



Mission

To be a center of learning by providing resources, technology, and gathering spaces to meet the diverse needs of the community.



Vision

The Schiller Park Library provides the support, resources and spaces for Schiller Park patrons to:



Nurture Success



Access Information



Explore Interests



Engage in Technology



Connect with Others



Create and Innovate



Values

The Schiller Park Library
Values:

Accountability

Community Engagement

Fiscal Responsibility

Equal and Open Access

Standards of Excellence

Warm and Welcoming Space

- Accountability:** The Library continually adopts and develops policies to expand and enhance library use, services and awareness. Values delivering on commitments to learn and teach every day.
- Equal and Open Access:** The Library is free and open with unrestricted access to its collections and services. Values connecting all patrons information in a friendly and respectful manner.
- Community Engagement:** The Library works with our community to improve lives. Values creating partnerships to develop programs, services and collections that enrich and entertain the community.
- Standards of Excellence:** The Library strives to exceed expectations. Values quality customer service and is responsive to the needs of the diverse population.
- Fiscal Responsibility:** The Library is accountable for ensuring proper use of public funds. Values responsible stewardship to all the resources entrusted to the Library.
- Warm and Welcoming Space:** The Library is dedicated to creating spaces that promote engagement and discovery. Values an inviting building which provides comfort and enjoyment of the Library.



Service Initiatives

Position the Library as the community information center

Quick And Easy Access To Services And Materials

Create a library concierge to increase personalized library services, individual needs for research, reading suggestions and tech assistance

Provide easy and intuitive access to eMedia by creating manuals, videos on website, and Book a Tech appointments

Decrease hold times for both print and electronic books by purchasing additional copies of high demand titles

Establish excellent and consistent patron oriented customer service by updating staff procedure manuals and annual staff service training

Explore self-service payment options for printer, copiers, fines, etc.

Provide training to patrons on a regular basis regarding the use of the library website, card catalog and other library services

Overhaul interior and exterior signs to improve awareness

Create engaging displays and exhibitions

Continually adopt and develop policies, procedures and practices to enhance library use, services and awareness

Annually review list of approved policies for possible review

Create public relations, publicity and Marketing plan

Review all policies to ensure compliance with current statutes are clear and reasonable and are applied without discrimination

Increase transparency by expanding public documents available on the Library's website

Foster creation of a Friends of the Library group to expand fund raising for library services and programming

Enhance the Library's profile in the community

Review and revise policies to eliminate barriers to access to library space and services

Engage in collaborations and partnerships

Continually invite community partners to share in programming opportunities

Develop additional community partners to work with to host a Little Free Library

Have a highly visible presence at community events to promote the Library

Broaden reach of Library newsletters

Work with local, state and federal officials to ensure the Library is recognized as a valued service to the community

At least annually, reach out to the local schools for opportunities to supplement formal education activities

At least annually, identify and engage library affiliated groups that will provide educational opportunities for people of all ages

Develop collaborative programs with external organizations to enhance the opportunities to engage in community outside library building

Provide educational and entertainment materials and programs for all ages

Provide programs and conduct outreach targeted to children and teens to encourage them to visit and utilize the library

Provide for collections in various new and emerging formats that reflect our community's diversity

Develop programs and collections that promote family visits

Offer career development support services through collections and programming

Expand program offerings for Adults and Seniors

Develop a marketing campaign that targets nonusers services and materials

Expand social media presence to promote library programs, collections and activities

Improve accessibility and functionality of Library Spaces by creating thriving places where the community connects, accesses library sources and shares their stories

Provide the community with a clean and well maintained facility that is well organized and oriented toward patron convenience

Explore ways to enhance overall patron experience

Create a building maintenance, renovation and expansion plan

Define uses for current meeting rooms, labs, and storage space and how they can be changed, improved or updated for additional uses

Increase options for charging of electronic devices

Identify improvements for interior and exterior maintenance and safety

Inventory and evaluate Library furniture and equipment usage

Establish the Library as the leading community center for Early learning through the creation of an educational Play area

Strive for tech that is consistently reliable and integrity of the IT infrastructure

Evaluate usage and need of current potential online services and resources

Enhance use of digital marketing to encourage utilization of existing services

Develop staff skills and programs to assist people with technology skills and devices to navigate everyday life

Create a plan for updating technology and replacement of outdated technology

Update website which is intuitively planned with emphasis on ease of use

Hire a dedicated IT Tech to provide staff and patron training and modify and update website

Circulate Ereaders