



Lancaster County Library

Discover. Connect. Inspire.

# LANCASTER COUNTY LIBRARY STRATEGIC PLAN

## 2026



LANCASTER COUNTY LIBRARY  
DEL WEBB BRANCH



LANCASTER COUNTY LIBRARY  
MAIN LOCATION



LANCASTER COUNTY LIBRARY  
KERSHAW BRANCH

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# LIBRARY DIRECTOR'S LETTER

Lancaster County Library began in 1904 when a group of women known as the "Franklin Club" organized the Lancaster County Library Association. Since then, our library service has evolved to include programs & services to meet our growing community's needs. And that is the challenge as Lancaster County grows exponentially with projections placing our population near 130,000 by 2035. We are one of the fastest-growing areas in the Charlotte metro region.

So, how does Lancaster County Library plan to meet that challenge?

In 2025, we added a book mobile and an Outreach Librarian to bring library services to those who cannot come to us. We also installed a book locker to our Del Webb Branch that allows patrons to pick up holds 24/7 and on holidays, expanding our operating hours. This year, we will set up a book vending machine in the northern part of Lancaster County, where we do not currently have a library branch. Patrons can scan their cards at the vending machine and select a book. The machine dispenses the book, checking the item out to the patron.

What a fun, innovative way to approach library services!

Lancaster County Library remains an impetus for community growth, economic development, and early literacy.

We are partners with local non-profits, conduct programs to help the community including story times and STEM/STEAM challenges for kids, offer digital libraries & databases, public access computers, free Wi-Fi, wireless printing, & faxing, and provide free notary services to anyone who walks through the door. Our library is not only an anchor for the community, but it endures as a catalyst for growth, as a county...as a community...as individuals.

Looking forward, we anticipate adding another library location to the northern and southern areas of Lancaster County, expanding our meeting spaces, and adding more staff to create quality programs for our community.

I am excited about our future. Let's grow together!

*Dr. April R. Williams*  
Director

# LANCASTER COUNTY LIBRARY

## 2026 STRATEGIC PLAN

The Lancaster County Library has identified five goals with action steps and measures of success to guide our efforts in fulfilling the library's mission and vision.

### **Mission**

The Lancaster County Library supports a growing community by connecting citizens to services and resources that propel literacy, economic development and community growth.

### **Vision**

The Lancaster County Library connects our community by offering access to contemporary technology, global information, and customized services.

### **Values**

**Learning** - We provide our community with the needed resources to explore their interests.

**Welcoming** - We ensure free access to resources and information in an inviting environment.

**Inclusion** - We celebrate diversity, invite multiple points of view, and recognize the potential of every individual.

**Leadership** - We embrace the library's role as a community leader and empower staff to learn, innovate, and lead.

**Partnership** - We collaborate with community partners to broaden opportunities, build relationships, and maximize local impact.

**Accountability** - We strive to be responsible stewards of our resources.



## GOAL & ACTION STEPS: LEARNING

### 1

Lancaster County Libraries will provide our community with the needed resources to explore their interests.

#### Action Steps:

- Begin Teen Advisory Group (TAG) and volunteer program
- Increase adult programming
- Establish Memory Cafe through outreach programming
- Install a book vending machine in the northern part of the county

#### *Measures of Success*

- Number of participants in TAG and volunteer program
- Number of adult programs created
- Number of adult program participants
- Number of Memory Cafe programs conducted
- Circulation numbers from book vending machine





## GOAL & ACTION STEPS: WELCOMING

### 2

Lancaster County Libraries will ensure free access to resources and information in an inviting environment.

#### Action Steps:

- Maintain pollinator garden in Lancaster and expand to other branches
- Promote and expand use of outreach vehicle
- Fully equip outreach vehicle
- Replace library furniture
- Encourage positive staff interactions with all patrons

#### *Measures of Success*

- Number of pollinator gardens established
- Number of outreach vehicle events
- Inventory of upgrades added to outreach vehicle
- Number of library chairs replaced
- Number of positive survey results and feedback

## GOAL & ACTION STEPS: INCLUSION

3

Lancaster County Libraries will celebrate diversity, invite multiple points of view, and recognize the potential of every individual.

### Action Steps:

- Ensure a multitude of viewpoints within a representative collection
- Conduct collection analysis to determine gaps as needed

### *Measures of Success*

- Number of patron driven acquisitions
- Number of books purchased to address gaps in collection



## GOAL & ACTION STEPS: LEADERSHIP

### 4

Lancaster County Libraries will embrace the library's role as a community leader and empower staff to learn, innovate, and lead.

#### Action Steps:

- Provide training opportunities for library staff
- Conduct employee evaluations biannually
- Seek, listen to, and implement staff solutions offered

#### *Measures of Success*

- Number of training opportunities attended by library staff
- Number of staff completed goals in employee evaluations
- Number of staff innovations added to library services



## GOAL & ACTION STEPS: PARTNERSHIP

### 5

Lancaster County Libraries will collaborate with community partners to broaden opportunities, build relationships, and maximize local impact.

#### Action Steps:

- Seek out sustainable collaborations with local entities
- Seek out grant opportunities

#### *Measures of Success*

- Number of co-sponsored events
- Amount of donations
- Amount of grant monies received



# LOOKING AHEAD

Dear Patrons and Library Supporters,

It is a great honor to share this strategic plan for the Lancaster County Library System with you for 2026. This plan is more than a document—it is a shared vision for how our libraries will continue to serve as a welcoming cornerstone of the community.

Our mission remains steadfast: To support our growing community by connecting our citizens to services and resources that propel literacy, economic development and community growth. But our vision reaches further— connecting our community by offering access to contemporary technology, global information, and customized services.

This strategic plan outlines clear goals and measures of success in five areas:

- Learning - Providing needed resources to explore community interest
- Welcoming - Offering free access to resources and information.
- Inclusion - Recognizing the potential of every individual
- Leadership - Embracing the library's role as a community leader.
- Partnership -Collaborating with the community to maximize impact.

On behalf of the Library Board, I extend my heartfelt thanks to everyone who contributed their time, ideas, and passion to this process. Together, we are charting a path that honors our history while embracing the opportunities of the future.

Sincerely,

Anne M. Murphy  
Chair, Library Board of Trustees