



**SLNC** State Library  
of North Carolina

**STRATEGIC PLAN 2019-2023**

Page intentionally left blank



## VISION

*Libraries help North Carolinians live more abundant and purposeful lives.*

---



## MISSION

*The State Library of North Carolina provides exceptional library service and exceptional service to libraries.*

A hand holding a pair of compasses against a sunset background. The background is a warm, golden sunset over water, with a hand holding a pair of compasses in the foreground. The compasses are positioned vertically, with the point resting on a surface. The hand is visible at the top and bottom of the frame, holding the handles of the compasses. The overall scene is serene and suggests precision and focus.

*Goal 1*

# **ACCESS**

*Enrich the lives of North  
Carolinians through access  
to information resources*

# GOAL 1

---



## Equity

### 1. Support communities in need.

- a. Identify and assess communities in need.
- b. Develop programs and resources to support these communities.

### 2. Determine unserved and underserved populations.

- a. Identify and assess barriers to access.
- b. Develop and implement solutions.

### 3. Reflect multiple perspectives.

- a. Create and expand collections for diverse communities.
- b. Develop capacity for services and programs for diverse communities.



## Information Resources

### 1. Ensure long-term access to information.

- a. Foster sustainability through identification and promotion of best practices for collection management.
- b. Maximize discoverability and use of physical and digital collections.

### 2. Leverage technology to enhance access to resources.

- a. Promote equitable access to library technologies to improve user experiences.
- b. Support digitization, preservation, and access to digital resources.
- c. Explore emerging technologies.



*Goal 2*

# **COMMUNITY**

*Strengthen communities  
through exceptional library  
services*

# GOAL 2

---



## Engagement

- 1. Build community through a culture of transparency and open communication.**
  - a. Review and evaluate existing mechanisms for internal and external communications.
  - b. Encourage and support the sharing of skills, knowledge, and best practices.
  
- 2. Increase North Carolinians' awareness of library services and resources.**
  - a. Promote the value and relevance of libraries and the benefits they provide to the people of North Carolina.
  - b. Promote the State Library of North Carolina's services throughout the state.



## Partnerships

- 1. Foster mutually beneficial relationships with organizations to support North Carolina's communities.**
  - a. Identify shared services, platforms, and mechanisms for collaboration with public, private, and government organizations.
  - b. Work with libraries throughout the state to help grow their capacity to serve their communities.
  - c. Create opportunities for cross-sectional and cross-functional work.



*Goal 3*

## **EDUCATION**

*Inspire and support literacy and  
lifelong learning for all North  
Carolinians*



# GOAL 3

---



## Literacy and Lifelong Learning

1. **Support the development of resources and programs that help North Carolinians lead more abundant and purposeful lives.**
  - a. Explore new ways of offering literacy and lifelong learning opportunities to improve accessibility.
  - b. Support the development of resources and programs that help North Carolinians prepare for the future.
  - c. Develop opportunities to improve literacy outcomes in communities.
  - d. Develop opportunities to improve the health and social well-being of communities.
  - e. Identify and provide training for emerging technologies.



## Capacity

1. **Enhance the ability of the State Library to provide relevant and innovative library services.**
  - a. Provide access to professional development opportunities for State Library Staff.
  - b. Explore new and emerging trends, topics, and technologies in the library profession.
  - c. Foster a culture of innovation.
2. **Enhance the ability of local libraries to serve their communities.**
  - a. Identify and provide access to opportunities for library staff development.
  - b. Provide a forum for sharing of best practices among North Carolina libraries.

# VALUES

## Collaboration

*We believe in partnering with others to better achieve our goals.*

## Communication

*We believe in transparency and open communication.*

## Diversity

*We believe in celebrating traditions, heritage, and experiences of all people.*

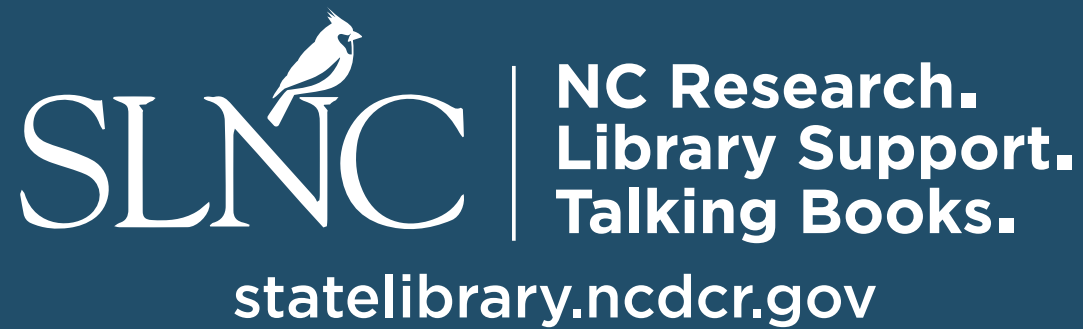
## Equity

*We believe in providing equitable access to all people.*

## Stewardship

*We believe in managing resources in a responsible manner.*

Page intentionally left blank



*The State Library of North Carolina is a division of the N.C. Department  
of Natural and Cultural Resources*



NC DEPARTMENT OF  
NATURAL AND CULTURAL RESOURCES