



Future Services Strategy

A vision for innovative
and inclusive services
now and into the future...



kcls.org

Purpose

The Future Services Strategy is the result of a multi-phased project focused on:

- Identifying the challenges and opportunities that libraries face in the future; and
- Positioning KCLS to continue to meet and exceed our patrons needs.

Background

- Phase I (2006):
Committee researched the trends and strategic challenges facing libraries.
- Phase II (2007-08):
A staff Task Force and Project Management Team collaboratively developed a vision for the future of services at KCLS based on the known constraints.

Key Steps

- Understand the strategic drivers that will impact the delivery of services, including:
 - Rapid and ongoing advances in technology
 - Significant demographic changes in King County
 - Fiscal constraints on KCLS
- Define services and delivery methods to meet the evolving needs of patrons now and in the future.
- Solicit input from staff, patrons and other key stakeholders through a series of open house, focus groups and online surveys.

What's Different?

- Many of the services strategies center around traditional library services, but:
 - The ways services are delivered reflects a shift in the role of the library.
 - An emphasis is placed on proactively reaching out and engaging with KCLS' communities.

Elements of Future Services

- Three (3) Service Delivery Methods
 - In the Library
 - Reaching Out Beyond the Building
 - The Library Online
- Five (5) Strategic Goal Areas
- Critical Resources

Summary of Strategic Goals

1. Facilitate Early Literacy and Cultivate Young Readers
2. Engage and Support Teens & Children
3. Encourage Lifelong Learning
4. Provide Personalized Information Access and Assistance
5. Reach and Engage the County's Culturally Diverse Population

Critical Resources

- The staff, collections, technology and buildings that are necessary for KCLS to achieve its goals.
- Two categories:
 - Overarching: Fundamental to service delivery; apply to all five goals.
 - Goal-Specific: Necessary to implement particular goals.

Next Steps

- Phase III (2008-09)
Analyze the staffing complement necessary to implement the strategies.
- Provide staff opportunities to focus on particular services through the Annual Service Priorities planning process.
- Use the Future Services Strategy to drive KCLS' annual budget priorities.

Resources & Information

- Future Services Strategy

(approved by the KCLS Board, April 2008)

- Future Services Outreach Reports

- Staff Outreach Report

- Patron Outreach Report

- Patron Outreach Comparative Analysis

- Detailed Patron Comments