



SLNC State Library
of North Carolina

STRATEGIC PLAN 2019-2023

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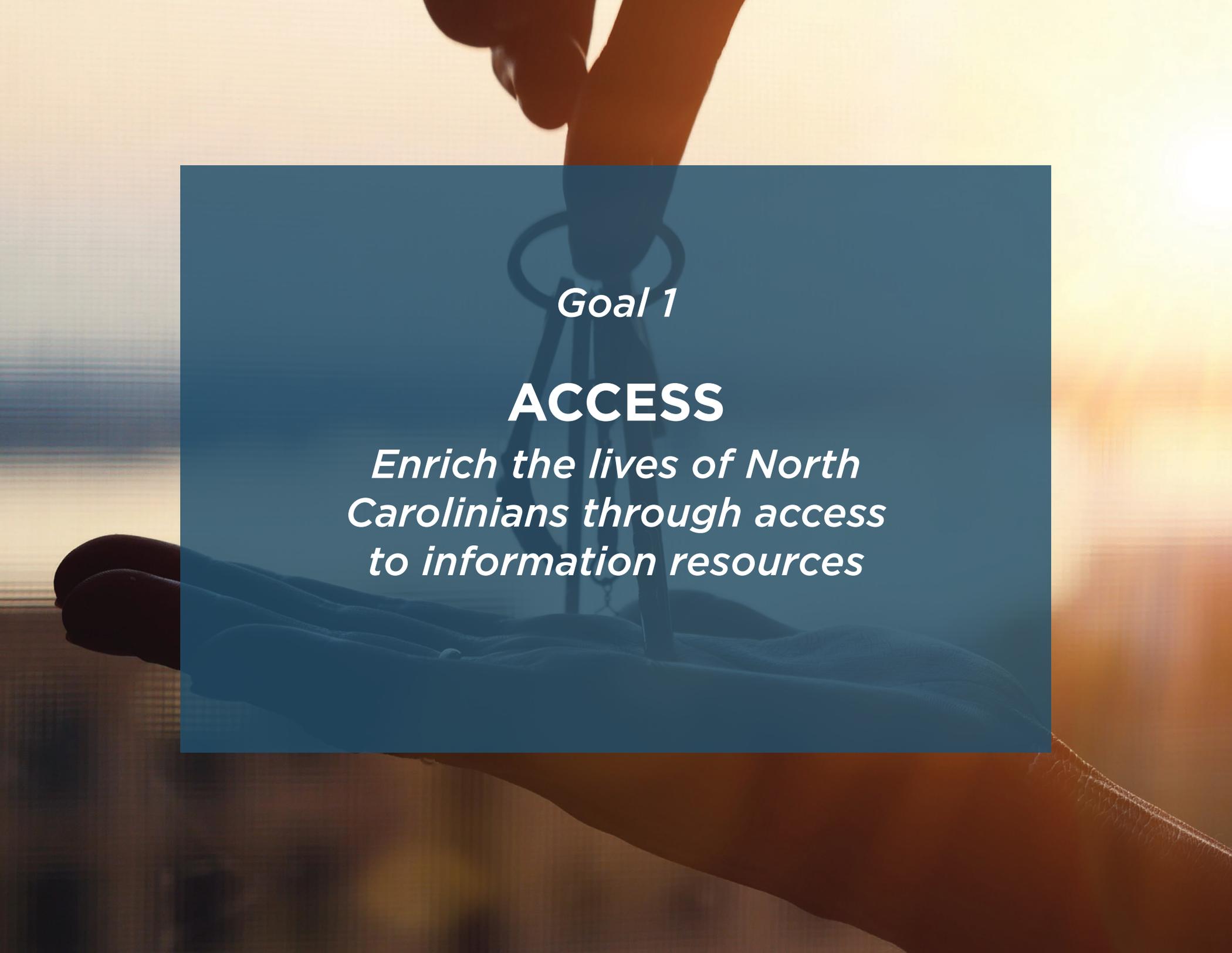
VISION

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 a body of 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 evokes a sense of precision and craftsmanship.

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.

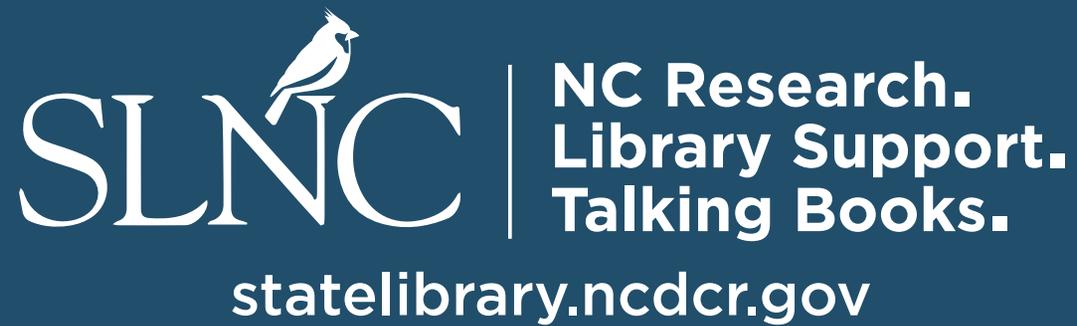
Equity

We believe in providing equitable access to all people.

Stewardship

We believe in managing resources in a responsible manner.

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*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