

STRATEGY MAP 2018 - 2020

MISSION: Inspire Reading, Advance Learning and Connect Our Community

BY 2021, 70% OF THE POPULATION **IMPACT** HAVE AN NPL CARD FOSTERING A CULTURE OF READING IN **DAVIDSON COUNTY**

NPL IS RECOGNIZED AND HIGHLY VALUED FOR OUR CONTRIBUTIONS TO EDUCATION, **LEARNING AND THE QUALITY OF LIFE** IN THE NASHVILLE COMMUNITY

MEASUREABLE OUTCOMES EXIST FOR THE MAJORITY OF NPL **PROGRAMS & SERVICES**

ENGAGE THE COMMUNITY

Deliver responsive programs, services and resources that educate and spark creativity

Convene and sponsor forums for

civic engagement and dialogue

Provide and promote library spaces available to individuals and groups

> Advance inclusion and diversity within our staff and growing city

Offer adult literacy and workplace skills training

Research and implement best practices in literacy programs

Expand partnerships and serve in a leadership role for citywide reading and literacy efforts

enhance Library programs and services

Work with our education partners to expand learning opportunities for all ages

PROMOTE LITERACY, READING AND **LEARNING**

INCREASE ACCESS

Continue to implement the Facilities Master Plan so 90% of residents are within 3 miles or 15 minutes travel time of a library facility

Promote the NPL card as the key to access resources and services

Explore innovative strategies to take programs and services beyond Library walls

Offer dynamic collections that satisfy the needs of Library users

Stay attuned to changing

demographics and align services for

equitable access

Seek feedback from patrons as well as non-users to ensure our relevance

Use technology to make information, knowledge and resources easily accessible to our staff and our patrons

FOSTER A CULTURE OF EXCELLENCE

Attract and retain talented staff who are passionate about the NPI mission and provide excellent customer experiences

Empower staff to fully participate as high performing team members

Identify and collect the most relevant data to inform decisions and measure results of our work

Develop and nurture partnerships that benefit our patrons and community

Advocate for public policies and resources to support the Library mission

Brand NPL as a valued community resource and partner

LEVERAGE RESOURCES Partner with NPLF to generate resources to

VISION: All members of our diverse community are empowered through limitless learning opportunities to enrich their lives

WE VALUE: Extraordinary Customer Service, Love of Reading, Lifelong Learning, Intellectual Freedom, Innovation, Excellence, Inclusiveness