

Strategic Plan 2027-2031



This survey is available online at <https://www.surveymonkey.com/r/W7Z3ZCW>.

Please review the draft 2027 Strategic Plan and answer the questions in this survey. Complete any or all sections and return to ECPL Staff.

1. What is your overall opinion of the new strategic plan?

★ ★ ★ ★ ★

2. Rate your support the following strategic plan sections:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Mission	☐	☐	☐	☐	☐
Vision	☐	☐	☐	☐	☐
Values	☐	☐	☐	☐	☐

3. What input do you have about the Mission, Vision, and Values sections?

Focus Areas

The next section will consider the six focus areas of the strategic plan. Rank the focus area goals by order of importance (most important at the top, least important on the bottom), and share your thoughts on what action items are needed to achieve each goal.

Focus Area 1: Inspire a Culture of Reading Joy, Discovery, and Curiosity

Reading is at the heart of the library’s mission and is the gateway to community wellbeing. ECPL actively seeks to cultivate a community where reading is celebrated, curiosity is encouraged, and lifelong learning is joyfully pursued for personal and communal growth.

4. Rank your level of support for Focus Area 1: Inspire a Culture of Reading Joy, Discovery, and Curiosity.

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5. Rank the goals of Focus Area 1: Add a 1 next to your highest priority goal, and a 4 next to the lowest.

☰ Support lifelong reading	
☰ Celebrate reading and curiosity through enthusiastic public engagement	
☰ Expand humanities-centered learning opportunities	
☰ Elevate Heritage Room services and visibility	

6. What comes to mind when you consider focus area 1?

Focus Area 2: Strengthen Community Literacy and Educational Partnerships

Literacy provides the foundation for lifelong learning and opportunity. ECPL will create, sustain, and elevate partnerships with schools and organizations, to support literacy and learning across Erie County.

7. Rank your level of support for Focus Area 2: Strengthen Community Literacy and Educational Partnerships.

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8. Rank the goals of Focus Area 2: Add a 1 next to your highest priority goal, and a 3 next to the lowest.

Build stable partnerships with schools	
Extend library resources beyond library buildings	
Strengthen community literacy through accessible and collaborative programming	

9. What comes to mind when you consider focus area 2?

Focus Area 3: Create Accessible, Functional, and Inclusive Library Spaces

Libraries are places where people gather to learn, explore ideas, and connect with their community. ECPL will ensure that library spaces continue to be welcoming, easy to navigate, and intentionally maintained to serve all members of the community.

10. Rank your level of support for Focus Area 3: Create Accessible, Functional, and Inclusive Library Spaces.

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11. Rank the goals of Focus Area 3: Add a 1 next to your highest priority goal, and a 3 next to the lowest.

Improve accessibility across all ECPL locations	
Optimize and organize the collection	
Expand equitable access to the collection and displays	

12. What comes to mind when you consider focus area 3?

Focus Area 4: Deliver Exceptional, People-First Service

People thrive in supportive and welcoming environments. ECPL will continue to strengthen a service culture centered on empathy, respect, and meaningful engagement through professional interactions.

13. Rank your level of support for Focus Area 4: Deliver Exceptional, People-First Service.

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14. Rank the goals of Focus Area 4: Add a 1 next to your highest priority goal, and a 4 next to the lowest.

Extend meaningful engagement beyond existing patrons	
Ensure strong staffing and professional service delivery	
Build a consistent patron service environment	
Enhance service coordination across libraries	

15. What comes to mind when you consider focus area 4?

Focus Area 5: Cultivate Staff Growth, Leadership, and Collaborative Organizational Culture

A strong library depends on strong staff. ECPL will support staff development, encourage leadership growth and foster a collaborative workplace culture that benefits both employees and the community.

16. Rank your level of support for Focus Area 5: Cultivate Staff Growth, Leadership, and Collaborative Organizational Culture

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17. Rank the goals of Focus Area 5: Add a 1 next to your highest priority goal, and a 3 next to the lowest.

Create an organizational structure founded on clarity, opportunity, and need	
Prioritize skill-building and educational opportunities for staff	
Create an integrated professional library network	

18. What comes to mind when you consider focus area 5?

Focus Area 6: Ensure Long-Term Financial and Operational Sustainability

Sustainable library services require thoughtful planning, responsible financial stewardship, and data-informed decision making.

19. Rank your level of support for Focus Area 6: Ensure Long-Term Financial and Operational Sustainability

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20. Rank the goals of Focus Area 6: Add a 1 next to your highest priority goal, and a 3 next to the lowest.

☰ Improve financial transparency and strategic resource allocation

☰ Align financial planning with strategic priorities

☰ Strengthen operational decision-making through data

21. What comes to mind when you consider focus area 6?

Consider all elements of the 2027-2031 Strategic Plan for Erie County Public Library, and share your thoughts on the following questions:

22. Will this strategic plan meet the needs of the library and our community over the next 5 years?

23. What did we miss? Share any final suggestions for the strategic plan.

24. Tell us about you:

Zip Code	
Industry	
Age	

25. Do you have a current library card? (Circle One) YES NO

26. How do you use the library? Check all that apply.

☐	I don't visit or use the library	☐	In-library browsing
☐	Heritage Room at Blasco Library	☐	Idea Lab at Blasco Library
☐	Teen Space at Blasco Library	☐	Visit the children's area (any library)
☐	Attend programs (any library)	☐	Use Libby or Hoopla apps
☐	Use online Databases (NewsBank, Consumer Reports, Mometrix, Universal Class, etc.)	☐	Use research Databases (Gale, Issues and Controversies, Ancestry, Hein Online, etc)
☐	Pickup holds without browsing	☐	Visit library buildings without borrowing materials

27. If you would like to be contacted about your feedback, complete the fields below:

Name	
Email	
Phone	