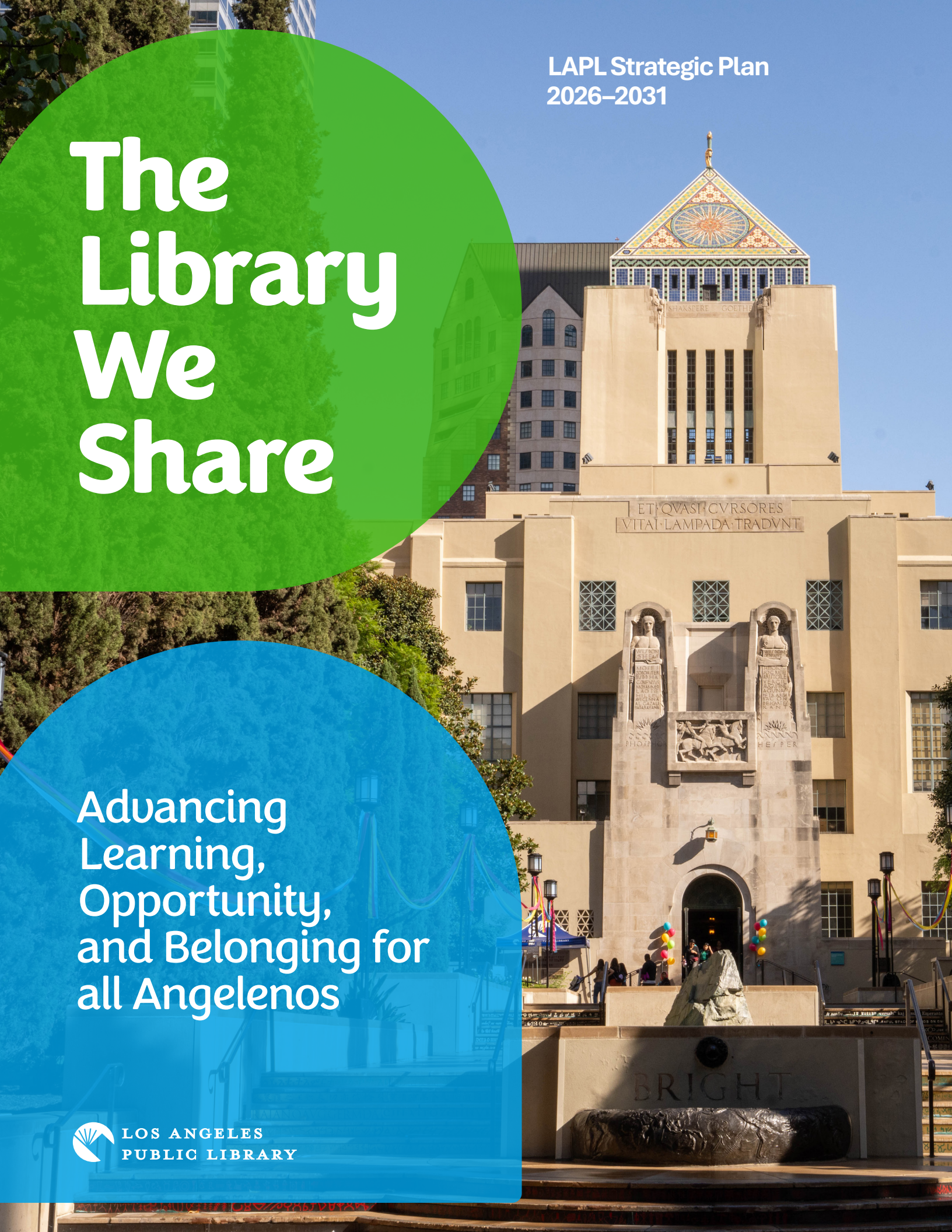


The Library We Share

Advancing
Learning,
Opportunity,
and Belonging for
all Angelenos



A Message from the City Librarian



The Los Angeles Public Library (LAPL) welcomes everyone, proudly meeting residents where they are by offering essential programs, services, and resources tailored to help people reach their goals. Whether in person at our libraries or online at lapl.org, LAPL provides Angelenos with the tools they need to succeed.

At every age and every stage—through immigrant integration and citizenship, health and wellness resources, workforce development, sustainability, civic engagement, specialized collections and research, digital inclusion, and lifelong learning—LAPL supports Angelenos. Library staff are nimble, skilled at anticipating and adjusting to meet patron needs, especially those of the most vulnerable in our communities. We embrace this work, and we do it with compassion. In an ever-changing world, the Library has been a constant in Los Angeles for more than 150 years.

