



Five-Year Strategic Vision

Orange County residents, library staff, and community partners see their libraries as inclusive and accessible spaces for learning and connection.

Three Areas of Focus

Communicate and Connect with Residents

Foster cooperative, collaborative, and interconnected relationships by providing opportunities for diverse communities to meet, connect, and learn together.

- 1. Increase and enhance communications with residents and our community partners.**
 - a. Update the library's communications plan to incorporate input from staff and key community groups.
 - b. Develop a community advisory group to provide recommendations to address language and other outreach barriers.

- 2. Build relationships and implement community engagement initiatives with communities with whom the library does not currently have strong ties.**
 - a. Expand our existing partnerships to create collective impact in underserved communities.
 - b. With support from the Department of Human Rights and Relations, expand our reach to Latinx, Black, Indigenous, and LGBTQ communities.

Be a Library for Everyone

Support a more equitable and inclusive Orange County by providing accessible collections, programs, and services.

- 1. Build collections, programs, and services that reflect and include our entire community.**
 - a. Collaborate with our existing Teen Advisory Board and community partners throughout the county to create inclusive programs, collections, and services for teens.
 - b. Work with community partners to create services to meet the needs of young patrons with sensory processing disorders.
 - c. Foster community-based relationships to create services and guide material selection that serve local Latinx, Indigenous, Black, and LGBTQ community members.
 - d. Audit library materials, programs, services, policies, and processes using a DEI lens.

- 2. Foster a fun, inclusive, and welcoming environment for library visitors at both library locations.**
 - a. Evaluate our existing spaces to identify accessibility issues.
 - b. Design an accessible and inviting initial in-person customer experience.
 - c. Ensure wayfinding signage is visually effective and accessible.
 - d. Display and promote the work of artists from varied backgrounds at both library locations.



3. Address literacy gaps in underserved communities.

- a. Develop a plan to offer library services at the Efland-Cheeks and Cedar Grove community centers.
- b. Build on our relationship with the Orange County Department on Aging to reach the county's homebound aging population.
- c. Expand our relationship with Orange County's Public Transportation, Housing and Community Development, and Criminal Justice Departments to identify gaps in access to library facilities and resources.
- d. Coordinate with other county departments to offer library services at their location and/or events.
- e. Increase use of our Storytime-to-Go bags.
- f. Implement "Baby's First Library Card" program.

Invest in Our Staff

Create a culture of mutual support and growth necessary for success.

1. Increase staff connections across divisions.

- a. Develop a set of shared library values based on national standards and integrate those values into our work.
- b. Audit and refine staff communications to increase the relevance, timeliness, and accessibility of communication to and among staff.
- c. Update the staff lounge at Main to provide a cozier atmosphere.
- d. Create a staff engagement team to foster a fun, inclusive, and welcoming environment for library staff at both locations.

2. Provide staff training to enhance confidence and customer service skills when interacting with diverse populations.

- a. Evaluate and update the orientation process and include re-orientation activities for library staff.
- b. Invite professionals from the Orange County Skills Center to educate staff at both locations on services available to community members.
- c. Provide Reader's Advisory training that emphasizes DEI authors and titles so that staff can promote diverse titles in the collection to library patrons.
- d. Provide professional development for staff around outreach best practices.

3. Ensure library staff and volunteers reflect the diversity of the Orange County community.

- a. Remain committed to non-biased hiring and application processes for employees and volunteers.
- b. Find ways to celebrate, highlight, and encourage diversity in current staff and volunteers.
- c. Work with area universities and colleges to develop an internship program with focus on candidates who have strong knowledge of the field through a DEI lens.
- d. Work with community partners to recruit volunteers from Latinx, Black, Indigenous, and LGBTQ communities.