Element 1 -- Service and Operations

1. Goal Statement
   Rebuild and expand access to services, resources, and programmatic activities to support the needs of all New Yorkers with emphasis on those whose access to library services was impacted by the pandemic.

2. Time Frame
   Related activities will take place from 2022 through 2026

3. Intended Results
   a) Increased access for all New Yorkers to services, resources, collections, and programmatic activities from the Teen Center, the Children’s Center, the Marron Family Circulating Collections, the Pasculano Learning Center, and the rooftop Event Center, b) Increased usage of services, resources and programs.

4. Evaluation Methods
   Quarterly reports on library circulation, visits, and program metrics

Element 2-- Collections and Access

1. Goal statement
   Develop and maintain collections and resources that reflect and support the diverse needs of New Yorkers, and that will enhance collection availability at smaller neighborhood libraries.

2. Time Frame
   Related activities will take place from 2022 through 2026

3. Intended results
   a) Programmatic activities tied to collections and databases b) capitalization on our centrally located resources to address the needs of the underserved City-wide, c) Increased access to collections d) Diverse collections supportive of the needs of neighborhood NYPL branches e) Increased patron engagement around literacy onsite and online. f) Capitalization on adjacencies with Research Divisions to foster next generation of researchers

4. Evaluation methods
   Quarterly reports on library circulation, visits, and program metrics

Element 3 -- Youth Services

1. Goal Statement
   Engage with youth and their families and youth focused community organizations in creative and innovative ways in the renovated Teen and Children’s Centers, through the use of staff, programs, collections, and technology

2. Time Frame
   Related activities will take place from 2022 through 2026
3. **Intended results**
   a) Utilization of SNFL’s unique resource and service offerings to increase engagement and community building activities with New York teens
   b) Vibrant and diverse children’s programmatic and early literacy activities for our communities
   c) Expanded relationships with external stakeholders

4. **Evaluation Methods**
   Review of quarterly reports on visits, circulation, and program metrics

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**Element 4-- Access to Technology, Training, and Education**

1. **Goal Statement**
   Utilize SNFL’s technological and educational resources/services to help remove barriers to education and employment by creating pathways to close opportunity gaps for the most vulnerable and underrepresented populations.

2. **Time Frame**
   Related activities will take place from 2022 through 2026

3. **Intended Results**
   a) Digital equity and inclusion through access to technology, resources, and services,
   b) meet the diverse learning needs of our New Yorkers, specifically - immigrants, unemployed, underemployed, reentry, veterans, older adults, neighborhood families, business owners, researchers, English language learners -- through class instruction and programmatic activities.

4. **Evaluation Methods**
   Review programmatic statistics, evaluations and surveys.

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**Element 5-- DEIA**

1. **Goal Statement**
   Advance diversity, equity, inclusion, and accessibility in our culture, among our staff, and in our public-facing work

2. **Time Frame**
   Related activities will take place from 2022 through 2026

3. **Intended Results**
   Ensure our staffing demographic and front-facing programmatic and collections work is representative of the diverse communities we serve.

4. **Evaluation Methods**
   Review of staffing levels and statistics