In developing this Strategic Plan, LAPL listened to our most valued partners: the patrons we serve. With input from more than 20,000 Angelenos, robust outreach, and extensive staff guidance, we are excited that this plan reflects a vision ingrained in everything we do: Knowledge, dignity, and opportunity belong to everyone. This is built-in to LAPL, and our mission sets the course to connect Angelenos to ideas, inspiration, and each other.

LAPL's next five years will focus on values to shape our future—not just for the Library, but for Los Angeles. Our people-centered service will

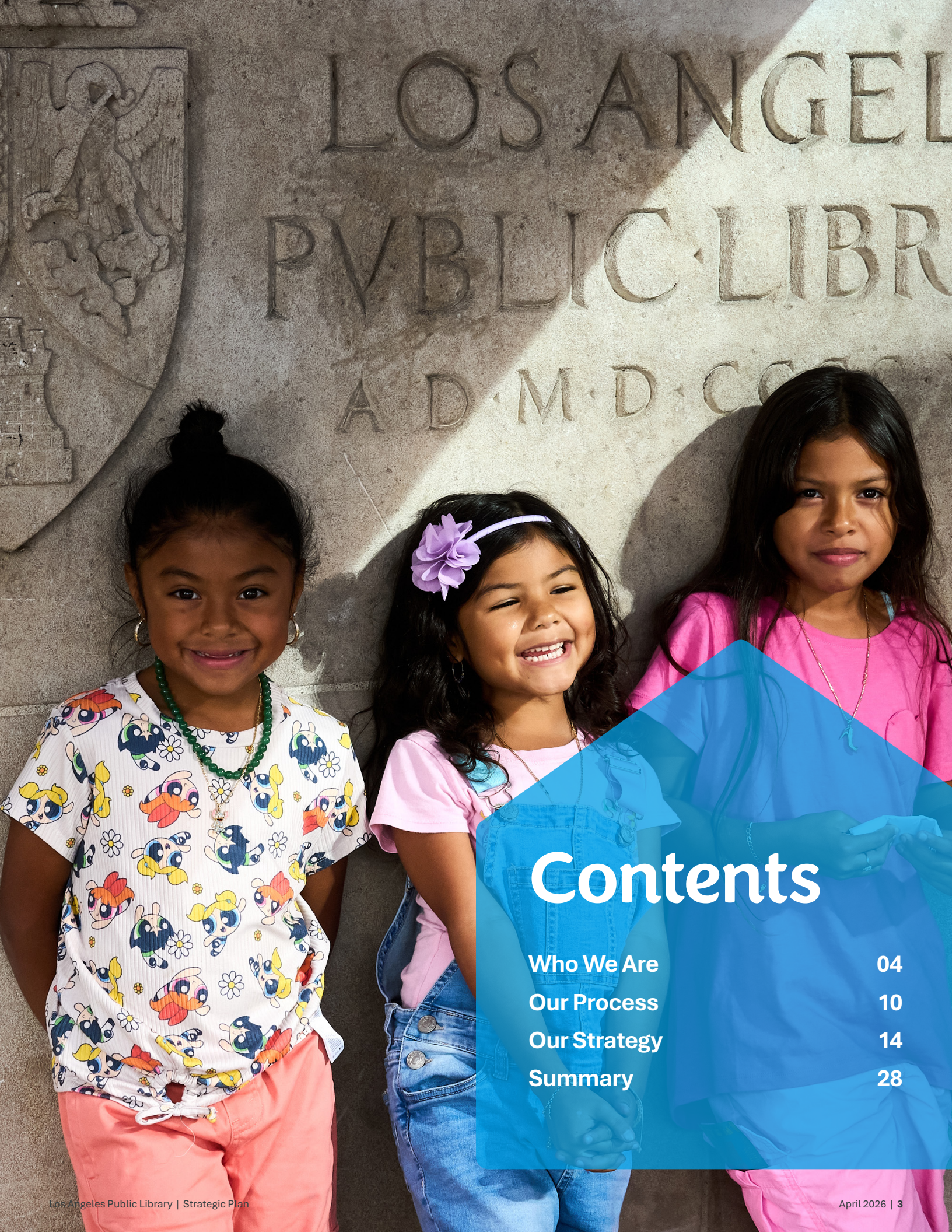
employ playful curiosity and rely on collaborative strength to provide radical access to Library programs, services, and resources that foster a sense of civic belonging.

