

5 Goals for 2024



...and how they are the
Appalachian Regional Library
Strategic Plan 2022-2026

Goal	ARLS 2022-2026 Strategic Plan Goal	Notes
Increase Compensation	Goal 1 - Become known as the gateway to and centerpiece of our communities - Expand funding	Targeting grants and municipal funding in addition to traditional increase asked from counties. Will be asking board members for help with strategy as well as arranging meetings with municipal government officials
Improve/Normalize Workloads and Workflows	Goal 4 – Build high quality collections – Assess patron needs on an ongoing basis	Process improvement through collection of data, a review procedure akin to “5 whys” and implementation/revision of developments
Improved Patron Interaction and Service Expectations	<p>Goal 1 - Become known as the gateway to and centerpiece of our communities - Focus on positive patron experiences</p> <p>Goal 3 - Deliver robust technology and digital literacy programming - Offer regular technology assistance, training, and programs in-person and virtually</p>	Improved Library User Code of Conduct, Enhanced/Promoted Library Services
Structural/Interior Facility Improvements	Goal 2 - Deliver robust technology and digital literacy programming - Expand the “walls” of the library to include diverse and underserved populations and areas	Efforts toward Watauga Expansion Project, Ashe Basement Conference Room improvement, Wilkes 2nd Floor Bathroom and Interior Enhancements
Enhance Cross-County Collaborations	<p>Goal 1 - Become known as the gateway to and centerpiece of our communities -Collaborate regionally to leverage programs and services for all ages</p> <p>Goal 3 - Deliver robust technology and digital literacy programming - Provide regular technology training for staff</p>	Staff adoption and engagement of collaboration tools provided by the Office 365 upgrade, task-focused working groups with members from all counties

Increase Compensation

Improved Patron
Interaction and Service
Expectations

Enhance Cross-County
Collaborations

APPALACHIAN REGIONAL LIBRARY - 2022-2026

ARL GOAL 1

Become known as the gateway to
and centerpiece of our communities

- Focus on positive patron experiences
- Collaborate regionally to leverage programs and services for all ages
- Implement a region-wide advocacy and marketing campaign to increase awareness of the value of libraries and their range of services
- Expand funding

Structural/Interior
Facility Improvement

Improved Patron
Interaction and
Service Expectations

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ARL GOAL 2

Create innovative programming,
outreach, and partnerships

- Create and strengthen partnerships with community agencies to meet patron needs
- Identify subsets of our population in need of services
- Expand the “walls” of the library to include diverse and underserved populations and areas

Structural/Interior
Facility Improvement

Improved Patron
Interaction and
Service Expectations

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ARL GOAL 3

Deliver robust technology and
digital literacy programming

- Provide regular technology training for staff
- Offer regular technology assistance, training, and programs in-person and virtually
- Provide access to digital or print instructions for online resources

Improved
Patron Interaction and
Service Expectations

Enhance Cross-
County Collaborations

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ARL GOAL 4

Build high quality collections

- Assess current collections
- Regularly update collections
- Assess patron needs on an ongoing basis