STAY IN TOUCH

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RAPIDCITYLIBRARY.ORG

Development of this strategic plan was made possible in part by the South Dakota Humanities Council and the National Endowment for the Humanities.
MISSION
Connecting the community to education, information, and inspiration.

VISION
Educate, enrich, and inspire the community by providing accessible and equitable resources for all.

GOALS
EDUCATE THE COMMUNITY THROUGH A VARIETY OF CLASSES AND TRAININGS
Provide resources and assistance to help citizens achieve their educational, professional development, and personal growth goals.

Objectives:
- Promote classes and trainings in diverse forums to better inform the community.
- Improve registration process to ensure ease of use and that all have an opportunity to attend.
- Offer ongoing training and information on a variety of library services.
- Increase the number of library staff members who can address the public’s intermediate and advanced technology questions.
- Develop initiatives to improve the community’s digital skills and access.

EXPAND COMMUNITY PARTNERSHIPS TO PROVIDE AND PROMOTE LIBRARY SERVICES
Invest in partnerships as a way to promote services and gain new users, especially with the business and Native American communities.

Objectives:
- Partner with community resources offering some of the same services as the library, and promote those partnerships that already exist.
- Expand partnerships with the business community.
- Expand and promote active partnerships with the Native American community.

ENHANCE ACCESSIBILITY TO ALL LIBRARY SERVICES FOR ALL LIBRARY USERS
Ensure ease of access through library hours, library card eligibility, and adaptive technologies and resources.

Objectives:
- Continue to promote reciprocal borrowing agreements with neighboring libraries.
- Continue to assess hours of service or other service options for access to the majority of community members.
- Provide technology and trained staff to assist the differently-abled members of our community.
- Minimize wait times for print and digital resources and collections.

DEVELOP ENGAGING EVENTS FOR A VARIETY OF AGES AND INTERESTS
Host a variety of engaging events that draw current and new users to the library, encourage future visits, and offer unique experiences.

Objectives:
- Expand evening and weekend events to be accessible to the working community.
- Seek opportunities to make library events more visible to a more diverse audience.
- Host common interest clubs and events to inform and engage library users and non-users alike.
- Promote existing events and activities broadly to reach those who are not aware of them.
- Improve registration process to ensure ease of use and that all have an opportunity to attend.

ENHANCE THE LIBRARY FACILITIES TO CREATE A COMFORTABLE AND WELCOMING ENVIRONMENT FOR ALL
Enhance public spaces to improve library usability and comfort.

Objectives:
- Assess and enhance the children and teen areas of the library.
- Define library quiet zones and collaborative/group gathering areas.

WELCOMING
We ensure people are welcome, served, and have a positive library experience.

COMMUNITY
We engage with the entire community, not just those who are easy to reach.

INCLUSION
We provide a place for the community to gather to share their ideas without judgment.

WELL-BEING
We provide a safe and positive environment for the community and for staff.

INQUISITIVE
We are curious and encourage learning in others.

VALUES