Indeed, the success of this Strategic Plan will depend on collaboration as we engage city residents, organizations, businesses, and our fellow city departments. As often the most visible, open, and approachable arm of government, the Library leverages its position as a trusted community institution to connect people to life-changing services, resources, and tools to break down barriers. Libraries are the cornerstone of the community.

True to libraries as dynamic and forward-thinking, we remain flexible, adapting to meet the needs of the people of Los Angeles. As people set goals—personal and professional, in pursuit of education and entertainment—the Library is here for them.

Sincerely,

John F. Szabo, City Librarian



LOS ANGELES
PUBLIC LIBRARY
A.D. M.D. CC. LXXV.

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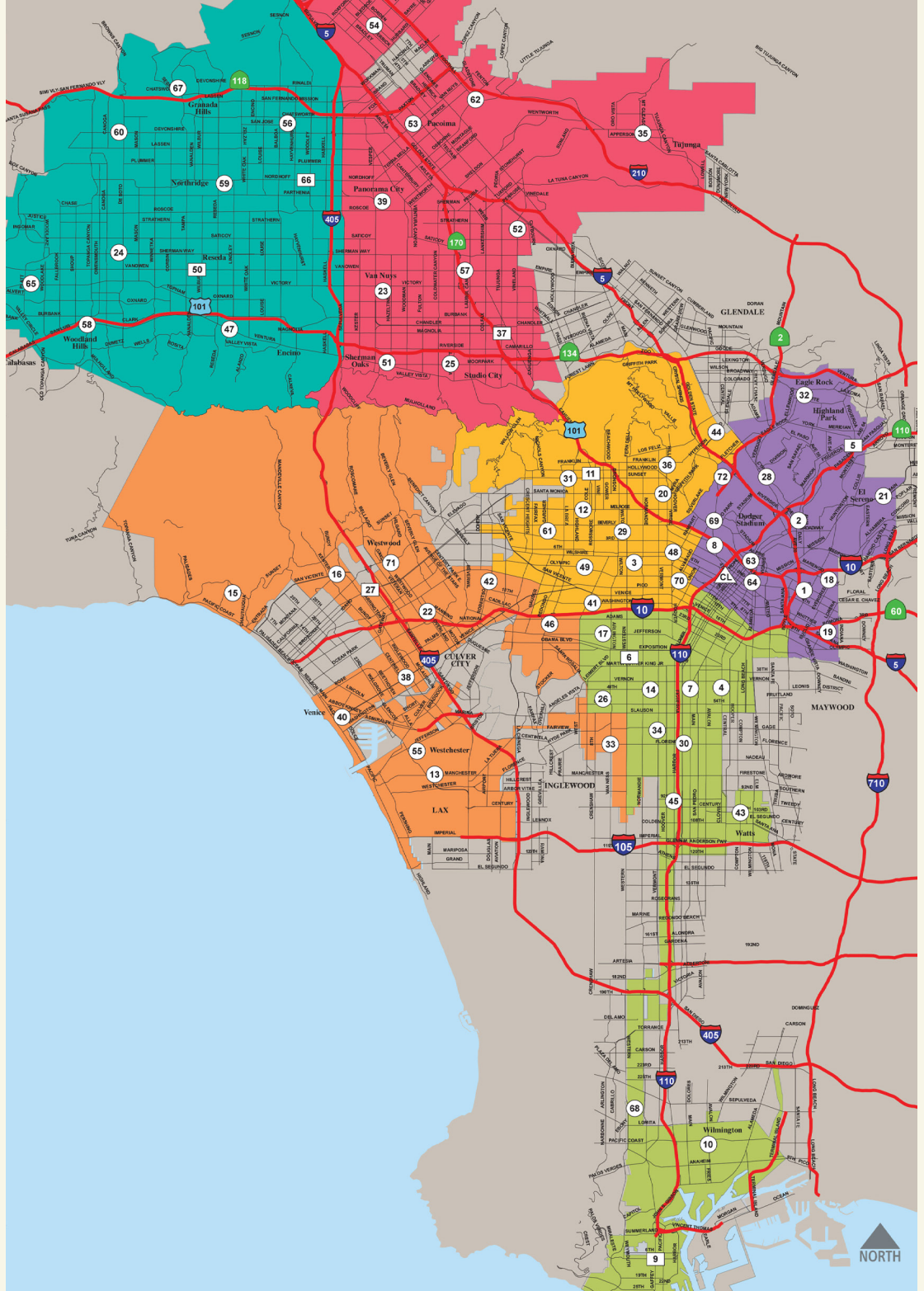


Who We Are

Who We Are

Our Reach

One of the nation's largest library systems, the Los Angeles Public Library spans an astonishing 1.5 million square feet across the city—more than 13 Dodger Stadium fields of public space to learn, connect, and grow. From the 100-year-old Central Library to 72 neighborhood branch libraries, each location is a vibrant reflection of its community, shaped by the people and cultures we serve.



