

FCL Strategic Plan 2023-2026

Fairmount Community Library board of trustees undertook a process to develop a strategic plan to help guide library activities and advancement over the next three years. The strategic planning process was a collective effort involving input from staff, patrons, and trustees. Four strategic focus areas were distilled from the feedback received, current best practices and emerging trends. Goals and key strategies were identified for each of the focus areas to map out what the library will strive to accomplish over the next 3 years.

Technology Advancement

Goal 1: Expand the Library's technology resources to modernize and better meet patrons' needs.

Key Strategies:

- Establish a business center that provides faxing, copying, high speed scanning and wireless printing capabilities.
- Develop a 3 year plan to identify, prioritize and fund the replacement of aging and outdated software and hardware resources.
- Assess new software platforms and technology resources and prioritize the most beneficial and fiscally obtainable options for procurement.

Goal 2: Heighten patron and staff capacity to use technology with greater confidence and incorporate more technology and innovation into programs, services, and operations.

Key Strategies:

- Offer regular technology workshops to support to patrons in using technology.
- Offer and promote drop in and one-on-one technology support services and empower employees to support this service.
- Provide means and methods for staff to become proficient in the basic technology and software used and supported by the library.

Facility Enhancements

Goal 3: Reimagine the library facility inside and out to optimize space use and enhance the patron experience.

Key Strategies:

- Upgrade interior areas of the library to better utilize the library space and provide flexible space options.
- Provide comfortable and flexible seating options to accommodate a variety of patron needs.
- Identify ways to better utilize and incorporate programs and activities into the exterior library spaces.

Goal 4: Provide a welcoming, service focused library that accommodates and appeals to a wide variety of patrons and needs.

Key Strategies:

- Create a library environment that supports great customer service and patron engagement.
- Make library access improvements to better accommodate mobility challenged patrons.
- Modernize library environment to be inviting, exciting and purposeful for patrons of all ages.

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Community Connections

Goal 5: Bolster community awareness of the resources and services offered by the library through expanded community partnerships, outreach, and marketing.

Key Strategies:

- Identify new opportunities to engage with local schools, PTAs, senior centers and teen centers.
- Partner with local businesses to host 3-4 pop up events a year in community locations outside the library to expand library visibility in the community.
- Increase library connections with Camillus Chamber of Commerce and other local businesses.

Goal 6: Cultivate new philanthropic partnerships and explore funding opportunities to elevate the services and programs offered by the Library.

Key Strategies:

- Establish a board sub-committee to support library fundraising opportunities.
- Identify and implement at least 1 new and creative fundraising opportunities a year.
- Invite local business and patrons to sponsor programs, equipment and other needs and services offered by the Library.

Programs for All

Goal 7: Continue to deliver high quality, innovative children's programs that meet patrons needs and exceed the patron expectations.

Key Strategies:

- Broaden the offerings of program times to accommodate varying schedules.
- Sustain the quality and variety of current children's programs offered by the library.
- Support and encourage staff to brainstorm innovative ideas to implement several new, unique and exciting children's programs each year.

Goal 8: Advance and promote more programs uniquely focused on teens, adults, and other underserved groups in the community.

Key Strategies:

- Offer more resources and classes focused on teens and adults.
- Support staff in growing their knowledge base to support and expand programs for teens and adults.
- Offer more take-home kits and special items for teens, adults, and seniors.