Inspiring Lives, Transforming Durham
Priority Goals & Objectives FY20-FY22

Literacy and Lifelong Learning

Offer resources and programs to promote literacy in all its forms and for all ages as fundamental building blocks for academic and personal success.

- Support Durham County students through new and existing programs, services, and outreach to increase participation in such programs and services.
- Implement research-based strategies to promote literacy for residents in critical moments of transition such as preparing for kindergarten, middle school, young adulthood, job changes, and new parenthood.
- Encourage lifelong learning through diverse, enriching, and engaging programs that introduce new skills, interests, and opportunities for people to have fun learning together.

Bridging the Digital Divide

Create opportunities for equitable access to technology and technology education, thereby encouraging participation in an increasingly digital society.

- Expand technology access, especially to those with barriers to access.
- Partner with community organizations to increase the reach of technology and digital services, with a focus on the most needed services.
- Develop the community's information literacy skills through technology education.

Workforce Development

Strengthen the workforce by supporting relevant education, training, and resources.

- Partner with community organizations to support career education for high demand trade skills and vocations.
- Support small business at all stages of the business life cycle.
- Leverage library resources to support career preparedness.

Capturing the Culture of Durham

Promote Durham's culture through programming and special collections, including the North Carolina Collection and the Selena Warren Wheeler Collection.

- Share and preserve the culture of Durham.
- Promote the usage of the North Carolina Collection and Selena Warren Wheeler Collection.
- Provide multicultural enrichment through diverse library services, programming, and collections.

Accountable, Efficient, and Visionary Libraries

Grow an effective organization committed to continuous innovation, exceptional customer service, transparency, and fiscal responsibility.

- Provide consistent opportunities for professional development for all staff.
- Standardize operating procedures across locations, as appropriate.
- Attract, recruit, and retain a talented workforce.
- Improve the use of data to identify community needs and develop innovative, effective, future library services.