

Strategic Plan 2025

Approved September 18, 2025 by the Board of Trustees of Troy-Miami County Public Library

Introduction

The Troy-Miami County Public Library is an Ohio County District Library established for the benefit of citizens in Miami County under Ohio Revised Code 3375.19.

The library is an important part of the past, an integral part of the present, and an essential part of the community's future. Traditionally, libraries have been repositories of information and ideas in books and other printed materials. Today, information and ideas appear in many formats – print and digital – and libraries provide not just storage of materials but also a space for consuming, sharing, and creating with those materials. At the same time, libraries are leveraging their position as a community hub, their staff's expertise in finding information, and their staff's ability to provide programs and resources for the community.

Mission Statement

Troy-Miami County Public Library provides opportunities to enrich, empower, educate, and entertain Miami County residents.

In support of this mission, we are committed to:

- Maintaining an open, unbiased environment,
- Upholding the public's right of access to information,
- Providing individualized assistance,
- Providing professional expertise,
- Providing current technologies,
- Providing current materials and information in a variety of formats.

History of Troy-Miami County Public Library

Troy-Miami County Library has been adapting to changes in the community and library environment since its inception in 1896 when the first free public library in Troy began in a room at the city building. The Troy library moved into its current facility in 1976 and currently consists of the Troy library and the Oakes-Beitman Memorial Branch in Pleasant Hill as well as the Maker Lab, Local History Library, and Outreach Department, all in Troy.

Administration and Funding

The library is governed by a seven-member board appointed by Miami County Commissioners and the Court of Common Pleas. The library is fiscally independent of the Miami County Commissioners although the County Commissioners serve in a ministerial capacity as the taxing authority for the library.

Current Board Members include Adrienne Barnes, Rachael Boezi, Stephanie Waller, Doug Christian, David Lindeman, Julie Billing, and Andrew Wannemacher.

Funding for the library comes through Ohio's Public Library Fund (PLF). The PLF funds are accumulated through state taxes and processed through the state's general fund. The library also has a local continuous operating levy, first passed in 2009 and renewed in 2013, which supplements the annual budget. Additional levies may be needed as PLF funding varies.

Methodology

The plan is based on the framework for strategic planning created by the Public Library Association. It was first implemented in 2010 and has been updated continuously.

The three strategic goals chosen for 2025 and beyond were:

1. Cultivate a patron-focused culture.
2. Identify and provide programs and services that meet the needs and serve the interests of people living in our service area.
3. Provide free, open, and unrestricted access to diverse collections and services.

This plan will be evaluated every year and changed as needed to meet future goals and objectives.

Must-Have Values

These Must-Have Values and behaviors are required of entities holding the public's trust.

1. Access: We welcome and serve everyone. The library values free, open, and unrestricted access to its programs, collections, and services. We are committed to connecting our patrons to the ideas, information, and materials they wish to explore in a friendly, nonjudgmental manner.
2. Patron Focus: The library values all patrons and is responsive to their needs. Opinion and input is welcome. The impact on patrons is considered in all decisions.
3. Integrity: We uphold the right to privacy and the freedom to read, seek, and hold different points of view. We strive to earn the trust and confidence of our patrons.
4. Innovation: We value continuous learning and innovation in the pursuit of excellence. We adapt to the emerging needs in our community.
5. Stewardship: The library values responsible stewardship of all its resources. We are accountable for ensuring proper use of public funds. We take seriously our responsibility to maximize the efficiency of staff time and talent making the best use of all our resources in the delivery of quality library service.

GOALS

1. Cultivate a patron-focused culture.

Have consistent, measurable expectations for staff who will then be able to deliver consistent, exceptional customer service.

