



# Arrowhead Library System Strategic Plan

July 1, 2019- June 30, 2022

**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.

## ALS Strategic Plan Goals and Objectives



### 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

- Provide materials, training, and programs for library staff and patrons focusing on early literacy
- 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