



COLUMBUS METROPOLITAN LIBRARY

PURPOSE. VISION. STRATEGY.



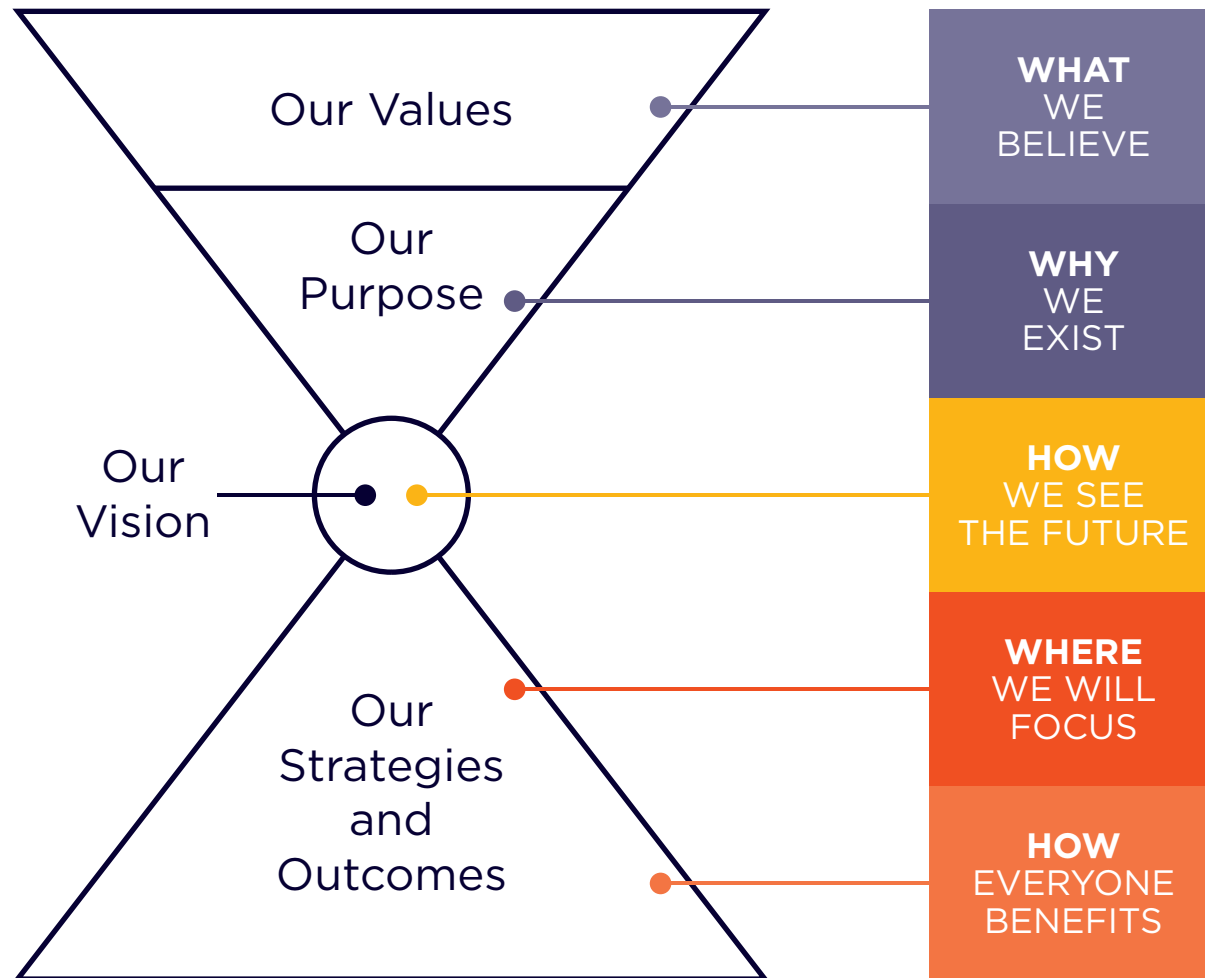
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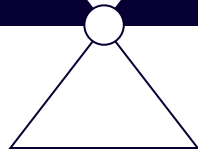
columbuslibrary.org | 614-645-2275



CORE COMPONENTS

DEFINITION





VALUES

BEHAVIORS

OUTCOMES

RESPECT
OPEN TO ALL

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

=

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

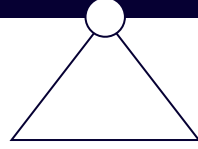
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- Imagine what's possible
- Innovate and embrace change
- Be exceptional for our customers and each other

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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

- Success Camps
- Designated Spaces
- Storytimes
- Classes

Third Grade Reading

- Reading Buddies
- Summer Reading Challenge
- School Delivery

High School Graduation

- School 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



- Staff Training
- Staff Engagement Survey
- Succession Planning
- Leadership Development
- Milestone Recognition
- Tuition Reimbursement
- Staff Relations Committee
- Diversity, Equity & Inclusion
- Employee Benefits
- Employee Resource Groups
- Conferences, Networking and Professional Memberships



Maximum Potential

OUR PARTNERS
Engage the Community



- CML Foundation
- Friends of the Library
- Central Library Consortium
- Higher Education
- Volunteers
- Nonprofits
- Schools
- Local, State & Federal Govt/Agencies
- Donors
- Vendors



Maximum Impact

OUR WORK
Strengthen Operations



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



Maximum Effectiveness