

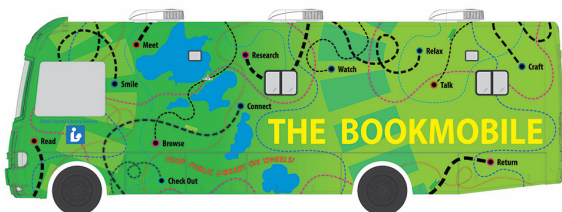


Plan of Service 2020-2024

The mission of Dane County Library Service is to guarantee equitable access to library service for all Dane County residents.

Sustainability

- A. Establish a Marketing Plan with assistance from Madison College
- B. Maintain that communities under 2,500 are served by DCLS
- C. Stabilize circulation through providing quality collections
- D. Maintain an active Friends group
- E. Provide Racial Equity Social Justice leadership for Dane County Libraries
- F. Ensure 100% funding of Operating and Facility Reimbursement Programs for Dane County Libraries.
- G. Reimburse libraries in adjacent counties as required by WSS 43.12

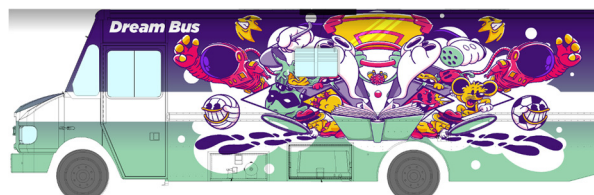


Direct service

- A. Explore and enhance library content delivery
- B. Maintain access to online services for county residents
- C. Develop/adapt collections to best serve county patrons
- D. Explore three ways to extend service to under-served areas
- E. Adapt to shifts in usage based on county library use

Equity

- A. Seek & serve those unable to access traditional library services
- C. Explore three new methods of delivering library services
- D. Increase Home Service program by 3%
- F. Establish partnerships with two other county agencies
- G. Use one new social media platform to publicize and deliver library service
- H. Use Racial Equity tools to determine racial/social barriers to service
- C. Study methodology/measures used for reimbursement programs
- F. Recommend and advocate for library services in Dane County to be delivered equitably



Dane County Standards

Implement, update and enforce municipal library compliance with the Dane County Library Standards