



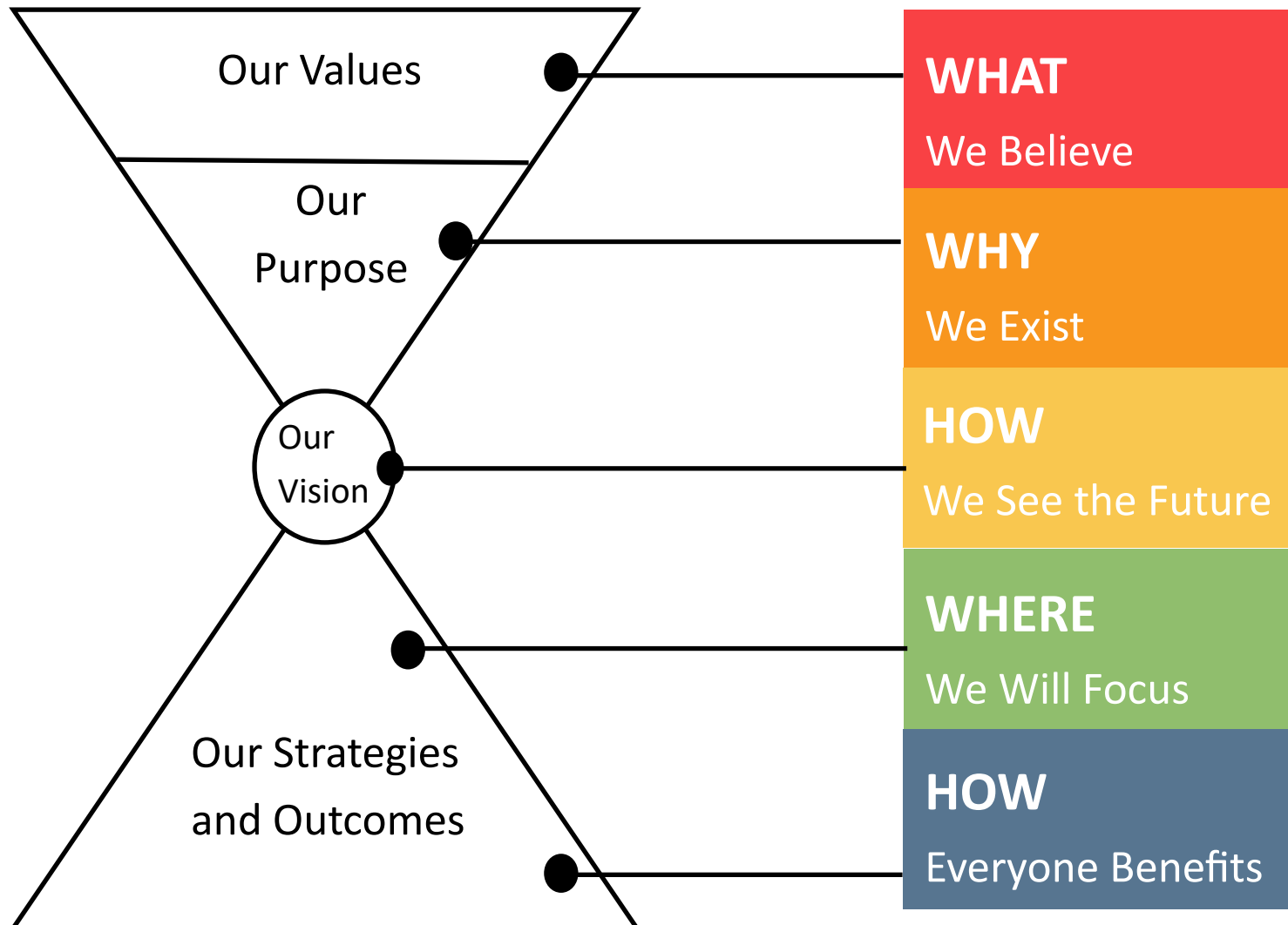
BEDFORD PUBLIC LIBRARY SYSTEM

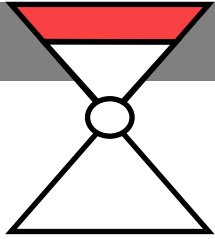
PURPOSE.