- Central Southern Area
- East Valley Area
- Hollywood Area
- Northeast Area
- West Valley Area
- Western Area
- △ Central Library
- Regional Branch
- Neighborhood Branch

What Makes Us Unique?

LAPL provides access in many forms: explore a collection of 6.2 million items, borrow from the #1 e-media lender in the world, check out a laptop and receive one-on-one tech support, join more than 1,300 graduates of Career Online High School, take a yoga class, or connect with a social worker.

But what really sets us apart is **the communities we serve.**



Who We Are

What Makes Us Unique?

We serve a city of 3.8 million people across 500 square miles, and every day we work to meet the needs and aspirations of Los Angeles' richly diverse population.

More than a library, LAPL is a reflection of the city itself.



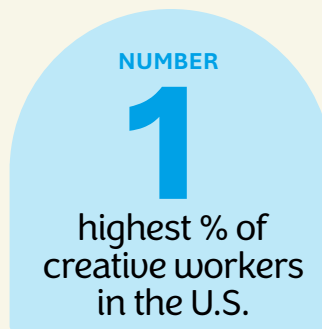
A City of Cultures

L.A. is home to ~220 neighborhoods, each with its own unique history, culture, and character that contributes to the broader story of the city.



A City of Diversity

L.A. is home to 224 languages and more than 50 unique cuisines, reflecting a global city where more than 1/3 of Angelenos are immigrants from more than 140 countries.



A City of Creativity

L.A.'s global influence in entertainment and the arts shapes how the world sees creativity and storytelling.



A City of Entrepreneurs

Between 3,000 and 4,000 new businesses register with the Los Angeles Office of Finance each month.

At LAPL, you can...

- Celebrate diverse communities at large- and small-scale cultural celebrations each year throughout the City
- Explore local history through oral storytelling projects or the world-renowned Photo Collection documenting all aspects of life in Southern California since the 1850s, with an emphasis on Los Angeles

At LAPL, you can...

- Receive citizenship and immigration support through the New Americans Initiative
- Browse collections in 40 different languages
- Learn the art of Korean Bojagi wrapping, create a Catrina mask on Día de los Muertos, or attend a pottery workshop at the Nowruz Festival

At LAPL, you can...

- Discover extensive playwriting and screenwriting collections
- Attend entertainment career panels or check out instruments and sheet music
- Create in makerspaces as you learn to sew, 3D print, and explore new ideas
- Attend LA Made, featuring free music, dance, theater, and conversations with local entertainers throughout the City

At LAPL, you can...

- Receive small-business support and resources
- Discover employment and training opportunities through WorkSource Centers
- Connect with patent experts

Who We Are

Where We've Been

150+ years of meeting our community's needs with innovation, adaptability, and care

From the Library's humble beginnings in 1872, to present day Central Library and 72 neighborhood branches, the Los Angeles Public Library has always met people where they are, providing outstanding programs, credible information, welcoming spaces, and meaningful connections for our diverse communities.

1872

Los Angeles Library Association is founded at a meeting in the old Merced Theater.



1926

On July 15, hundreds gather for Central Library's formal dedication ceremony.

1930

Memorial Branch Library is dedicated in memory of the 20 Los Angeles High School alumni who died in World War I.

1949

Bookmobile service begins and is named Little Toot after the tugboat in the 1939 children's book.



1957

\$6.4 million library bond issue passes and funds 28 library construction projects, 14 of which would be in the San Fernando Valley.

1973

LAPL's first public access computer terminal is put into operation at the Venice Branch.

1986

On April 29, a fire tears through Central Library, destroying or damaging more than one million books. The fire led to a seven-year closure of Central Library.



1998

Voters approve a \$178.3 million library bond to build 32 libraries across the city.

2011

Voters pass Measure L to restore library funds and service hours that were cut during the Great Recession of 2009.

2015

LAPL wins the National Medal for Museum and Library Service, the nation's highest honor for museums and libraries.



