

Strategic Plan 2017-2019

Enoch Pratt Free Library

The Catalyst Empowering People and Communities



Dynamic Service

The Enoch Pratt Free Library customer service environment is recognized as flexible and responsive.

- Enhance staff responsiveness to emerging customer needs
- Enhance library responsiveness by leveraging community expertise
- Increase access to service at the point of need
- Increase physical access and safety of facilities and respond to building deficiencies



Collaboration & Community Partnerships

The Enoch Pratt Free Library strategically aligns with organizations to amplify cooperative impact and to advance the vision.

- Strengthen existing partnerships
- Identify and secure new partnerships
- Increase capacity to respond to unplanned opportunities that advance the vision
- Prioritize new and existing partnerships in education and workforce development



Technology

The Enoch Pratt Free Library uses technology to transform staff service and empower customers.

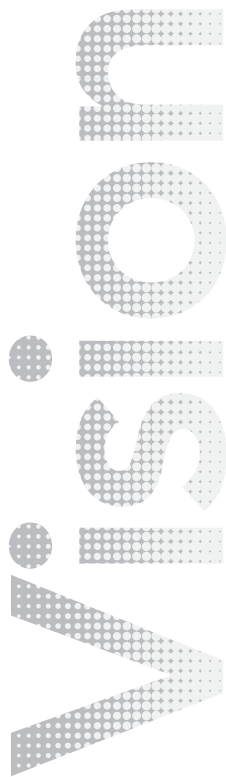
- Strengthen staff core technology competencies through training and practice
- Increase opportunities for customers to use mobile technologies
- Increase customer self-service opportunities
- Increase adoption of emerging technologies

Goals

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The Plan's vision *amplifies* Enoch Pratt's enduring 1882 declaration that this library shall be "for all, rich and poor without distinction of race or color;" and *activates* the Library's role in community life to spark change and foster independence through its mission.

The new Plan's goal areas – **Dynamic Service, Collaboration and Community Partnerships**, and **Technology** – provide a framework for achieving this vision.

Mission

The Pratt Library's mission is to provide equal access to information, services, and opportunities that empower, enrich, and enhance the quality of life for all.



Comments or questions about this Strategic Plan?

Contact the Office of Planning,
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