


Montgomery-Floyd Regional Library
Strategic Plan 2019-2024
2025 APPENDIX A

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1. Deliver scheduled capital project for Blacksburg Library.

BENEFITS

- Provide a traffic-safe, appealing and flexible platform for extending the full range of services to the Blacksburg community in an outside setting.
- Leverage a currently underused portion of the Blacksburg Library property.
- Increase potential cooperation with Blacksburg Town and with other Blacksburg community organizations.
- Fulfill commitment to project as described in Montgomery Capital Improvement Plan.

POPULATION SERVED

- Patrons of Blacksburg Library
- Community partners in Blacksburg
- Town of Blacksburg

OUTCOMES

- Completion of outdoor space improvement at Blacksburg Library.
- Grand opening event
- Planning for and implementation of regular programming use of space

MEASURES

- Provide 24-hour weekday response to any inquiries for information or approval from Montgomery County General Services, architectural firm, or prime contractors during project
- Provide monthly updates to BOT during project
- Plan and deliver grand opening event within 30 days of Final Completion
- Six month and one year surveys of users of outdoor space

TIMELINE (dependent on Colley Architects Project Timeline and Extreme Concrete Timeline)

- CURRENTLY: Substantial completion by October 15, 2024
- CURRENTLY: Final completion by November 1, 2024
- CURRENTLY: Autumn Grand opening by November 15, 2024

MAJOR GOAL: DEVELOP SPACES; OVERCOME BARRIERS

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2. Deliver, assess and expand programming and other resources for persons with developmental, cognitive and intellectual disabilities.

BENEFITS

- Provide access to library services to a traditionally-underserved population
- Create connections with agencies that serve this population
- Increase awareness of MFRL branches as a community space that welcomes target population

POPULATION SERVED

- Persons with developmental, cognitive and intellectual disabilities and their families
- Agencies and others who provide care for this population

OUTCOMES

- Deliver sensory programming such as Sensory Museum and Silent Disco at each branch
- Train at least 6 staff persons to facilitate Next Chapter Book Club
- Pilot Next Chapter Book Club at one branch (or more)
- Build connections with not-for-profit organizations as well as informal groups that serve and support DCID populations

MEASURES

- At least one sensory program at each branch per quarter (other than Tovertafel)
- Deliver at least 24 Tovertafel based programs
- Awareness and demonstration of Tovertafel capability to at least four community partner organizations
- Deliver monthly Next Chapter Book Club session at at least one branch by February 2025

TIMELINE

- One sensory program per branch quarterly beginning July 2024.
- Tovertafel programming beginning July 2024.
- Tovertafel Open Houses for caregiver community beginning August 2024.
- Next Chapter Book Club sessions beginning by February 2025.

MAJOR GOAL: OVERCOME BARRIERS, BUILD CONNECTIONS

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3. Manage strategic planning process to result in approved 2025-2030 MFRL Strategic Plan by June 2025.


BENEFITS

- Establish a clear, shared vision to guide decision making, resource allocation and front line service.
- Gather input from the community, ensuring that operations and planning are driven by the diverse and changing needs of the community.
- Prepare for future challenges and changes by identifying potential risks and opportunities.
- Communicate library mission, vision, value and goals to municipal and community partners and the community.

POPULATION SERVED

- All residents of Montgomery and Floyd Counties.
- Library management, Board of Trustees and Library staff
- Municipal and community partners

OUTCOMES

- Development of Strategic Plan process calendar by October 18, 2024 
- Presentation of draft Strategic Plan by April 16, 2025
- Adaption of Strategic Plan by June 18, 2025
- Promulgation of Strategic Plan through website and other channels by July 1, 2025


MEASURES

- Timely delivery of plan components per process calendar
- Monthly reports to Board of Trustees on progress

TIMELINE

- Strategic Plan process calendar in place by October 18
- TO BE DETERMINED: Sub-tasks of strategic planning process
- Strategic Plan draft presented to Board of Trustees by April 16, 2025
- Completed and approved Strategic Plan in place by July 1, 2025

MAJOR GOAL: TELL OUR STORY, BUILD CONNECTIONS

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4. Increase patron access to resources through a “mobile first” approach to catalog and website modernization.

BENEFITS

- Increase patron ability to access library catalog, calendar of events, databases and website resources
- Maintain and enhance trust by offering user interfaces consistent with patron expectations
- Improve flexibility of website and library catalog

POPULATION SERVED

- All patrons using library catalog and website
- New patrons encountering library’s online presence

OUTCOMES

- Mobile-friendly display for online catalog system
- New/revised library website that performs as a mobile-first interface
- Updated and Improved how-to presentations to users on how to use library catalog
- Addition of new findability tools

MEASURES

- Increase in patron use of library catalog
- Increase in use of catalog for placing holds
- Increased use of library website overall

TIMELINE

- Explore library catalog improvement strategies, programming options, and vendor offerings by December 1
- Implement mobile-first catalog display as main interface by March 1
- Develop overall website redesign time frame by October 18
- Update timeline of objective with website redesign milestones by November 1

MAJOR GOAL: LEAD WITH TECHNOLOGY, ENLIGHTEN

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5. Work towards Christiansburg Capital Project planning, construction and completion

BENEFITS

- Participate as a leading partner in project team with Montgomery County government, Library Board of Trustees, and vendors/bidders
- Develop workable, patron-centered and efficient plans to bring the project to bid in FY 2026
- Continue to pursue the overall project goals:
 - Provide a modern, flexible platform for library service to residents of Christiansburg and the surrounding communities
 - Increase square footage from 15,100 to 31,954
 - Update and replace building systems
 - Fulfill commitment to project as described in Montgomery Capital Plan.

POPULATION SERVED

- Patrons of Christiansburg Library
- Community partners in Christiansburg and surrounding communities
- Town of Christiansburg

OUTCOMES

- RFP for Architectural Services developed through process as detailed by Montgomery County. 📄
- Establishment of roles and responsibilities guidance for different phases of project.
- Construction bid document in partnership with architectural partner and Montgomery County for release in FY 2026. 📄

MEASURES

- Provide 24-hour weekday response to any inquiries for information or approval from Montgomery County General Services, architectural firm, or prime contractors during project
- Provide monthly updates to BOT during project

TIMELINE

- RFP for architectural consulting released by [November 15, 2024]
- RFP for construction phase released by [July 1, 2025]

MAJOR GOAL: DEVELOP SPACES, OVERCOME BARRIERS, LEAD WITH TECHNOLOGY

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6. Increase and enhance outdoor programming.

BENEFITS

- Provides engaging and rewarding programming opportunities for all patrons
- Makes use of library outdoor spaces
- Connects outdoor environment/nature with library services and programs
- Expands the nature of STEM programming to allow for things that are messy, noisy, or otherwise unsuitable for in-branch programming

POPULATION SERVED

- All patrons
- New patrons who may be attracted to outdoor events

OUTCOMES

- More outdoor programming for all ages.
- Promotional theme for outdoor programming for two year span
- Development of new outdoor programs and outdoor programming partnerships

MEASURES

- At least 48 programs this FY with an outdoor setting
- Survey to determine success of outdoor programs

TIMELINE (dependent on Colley Architects Project Timeline)

- Monthly review of upcoming outdoor programs
- Regularly scheduled outdoor programming at Blacksburg beginning March or April 2025
- Regularly scheduled outdoor programming at Meadowbrook beginning March or April 2025

MAJOR GOAL: DEVELOP SPACES

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