



Strategic Plan

FY 2027-2030

Approved 6.18.2026





FY2027–2030 | OUR VISION, MISSION, VALUES, AND RESULTS



VISION

A public library at the heart of a connected community where everyone can learn, create, and thrive.



MISSION

Talbot County Free Library provides free resources and experiences, supporting lifelong discovery for all.



VALUES

- **Belonging.** We strive to create welcoming, inclusive, and safe environments where every person is valued, respected, and able to participate fully.
- **Integrity.** Acting with honesty and accountability, respecting privacy, and providing reliable information.
- **Adaptability.** We embrace continuous learning and growth alongside our community as needs change.

COMMUNITY RESULTS

Children and youth are prepared for success in school, work, and life

All people have free access to information, resources, and opportunities

A safe, connected, and inclusive community



FY2027-2030 | STRATEGIC ROADMAP

PRIORITIES & STRATEGIES

ACCESS & COMMUNITY CONNECTION

Provide welcoming spaces that connect people and ensure equitable and inclusive access to library resources

- Expand multilingual resources and services
- Leverage technology to broaden availability of library services and collections
- Increase awareness of library offerings across the community
- Expand outreach to connect residents with library resources in the places and spaces meaningful to them
- Upgrade library spaces and resources to be more flexible and inclusive
- Support a library environment built on mutual respect, where everyone is welcome and heard

LIFELONG LEARNING

Strengthen programs and partnerships to support and meet diverse needs

- Expand programs and classes for teens and young adults across diverse interests
- Use community feedback and data to expand collections, design programs and tailor service offerings
- Promote usage across the life span through a variety of entertaining and enriching events
- Increase access to literacy skills and resources that support community members across all ages and backgrounds

FOUNDATIONAL: ORGANIZATIONAL CAPACITY & SUSTAINABILITY

Invest in the people, resources, and systems that support a thriving library

- Diversify and grow funding to strengthen library programs and services
- Increase collaboration with the Foundation Board
- Recruit, support, and retain staff and Board to meet community needs
- Strengthen volunteer engagement and capacity
- Modernize systems and operations to improve efficiency and service delivery

CROSS-CUTTING STRATEGY |

Strengthen and deepen partnerships with external agencies and service providers

PERFORMANCE MEASURES

- % increase in new library cardholders
- % increase in collections (e.g., books, e-resources)
- % increase in circulation rate
- % increase in media presence

- % increase Literacy program participation (early, youth, adult, digital literacy)
- Community satisfaction and engagement levels

- Employee and volunteer satisfaction and engagement levels
- % increase in diversified funding
- # of improved systems



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