VISION.

STRATEGY.

2020-2025





VALUES

BEHAVIORS

OUTCOMES

**EQUITY**

*OPEN TO ALL*

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- \* Recognize different levels of need and work to accommodate them
- \* Interpret unstated needs and provide guidance
- \* Provide staff training to minimize implicit bias

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Community members feel valued

**INTEGRITY**

*DO WHAT'S RIGHT*

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- \* Promote professional ethics through hiring and training practices
- \* Provide a safe environment for patrons and staff
- \* Follow through on commitments

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We are a trusted community partner

**DISCOVERY**

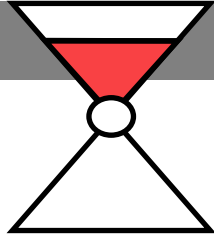
*IMAGINE WHAT'S POSSIBLE*

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- \* Innovate and embrace change
- \* Support lifelong learning
- \* Encourage personal development

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Community achieves success



To

SPARK

reading,

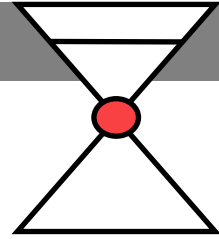
SHARE

resources, and

UNITE

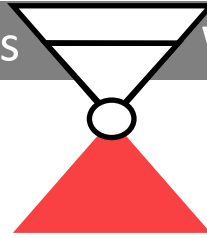
people.

The Bedford Public Library System provides equal access to library materials, information, and services relevant to the community for the purposes of learning and enjoyment in the areas of personal, professional, and educational needs. To fulfill its mission, the library system employs a knowledgeable staff committed to excellent public service.



We are the welcoming heart of the community where all come to learn, discover, create, connect.

To **EXTERNAL** Audiences



STRATEGIC FOCUS

INVESTMENTS

OUTCOMES

### Young Minds

*Encourage learning and growth*

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- \* Early literacy programs
- \* Specialized collections to introduce language and other basic concepts
- \* Literacy incentives for older readers
- \* Enrichment through online databases, digital resources, and programs
- \* Volunteer and internship opportunities for career exploration

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A foundation for a successful life

### My Library

*Flexible services for changing needs*

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- \* No cost services to the public
- \* Collections that reflect community values
- \* Small business services
- \* Continuing education opportunities
- \* Central access point for government information

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A library that works for my community

### Life Skills

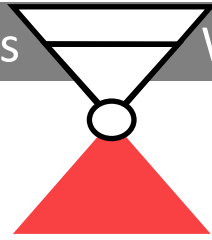
*Identify challenges and provide opportunities*

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- \* Build career skills
- \* Explore interests and hobbies
- \* Make connections with other people
- \* Unique and inspired programs for youth, teens and adults
- \* Experience cultures through the library's resources

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A community that reaches its potential



To **INTERNAL** Audiences

STRATEGIC FOCUS

INVESTMENTS

OUTCOMES

**Our People**  
*Grow Our Team*

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- \* Continuous staff training—virtual and in-person
- \* Establish a culture of learning and growth through professional development
- \* Trauma-Informed and Resilience-Oriented care

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**Maximum Potential**

**OUR PARTNERS**  
*Engage the Community*

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- \* School cooperation and partnership with virtual learning and advertising programs
- \* Community groups as a source of programs and resources
- \* BPLS Foundation and Friends of the Library

