

Major projects

- **Strategic planning.** Continue and complete a community input project to study residents' needs and develop library service responses and goals that meet those needs (basis for 2021-2024 strategic plan).
- **Little Red Reading Bus.** Bring books and learning opportunities directly to West Fargo kids and families in summer 2021, empowering them to be confident learners at school, avoid summer learning loss and have equal access to books.
- **Summer "Learning" Program.** Redevelop the longstanding "summer reading program" into a community-driven program, by first asking community members and partners questions about the lives and needs of adults, teens, and children in the summer months.
- **Customer service.** Provide patron-focused, proactive customer service by identifying and eliminating barriers for our patrons and creating a work environment where policy, procedure, and practice support staff in providing this service.
- **Plan for facilities.** Continue discussions with stakeholders regarding future library facilities that will be responsive to how residents want to use their library – for socialization, community gatherings, learning new things, play and interaction with friends and family.
- **Plan for staffing.** Continue transitioning our staffing model from majority part-time to full-time staff to ensure innovative and robust customer service, programming, and collections for residents.
- **Celebrate 50 years of WFPL.** Celebrate the successes of all that West Fargo Public Library has provided throughout the years by taking a look back and thanking the community that helped bring our library together and support its growth.

Organizational competencies

Every organization has competencies to strengthen to provide better service. WFPL managers have set goals to improve:

- **Evaluation & advocacy.** Measure the effectiveness of programs and services in meeting desired outcomes and communicate the impact of the library in people's lives.
- **External partnerships.** Especially targeting audiences identified as underserved by the WFPL currently.
- **Fundraising.** Collaborate with the Mobile Library Task Force and Friends of the Library on a fundraising campaign for Giving Hearts Day 2021.
- **Service development.** Establish a common approach to developing library services that ensures they continuously support community needs and desires.
- **Staff development.** Supportive onboarding, funds for training, and opportunities for mentorship, goal-setting, and growing skills for all staff.
- **Technology & efficiency.** Implement new technology to get new books in the hands of residents faster and improve management of our collections budget.