2019

Octavia Lab, a tech-forward digital media makerspace, opens on Octavia Butler's birthday, June 22.

2020

The COVID-19 pandemic closes all 73 library locations to the public.

LAPL goes fine free, part of an effort to remove barriers to access and make the Library more welcoming to the city's neediest residents.

E-media usage rises dramatically during the pandemic. LAPL becomes the #1 public library in the nation circulating e-media.

2024

LAPL acquires Angel City Press.

2025

The Palisades Branch is lost in the Palisades Fire.

2026

Central Library celebrates turning 100 years old.



Who We Are Why Us? Why Now?

Los Angeles is full of languages, perspectives, and new possibilities at every turn.

There are many ways people experience the city, with some experiences shaped by opportunity and global influence, and others limited by gaps in resources, infrastructure, safety, and access to opportunity. The dream is real, but so is the distance between the optimistic promise of the city and its everyday reality.

There is an urgent need to connect a city rich in creativity and talent with the resources people need to thrive. To become the best it can be, Los Angeles needs a civic life that is engaging, inclusive, and responsive.

Improving the community's overall quality of life happens through the everyday ways people come together to share their talents, knowledge, and energy, transforming individual experiences into shared civic belonging.

With branches in every neighborhood and staff deeply rooted in the communities they serve, LAPL is uniquely positioned as a trusted space for connection and discovery.

From storytimes that spark imagination to programs for new Americans, high school completion, and local entrepreneurs, LAPL supports learning and participation across all areas of civic life.

A strong city is welcoming and vibrant. The opportunity ahead is to turn distance into closeness, presence into participation, and promise into reality.

By strengthening civic life across neighborhoods, LAPL helps create a city where knowledge, dignity, and opportunity belong to everyone.



Our Process

Our Process

Who Participated

To guide the future of the Library, we worked with library staff, leadership, partners, and community members to shape the plan.

Staff engagement was central to the process, recognizing their important role in LAPL's impact and their deep insights into the challenges, interests, and aspirations of the communities they serve.

Community and Partners

19,382

Community Survey Responses

140

Community Focus Group and Pop-up Workshop Participants

46

Community-Based Organizations

6

Languages Provided for Community Engagement Materials

Staff

13

Branch Tours and Manager Interviews

370

All-Staff Workshop Participants

769

Staff Survey Responses

40

Staff Working Group Members

Leadership

7

Interviews
with Commissioners, Library Foundation of L.A., and Deputy Mayor of Neighborhood Services

84

Library Managers

18

Leadership Working Group Members

21

Leadership Survey Responses

Our Process

Community and Partners



Community Focus Groups

Consultants facilitated in-depth conversations with 12 groups representing users and non-users across varied neighborhoods, races, genders, and income levels. Participants discussed what they enjoy about living in Los Angeles, the challenges they face, how they view the Library, and the future library experiences that would matter most to them.

Focus groups included:

- People with Disabilities
- Low-income Adults
- Housing Insecure Individuals
- Newcomers (Recent Immigrants and Refugees)
- Mandarin Speakers
- Spanish Speakers
- Parents and Caregivers of 1–5-year-olds
- Parents and Caregivers of 5-10-year-olds
- Teens
- Early Adults
- Seniors
- Creative Types

Community Survey

A Community Survey offered in six languages was shared widely through partners, staff networks, e-newsletters, social media, and print marketing to reach a broad and diverse audience. Almost 20,000 respondents shared the challenges they face; how they currently use library spaces, programs, and services; the barriers they encounter; and the library improvements they would find most useful, meaningful, and exciting.



Partner Interviews

Public and non-profit partners participated in interviews discussing the major forces shaping Los Angeles and the roles LAPL can play in addressing them, opportunities for greater impact, and ways to strengthen coordination and collaboration across the city.



Partner Convening

More than 40 partner organizations came together in an interactive session to discuss what LAPL does well, what they depend on the library for, the challenges they face in their work, and ways LAPL could be a stronger and more effective partner.

Our Process

Staff and Leadership

Staff Survey

A survey of all staff collected feedback on LAPL's values and strengths, how the library aims to support its communities, and the internal changes needed to reach future goals.



Staff Working Group Workshops

Approximately 40 staff members from a wide range of roles and locations participated in a series of day-long workshops. Their contributions provided community context, generated ideas for expanded impact, surfaced operational needs, and directly shaped key parts of the Plan.

