

Shaker Heights Public Library

2023-2026 Strategic Plan

Approved May 15, 2023 by the Shaker Heights
Public Library Board of Trustees



Mission

Shaker Heights Public Library strengthens our diverse community and transforms lives by bringing together people, information, and ideas.



Vision

Shaker Library is an indispensable community asset that:

- Provides free and equal access to a wide range of resources that meet the diverse needs of our community.
- Prioritizes equity and inclusion.
- Promotes literacy, the joy of reading, and a commitment to lifelong learning.
- Engages with the community and responds to its needs.
- Maintains vibrant and welcoming spaces where people can connect and collaborate.
- Serves as a trusted source of information.
- Helps the community learn, solve problems, and envision the future.
- Preserves and shares Shaker's history.

Values

We value:

- Literacy and lifelong learning
- Intellectual freedom and equal access
- Customer service excellence
- Integrity and accountability
- Environmental sustainability
- Fiscal responsibility
- Innovation
- Diversity, equity, and inclusion
- Outstanding employees
- Our Shaker Heights Community

Diversity, Equity, and Inclusion Statement

We welcome, value, and seek to include people of all races, cultures, religions, socioeconomic statuses, ages, visible and invisible disabilities, political and social viewpoints, sexual orientations and gender identities.

We recognize that systemic inequities and barriers exist. We continually strive to dismantle them and provide equitable access for all members of our community and staff.

**Build a More
Equitable
& Inclusive
Institution**

**Foster
Connection**

**Expand
Visibility &
Awareness
of Our Value**

**Unlock
Power of
Partners**



Foster Connection

We will:

- Become known as the place for discovery. Promote the library as a place of individual transformation with unparalleled access to books, programming, and information/resources.
- Be an exciting destination. Provide a platform for connection both inside and outside library walls. Celebrate community voices.
- Be radically welcoming. Go out of our way to make sure people feel this is a place for them.
- Build equitable and inclusive offerings that reflect a deeper awareness and empathy for all.
- Enhance the convenience and ease of using the library.

Success indicators:

Grow and prioritize successful offerings. Our community sees itself reflected in the library and the community can find what it needs.

This will result in:

Being the platform for connection through collection, programming, and services—available when residents want to reach out, reach up, and when they reach life's milestones. Increasing library utilization including visits, participation in events, circulation, and library card sign-ups



Unlock Power of Partners

We will:

- Renew our understanding of community aspirations and needs.
- Strategically cultivate new or deeper relationships with partners. Be seen as a part of community solutions.
- Redefine and invest in community engagement and partnerships.
- Pursue renewal after the pandemic. Renew connections and strategy and put people first.

Success indicators:

Partners see Shaker Library as a trusted collaborator, connector and community asset. The library is widely known as approachable and easy to work with.

This will result in:

Being a community hub through community engagement and extended reach and relevance for institutional partners.



Expand Visibility and Awareness of Our Value

We will:

- Listen to community needs.
- Understand community perception of the value of Shaker Library.
- Lead or support community conversations that tie in to Shaker Library goals.
- Be good stewards of our resources. Provide fiscal and environmental sustainability. Ensure project sustainability (financial and staffing) through careful selection of priorities, community feedback, and piloting new ideas.
- Be an active participant in solving complex community problems.
- Share our story and successes.

Success indicators:

We prioritize future work around being more visible, credible, trusted, and valuable.

This will result in:

The community understanding how the library serves and supports our neighbors.



Build a More Equitable and Inclusive Institution

We will:

- Foster an internal culture of growth, learning, risk taking, and innovation.
- Prioritize staffing, policies, and procedures that reflect the diversity of our community.
- Engage an empowered staff by assessing our organizational structure and operations to ensure we are meeting current and future needs.
- Value and support staff and their individual strengths.

Success indicators:

All staff feel valued and supported. Staff understand the role they play in the library's mission, vision, and values, and feel proud of their achievements, which are recognized and celebrated.

This will result in:

Skills, competencies, and an inclusive library culture that make us better equipped to serve and support our community.

