

North Riverside Public Library District

Strategic Plan

2020-2025



Mission Statement:

- Explore, Learn, and Connect with us in our community.



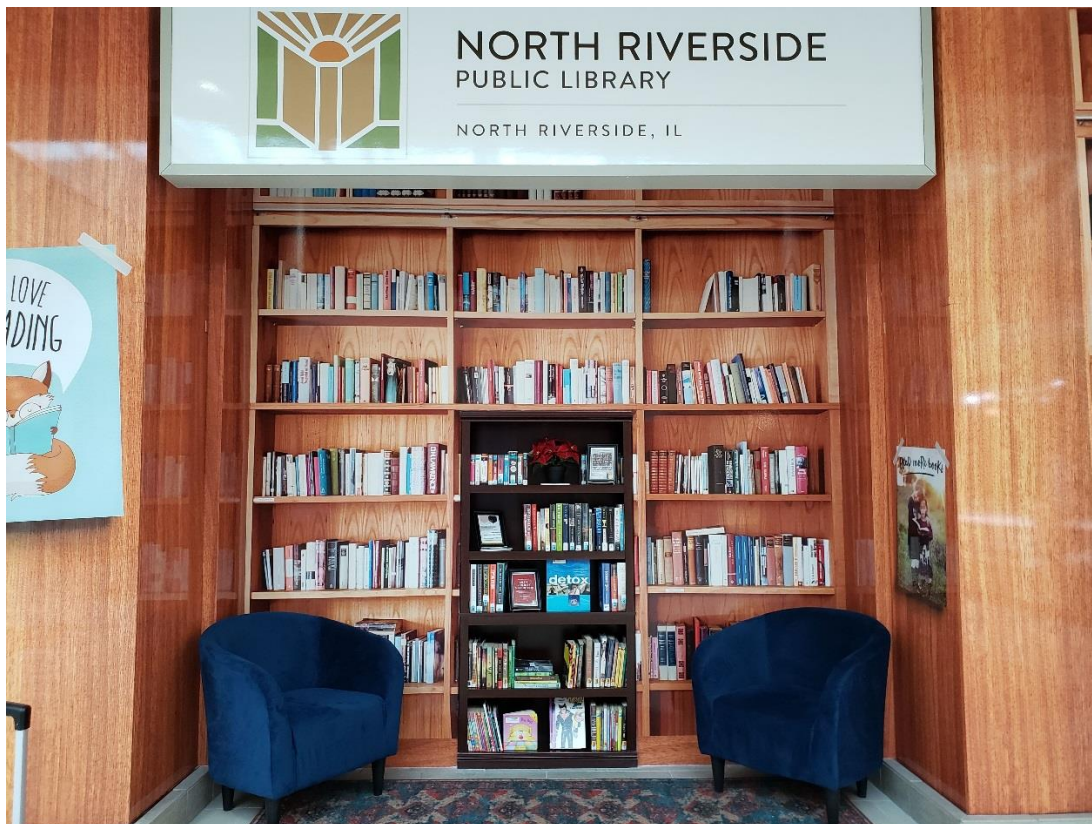
Values:

- Innovation
- Inclusivity
- Collaboration
- Continuously raise the bar
- Embrace Creativity
- Accessible to Everyone
- Welcoming
- Partnerships within Our Community
- Engagement
- Enrichment



Vision: If we are successful in our Mission, we will see these changes around us...

- Create an environment to embrace ALL members of our changing community
- Dedication to lifelong learning
- More active and vibrant community hub
- Increased engagement with our own and neighboring communities
- Increased relevance to the community through our programs, interaction social media, materials circulation



2019 North Riverside Library's Book Nook at the North Riverside Mall



Priorities of Our Strategic Plan:

- Providing exceptional service to everyone
 - Create procedure for prioritizing, implementing and evaluating new initiatives
 - Seek new ways to serve patrons who are unable to visit during open hours
 - Increasing the diversity of materials we offer to better meet the needs of our community
- Exploring new ways to reach NR residents
 - Creative marketing strategy to reach out to all of our community
 - Special focus on reaching new residents in our community
 - Partnerships with other organizations
- Engaging our Community
 - Creating opportunities for community dialogue lead/facilitated by the library
 - Expanding services with a special focus on vulnerable and marginalized populations
- Work together as 1 team
 - Increased cross training between departments to foster better knowledge and the ability to build cross departmental collaboration
 - Encourage additional cross departmental programming
 - Increase effective means of communication between all departments





Goals:

- 2020/2022

- Providing Exceptional Service:
 - Creation and implementation of a new website
 - Implementation of wireless printing
 - Self payment for copies/printing
 - Evaluate programs using Project Outcome or similar evaluation method

- Exploring New Ways to Reach NR Residents:
 - Creation of ongoing volunteer program
 - Creation of new marketing strategy
 - Creation of new ongoing Intern program

- Engaging Our Community:
 - Conversion of 2 unused spaces to a small group meeting room and Book Sale room in order to create more welcoming spaces to meet identified community needs.
 - Installation and promotion of donor wall to recognize current and future donors.
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- Work together as 1 team:
 - Creating a cross training matrix for all departments/employees
 - Work with the Library Foundation to promote events
 - Work towards purchasing sustainable program and staff supplies