Regional Staff Workshops

All staff were invited to open-house workshops hosted at seven locations throughout the system. The interactive stations gathered input on LAPL's current state, organizational values, day-to-day responsibilities, branch identities, and ideas for adapting to evolving community needs and trends.



Branch Tours and Interviews

Consultant teams toured select branches across all regions and interviewed branch staff to better understand each location's unique attributes, challenges, and community needs. These conversations covered facilities, programs, services, collections, partnerships, and branch culture, helping to identify common patterns and opportunities across the system.



Leadership Workshops

Approximately 20 LAPL leaders participated in a workshop series focused on defining LAPL's future role and purpose and developing core elements of the plan.



Our Strategy

Our Strategy Strategic Plan

Vision

**Knowledge, dignity,
and opportunity
belong to everyone.**

Mission

**We connect Angelenos
to ideas, inspiration, and
each other.**

Values

People-Centered
Service

Radical
Access

Civic
Belonging

Collaborative
Strength

Playful
Curiosity

Strategic Priorities



Vision

The future we want

**Knowledge, dignity,
and opportunity
belong to everyone.**

The Vision reflects our core role in supporting learning, our commitment to welcome and value everyone who walks through our doors, and our goal to expand opportunity for all.



Mission

The work we do

**We connect Angelenos
to ideas, inspiration,
and each other.**

In serving Los Angeles' diverse communities, at LAPL, "ideas" span learning, storytelling, and the sharing of knowledge in all its forms. By embracing the Library's role as connector, we strengthen community relationships, expand pathways to opportunity, and empower Angelenos to grow and explore in ways that matter to them.



Values

The shared beliefs that define our culture, inform our decisions, and guide how we engage with each other and the communities we serve.

People-Centered Service

We deliver engaging, responsive offerings that meet people where they are and champion local needs, interests, and aspirations.

Radical Access

We proactively create free, equitable, and approachable pathways, remove obstacles, and reimagine systems to expand access to opportunities, resources, and support.

Civic Belonging

We are deeply rooted in our communities. We welcome all, celebrate civic life, and foster shared ownership of our city.

Collaborative Strength

We embrace diverse perspectives, tap into each other's strengths, and work intentionally to build a future together.

Playful Curiosity

We follow our curiosity wherever it leads, using creativity and play to spark imagination, fuel experimentation, and build confidence.

Strategic Priorities

The Strategic Priorities are the four core focus areas that will direct our efforts, decisions, and investments to advance our Vision and Mission and respond to community needs.



**Champion
Learning
Journeys**



**Empower Job
and Career
Pathways**



**Strengthen
Cultural
Connections**



**Center
the Whole
Person**

Champion Learning Journeys

Inspire discovery and passion-based learning through collections, programs, and experiences that build essential skills, curiosity, and confidence for personal growth at all ages.



STRATEGIES

01 Play-Based Approach

Make learning interactive and approachable by bringing creativity, play, and hands-on experiences into collection exploration, program development, and digital learning at every age.

02 Lifelong Literacy Support

Expand foundational and digital literacy programs across all locations, ensuring equitable access for all ages, abilities, and backgrounds.

03 Community-Driven Learning

Use continuous community input to design, develop, and evolve programs and services so offerings remain relevant, responsive, and grounded in real needs.

04 Culturally Relevant Activations

Use cultural trends, historical moments, and local interests to spark excitement and deepen engagement with library collections and resources.

Strategic Priorities

Champion Learning Journeys

Community survey respondents' most desired improvements included **“more events and programs related to my interests”** and **“increased diversity of books and other materials.”**

When asked what they'd be most excited to have at their library, community members frequently requested:

1 Makerspaces

2 Ability to borrow nontraditional items

3 Music studio/film/podcast studio and classes

SOURCE: LAPL COMMUNITY SURVEY (JUNE 2025)

“My kid loves drawing, but art classes are really expensive. It would be amazing for them to explore their passions through low-stakes discovery.”

FOCUS GROUP PARTICIPANT
PARENTS AND CAREGIVERS
OF 6-12-YEAR-OLDS

“Everyone has a passion, no matter what it is. Whether its dolphins or painting your nails, libraries need to be interest-driven.”

