

# Arrowhead Library System Strategic Plan Goals and Objectives July 1, 2019 - June 30, 2022

## Our Mission

*Arrowhead Library System enhances the value of all types of libraries to their communities by cultivating collaboration, technological innovation, and professional development; and enriches the quality of life by providing direct services for those without a public library and access to electronic resources for all people in northeastern Minnesota.*

### Goal #1: Embrace Empowerment

- Conduct member library site visits to educate and to listen*
- Share resources and information with member libraries via newsletter and e-communications*
- Encourage communication between member libraries*
- Facilitate a wide variety of relevant library-specific training to member library staff, including in-person, online, and hosted around the ALS region*
- Provide ALS Mini Grants for member libraries to support program development at the local level, and share grant ideas and outcomes*

### Goal #2: Optimize the Customer Service Experience

- Review ALS collection development policies based on trending needs and requests of patrons*
- Encourage the creation of standardized circulation policies across libraries*
- Continuously review ALS website and electronic resources to ensure accurate and helpful information is easily accessible, relevant, and secure*
- Maintain responsive interlibrary loan and delivery systems*
- Adopt technology that enhances access to ALS resources and information*

### Goal #3: Increase Awareness

- Build and enhance strategic partnerships to better meet the unique needs of each organization*
- Advocate for all types of libraries at the national, state, and local level using multiple platforms*
- Teach member library staff how to advocate, using statistics and other ALS data*
- Facilitate trustee training for ALS Board Members and local library board members*
- Work with community organizations, including townships, to promote ALS services*

### Goal #4: Support Lifelong Learning

- Offer meaningful, educational and accessible reading programs that support literacy development for patrons of all ages*
- Identify and remove barriers to services and resource accessibility by developing mindful solutions*
- Add member school libraries to the ALS Horizon system to foster connectivity with ALS and each other*
- Provide materials, training, and programs for library staff and patrons focusing on early literacy*

## **Vision Statement:** *The Future of Our Library Community*

Libraries in northeast Minnesota are strengthened by their membership in the Arrowhead Library System. Libraries of all types – school, academic, special, and public – share resources and collaborate to creatively offer services relevant to their communities; needs. Use of state-of-the-art technology is widespread and library personnel are well prepared to assist patrons in its use.

School and academic libraries are valued by their students, faculty and administrators. Staff in these libraries have the professional skills to help students perform well academically, develop critical thinking skills, and grow into lifelong learners. Through membership in the regional system, special libraries help extend the reach of their sponsoring organizations. They share information and expertise about specialized topics with the wider community.

The region's public libraries are strong and vital hubs in their communities, and a source of great civic pride. People of all ages, locations, and socio-economic backgrounds actively make use of public library services. Public libraries are in tune with changing needs in their communities and respond with services and programming that consistently satisfy and delight the people who use them.

*The region is abuzz about libraries.*

## **Values**

*We believe in:*

Each individual's right to free and equal access to information and ideas

The worth and appreciation of diverse points of view

The value of individuals, community, and culture

The importance of innovation in meeting evolving customer needs and expectations

Accountability for the public's resources