

Strategic Plan



Mission

The Pasco County Library Cooperative attracts and satisfies customers through outstanding and responsive customer service, an excellent selection of materials and resources, and an inclusive environment that encourages personal and community betterment.

Vision

The Pasco County Library Cooperative enriches our community by being an essential resource for connection, discovery, and creation.



Values

The Pasco County Library Cooperative holds its staff, its volunteers, and its providers to the highest standards of Integrity, Respect, Service Excellence, and Innovation.

Focus Areas

Connect

Goal 1: Over the next three years, strengthen and increase programs with outside agencies to connect patrons to essential services that support personal and community betterment.

Key Performance Indicators

- Year 1: develop rubric (for library team members) to evaluate outside agencies
- Year 1: establish as baseline (number of current collaborations with outside agencies)
- Year 2 and Year 3: increase the number of beneficial collaborations with outside agencies (based on rubric criteria) by 1%

Engage

Goal 2: Each year, purchase materials and other resources to build a collection of resources that engages patrons and library team members.

- On the annual patron satisfaction survey, questions related to library materials (the collection) will be rated as "good."
- On the Employee Engagement (Energage) Survey, 73% (currently 72%) of library team members will respond favorably to the question, "I get the formal training I want for my career."

Innovate

Goal 3: Offer patrons products, programs, and services that encourage utilization of current library resources that support discovery and creation.

- On the annual patron satisfaction survey, customer satisfaction will be rated as "excellent."