FOCUS GROUP PARTICIPANT
PEOPLE WITH DISABILITIES

COMMUNITY NEEDS AND ASPIRATIONS

- Support for key literacies needed to navigate everyday systems with confidence
- Multilingual learning and literacy pathways
- Access to devices and approachable technology instruction
- Practical, interest-based skill-development programs and certifications
- Playful, low-barrier learning opportunities to try new things
- Opportunities to share one's expertise, skill, or knowledge with other community members and connect over shared interests
- Desire to pursue higher education, whether a high-school diploma, trade certification, or advanced degree

OUTCOMES

- Greater awareness of and engagement with LAPL's robust collections
- Improved foundational and digital literacy skills across ages and languages
- Broader, more engaged participation across ages and abilities in both practical literacy services and passion-based learning experiences

Empower Job and Career Pathways

Support job seekers, entrepreneurs, and creatives with training, tools, expertise, industry connections, and professional opportunities to advance their work and careers.



STRATEGIES

01 Continuous Workforce Navigation

Provide easy-to-access, flexible resources, spaces, and guidance that meet people where they are to support their goals at every stage of work and career exploration.

02 Applied Learning and Skill-Building

Expand opportunities for hands-on, creative skill building that supports technical, vocational, and professional growth.

03 Peer-to-Peer Knowledge Sharing

Create collaborative, peer-to-peer learning opportunities that leverage the creative, technical, and practical skills and talents of staff and community members.

04 Citywide Opportunity Network

Connect people to diverse opportunities through strengthened collaboration across library departments, educators, creatives, employers, city agencies, and community organizations.

Strategic Priorities

Empowering Job and Career Pathways

One of the most pressing community needs was “**financial stability**,” which ranked highest for young adults, students, unemployed, and low-income respondents.

Another top ranked need was “**job opportunities or career advancement support**.”

SOURCE: LAPL COMMUNITY SURVEY (JUNE 2025)

“I need help with my resume and talking through my goals. I wouldn’t know where to go—it would be nice to talk to someone new with a fresh perspective.”

FOCUS GROUP PARTICIPANT
EARLY ADULTS

“It’s difficult to find a real job opening—you have to apply to so many roles before getting a single interview. It’d be great to get in-person support like job fairs.”

FOCUS GROUP PARTICIPANT
LOW-INCOME ADULTS

“With so many people being laid off, and it being a new market and new world, people need to learn new skills to become competitive. Any kind of career guidance would be helpful.”

FOCUS GROUP PARTICIPANT
PEOPLE WITH DISABILITIES

“As a small business owner, I appreciate all the offerings like the 3D printers, computers, and printers that help you become an entrepreneur.”

PARTNER CONVENING ATTENDEE

COMMUNITY NEEDS AND ASPIRATIONS

- Spaces to work, collaborate, and create
- Small-business support
- Access to trainings, certifications, and other skill-building resources that support job readiness
- Trusted in-person opportunities for job and career mentorship, networking, and job market navigation
- Greater exposure to a wide range of job and career pathways

OUTCOMES

- Increased job readiness skills, competence, and confidence at every career stage
- Access to supportive, pressure-free opportunities to develop creative, technical, and vocational skills
- Patrons experience clearer, more connected pathways to economic advancement, especially for those who lack access to reliable technology, professional networks, or formal career guidance
- LAPL is a hub for skill-sharing and creative exchange across ages, backgrounds, and experience levels
- LAPL is integrated into a citywide partner network that connects Angelenos to workforce development opportunities

Strengthen Cultural Connections

Cultivate social connection, civic engagement, and diverse cultural celebration to foster community development, dialogue, pride, and joy.



STRATEGIES

01 Stewards of Community Stories

Embed storytelling and community histories into library services by highlighting, celebrating, and preserving the diverse stories of Los Angeles.

02 Bridging Cultures and Generations

Create a welcoming, inclusive library by offering programs, services, and collections that connect people across cultures, languages, and generations.

03 Collaborative Community Participation

Foster shared ownership and community collaboration by working with local organizations and community members to develop library programs and services.

04 Designing for Community Connection

Realign library spaces and experiences to strengthen trust, build meaningful connections, encourage civic dialogue, and support participation in community life.

Strategic Priorities

Strengthening Cultural Connections

Top pressing community needs included **“arts and cultural programming”** and **“ways to connect with others and build community.”**

When asked what they’d be most excited to have at their library, community members frequently requested:

1 Community pop-up events

2 Community celebrations and performances

3 Public forums and town halls

SOURCE: LAPL COMMUNITY SURVEY (JUNE 2025)

“It would be great to educate kids on cultural differences. Schools don’t always touch on these things, so the library could be an opportunity to help children better understand their peers and learn about the world.”

