



TINLEY PARK
public library



2022 - 2027

strategic plan



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**OUR MISSION
OUR VISION
OUR VALUES**

OUR MISSION

The Tinley Park Public Library empowers and enriches our entire community by welcoming and connecting people to diverse resources, services, experiences, and reliable information.

OUR VISION

It is the Tinley Park Public Library's vision to:

- Provide valuable customer service by a motivated, knowledgeable, and friendly staff.
- Identify and respond to the needs of a growing and diverse community.
- Develop strong community ties through programming and activities.
- Offer instruction and access to evolving technology.
- Exhibit fiscal responsibility and environmental awareness.

OUR VALUES

Lifelong Learning & Personal Growth

We encourage and support continuous learning, literacy, intellectual curiosity, and personal development for everyone throughout all stages of life.

Quality Services & Experiences

We are dedicated to maintaining a welcoming environment, providing professional library services, and delivering excellent customer service, programs, and experiences.

Community Investment & Stewardship

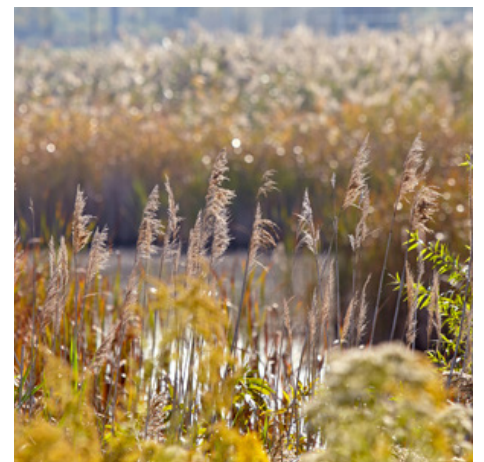
We are dedicated to serving our patrons, to developing collaborative relationships within our community, and to the responsible use of public resources.

Human Dignity & Respect

We deeply honor and respect the fundamental dignity of all people, prioritize inclusive initiatives, and reflect the diversity of our community through materials, resources, services, and workforce development.

Intellectual Freedom & Equitable Access

We believe in the fundamental freedom of all community members to read, view, and explore, and we view it as our responsibility to ensure fair and equal access to materials and resources.





**PRIORITY
AREAS**

PRIORITY AREA I

Library Materials & Resources

GOAL 1

Maintain a robust, broad, and diverse collection of materials in various formats that is current, accessible, and responsive to our community's dynamic needs and interests.

- Objective a.** Update collection development policy and enhance collection management procedures.
- Objective b.** Conduct routine audits of the Library's collections for effective community use and demand, diversity, age, condition, timeliness, and accessibility.
- Objective c.** Research feasibility of creating new circulating collections of unique, non-traditional materials.

GOAL 2

Provide a digital collection of materials sufficient to meet community interest and demand that is easy to access, use, and complements the physical collection.

- Objective a.** Explore possibilities for expanding the Library's digital collection with the intent of reducing hold times, increasing item availability, and complementing the physical collection.
- Objective b.** Investigate potential for expanding availability of popular streaming content.

GOAL 3

Provide access to an assortment of current and authoritative online resources that meet the diverse needs, interests, and expectations of our community.

- Objective a.** Implement criteria for reviewing and evaluating online resources that considers cost per use, scope, currency, authoritativeness, patron ease, and community appeal.
- Objective b.** Investigate online resources that might better meet the needs and interests of our community.

PRIORITY AREA II

User Experience & Access

GOAL 1

Ensure that the Library is warm and welcoming to everyone by consistently delivering exceptional, patron-centered customer service and maintaining an inviting, modern building and grounds.

- Objective a.** Develop patron-centered customer service guidelines and provide ongoing trainings for all Library staff that enhances cultural sensitivity and customer service delivery.
- Objective b.** Conduct a revised capital needs assessment of the Library's building and grounds, and develop a facility improvement plan that incorporates preventative maintenance, environmental sustainability, human-centered design, and modern aesthetics.

GOAL 2

Enhance, broaden, and increase availability of Library events, programs, and services that attract new and long-standing patrons, reflect community diversity, and respond to the dynamic needs and interests of our community.

- Objective a.** Establish a continual evaluation process that considers popularity, historical attendance, diversity, community demographics, special populations, and availability when planning programs and events.
- Objective b.** Develop new, unique, and creative programs and events that are responsive to growing trends, popularity, and interests.
- Objective c.** Explore possibilities for reorganizing and expanding program and event schedules and attendance options to accommodate families, working individuals, and older adults when possible.

GOAL 3

Streamline, enhance, and expand usability across all service points with a focus on ease, versatility, and modern, intuitive design.

