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Strategic Plan July 1, 2020 – June 30, 2023

Service Responses

- **Friendly Commons:** A library that provides a *Friendly Commons* helps address the need of people to meet and interact with others in their community in a welcoming, safe, and comfortable environment while providing positive, timely, and effective customer service.
- **Community Engagement:** A library that is open to *Community Engagement* offers library programs, services, and collections that reflect community needs and interests, feature community voices, and create meaningful experiences.
- **Basic Literacy:** A library that offers *Basic Literacy* service addresses the need to read and to perform other essential daily tasks.
- **General Information:** A library that offers *General Information* helps meet the need for information on a broad array of topics related to work, school, and personal life.
- **Current Topics and Titles:** A library that provides *Current Topics and Titles* helps to fulfill community residents' appetite for information about popular cultural and social trends and their desire for satisfying recreational experiences.
- **Lifelong Learning:** A library that provides *Lifelong Learning* service helps address the desire for self-directed personal growth and development opportunities for both its patrons and staff.

Mission Statement

The Edgewood Community Library serves as a *commons* for residents of Edgewood and surrounding neighborhoods by offering free, community-centered programs that encourage togetherness, discovery, the exchange of ideas, personal growth, and a love of knowledge. We are a friendly setting dedicated in providing equal access to all resources and general information on a broad array of topics.

Vision Statement

Be a community hub for the Edgewood Area, empowering intellectual, emotional, and creative growth.

Goals & Objectives

Goal 1: *Library patrons shall have safe, comfortable, and functional spaces, furnishings and equipment to maintain a commons where patrons desire to visit because it is*

welcoming, spacious, and attractive, providing areas for activities, both quiet and engaging.

Objective: The number of patrons who strongly agree that the library offers a welcoming atmosphere will increase by 15% by 2023.

Activities:

- Develop understanding for how library spaces are utilized and how often.
- Identify unsafe and worn library furnishings.
- Research costs associated with updating furnishings.
- Develop hierarchy according to which furnishings should be replaced/added first, based on usage and need.
- Work closely with Maintenance Department on repairs needed.

Goal 2: *Library patrons shall experience positive, timely, and effective customer service that also supports community engagement and lifelong learning.*

Objective: The number of patrons who strongly agree that the library staff and volunteers are polite, helpful, and knowledgeable will increase by 15% by 2023.

Activities:

- Identify unaddressed areas in which library needs additional support regarding customer service and general library operations.
- Hire a part-time or seasonal staff member.
- Train new staff to assist in library operations as needed.

Goal 3: *Library patrons shall experience a library that is involved in the community and provides engagement opportunities.*

Objective: Actively engage our community members by seeking meaningful feedback by 2023.

Activities:

- Identify and evaluate the community's aspirations and challenges.
- Offer appropriate and meaningful ideas for action.
- Use the Libraries Transform Communities engagement materials and methods to create a community engagement plan.
- Identify service responses in common with other community assets and research viable, mutually beneficial partnerships.