FOCUS GROUP PARTICIPANT
PARENTS AND CAREGIVERS OF 1–5-YEAR-OLDS

“It’s important to use libraries to learn about the histories and cultures that bring us all together, tying history into our daily lives.”

PARTNER CONVENING ATTENDEE

“[A cultural connection hub] would be amazing for my disability communities—there’s a real need for community and connection.”

FOCUS GROUP PARTICIPANT
PEOPLE WITH DISABILITIES

COMMUNITY NEEDS AND ASPIRATIONS

- Opportunities to connect socially and build community support networks in-person
- Exposure to and opportunities to learn about other cultures
- Spaces to connect through shared interests, collaborate, and showcase creative talent
- Inclusive environments that support engagement across differences and promote civic dialogue
- A sense of feeling seen and reflected in public spaces

OUTCOMES

- Angelenos see their stories and cultures recognized and celebrated at the library
- Strengthened social cohesion across cultures, languages, and generations
- Cultural pride is elevated across the community
- Civic participation and awareness are increased
- Offerings reflect community priorities and foster stronger collaboration between the library, partners, and community members

Center the Whole Person

Strengthen access to welcoming spaces and supportive services that provide care, guidance, and resources so individuals at all stages of life can find respite and nurture their long-term wellbeing.



STRATEGIES

01 Community Resource Navigation

Build proactive support networks through partnerships, services, and information that help all community members—especially those with urgent needs—care for their health, build coping skills, and navigate essential services.

02 Trauma- Informed Service

Support both staff and the community with trauma-informed practices that foster a safe and supportive library environment rooted in dignity and trusted relationships.

03 Healthy Relationship Building

Offer programs, resources, and safe spaces that help youth, teens, and families build healthy relationships with themselves, each other, and the world around them.

04 Environmental Stewardship

Use the library as a hub to educate, engage, and connect the community with environmental learning, sustainable practices, and climate justice initiatives.

Strategic Priorities

Centering the Whole Person

Angelenos requested support in “**navigating social services,**” alongside access to “**safe, welcoming environments**” that foster mental and physical wellbeing.

SOURCE: LAPL FOCUS GROUPS (AUGUST 2025)

“Government websites are very confusing. I’ll need six tabs open to figure something out, so having someone knowledgeable about the whole process would be great.”

FOCUS GROUP PARTICIPANT
EARLY ADULTS

“[As it gets] harder for people to get services and feel safe in spaces provided by the government, it will be important for LAPL to present itself as a safe space for all.”

COMMUNITY SURVEY
RESPONDENT

“The library has the power to create a web of services and connect organizations that would not otherwise work with each other. That connective tissue has exponential benefits; the most important thing the library can do is continue its network-building capacity.”

PARTNER INTERVIEW PARTICIPANT

“Libraries could be outlets for climate education that help communities learn and live more sustainably and deepen empathy for the environment.”

FOCUS GROUP PARTICIPANT
PARENTS AND CAREGIVERS
OF 1-5-YEAR-OLDS

COMMUNITY NEEDS AND ASPIRATIONS

- Help navigating essential services and resources, especially from government agencies
- Access to tools, information, and calming spaces that support wellbeing and mental health
- Safe, welcoming spaces that strengthen community
- Opportunities that promote physical, emotional, and environmental health

OUTCOMES

- Individuals are better able to manage their health and access resources that support their daily well-being
- Library staff have the support, confidence, and tools to approach conflict resolution and de-escalation
- Stronger partnership and connection to essential services and social care networks
- All Angelenos feel valued, welcome, supported, and safe in library spaces



Summary

Summary

Purpose of This Plan

The Strategic Plan sets the Los Angeles Public Library’s direction for the next five years, strengthening our role as a vital community resource that advances learning, opportunity, and belonging for all Angelenos.

Our Approach

The Plan reflects the feedback we heard during a year of inclusive engagement and outreach. We gathered input from nearly 20,000 community survey respondents in six languages, diverse community focus groups, more than 40 partner organizations, and library staff and leadership across the system.

This document lays out:



Summary

Strategic Plan

Vision

**Knowledge, dignity,
and opportunity
belong to everyone.**

Mission

**We connect Angelenos
to ideas, inspiration, and
each other.**

Values

People-Centered
Service

Radical
Access

Civic
Belonging

Collaborative
Strength

Playful
Curiosity

Strategic Priorities



Acknowledgments

The Los Angeles Public Library would like to thank everyone who contributed to and supported the development of this plan.

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