

Activity Plan 2025

Presented 2/18/2025

SERVICE

Build and strengthen core services of PWPL.

- Build clear patron experience standards, developing staff scripts to ensure consistent, high quality patron service across departments.
- Prioritize library programming and marketing functions on those which support the library mission, and meet the needs of our community.
- Maintain high levels of service during MACC transition, ensuring good patron experience as the spaces move to PWPL management.
- Collaborate with volunteers and community partners for expanded service opportunities.

SUSTAINABILITY

Library will be both environmentally and financially sustainable.

- Establish Development Fund goals that meet long term strategic planning priorities.

EXPERTISE

Maintain a qualified, well trained staff focused on providing excellent patron experience. Expand our reach with the help of volunteers, interns, and community partners.

- Complete employee manual which includes clear expectations and accountability.
- Build upon existing internal communication methods and create guidelines for their use.
- Explore employee growth opportunities.