

FVRL Strategic Directions are developed for three to five years. The *Strategic Directions* below provide direction for 2016-2018.

- 1. Customers**
Provide collection, services, and facilities to enhance the customer experience and increase customer engagement.
- 2. Staff**
Create an agile organization by building capacity with FVRL staff.
- 3. Technology**
Plan for and provide innovative technologies to advance library operations and services.
- 4. Communication**
Communicate and celebrate the achievements and intergenerational value of libraries.
- 5. Collaboration**
Work collaboratively with local government, community and other partners.