



STRATEGIC PLAN 2025-2028



ENGAGEMENT. INCLUSION. INNOVATION

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Acknowledgements

Cleveland County Board of Commissioners

Kevin Gordon (Chairman), Deb Hardin (Vice Chairman), Johnny Hutchins, Tony Berry, and Doug Bridges

Friends of the Library

Jann Ford (President), Kay Harvell (Secretary)

Roger Harris (Treasurer), Betsy Jones (Membership), Cindi Dashnaw

Miriam Ash-Jones, Venita Roberts, John Button, JoAnne Owens

Rebecca Higgins, Richard Hooker, Shearra Miller, Donna Huie-Brooks

Janet Gerald

Advisory Board

Niya Pitts (Chairperson), Michelle Gary (Vice Chair), Doug Bridges,

Lizz Grimsley, Jerrienne Queen, Alton Beal, Jann Ford, (Friends of the Library Representative)

Community Partners

Earl Scruggs Center, City of Shelby Housing Authority, Foothills

Farmers Market, NC Cooperative Extension, Cleveland Mall,

Cleveland County Schools, Leona Neal Senior Center, Shelby City

Park, Cleveland Community College, Cleveland County Arts Council,

and North Carolina Cooperative Extension (Cleveland County).

Strategic Planning Committee - Library Staff

Adult Services, Youth Services, Technical Services, Outreach

Services, and the Spangler Branch

Mission:

Engagement. Inclusion. Innovation.

Vision:

The library is a trusted resource for lifelong learning opportunities.

Strategic Directions

Engagement

- Expand community partnerships
- Encourage community participation in shaping library programming and services
- Expand Outreach Services to children, teens, and adults

Inclusion

- Respond to the evolving needs and emerging trends of the community
- Offer diverse cultural programming

Innovation

- Offer programs related to advancing workforce development
- Provide programming focused on science, technology, and art
- Transform library spaces

Eugenia H. Young Memorial Library

Letter from the Director

Since 2020, the library has celebrated significant achievements in reinventing our spaces and starting new programming initiatives. Our staff in partnership with many community organizations, have been able to create spaces and provide programming opportunities not previously offered in Cleveland County. We've worked with Cleveland County and the Friends of the Library to construct a new Access Services point, a Teen Space, renovated the children's rooms at both the Eugenia H. Young Memorial Library and the Spangler Branch, created the first Makerspace in the city of Shelby, and a renovation and rebranding of the Genealogy room to the North Carolina room.

In the Winter/Spring of 2025, we will be relaunching bookmobile/mobile library service in Lower and Upper Cleveland County for the first time in over a decade. The new mobile library will offer customers access to Wi-Fi, the use of laptop computers for workforce development, and a mobile Makerspace with a 3D printer, Cricut Vinyl cutter, and craft supplies.

We look forward to the new opportunities the mobile library will provide for us to connect with the entire community. We are honored to have served all residents of Cleveland County over the last 50 years, and we are excited for the next three years.



Wright R. Adams, Library Director

GOAL 1

CREATE COMMUNITY CENTERED PARTNERSHIPS THAT SPARK LIFELONG LEARNING

OBJECTIVES

- 1. Provide creative resources and spaces
- 2. Offer programming based on community input
- 3. Raise the library's profile in the community
- 4. Offer non-traditional outreach programs and partnerships



GOAL 2

REIMAGINE LIBRARY SPACES

OBJECTIVES

1. Offer flexible facilities/library spaces
2. Examine and explore ways to correct physical barriers to use the library
3. Create additional inviting outdoor spaces
4. Create interactive areas in the library (technology, low tech, etc)
5. Update facilities



The Library and The Community We Serve

Data Provided by the State Library of North Carolina

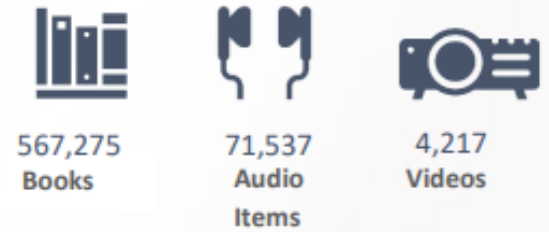
2022-2023 Statistical Survey

LIBRARY USERS & VISITS



COLLECTION & USAGE

A library card gets you access to 651,274 items!



478,275 ebooks and eaudio books via online databases.

Total collection use was 177,417. That's equal to...

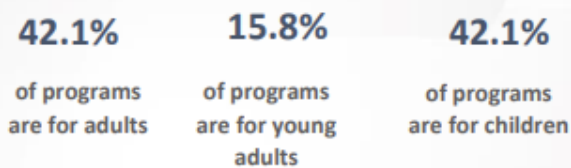
2.29 per visit
1.98 per resident



PROGRAMMING



The library offers something for all ages...



GOAL 3

UPDATE COLLECTIONS TO REFLECT CURRENT COMMUNITY NEEDS

OBJECTIVES

1. Expand/continue to diversify the adult fiction and non-fiction collections
2. Explore new electronic resources and platforms
3. Explore new ways to market the library's collection
4. Examine all of the items in our collection



GOAL 4

PROGRAMMING

OBJECTIVES

1. Increase intergenerational programming
2. Explore ways to enhance the customer experience
3. Offer non-traditional programs
4. Determine appropriate staffing levels in comparison to library systems of equivalent size.



GOAL 5

THE FUTURE OF LIBRARY SERVICES IN CLEVELAND COUNTY: THE LIBRARY AS A “HUB” FOR THE COMMUNITY

OBJECTIVES

1. Explore expanding facilities/joint use partnerships
2. Partner with local and regional organizations for workforce development and entrepreneurship initiatives
3. Close the knowledge gap of library services in Cleveland County



Locations and Hours



Eugenia H. Young Memorial Library

Monday-Thursday: 9 a.m. - 7 p.m.

Friday: 10 a.m. - 5 p.m.

Saturday: 10 a.m. - 2 p.m.

Sunday: CLOSED

704-487-9069

104 Howie Dr. Shelby, NC 28150



Spangler Branch Library

Monday 9 a.m. - 6 p.m.

Tuesday & Wednesday 2 p.m. - 6 p.m.

Thursday: 9 a.m. - 6 p.m.

Friday: Closed

Saturday: 10 a.m. - 2 p.m.

Sunday: CLOSED

704-538-7005

112 Piedmont Dr. Lawndale, NC 28090



Mobile Library

Monday - Friday 8 a.m. to 5 p.m.

Please call or visit us online for service

704-487-9069 ext 140

104 Howie Dr. Shelby, NC 28150

