

# 2017 STRATEGIC PLAN

At the Public Library of Cincinnati and Hamilton County our **CUSTOMERS** are at the center of everything we do. We put **YOU** first in every decision and interaction. We provide the **SERVICES** you need in **FACILITIES** that are convenient and easy to use. We offer the up-to-date **TECHNOLOGY** you expect. Our expert **STAFF** is here to assist you in a friendly, helpful and knowledgeable manner. We must manage our **FUNDING** to fulfill this commitment to you, our customers.



We offer customizable service options

We use everyday language so we both understand

**CUSTOMERS**

We understand how and when you use our services

We listen to your feedback



We support job seekers and continuous learning

We are an essential resource for entrepreneurs and the small business community

**SERVICES**

We prepare children to succeed in kindergarten and throughout their education

We provide a collection of resources that is current, expansive and aligned to your interests



We deliver our services through facilities that are well-maintained, accessible and up-to-date

We offer creative experience spaces

**FACILITIES**

We re-purpose space in our facilities as your needs change

We provide staffing to meet the needs and demands at each library



We introduce and utilize new technologies

We adapt to your changing technology needs

**TECHNOLOGY**

We incorporate digital media into our collections and services

We provide a full-service website that is easy to navigate



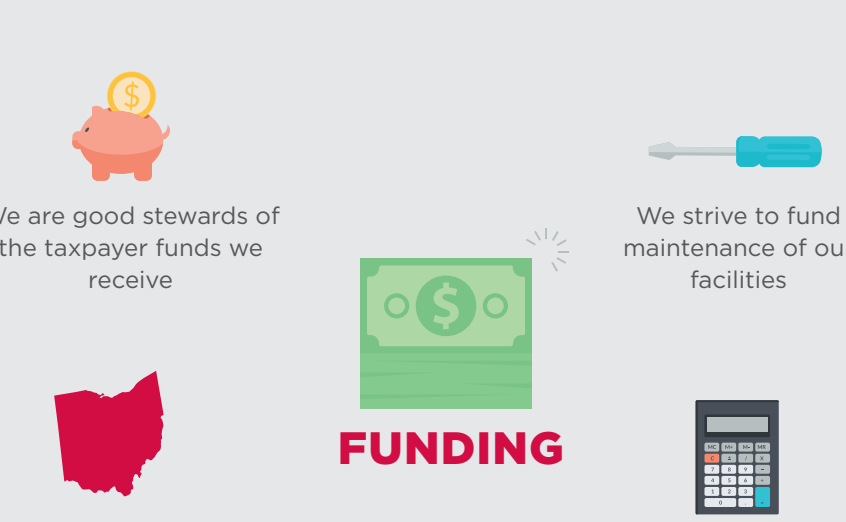
We are committed to becoming a top workplace in Cincinnati

We hire enthusiastic, skilled and innovative staff to create superb customer experiences

**STAFF**

We compensate staff appropriately for a public library

We provide staff with opportunities for growth and development and celebrate their accomplishments



We are good stewards of the taxpayer funds we receive

We strive to fund maintenance of our facilities

**FUNDING**

We work to continue State and local funding at or above the current level

We continually seek efficiencies to reduce cost without negatively impacting services