**STRATEGY MAP 2018 - 2020**

**MISSION:** Inspire Reading, Advance Learning and Connect Our Community

**BY 2021, 70% OF THE POPULATION HAVE AN NPL CARD FOSTERING A CULTURE OF READING IN DAVIDSON COUNTY**

- Deliver responsive programs, services and resources that educate and spark creativity
- Convene and sponsor forums for civic engagement and dialogue

**NPL IS RECOGNIZED AND HIGHLY VALUED FOR OUR CONTRIBUTIONS TO EDUCATION, LEARNING AND THE QUALITY OF LIFE IN THE NASHVILLE COMMUNITY**

- Promote the NPL card as the key to access resources and services
- Explore innovative strategies to take programs and services beyond Library walls

**MEASURABLE OUTCOMES EXIST FOR THE MAJORITY OF NPL PROGRAMS & SERVICES**

- Offer dynamic collections that satisfy the needs of Library users
- Stay attuned to changing demographics and align services for equitable access

**IMPACT**

**ENGAGE THE COMMUNITY**

- Offer adult literacy and workplace skills training
- Research and implement best practices in literacy programs

**INCREASE ACCESS FOR ALL**

- Continue to implement the Facilities Master Plan so 90% of residents are within 3 miles or 15 minutes travel time of a library facility
- Explore innovative strategies to take programs and services beyond Library walls

**FOSTER A CULTURE OF EXCELLENCE**

- Attract and retain talented staff who are passionate about the NPL mission and provide excellent customer experiences
- Empower staff to fully participate as high performing team members

**LEVERAGE RESOURCES**

- Develop and nurture partnerships that benefit our patrons and community
- Advocate for public policies and resources to support the Library mission

**PROMOTE LITERACY, READING AND LEARNING**

- Expand partnerships and serve in a leadership role for citywide reading and literacy efforts
- Work with our education partners to expand learning opportunities for all ages

- Use technology to make information, knowledge and resources easily accessible to our staff and our patrons

**VISION:** All members of our diverse community are empowered through limitless learning opportunities to enrich their lives

**WE VALUE:** Extraordinary Customer Service, Love of Reading, Lifelong Learning, Intellectual Freedom, Innovation, Excellence, Inclusiveness