



Serve a Dynamic Community

- Target marketing and engagement to media platforms and users.
- Expand multilingual resources and programming.
- Provide consistent user experience across all locations.
- Welcome community into repurposed, replenished, and dynamic spaces.

Innovate the Future

- Provide library services outside of traditional hours and buildings.
- Expand and diversify outreach in the community to promote the full range of library services and resources.
- Craft flexible, outside spaces.
- Enhance digital resources, services, and programming.

Build Staff Capacity

- Explore data-driven decision making to evaluate services and resources to maximize impact with minimal cost.
- Develop community partners for future projects and possible grant funding.
- Build customer service as a core commitment for staff at all levels.
- Broaden existing human resources program to employ, train, and retain high-quality staff.

Thanks to our 2023 Strategic Planning Committee:

Katie Crumley, Assistant County Administrator, Hall County Government; Ruth Bruner, Friends of the Hall County Library President; Killian Edwards, Hall County Library Board Chair; Staff representative Yury Carmona; Facilitator Assistant State Librarian Ben Carter, Georgia Public Library Service