

**2025
2029**

Schlow Centre Region Library
The Centre of Reading and Learning

Strategic Plan

Table of Contents

1. Overview

2. Mission

3. Values

4. Strategic Focus #1

5. Strategic Focus #2

6. Strategic Focus #3

7. Strategic Focus #4

8. Strategic Focus #5



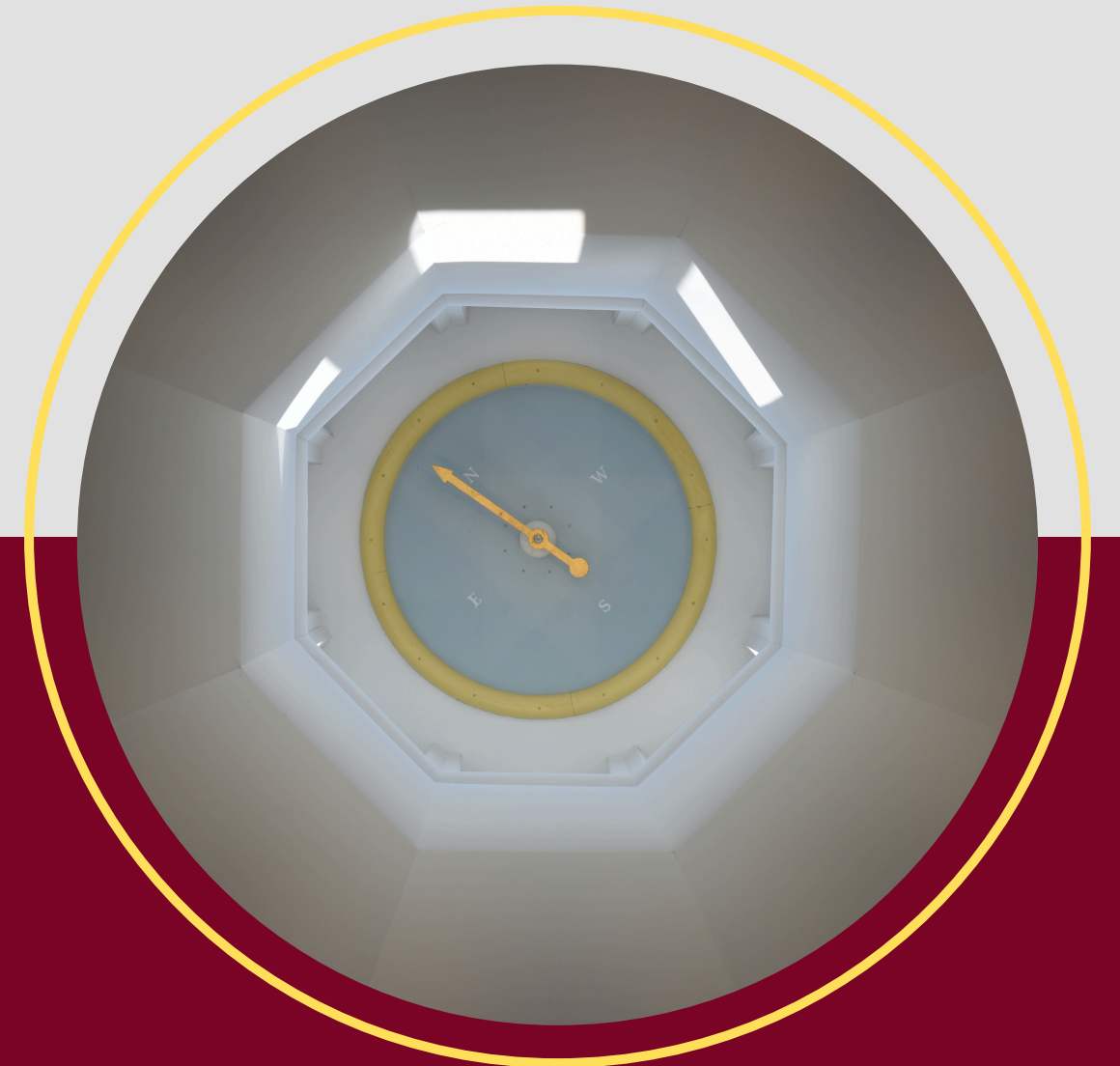
Overview

- Community assessments
- Leadership interviews
- Stakeholder Interviews
- Focus Groups
- Surveys

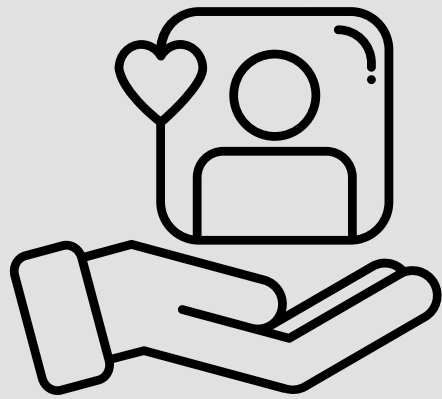


Mission

The Schlow Centre Region Library provides books, experiences, services, and leadership to promote lifelong learning and foster meaningful community connections.



