



Strategic Plan

2009 - 2011

Mission

Ramsey County Library fosters a knowledgeable community by providing a doorway to the world of ideas and imagination.

Vision

Ramsey County Library strengthens its community by transforming lives, one at a time.

Guiding Principles

Ramsey County Library

- Offers services that are free and convenient.
- Serves everyone.
- Delivers value to the residents of suburban Ramsey County.
- Provides friendly, helpful and personal service.
- Offers service in a variety of comfortable, safe and welcoming environments.
- Plays a role in solving community issues.
- Respects and appreciates staff.
- Encourages creativity and nurtures talent.
- Is responsive.

Strategic Initiatives

1. Retool the organization to focus on customer convenience.
2. Facilitate patron access to library resources.
3. Provide resources and programs in support of children and youth literacy.
4. Create 21st century library facilities.
5. Connect with the community.