



PHPL STRATEGY MAP

The Patrick Heath Public Library cultivates a love of reading, enriches lives through lifelong learning and cultural exploration, and provides a welcoming space for people to engage and connect.

THE PATRICK HEATH PUBLIC LIBRARY, LIKE THAT OF THE CITY OF BOERNE IS A MODEL OF AN **ENGAGED** AND **DYNAMIC** COMMUNITY CENTERED ON THE TENETS OF:



Exploration



Engagement



Enrichment

WE SERVE OUR CUSTOMERS

We pursue this by

- LC1** Providing welcoming, inclusive, and safe spaces—physical and virtual.
- LC2** Offering diverse programs and collections reflecting the community's needs.
- LC3** Collaborating with community partners to enhance quality of life.

WE PROVIDE FINANCIAL STEWARDSHIP

We pursue this by

- LF1** Optimizing resource allocation and operational efficiency.
- LF2** Demonstrating accountability and value to stakeholders.
- LF3** Pursuing grants and partnerships to expand offerings.

WE ACHIEVE BEST-IN-CLASS STATUS

We pursue this by

- LB1** Developing innovative programming and partnerships that connect people to ideas.
- LB2** Enhancing technology infrastructure to support access and learning.
- LB3** Providing streamlined and efficient processes.
- LB4** Leveraging data and feedback for evidence-based decision-making.

WE ASPIRE TO BE AN EMPLOYER OF CHOICE

We pursue this by

- LL1** Investing in staff development and cross-training.
- LL2** Building a culture of collaboration, innovation, and inclusivity.
- LL3** Encouraging creativity and continuous improvement.