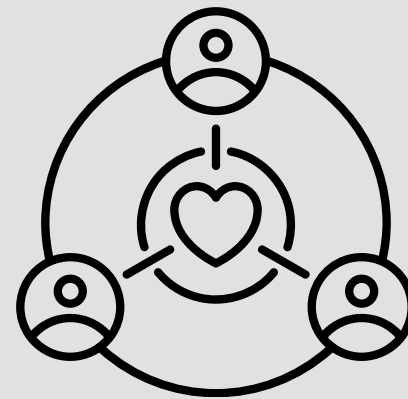
Values



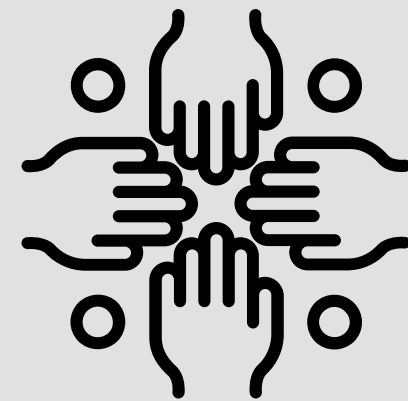
Service



Learning



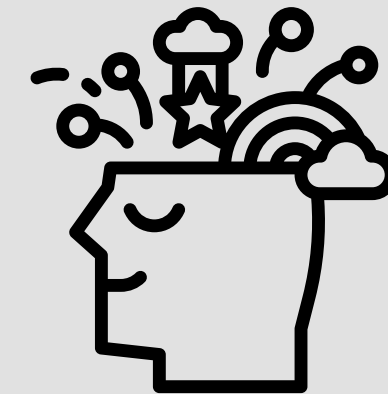
Community



Outreach



Hospitality



Wonder

Service

We are dedicated to providing reliable, expert service with kindness, integrity, and respect, while upholding intellectual freedom and confidentiality.

Community

We commit to adapting to our rapidly evolving and diverse community by being responsive, fair, and focused.

Hospitality

We offer free and open access to ideas, information, materials, and spaces, ensuring we remain approachable and convenient both physically and virtually.

Learning

We support the personal fulfillment, growth, exploration, and well-being of all visitors, staff, and volunteers.

Outreach

We look beyond the walls of the Library for ways to serve our community, including partnering with other organizations that broaden our offerings.

Wonder

We provide opportunities for all ages to discover something new that sparks curiosity and imagination.

Focus Areas



1

Support Readers

2

Provide Outstanding Customer Service

3

Maintain a Safe and Welcoming Community Gathering Place

4

Foster Community Connections

5

Build on a Strong Foundation

Support Readers

Outcome:

Foster a **culture of literacy** and ignite a lifelong passion for reading. By offering a **diverse selection** of stories and books, we aim to help readers of all ages enhance their print literacy skills.

Goals:

- **Reduce wait times** for popular titles to improve satisfaction with the Library's print and digital collections, including collections shared across the Central Pennsylvania Library District.
- Champion the joy of reading and **connect readers, authors, and creators.**
- Support readers in **building print literacy skills** as an essential foundation for future achievement, especially for children at critical stages in their development.
- Maintain an appropriate **balance of physical and digital** materials in our collections, responding to customer preferences.



Provide Outstanding Customer Service

Outcome:

Community members of **all ages can easily obtain information** both in our building and on our website **using their preferred methods** via knowledgeable and helpful staff, easily accessible and understood technology, and up-to-date and straightforward wayfinding.

Goals:

- Proactive and responsive services promote a shared sense of ownership and responsibility, fostering a **culture of continuous improvement**.
- Community partnerships provide **programs and services to all**, including those from marginalized groups who may face economic challenges.
- **Staff understands psychological theories and child development**, including communication, language, and literacy, and their implications for Library services.
- Service delivery is consistent across Library departments, ensuring **uniformity between in-person and electronic interactions**.



