



Library 3-Year Plan Is Developed

The South Pasadena Public Library began its Strategic Planning Process in 2005 and on October 10, 2006, the Library Board of Trustees approved the document Library Strategic Plan 2006-2009. Since the inception, the Board of Trustees, Library staff, and a dedicated group of volunteers combined on the task force to work out a plan for the Library based on the real-life needs of the community. Assistance was provided by a planning consultant and facilitator. The team recommended that the Library focus on services pertaining to Current Topics and Titles, Lifelong Learning, and Formal Learning support.

The effort was based on a standard framework, the Public Library Association's authoritative book, *New Planning for Results: A Streamlined Approach*. The first product of the process was the Library's Mission Statement, now appearing on the Library's homepage and to be showcased in our forthcoming Welcome descriptive brochure. The Mission Statement also serves as a guiding light, not only for planning purposes, but also our day-to-day activities.

The Library is already aligning its services and resources to meet the goals and objectives of the Strategic Plan. Customer survey forms are being developed so that we can determine levels of satisfaction and areas for improvement. This bottom-up, customer-driven approach is important, not only because the Library is a public, taxpayer-supported facility, but also because South Pasadena is changing and library services need to change along with it.

A summary version will be made available in the form of a booklet and the full version appears on our website. Many thanks to all those who participated in the effort.

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