

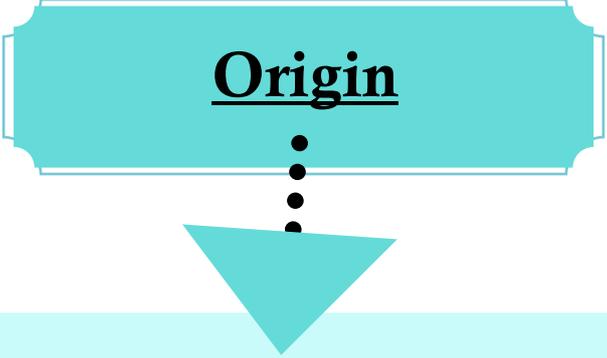
TAIPEI PUBLIC LIBRARY
2021-2025 STRATEGIC PLAN

<https://tpml.gov.taipei>

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Origin



In response to the changing times and to advance service quality, from 2004 the library established the “Taipei Public Library’s 2005-2010 Strategic Plan” in conjunction with future development and direction management. This strategic plan was reviewed in 2010 and 2015 and the “Taipei Public Library’s 2011-2015 Strategic Plan” and the “Taipei Public Library’s 2016-2020 Strategic Plan”.

In 2019, the library systematically examined and reviewed the execution of the “Taipei Public Library’s 2016-2020 Strategic Plan” while surveying the library’s current situation, Taipei city’s environment and Library and Information professional development, as well as taking into account IFLA’s Global Vision Report and the strategic plans of various other public libraries. After establishing a task group and convening numerous discussions, the “Taipei Public Library’s 2021-2025 Strategic Plan” was instituted as the guideline for the library’s middle range development direction and goals.

In the future the library will abide by a rolling strategy, revising the strategic plan’s KPI annually. The hope is that, in response to the swift development of information technology and the changing of society’s needs, by introducing convenient, innovative smart services, providing user-oriented library resources, and creating a humane and friendly library environment the library will become a platform for people to learn, participate, experience and create.

Planning Process

Library related environmental scan

Status Quo

Review statistics of the library's collection, services and programs

Taipei City's environment

Consider demographic composition, digital city development, Taipei City's strategic map.

Library and Information professional outlook

Take into account the library's core values, the public library's role, IFLA global vision report, IFLA trend report, the UN's 2030 sustainable development goal pledge

Strategic plans of international libraries

Reference the strategic documents of the US, Canada, Finland, Denmark, New Zealand

Establish task group

Composed of the library's Director, Deputy Director, General Secretary, Main library department heads, branch chiefs

Administer SWOT analysis

Solicit vision designs within the library

Vote on vision designs

Adjust strategic initiative's KPI by rolling strategy annually

Early draft of strategic plan

Submit to the library affair committee for instruction

Survey the execution of initiatives biannually

Institute the 2021-2025 Taipei Public Library's Strategic Plan

Vision

Create a city library without boundaries on information and limits on learning.

Mission

The library is defined by the five core values of sharing of information, advancement in innovation, diversified development, societal links and smart city. By expanding our citizen's methods of participation, establishing library services that can be accessed anytime, anywhere in addition to collecting ample, diversified library resources, providing a friendly, comfortable library environment and encouraging the wave of lifelong-learning, the library has become an integral base stone on Taipei City's path to becoming a smart city.

Strategic Direction 1 Implement smart library services

【Strategic Goal 1-1】 Introduce new technology and information facilities to provide innovative smart services

Initiatives

- 1-1-1 Update self-check machines.
- 1-1-2 Introduce library card self-application facilities.
- 1-1-3 Wholly integrate an RFID smart library collection system.
- 1-1-4 Apply new technology application systems such as spatial positioning and AI robots.

【Strategic Goal 1-2】 Advance the library's information operating system

Initiatives

- 1-2-1 Eliminate and update the integrated library system.
- 1-2-2 Optimize the reader recommendation system.
- 1-2-3 Digitize Taiwan's early period comic book collection and open for use.
- 1-2-4 Optimize the knowledge management system in the staff intranet.
- 1-2-5 Optimize and promote the library credit book system.
- 1-2-6 Establish a seating and electricity source primary management system.

【Strategic Goal 1-3】 Elevate mobile service quality.

Initiatives

- 1-3-1 Provide mobile self-check services to promote convenience of check out.

- 1-3-2 Provide mobile push notification services to increase the timeliness of user message reception.
- 1-3-3 Revise the mobile app to promote convenience of use.
- 1-3-4 Enhance the effectiveness of the Internet and computers to provide a fast and secure search environment.
- 1-3-5 Offer mobile devices for lending.

Strategic Direction 2 Develop a rich and diversified library collection

【 Strategic Goal 2-1 】 Facilitate the sharing of resources and collaboration between libraries

Initiatives

- 2-1-1 Enforce international book exchange.
- 2-1-2 Participate in international organizations and internationalize bibliographic data.
- 2-1-3 Realize the function of the Northern Region Resource Center, facilitating the sharing of resources.
- 2-1-4 Strengthen inter-regional circulation.

【 Strategic Goal 2-2 】 Establish an ample and up to date collection which adheres to the various needs of different age groups

Initiatives

- 2-2-1 Strive for sufficient funding for purchasing materials.
- 2-2-2 Achieve a balanced collection of different age groups such as those of children, teenagers, adults and senior citizens.
- 2-2-3 Collect materials in different languages.
- 2-2-4 Collect and create audio books, braille books to satisfy the needs of those with visual impairment or dyslexia.
- 2-2-5 Collect materials from other institutions and non-governmental organizations to enrich the library's collection.

【 Strategic Goal 2-3 】 Promote the accessibility of digital materials

Initiatives

- 2-3-1 Increase the number and variety of digital materials.

