



For the next 3 years, we will focus on:

Strategic Priorities

Patron Experience

Literacy

Access + Equity

Sharing Our Story

Core Services

- Connect readers to books
- Circulate materials that reflect the needs and priorities of residents, community organizations, and local businesses
- Provide access to technology and skills training
- Empower patrons with educational and recreational resources
- Support early childhood literacy
- Maintain safe and welcoming public spaces
- Offer dynamic and relevant programming

Our Values

- Cultural inclusiveness, respect, and diversity of thought
- Intellectual freedom
- Ethical and effective stewardship of resources
- Engagement with community members
- Protection of user privacy and confidentiality

Our Purpose

- Provide opportunities to explore, create, and connect
- Foster lifelong learning and literacy



Strategic Priorities

Patron Experience

We will provide excellent services and experiences for patrons and change services based on patron trends and expectations.

Upcoming projects:

- Work with an architecture firm to address public space and noise concerns on 1st and 2nd floor
- Create staff training to improve service for Spanish-speaking patrons
- Investigate new ways to improve communication with patrons
- Establish staff continuing education requirements focused on customer service

Literacy

We will foster reading, digital, and information literacy skills.

Upcoming projects:

- Offer adults a range of English-learning opportunities
- Develop programming that improves digital literacy for all ages
- Offer Spanish-speaking adults programs to prepare for GED en español courses
- Develop literacy standards to be incorporated into children's programs

Access + Equity

We will identify barriers to services and collections and provide opportunities to support community and staff.

Upcoming projects:

- Remodel the lobby and create a more accessible drive-up window
- Require cultural competency training for staff
- Assess our materials to ensure strong, accessible, and diverse collections
- Review and update website for improved accessibility
- Continually review services and policies to remove barriers

Sharing Our Story

We will promote services, collections, and resources while connecting patrons to staff, community partners, and each other.

Upcoming projects:

- Investigate new ways to promote the library within the community
- Develop a library blog to better promote our services and collections
- Identify library advocates and work with them to promote the library
- Create staff training to empower all staff to promote the library's offerings

By working on these strategic initiatives, our ultimate goals are:

Our diverse community is supported by the library.

Everyone knows that the library works for them.

Everyone feels valued and respected at the library.

Addison becomes a community of lifelong library users.