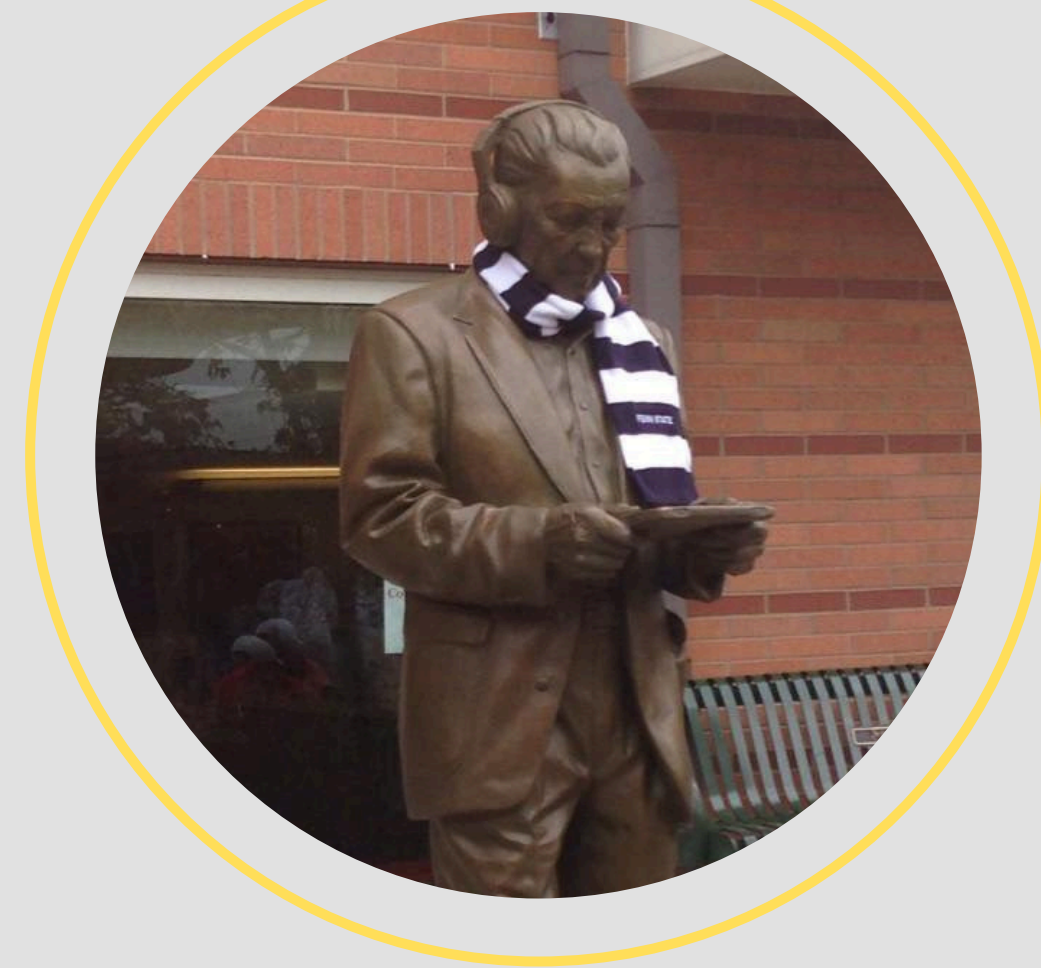
Maintain a Safe and Welcoming Community Gathering Place

Outcome:

The Schlow Centre Region Library, both its building and virtual branch (schlowlibrary.org), will **remain vital community spaces** that offer opportunities for people to **connect, share ideas, and engage** in community life.

Goals:

- Revitalized and fully utilized **library outdoor spaces**.
- A **welcoming and supportive environment** for children and their families, ensuring easy access to Library resources, programs, and activities.
- **Prioritize the cleanliness and safety** of our facility for visitors, volunteers, and employees.
- A supported and adapted **Virtual Library Branch** (schlowlibrary.org) that remains **user-friendly and secure**.
- Consistent **service hours** that meet the community's needs.
- **Enhanced accessibility** after evaluating and implementing strategic improvements to wayfinding and directional signage.



Foster Community Connections

Outcome:

Connect the community to opportunities in the Library and to various partners and community organizations to **foster growth and learning** while providing resources that support an engaged community.

Goals:

- Enhance relationships and services with the **State College Area School District** (SCASD) and other educational partners within the community.
- **Broaden outreach opportunities** and pleasantly surprise our communities with Library services in unexpected places.
- **Collaborate with and promote** community services offered by other Council of Governments **(COG) agencies** and municipalities, recognizing a particular synergy with Parks and Recreation due to a similar customer base.
- **Increase the Library's use by non- and infrequent users**, including tweens and teens, young professionals, and non- and limited-English-speaking community members.



Build on a Strong Foundation

Outcome:

The Schlow Library Foundation **(Foundation)** is **recognized in the community as providing crucial funding support** for the programs and services at Schlow Library, made possible by donations of all sizes from community members. The Foundation provides important **advocacy, financial investment, and volunteer support** for the Library, with an eye toward a sustainable future.

Goals:

- **Increase awareness of the important role that libraries play in their communities** to state, county, and municipal elected officials throughout the Centre County Federation of Public Libraries' service area to ensure adequate funding.
- **Develop connections** with local community organizations and foster a strong Centre Region **community of giving**.
- **Recruit Foundation Board members** who are interested in taking an active role in securing the future of Schlow Library.



Thank You:



- Staff
 - Volunteers
 - Library Board of Trustees
 - Foundation Library Board
 - COG Staff
 - Centre Region Municipal Managers
 - Municipal Supervisors
 - Federation Partner
 - Central PA Library District
-

Special Thanks

- Sue Werner
- Robin Barton
- Patricia Best
- Linda Trevino