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**Maximum Impact**

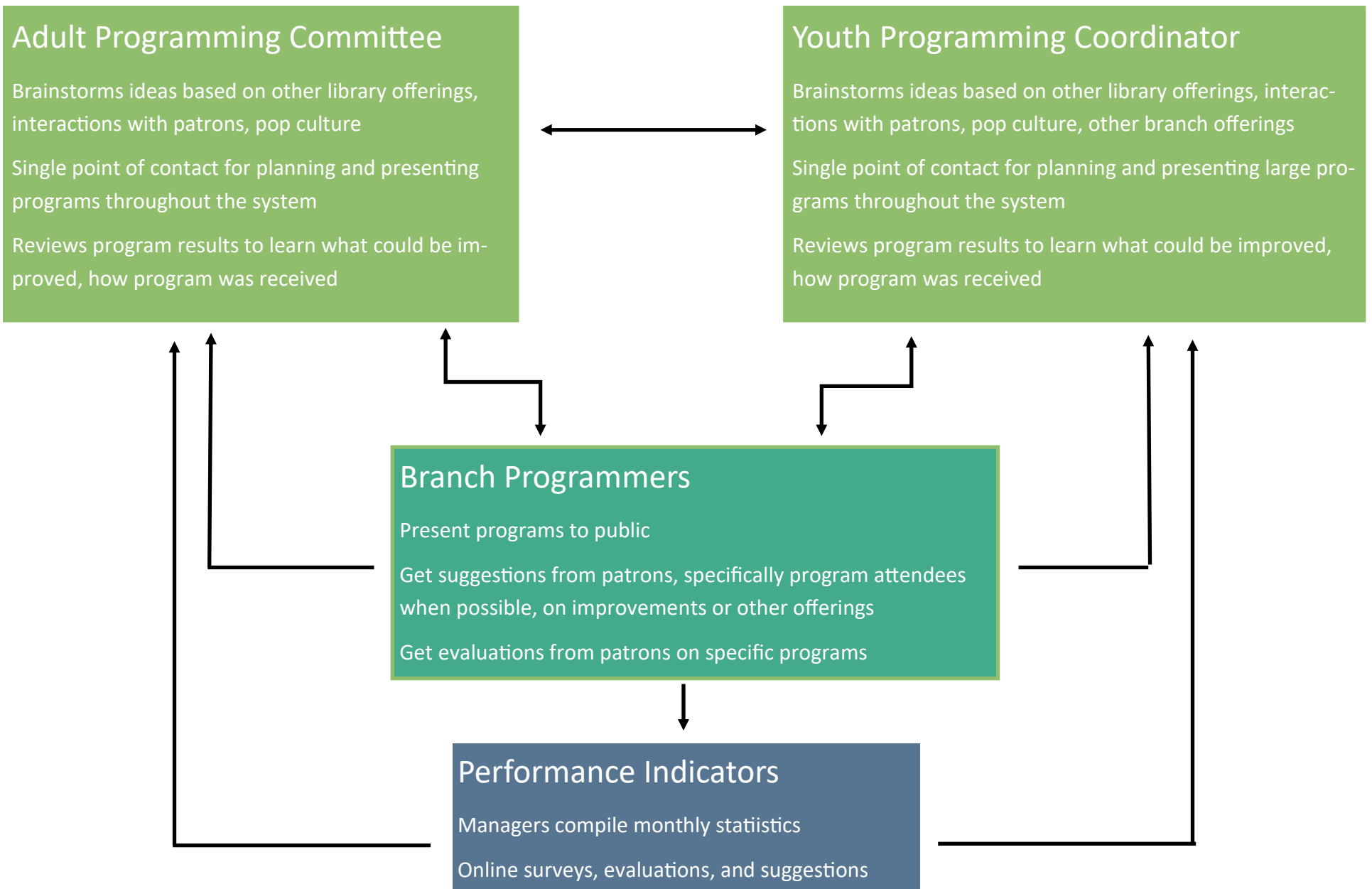
**OUR WORK**  
*Strengthen Operations*

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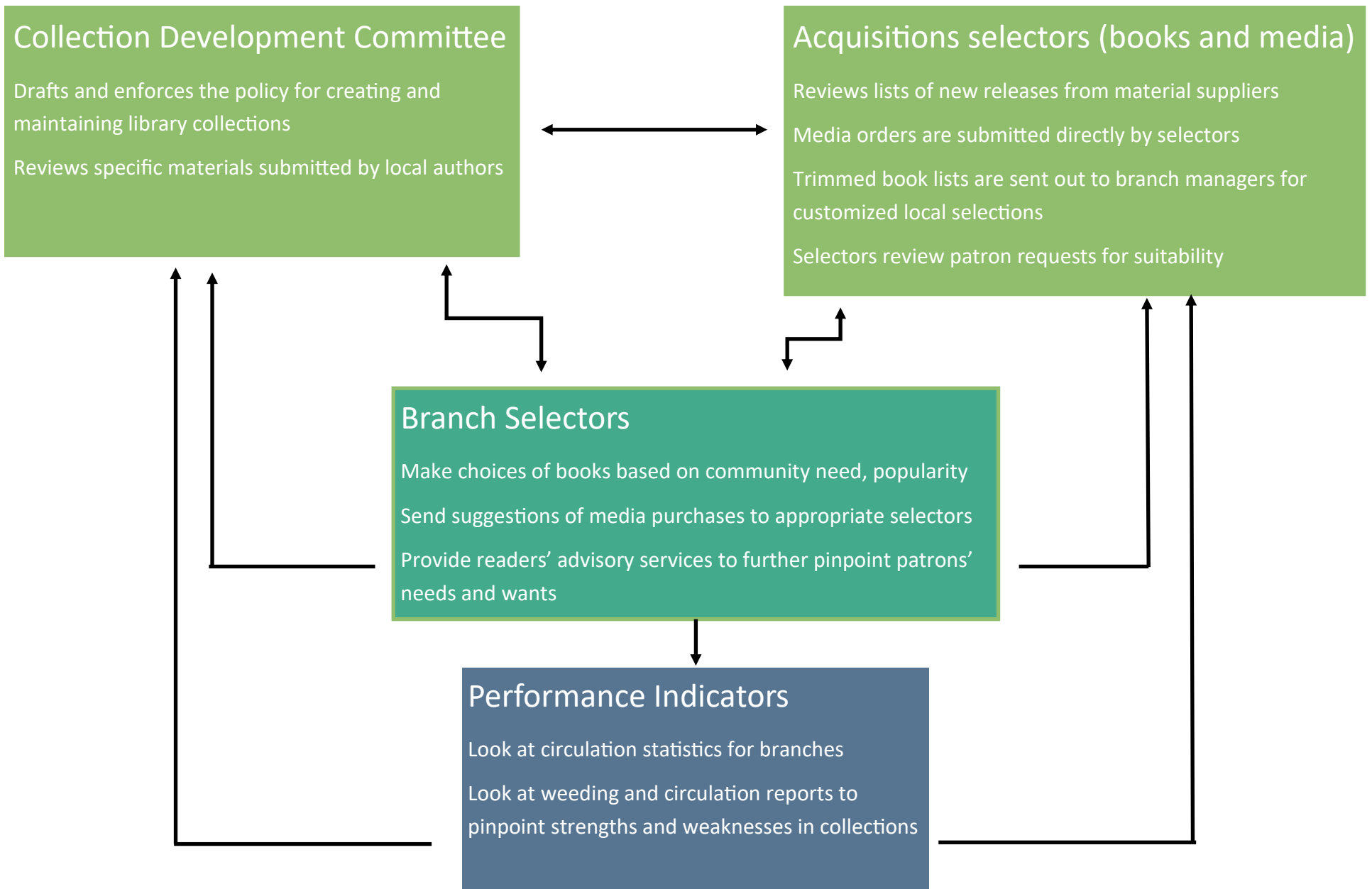
- \* Increase advertising of services and programs
- \* Take on community outreach challenges and opportunities
- \* Ensure individuals feel welcome and comfortable from reception through exiting
- \* Provide adequate facilities to grow with the community

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**Maximum Effectiveness**



## Accountability and Performance Indicators—Programming



## Accountability and Performance Indicators—Collections