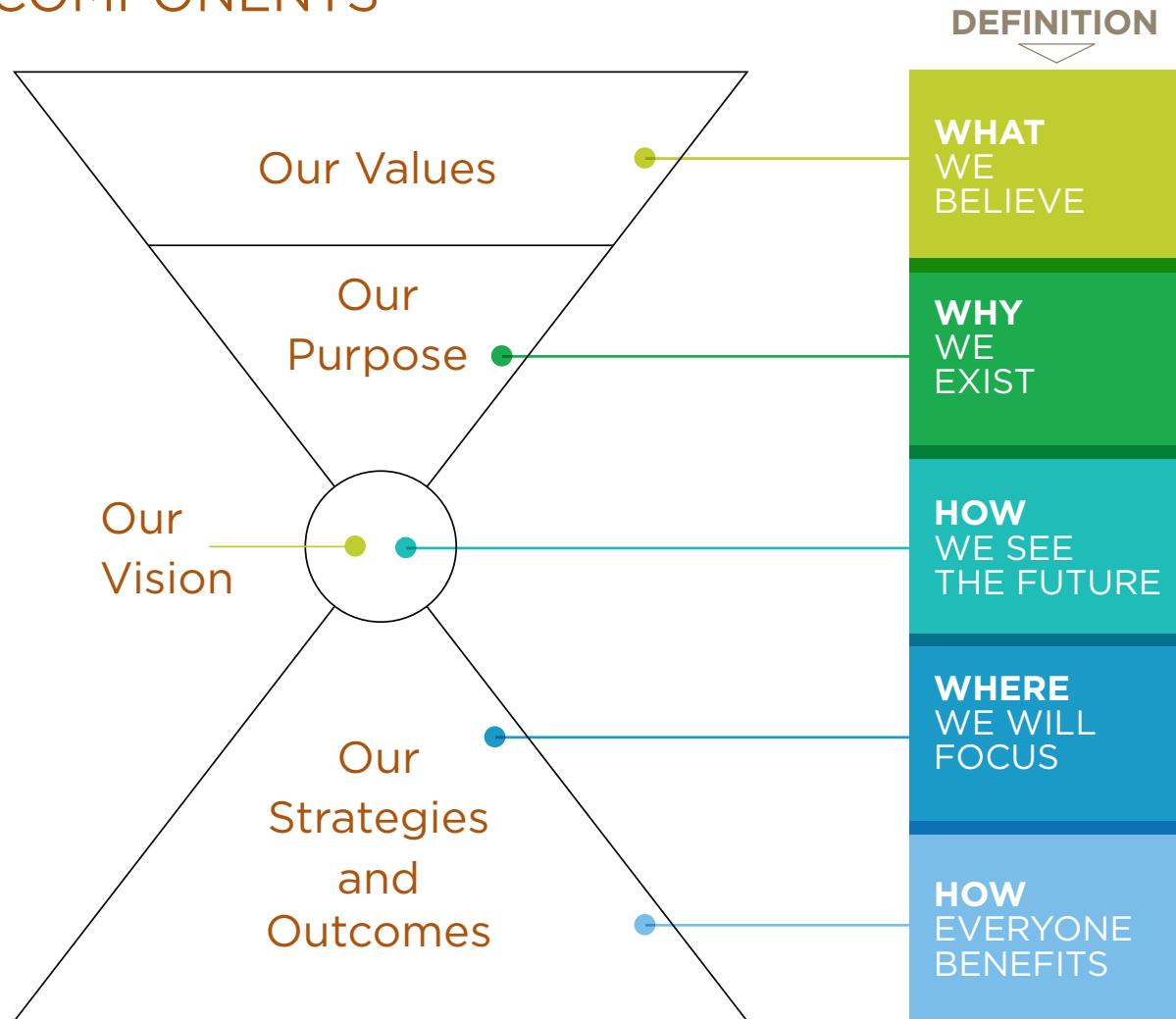
PURPOSE.
VISION.
STRATEGY.

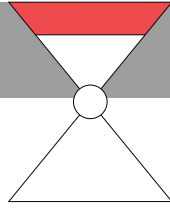
2020

columbuslibrary.org | 614-645-2275



CORE COMPONENTS





VALUES

BEHAVIORS

OUTCOMES

RESPECT
OPEN TO ALL

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- Appreciate the diverse cultures and life experiences of others
- Be attentive and give thoughtful responses
- Talk with people, not about them

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People feel valued

INTEGRITY
DO WHAT'S RIGHT

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- Be honest with yourself and others
- Be true to your word
- Maintain the highest professional ethics

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We are trusted

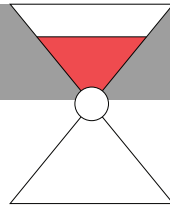
INSPIRATION
ALWAYS IMPROVING

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- Imagine what's possible
- Innovate and embrace change
- Be exceptional for our customers and each other

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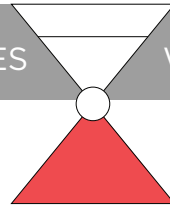
Timeless value



To **INSPIRE** reading
SHARE resources, and
CONNECT people.

“A THRIVING COMMUNITY WHERE
WISDOM PREVAILS.”

TO EXTERNAL AUDIENCES:



STRATEGIC FOCUS

INVESTMENTS

OUTCOMES

YOUNG MINDS
Encourage learning and growth



Ready for Kindergarten

- Ready for K Boot Camps
- Ready for K Spaces
- Ready for K Storytimes
- Ready for K Classes

Third Grade Reading

- Reading Buddies
- Summer Reading Challenge
- School Delivery

High School Graduation

- Homework Help Centers
- YouMedia
- Developmental Assets
- Career and College Prep
- VolunTeens



A foundation for a successful life

MY LIBRARY
Anticipate changing customer needs



My Way

- columbuslibrary.org
- Meeting Rooms
- Author/Civic Events
- Services to Seniors
- Computers
- Wireless Access
- SearchOhio
- 2020 Vision Plan
- Mobile App
- Customer Call Center

My Content

- High Interest, Popular Collections
- Local Digital Collections
- eResources
- eBooks
- Streaming Content



A library that works for me

LIFE SKILLS
Identify challenges and provide opportunities



Prepared to Work

- Basic Computer Skills
- Teen Internships
- Resume Help
- Workforce Development
- Small Business Classes
- Job Application Help

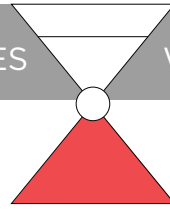
Prepared for Life

- GED
- ESOL
- Adult Basic Learning
- Social Work Assistance
- Legal Aid



A community that reaches its potential

TO **INTERNAL** AUDIENCES:



STRATEGIC FOCUS

INVESTMENTS

OUTCOMES

OUR PEOPLE
Grow our Team

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- Recruit Top Talent
- Staff Training
- Customer First
- Succession Planning
- Leadership Academy
- Leadership Class
- PS Director Orientation
- Leadership Columbus
- Milestone Recognition
- Tuition Reimbursement
- Volunteers
- Staff Relations Committee

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Maximum Potential

OUR PARTNERS
Engage the Community

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- CML Foundation
- Friends of the Library
- Central Library Consortium
- Higher Education
- Nonprofits
- Schools
- Governments
- Donors
- Vendors

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Maximum Impact

OUR WORK
Strengthen Operations

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- Annual Department Goals & Objectives
- Risk Assessment
- Convert Analog to Digital
- LEAN

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Maximum Effectiveness