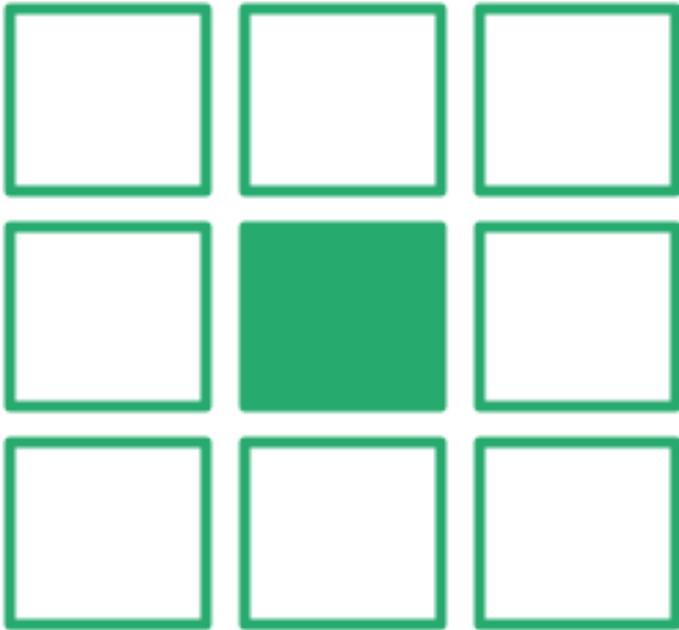
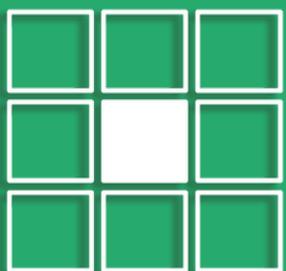


Strategic Plan

2024-2026



Howard Miller Public Library



WHY

Howard Miller Public Library is a vital resource for its community. The library's dedicated staff, engaged patrons, and vibrant services create a welcoming and supportive community space. To align its resources with the emerging priorities of the community, the library has undergone a comprehensive strategic planning process with feedback from the community and stakeholders. By implementing a new strategic plan, HMPL will be able to focus efforts on expanding community engagement, creating responsive core services and intentional communications, maximizing library spaces, and optimizing organizational effectiveness.

HOW

Howard Miller Public Library initiated a strategic planning process starting in Spring 2023. Fast Forward Libraries LLC was engaged in May 2023 to facilitate the planning process in three phases: Learn, Dream, Do. The Learn phase entailed forming a Planning Team to guide the process, holding staff and Board feedback sessions, conducting a community survey, and leading focus groups. In the Dream phase, the Planning Team discussed possible future pathways for the library. This strategic plan will guide the library through the Do phase, as the library executes its vision for the future.

PROCESS TIMELINE

May 2023 - November 2023

The Planning Team spent several months learning about community needs and developing strategies to advance the library's mission over the next three years.

May '23

Planning Team Kick Off

June '23

Community Survey

August -
October '23

Learning Report;
Staff Day Retreat

November '23

Plan development and review;
Transition to implementation

PURPOSE STATEMENT

We are a welcoming community hub that provides opportunities for lifelong learning by connecting people to information, diverse resources, and technology.

OUR VALUES

R

Respect for all

E

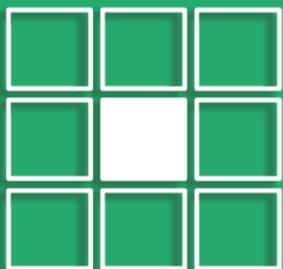
Excellence in collections and services

A

Access to information and resources freely available

D

Dialog which is open and continuous among staff and the community



Strategic Direction 1

STRENGTHEN COMMUNITY ENGAGEMENT THROUGH ROBUST CORE SERVICES

We aim to meet our community where they are, nurture connections with local partners, and create opportunities that raise awareness of the library's inclusive services.

GOALS

1.1: Expand outreach services and community collaborations to better reach new audiences and create lifelong users

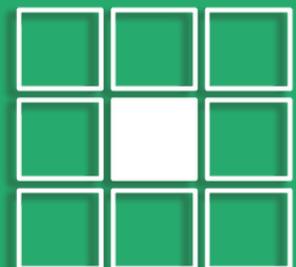
1.2: Provide inspiring and innovative programs to serve all ages in the community

1.3: Develop responsive and inclusive collections that support learning, culture, and recreation

1.4: Create intentionality around receiving, understanding, and responding to community feedback to develop a culture of open communication

POTENTIAL OUTCOMES

- People are more aware of what the library offers
- Increased overall library usage
- Increased attendance at library programs and events



Strategic Direction 2

ENHANCE LIBRARY SPACES AND OPERATIONS FOR MAXIMIZED USAGE

The library is a welcoming community hub that meets a wide variety of needs and provides accessible spaces which encourage connection and creativity.

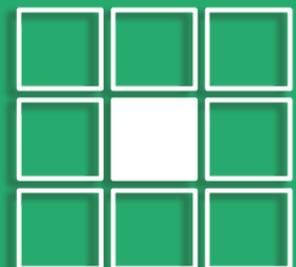
GOALS

2.1: Ensure welcoming, flexible, and accessible library spaces and operations to allow for patron-centric services

2.2: Refresh and update library spaces to encourage usage and enhance comfort

POTENTIAL OUTCOMES

- People feel they belong in the library
- People have increased accessibility using the building/spaces
- Increased use of library spaces
- The library is the “go-to” place in the community



Strategic Direction 3

PRIORITIZE ORGANIZATIONAL CULTURE

As an organization, we foster a positive internal culture and prioritize staff development to strengthen all library operations and public service.

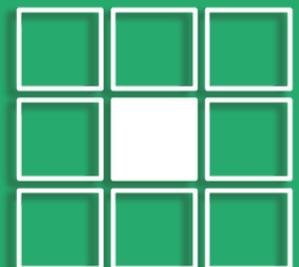
GOALS

3.1: Focus on optimizing organizational effectiveness by cultivating internal trust, equity, and collaboration

3.2: Increase organizational investment in staff development and retention

POTENTIAL OUTCOMES

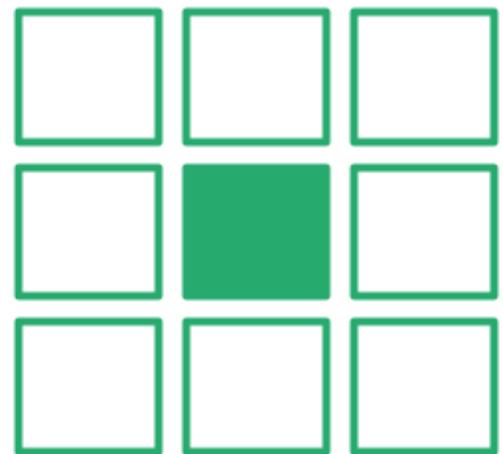
- Customer service and patron experience benefit from positive organizational culture
- Staff growth in and consistency of services
- Staff feel confident in their roles
- High staff retention and satisfaction



NEXT STEPS

Now that this plan has been adopted, the staff will develop an activity plan to guide implementation. Implementation is a continual process. The timing of certain activities will be determined by priority and influenced by various factors, such as funding and other resource allocation. Review and adjustment of the activity plan will happen on a regular basis.

Evaluation of the plan will be ongoing once implementation is underway. The status of the plan and its implementation will be reported regularly to the Advisory Board and stakeholders.



Howard Miller Public Library