All staff members are expected to:

- Express a friendly, positive, and helpful attitude.
- Seek to understand patron's needs and/or interests.
- Promote the variety of services offered by the library.
- Ensure patrons have unrestricted access to all library resources, programs, and services
- Identify gaps between library resources and patron requests

Additionally, managers are expected to:

- Ensure staff have the tools, training, and support needed to thrive.
- Streamline processes for efficiency.
- Recruit, hire, and retain staff that have a patron-focused attitude.
- Foster a supportive, inclusive, and enjoyable workplace that empowers staff to leverage their strengths and creativity to serve the community

Activities to Maintain:

- Maintain service dog training for staff and other training to serve people with disabilities.
- Evaluate all content from social media to spine labels and signage to be patron-focused with clear and consistent messaging
- Modernize operations to serve the community more efficiently
- Maintain Freedom to Read statement

Activities to Strengthen/Explore

- Establish a structured approach for staff development.
- Increase staff awareness of the benefits of library service to the community and the variety of services and resources the library provides.
- Incorporate diversity, equity, and inclusion training so all staff and patrons are represented fairly, treated properly, and feel a sense of belonging and support.
- Cultivate an ongoing feedback system for staff.
- Consider the feasibility of an updated dress code to better identify staff to the public.
- Make policies accessible so that staff and patrons are able to understand and follow them.
- Consider locations of all collections, size of all collections relative to demographics of communities, and classification labels and determine if they are appropriate.

Measures

- Survey patrons about customer service with a goal of 85% or higher satisfaction rate. The satisfaction rate during the 2024 survey was 92%.
- Anecdotal evidence via social media and staff interactions with patrons will support high levels of patron satisfaction.

2. Identify and provide programs and services that meet the needs and serve the interests of people living in our service area.

Libraries are dynamic spaces for community engagement. It is important to identify and provide programs that are fun and engaging for all ages as well as programs that stimulate learning and foster connection. The library will also serve as a community hub, providing basic services, technology, programming, and support that community members need to succeed in their daily lives.

Activities to maintain:

- Participation in external events held by other nonprofit/government entities.
- Maintain Social worker in the library
- Maintain Dolly Parton's Imagination Library
- Programming with schools and other educational institutions

Activities to Strengthen/Explore

- Partner and strengthen connections with organizations that offer services and support to the community.
- Communicate with staff the reasons why the library offers the programs and services that it does, i.e. identified need/interest, educational value, etc.
- Purchase Brukner Park to be used for programming and potential future expansion.
- Collect information identifying the programs and services needed by community members and investigate which of those items can be provided by the library.

Measures

- Increase the number of patrons checking out materials by increasing the number of library card holders (23,936 as of January 2024)
- Maintain or exceed # of program participants year over year (33,931 as of December 2023)
- Maintain or exceed participants in Imagination Library (4,234 as of September 2024)
- Number of visits to schools and other community organizations. (112 in 2023)

3. Provide free, open, and unrestricted access to diverse collections and services for the community.

The freedom to read is guaranteed by the First Amendment of the Constitution of the United States. As a library, we wish to uphold this freedom by ensuring the public has a wide variety of reading options. We will continue to provide free, open, and unrestricted access to diverse collections and services to meet the varying needs and interests of all community members.

Fostering diverse literacies helps individuals of all ages gain the skills to navigate an increasingly complex world, critically analyze information, and make informed decisions. It also promotes inclusivity and empowers individuals from all backgrounds to fully participate in society, promoting a more equitable and knowledgeable community.

Activities to maintain:

- Diverse collections and collection audits
- Free, open, and unrestricted access to collections and services
- Provide safe, welcoming, and accessible spaces where people from all backgrounds and circumstances can meet, work, learn, create, and connect.
- Continue to weed as appropriate and evaluate new formats/collections for inclusion into the collection.
- Maintain SearchOhio or another state-wide borrowing option to ensure inclusion and diversity.

Activities to Strengthen/Explore

- Expand community access to health Literacy, financial literacy, digital literacy, and cultural literacy via community resources
- Promote learning and enjoyment for minds of all kinds and people of all ages.
- Ensure that every community member has access to library materials in a format that is accessible for them.
- Train staff to remain neutral while serving patrons with diverse views/interests.

Measures

- Collection audits: the number of inclusive items will increase over 2022 collection audit.
- Collection statistics: Data will be used per the Collection Development Policy to weed collections as appropriate and also to look at the need for the inclusion of materials in different formats.

Conclusion

Throughout this process, we have engaged internal and external stakeholders to share their insights and expertise on the library's greatest opportunities to impact the community. We have built upon the library's current mission statement to create a coherent framework guiding us into the future.

Over the next three to five years, all library activities will be centered around our Must-Have Values and our Three Goals. Library programs and services will be developed with intentionality to ensure that all our activities deliver outcomes that help our community thrive. Outcomes will be communicated to the community through our annual report, on our website, and via our social media.