

CORE VALUES & GUIDING PRINCIPLES

Collaboration

- We deliver success by partnering with customers to create solutions.
- We build effective working relationships to make a real difference every time.

Communication

- We listen with open minds to all ideas, to diverse viewpoints, and to new voices.
- We communicate clearly and honestly and are respectful of differences.

Customers First

- We succeed when customer expectations — internal and external — are surpassed.
- We recognize our customers' perspectives in order to help them achieve their outcomes.

Responsibility

- We serve our customers by acting with integrity and honesty.
- We adjust policy and resources to meet changing customer needs and priorities.

VISION

The Maryland State Library Resource Center enriches a strong, vibrant Maryland library community to empower an educated and informed public.

MISSION

The Maryland State Library Resource Center, in collaboration with its partners, provides cooperative, cost-effective, statewide resources and services for Maryland libraries and their customers.

VISIT

**Enoch Pratt Free Library
State Library Resource Center**

400 Cathedral Street
Baltimore, MD 21201
slrc.info

**Comments or Questions about
this Strategic Plan?**

410-396-5429



**MARYLAND STATE
LIBRARY RESOURCE CENTER**

**STRATEGIC PLAN
FY2023 – FY2026**

**Expanding State Library
Resource Center
Services to the State**

GOALS

Organizational Effectiveness

State Library Resource Center is an adaptive organization that fosters proactive and responsive relationships with the library community.

- Establish collaborations to solve common challenges facing stakeholders in multi-type libraries.
- Evaluate communications to define and maximize effectiveness.
- Align resources to best support the goals of State Library Resource Center's strategic plan and empower staff to meet the needs of the library community.



Awareness

All Maryland library staff are aware of State Library Resource Center-provided services and resources.

- Define and communicate State Library Resource Center-specific resources and services.
- Develop and implement bi-directional pathways to connect with all Maryland library staff.
- Support onboarding programs introducing State Library Resource Center resources and services to both staff and stakeholders.

Technology

Our communities are connected and empowered with sustainable, innovative technologies to move libraries forward and achieve digital equity.

- Establish a mechanism to understand current and future technology needs and the measure performance.
- Ensure that State Library Resource Center technology resources and services are accessible and delivered equitably to everyone.
- Create a statewide approach to digital equity by convening partners, sharing best practices, and elevating successful models.

Training Resources and Services

State Library Resource Center Training creates a well-informed library community ready and able to provide relevant and responsive services.

- Increase awareness and usage of training resources.
- Develop coordinated and collaborative statewide training for the library community.
- Provide relevant and timely training that reaches the library community using the most effective platform.

