We serve as the community’s first and best resource to reconnect with reading.

- Reinvigorate our focus on readers advisory services.
- Provide unique opportunities to connect with authors and reading events.
- Strengthen partnerships with literacy-based organizations.

- Cultivate collections that excite and energize customers.
  - Leverage new data and feedback channels to inform collection development.
  - Pursue opportunities to support customers in becoming content creators.

- Enable convenient access to information and ideas.
  - Implement the newest and best technology to enhance website user experience.
  - Design innovative services that bridge the digital divide.

- Make our branches places of reading discovery.
  - Create browsing-friendly environments.
  - Design brand-centric, stimulating displays that invite customers to explore material.
We offer convenient and engaging programs for people of all ages that inspire curiosity and support individual growth.

- Provide exceptional early learning experiences.
  - Build outcome-based programs and activities that support early literacy skills.
  - Design highly engaging Play, Learn and Grow spaces in our branches.

- Make student success a community priority.
  - Leverage partnerships with community resources focused on educational excellence.
  - Elevate awareness of Homework Help offerings.

- Design and deliver programs and services that build 21st century workforce skills.
  - Elevate awareness of Cuyahoga Works offerings.
  - Capture opportunities to offer more advanced technology training and resources.

- Transform our branches into centers of community-based education.
  - Pilot unique programs and services and expand successful ventures more broadly over time.
  - Develop and launch customer satisfaction data collection and analysis programs.
CIVIC ENGAGEMENT

We provide a welcoming environment where customers can connect, share ideas and strengthen the community.

- Establish the Library as a community resource hub.
  - Become the most convenient source for e-government services.
  - Convene civic dialogues on relevant community issues.

- Embrace and reflect the unique character of our neighborhoods.
  - Design and deploy programs that enhance the vitality of our neighborhoods.

- Expand partnerships to create value for our community.
  - Maximize community impact by aligning Library efforts with those of other community-focused groups.

- Build community through shared public space.
  - Design flexible spaces that meet the diverse needs of our customers.