

Forsyth County Public Library Strategic Plan – 2024 - 2029

Mission: Equip, Empower and Connect the Community

Forsyth County Public Library is proud to serve our community with 10 library locations, two bookmobiles, and outreach services. Each day, we are working hard to achieve our mission to equip, empower, and connect the community with books, materials, programs, and spaces that support literacy, learning, and discovery.

During 2023 - 2024, Forsyth County Public Library welcomed 1,063,549 visitors, circulated 1,466,288 books and materials, and offered 4,131 programs that included early literacy programs for preschool children to book club meetings, author visits, technology learning, and a variety of educational and enjoyable learning activities at various branch locations.

Over the last year, library staff have diligently worked to develop priority goals and objectives for the next five years that reinforce our facilities, collections, programs, community engagement, public relations, and technology. These priorities are part of our strategic plan which will focus and guide our work in our continued efforts to support the needs and interests of our community. Our plan is to continue to promote our services, materials, and assess our spaces so that they are accessible and aesthetically pleasing.

Please take a moment to review our plan. I would like to thank members of our library staff, the Executive Leadership Team, the Strategic Planning Committee, and the Library Board. I commend the staff's expertise and commitment to work together to design a plan that is focused and responsive to the residents of Forsyth County. It is my hope that the planned goals and priorities will continue the efforts of our library system to be a responsive and accessible resource for everyone, and one that will equip, empower and connect the community.

Forsyth County Public Library Director,
Yolanda Foster Bolden

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Facilities

Goal: Each Forsyth County Public Library location will provide welcoming spaces that are accessible, comfortable, safe, and aesthetically pleasing. Library customers will have access to both physical and digital spaces that support learning and social networking which reflect their diverse needs.

Objective 1: Install ADA compliant entry doors to the Lewisville, Reynolda Manor, Malloy Jordan East Winston Heritage Center, Southside, and Walkertown branch libraries.

Objective 2: Update the Malloy Jordan East Winston Heritage Center's interior spaces to provide a more contemporary experience while complementing the architecture of the historic building.

Objective 3: Revitalize branch library interior spaces with new carpeting, furnishings and paint as needed.

Objective 4: Assess the need and feasibility of creating dedicated teen spaces at branch libraries that currently do not have them.

Objective 5: Conduct signage audit to ensure that all branch libraries provide accurate and needed information for the library customer.

Objective 6: Improve the physical security of all branch library properties with improved interior and exterior cameras.

Center for Knowledge

Goal: Through educational, informative, and inspirational collections, resources, and expert staff in library operations, the Library will maintain its status as a center for lifelong learning for our valued customers of all ages, backgrounds, and need.

Objective 1: Equip library customers to live their most productive and enjoyable lives through our collections, facilities, programming, and expertise.

Objective 2: Conduct ongoing assessments of our collections' usage and diversity to ensure they align with our Collection Development Policy selection criteria and support the educational and research needs of our library customers.

Objective 3: Continue to train and develop staff at all phases of their employment, including orientation of new staff, skill development, and mentorship for succession planning.

Objective 4: Research staffing at peer libraries to support budget requests for new system-wide staff positions including: development officer, grant writer, library program assistants, and Collection Development Librarian for Youth Services.

Programming

Goal: The Forsyth County Public Library will continue to broaden learning and discovery opportunities for all ages, interests, and capacities while collaborating with community partners to extend the reach of our programs, services, and expertise we share with library customers.

Objective 1: Increase community partnerships and formalize collaborative programming with memorandum of understanding to enhance the library's visibility and to strengthen relationships in the community.

Objective 2: Encourage our Friends of the Library groups to connect and collaborate on systemwide initiatives.

Objective 3: Increase weekend program activities for all age groups that support learning, address various interests and respond to the growing need for access.

Objective 4: With an additional bookmobile, we will expand outreach services with scheduled weekend hours to provide various communities access to library books, STEAM learning materials and ongoing programming for all ages.

Community Engagement and Public Relations

Goal: Increase access and improve our communication efforts about Forsyth County Public Library's collections, facilities, programs, and expertise to the public.

Objective 1: Implement communications campaigns that promote our library's collections, facilities, programs, and expertise to improve the public's understanding of the role the library plays in their community.

Objective 2: Raise the Forsyth County Public Library's profile with an improved website, increased print, radio, and television advertising, and in-branch video monitors to promote the Library's collections, facilities, programs, and expertise.

Objective 3: Assess the interest and effectiveness of the library's collections, facilities, programs, and expertise through program evaluations, surveys, and listening sessions to help shape the future of the Forsyth County Public Library.

Objective 4: Provide the Friends of the Forsyth County Public Library with increased opportunities to gather (quarterly or biannually), network, and solicit ideas from each other.

Technology

Goal: The Forsyth County Public Library will maintain a robust technology infrastructure to ensure equitable and reliable access that builds and stimulates our library customers' experience with technology.

Objective 1: Provide a total of sixty (60) dedicated laptops to branch libraries for ongoing scheduled learning sessions that aid with workforce development, improve digital equity and promote computer and internet literacy.

Objective 2: Open makerspaces at the Clemmons Branch Library, Forsyth County Central Library, and Paddison Memorial Branch Library for staff-led and self-directed creative and STEAM programming and activities.

Objective 3: Assess the technology in all library meeting rooms to ensure that our community remains connected with new technologies to bridge the digital divide and empower lifelong learning.