- Objective a.** Establish a systems development cycle for regularly evaluating and improving the usability of the Library's website, catalog, and mobile applications, making recommendations to vendors regarding enhancements as necessary.
- Objective b.** Identify, plan, and implement enhancements to user experiences by adopting a human-centered design approach in regularly evaluating and improving the Library's building, grounds, amenities, and service touchpoints.
- Objective c.** Review Library policies, procedures, and practices regularly, seeking ways to improve user experience, equity, and accessibility.

PRIORITY AREA III

Community Engagement, Outreach
& Presence

GOAL 1

Develop strategic initiatives, partnerships, and outreach opportunities that enhance and expand Library services to underserved populations within our community.

- Objective a.** Explore partnership opportunities with local organizations that would expand and enhance Library services to underserved populations in the community.
- Objective b.** Evolve the Library's outreach service model to expand access, delivery, and programming.

GOAL 2

Increase the Library's visibility and presence within the community through effective public relations, communications, and marketing strategies; participation in hyperlocal events; and by fostering new community partner relationships.

- Objective a.** Develop Library-wide approaches and documented strategies for forming and deepening partnerships with schools, local businesses, organizations, service groups, and other entities within the community.
- Objective b.** Refine marketing strategy to solidify visual identity and to ensure a holistic, balanced approach such that library events, services, and materials are being advertised to target audiences in accordance with the community's needs and interests.
- Objective c.** Establish improved mechanisms for marketing towards emerging trends in a timely, responsive manner.

GOAL 3

Foster an active dialogue with the community by seeking regular input from community stakeholders on Library services, events, and initiatives.

- Objective a.** Establish regular cycles for surveying community needs and revisiting the Library's mission, vision, values, and strategic plan.
- Objective b.** Establish improved communication channels to better enable community members to suggest events and programs, materials, and new services.

PRIORITY AREA IV

Infrastructure & Workforce Development

GOAL 1

Establish an effective, sustainable, and reliable information technology infrastructure that meets users' expectations and enhances capacity, efficiency, services, offerings, and capabilities for both patrons and staff.

- Objective a.** Conduct a comprehensive technology audit and develop an information technology maintenance, development, and improvement plan.
- Objective b.** Update the Library's cybersecurity and disaster recovery plan, and develop procedures and practices that minimize external/internal vulnerabilities and maintain network integrity while also ensuring functionality and usability.
- Objective c.** Explore potential for expanding cloud-based productivity collaboration tools.

GOAL 2

Cultivate an organizational culture that values, encourages, and fosters collaboration, respect, communication, diversity, creativity, adaptability, inclusion, integrity, empowerment, equity, and responsibility.

- Objective a.** Expand opportunities that lead to increased employee involvement, engagement, collaboration, motivation, creativity, and appreciation.
- Objective b.** Assess and revitalize the Library's internal communication practices with an emphasis on enhancing interdepartmental collaboration, leveraging technology, streamlining processes, and teambuilding.
- Objective c.** Develop strategies for aligning staff with the Library's mission, vision, and core values at all organizational levels.

GOAL 3

Develop and retain a patron-centered workforce of diverse talents, skills, and backgrounds dedicated to serving the community.

- Objective a.** Establish systematic onboarding procedures and core training requirements for all staff.
- Objective b.** Review the Library's recruitment and hiring strategies, pay structure, benefit offerings, and succession planning, seeking ways to improve diverse and equitable talent acquisition, retain staff, and remain competitive across industries.

PRIORITY AREA V

Financial Responsibility & Oversight

GOAL 1

Ensure the long-term financial health and security of the Library's assets through prudent financial management, regular monitoring, proper controls, and joint fiscal oversight with the Village of Tinley Park.

- Objective a.** Review the Library's bylaws and financial policies, procedures, and practices, revising and expanding as needed.
- Objective b.** Continue maintaining and developing strong relationships with the Village of Tinley Park's Administration and Finance Departments.

GOAL 2

Demonstrate excellent stewardship and fundamental respect of community resources.

- Objective a.** Analyze revenue sources and trends, making fiscally responsible decisions to ensure the Library has adequate income to continue serving the community.
- Objective b.** Reduce duplication of services through careful planning and coordination with local, community-supported organizations.
- Objective c.** Expand and enhance opportunities to communicate the Library's value to the community.

GOAL 3

Ensure that the Library budgets adequately for and maintains sufficient funds to cover both expected and unanticipated expenditures, as well as planned capital expansions and projects.

- Objective a.** Establish policies and procedures to ensure that the Library continues to be financially stable, retains sufficient cash flow for operations, and maintains adequate fund balances to respond to emergencies with fiscal strength.
- Objective b.** Establish policies and procedures for reviewing end of fiscal year balances and determining appropriate transfers into the capital reserve fund.