- 2-3-2 Provide user friendly digital material interfaces and methods of access.
- 2-3-3 Increase bandwidth and upgrade internet hardware and software.

【 Strategic Goal 2-4 】 Realize the active potential of the collection and intensify the promotion of the collection

Initiatives

- 2-4-1 Promote the feature collection of each branch library
- 2-4-2 Collect statistics on the usage of the collection and evaluate its effectiveness accordingly.
- 2-4-3 Find a solution for the continuous growth of the collection and limited storage space.
- 2-4-4 Combine current news, seasonal festivals in promoting featured aspects of the collection.

Strategic Direction 3 Create a user friendly library environment

【 Strategic Goal 3-1 】 Offer a comfortable, secure and accessible library space

Initiatives

- 3-1-1 Newly founded libraries must comply with universal design regulations.
- 3-1-2 Library facilities and equipment must accord to barrier free regulations.
- 3-1-3 The air quality within a library space must comply with relevant regulations.
- 3-1-4 The illumination within a library space must accord to national standards.

【 Strategic Goal 3-2 】 Make flexible use of space and furniture.

Initiatives

- 3-2-1 Gradually purchase movable furniture.
- 3-2-2 Plan functional spaces that anticipate the needs of different age groups.

【 Strategic Goal 3-3 】 Provide participation, discussion and maker spaces in the library.

Initiatives

- 3-3-1 Newly founded library branches or the new main library will create spaces for participation, discussion and other social interaction.

3-3-2 The new main library will plan out spaces to experience emerging technology.

【Strategic Goal 3-4】Maintain a cordial and friendly service environment

Initiatives

3-4-1 Elevate the librarian's service etiquette and communication skills.

3-4-2 Hold a most approachable librarian poll.

3-4-3 Plan out customized services for those with different disabilities.

3-4-4 Provide the underprivileged with appropriate resources and services.

3-4-5 Offer those with special needs customized services

Strategic Direction 4 Discover potential readers and cultivate lifelong-learning digital citizenship

【Strategic Goal 4-1】 Promote information literacy and bridge the digital divide

Initiatives

- 4-1-1 Strengthen the ability of different age groups to recognize information and advance knowledge services.
- 4-1-2 Hold courses on computer, the Internet and mobile devices.
- 4-1-3 Strive for annual budget and funding from central government to speed up the elimination of outdated reader's computers.

【Strategic Goal 4-2】 Pave different modes of access to promote library services

Initiatives

- 4-2-1 Utilize social media favored by different age groups to push the library's promotional services increasing the bind between reader and library.
- 4-2-2 Hold outreach programs to discover potential readers.
- 4-2-3 Issue press releases, interview notices to increase press exposure.

【Strategic Goal 4-3】 Promote lifelong learning to facilitate active ageing

Initiatives

- 4-3-1 Hold learning programs centered on seniors and encourage participation.
- 4-3-2 Encourage readers to participate in book clubs.
- 4-3-3 Hold various kinds of lifelong learning programs.

Strategic Direction 5 Expand citizen participation and satisfy the community's needs

【Strategic Goal 5-1】 Encourage citizens to participate in library services

Initiatives

- 5-1-1 Encourage citizens to volunteer at the library.
- 5-1-2 Prepare appropriate and fulfilling work for student volunteer service.
- 5-1-3 Collaborate with universities to provide internships for interested departments.

【Strategic Goal 5-2】 Draw from inner and outer resources while participating in library management and community programs

Initiatives

- 5-2-1 Develop community resources and cross industry alliances to assist in promoting library services.
- 5-2-2 Actively participate in community programs and forge positive partnerships.
- 5-2-3 Collect and organize community documents with cultural and historical value to build community consciousness.

【Strategic Goal 5-3】 Introduce civil participation in the planning of library buildings and services

Initiatives

- 5-3-1 Fortify the reader recommendation system and establish a participative selection model.

- 5-3-2 Consult citizen opinion on newly founded libraries and building renovation to construct a space that anticipates the community's needs.
- 5-3-3 In accord with participative budget policy, actively respond to citizen proposals.

Strategic Direction 6 Pursue innovation in the services provided and continual advancement in the excellence of quality

【Strategic Goal 6-1】 Advance the reader's feedback system to improve service quality

Initiatives

- 6-1-1 Conduct reader satisfaction surveys.
- 6-1-2 Conduct reader surveys on special services or programs in a timely manner.
- 6-1-3 Based on reader petitions, improve services, software and hardware prudently.
- 6-1-4 Analyze statistics on service usage to confirm the needs of readers.

【Strategic Goal 6-2】 Encourage innovation and knowledge sharing within the library to improve the current work process

Initiatives

- 6-2-1 Establish and update standard operation documents.
- 6-2-2 Hold workshops for within or across departments to speed up the exchange of knowledge and experience and organizational culture.
- 6-2-3 Hold creative proposal competitions on a regular basis to inspire colleagues to innovate and move for change.

【Strategic Goal 6-3】 Encourage benchmarking

Initiatives

- 6-3-1 Intensify the exchange visits between librarians from other countries.

- 6-3-2 Encourage participation in the annual conference of international organizations and present posters or dissertations.
- 6-3-3 Arrange presentations for colleagues after domestic and international visits or training courses to share knowledge.

【Strategic Goal 6-4】 Develop the librarian’s professional competence and bolster service image

Initiatives

- 6-4-1 Hold continuing educational programs to advance professional competence and service quality.
- 6-4-2 Encourage colleagues to participate in training, study programs or professional certifications held by external institutions.
- 6-4-3 Encourage colleagues to pursue a degree or advanced level national exam to enhance professional competence.



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