

Arlington Heights Memorial

**LIBRARY** ▶

**2023-2026**

**Strategic Plan**

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\*Approved May 16, 2023

# Arlington Heights Memorial

# LIBRARY ▶

## VISION

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

- Partnering with them to develop skills to be successful in all stages of their lives;
- Creating occasions for the exchange of ideas, cultural experiences and discovery;
- Helping local businesses and community agencies thrive; and
- Sharing opportunities in Arlington Heights for gathering, learning, contemplating, creating and finding inspiration.

## MISSION

The Arlington Heights Memorial Library connects our community with information, entertainment, education, opportunities for personal growth and cultural engagement.

## VALUES

We believe in:



### Unparalleled Customer Services

Our exceptional staff strives for continuous improvement by identifying and providing services our residents and businesses need most.



### Free and Equitable 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. We welcome everyone.



### Fiscal Responsibility

We take the responsibility of transparently managing and overseeing the resources provided to us by our community seriously. All decisions are weighed against the value added to the lives of our customers.



### Connection

As part of the fabric of our community, we are committed to our role connecting Arlington Heights residents with resources, information and new ideas, as well as opportunities for creativity and social interaction.



### Our Commitment to Staff

We promote a supportive, empowering and cohesive staff culture that fosters a positive work environment, professional growth and job satisfaction.



## *Strengthen the library's service outside its walls*

- Build upon existing partnerships to further integrate the library in community programs, events and services.
- Identify and pursue strategies to engage the Arlington Heights community and provide services to customers where they are.
- Expand the awareness of and deepen the impact of the Makerplace, bookmobile, community partnerships, Senior Center and outreach services.
- Strengthen customer opportunities to use the library through virtual and hybrid options.

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### *Outcome*

The library is a community connector where customers are active, involved and engaged.



## *Grow the use of our services and resources*

- Increase community engagement with the library through innovative technology, programs and access to experiential learning.
- Expand the awareness of and opportunities for experiences when utilizing the Makerplace.
- Continue to strengthen the library's service to multilingual families and non- and limited-English speaking families.
- Identify and pursue strategies to reduce barriers to access materials.
- Evaluate the balance of the physical and digital collections to increase the collections' visibility and to reflect the community's priorities.

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### *Outcome*

The library is the leading community resource to answer questions, find information and connect with resources and experiences.



\*A developmental stage that is neither adolescence nor young adulthood but is theoretically and empirically distinct from them both, spanning the late teens through the twenties, with a focus on ages 18 to 25.

[dictionary.apa.org/emerging-adulthood](https://dictionary.apa.org/emerging-adulthood)

## *Enhance the library's role in the everyday lives of the Arlington Heights community*

- Position the library to responsibly and thoughtfully respond to social and economic community need.
- Pilot strategies and pursue opportunities to effectively engage with emerging adults\*.
- Pursue collaborative opportunities that celebrate the cultural diversity of the Arlington Heights community.
- Provide a broad diversity of ideas, perspectives and opinions represented in the library's collection, displays and programs.
- Promote the Makerplace and increase program opportunities to encourage usage among more residents.
- Optimize ways to develop, display and promote collections within the library.
- Foster community connections and inspire creativity and innovation through experiential learning at the Makerplace.

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## *Outcome*

The library is an innovative leader that brings new ideas and new resources to Arlington Heights, deepening its impact on the community.