



### 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***

## Schiller Park Public Library Values:

<i>Accountability</i>	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.
<i>Equal and Open Access</i>	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.
<i>Community Engagement</i>	The Library works with our community to improve lives. Values creating partnerships to develop programs, services and collections that enrich and entertain the community.
<i>Standards of Excellence</i>	The Library strives to exceed expectations. Values quality customer service and is responsive to the needs of the diverse population.
<i>Fiscal Responsibility</i>	The Library is accountable for ensuring proper use of public funds. Values responsible stewardship to all the resources entrusted to the Library.
<i>Warm and Welcoming Space</i>	The Library is dedicated to creating spaces that promote engagement and discovery. Values an inviting building which provides comfort and enjoyment of the Library.

# STRATEGIC PLAN 2024-2028

# Service Initiatives

<p><b><i>Diversify the Library's Collection</i></b></p>	<p>Goal: Develop a Library of Things for circulation to include tools, kits, and everyday objects which patrons may be interested in borrowing from the library.</p> <p>Goal: Add materials in new formats to the library's circulating collection, including video games.</p> <p>Goal: Transform an area in the library into a makerspace, including modular furniture and crafting equipment and supplies.</p>
<p><b><i>Create and Maintain a Welcoming Environment</i></b></p>	<p>Goal: Budget for needed capital improvements and investments in library infrastructure, based on recommendations from the 2023 Facility Assessment.</p> <p>Goal: Evaluate library vendors, contracts, &amp; services on an annual basis to ensure the services provided to the library meet operational needs.</p> <p>Goal: Continue to develop library collections and programs for patrons who speak languages other than English.</p>
<p><b><i>Be Visible In the Community</i></b></p>	<p>Goal: Increase and diversify library marketing via traditional, digital, and social media platforms.</p> <p>Goal: Offer public programs for a variety of audiences in a variety of formats, showcasing new and existing community partners.</p> <p>Goal: Take the library into the community by attending community events, expanding outreach efforts, increasing Little Free Library locations, and hosting pop-up library events in local parks.</p>
<p><b><i>Provide Excellent Customer Service</i></b></p>	<p>Goal: Develop a volunteer program that offers meaningful community service opportunities for teens and adults which adds value to library services.</p> <p>Goal: Continuously offer training opportunities for patrons, staff, and volunteers to learn about new and existing library materials, programs, policies, and community resources.</p> <p>Goal: Host a staff in-service day at least twice annually to ensure all staff receive dedicated, in-person training about library standards related to safety and customer service.</p>
<p><b><i>Thoughtful Response to Community Needs</i></b></p>	<p>Goal: Welcome and encourage feedback about the library through surveys and conversations with patrons.</p> <p>Goal: Develop and update library policies and procedures in response to changing laws and community needs.</p> <p>Goal: Assess the library's operations at least annually as compared to the "Serving Our Public 4.0: Standards for Illinois Public Libraries" most recent edition.</p>