



Strategic Plan 3-Year Targets - 2025 1st Quarter Update

	Goal	Measurement	2024 Full Year Plan Baseline	Target	Curent Quarter Year-to-Date	Prior Year Same Quarter YTD	Change from Prior Year (if applicable)	
Connect: Enhance access to resources and services	Identify and reduce barriers for non-users and new residents	Households with a library card	61.0%	70%	-	-		
		Active library card users	40%	Up 10%	41%	41%	➔	0%
		Community research activities	-	5 Annually	0	-		
	Maximize existing assets to better meet patron needs	Average hold times (days) - all physical	8.56	Reduction	7.4	6.9	⬆️	0.5
		Average hold times (days) - all digital	40.9	Reduction	26.6	41.3	⬇️	-14.7
		Average hold times (days) - selected popular titles	-	Reduction	-	-		
		Circulation total	1,109,649	Up 15%	277,847	279,433	⬇️	-1,586
		Very satisfied ratings on the GPL Community Survey	56%	65%	-	-		
		Building visits	325,077	Up 5%	79,471	80,830	⬇️	-1,359
Improve opportunities for professional development and growth	Staff satisfaction ratings on professional growth on Library Capacity Survey	3.6	Increase	-	-			
	Annual staff check-ins on professional development	-	Completion	-	-			
	Goal	Measurement	2024 Full Year Plan Baseline	Target	Current Quarter Year-to-Date	Prior Year Same Quarter YTD	Change from Prior Year	
Engage: Cultivate opportunities for social connections	Increase opportunities for people of varying abilities, ages, and backgrounds to build community	New initiatives that center social connections among diverse groups	-	5 Annually	1	-		
		Attendance at social connection programs	7,938	Increase	1,480	1,411	⬆️	69
	Promote a sense of belonging and support for all	Staff education on community needs and cultural awareness	-	Completion	-	-		
		Patron accessibility initiatives	-	3 Annually	1	-		
	Work at all levels to improve interdepartmental collaboration, trust, and support	Staff satisfaction ratings for interdepartmental collaboration on Library Capacity Survey	3.49	Increase	-	-		
Annual staff check-ins on cooperation, trust, and support		-	Completion	-	-			
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Inform: Address evolving information needs of the community	Provide tools to help navigate the changing landscape of information and technology	Emerging technology and information literacy content engagement - program attendance	676	Annual Increase	128	222	⬇️	-94
		Emerging technology and information literacy content engagement - online	1,257	Annual Increase	3,424	411	⬆️	3,013
	Raise awareness of resources, structures, and systems available to our community	New opportunities to share community information	-	5 Over 3 Years	-	-		
		Resource referrals online and in person	294	Annual Increase	155	0	⬆️	155
	Improve communication to keep staff informed and aligned in their work	Staff ratings on internal communication on Library Capacity Survey	3.79	Increase	-	-		