

County of Los Angeles Public Library
Strategic Plan

Created in 1913, the County of Los Angeles Public Library has evolved into the second largest public library system in the nation. Organized into five regions, the Library's 84 facilities and four bookmobiles currently serve a population of over 3.5 million in 51 cities and the unincorporated areas of Los Angeles County.

The Strategic Plan will guide the Library's direction as it moves forward in the 21st Century.

Our Vision

To be a leader among community-based library systems in quality of service, breadth of material, use of technology, welcoming facilities, and depth of community support.

Our Mission

To provide our diverse communities with easy access to the information and knowledge they need to nurture their cultural exploration and lifelong learning.

Our Values

*Customer Service
Leadership
Teamwork/Collaboration
Integrity
Innovation*

The Planning Process

The strategic planning process included an assessment of the perceived value of Library services, materials, and staff performance by key stakeholders, the community at large and the Library staff.

Thirty-five focus groups were conducted, involving 437 individuals at sites throughout the County. In addition, individual surveys were made available to staff and the general public in every library facility, resulting in 1,410 responses.

An analysis of the focus group comments and surveys was incorporated into discussions with 30 Library administrators and directors at two full-day planning workshops and a series of Work Group meetings.

As strategies evolved, these were shared and discussed with the Library Deputies in the offices of the Board of Supervisors for their input and advice. The senior management team further refined the Strategies.

Strategic Action Plans

To carry out our mission and vision, the Library developed a series of strategic action plans:

Use available technology to enhance customer service

New technologies will provide broad, 24/7 access to Library collections, new approaches for delivering books and materials to customers, and expanded self-service options. An improved Library Web site will be a door to collections and services.

Create A Model “State of the Art” Library to Pilot Technologies and Programs

New technologies and new program and service ideas can be tested and refined in a model library environment before being implemented in other County libraries.

Improve Library Facilities

Design criteria and quality standards for facilities combined with specific community needs will determine library locations, size and use of space. Capital improvements will be addressed in a five-year plan.

Develop New Capital Funding Sources

The Library will explore new sources of funding to support refurbishment and expansion of facilities and technology. Sources to explore include a bond measure, corporate and foundations support, and private partnerships.

Build Diverse Funding Sources to Support Library Operations

The Library also will explore ways to generate revenue, maintain current revenue, and reduce costs in order to fund on-going Library operations. Sources may include revision of the current special tax, grants and endowments, expanded lobbying of state and federal sources, and partnerships and collaborations.

Promote Quality Leadership and Effective Management to Improve the Organization

Improved internal training, leadership development, communications, performance accountability, and a focus on excellence will build a culture of customer service and continuous improvement.