

Arlington Heights Memorial

LIBRARY ▶

2018-2022 Strategic Plan

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Prepared by

LIBRARY 
STRATEGIES

Arlington Heights Memorial LIBRARY▶

MISSION

The Arlington Heights Memorial Library fulfills the knowledge, information, enrichment, entertainment and cultural engagement needs of our community members.

VISION

The Arlington Heights Memorial Library strives to add value in our customers' lives by:

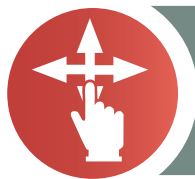
- partnering with them to develop skills they need to succeed in all stages of their lives;
- helping local businesses and community agencies thrive;
- inspiring understanding by creating occasions for the exchange of ideas, cultural experiences, and discovery; and
- offering opportunities in Arlington Heights for gathering, learning, contemplating, creating, and finding inspiration.

VALUES

We believe in:



Unparalleled Customer Service: our best in class staff strives for continuous improvement by identifying and providing the services our residents and businesses need most.



Free and Equal Access: all individuals have the right to choose for themselves what to read, hear or view.



Diversity and Inclusion: we cultivate an inclusive atmosphere, celebrate our diversity, and create an environment for the open exchange of differing ideas and points of view.



Fiscal Responsibility: all decisions are weighed against the value added to the lives of our customers.



A Focus on Arlington Heights: we are a part of the fabric of our community; all services are tailored to the unique needs of our residents and businesses

GOALS & STRATEGIES



Foster increased connections across and throughout our varied communities.

- Incorporate additional cross-cultural and intergenerational approaches in programming and outreach efforts
- Further bridge geographic gaps in Arlington Heights through the bookmobile, outreach services, digital resources and partnerships
- Deepen literacy and cultural services for non-English speakers and new Americans
- Collaborate with the Village and other partners to better address the needs of customers at all income levels
- Advance resources and partnership opportunities with area schools
- Strengthen collaboration with the Friends of the Library and develop a Library Foundation to serve as key support organizations within the community



Refine digital and technology services to enhance ease of use and raise the Library's profile as a technology leader in the community.

- Optimize the availability of e-resources at the Library
- Develop and maintain a usable, valuable and accessible Library app
- Address customer concerns with the current functionality of the catalog
- Create one or more technology-oriented makerspaces to meet the needs of a broader range of audiences

GOALS & STRATEGIES



Increase access to library services, and enhance the experience of using the library.

- Review, develop, and implement programming to ensure the scope, timing, and quality meet the various identified interests and needs in the community
- Evaluate and report on the customers' experience of using library services, programs and exhibits and modify as necessary
- Determine the library's optimum public service hours for the community
- Create or define a separate quiet space accessible to all Library users
- Explore creating a dedicated space for "tweens"
- Improve signage throughout the building to improve wayfinding for all visitors and clarity for customers with limited English language ability
- Ensure that all areas of the Library accommodate people with varying abilities
- Reconsider and explore alternative parking options



Strengthen the internal work environment for all Library employees to promote both professional growth and job satisfaction.

- Rework the Library's culture statement engaging staff at all levels of the organization; and incorporate the statement into operational and human resource practices
- Strengthen staff/management connections by evaluating organizational structures, policy and procedure reviews, and enhanced internal communications
- Encourage and foster a positive work environment for all employees
- Replace the annual personnel review process to reflect understandable performance goals, provide constructive feedback, and tie the process to outcomes and long-term Library objectives
- Evaluate and report on the work environment through biennial employee surveys and develop an action plan to address needs as necessary