Novi Public Library
STRATEGIC PLAN 2023-2028







Mission

Cultivate Learning
Inspire Creativity
Foster Inclusivity

Vision

A vital community hub for enrichment, exploration and understanding.

Values

Welcoming and Inclusive Environment: We embrace all voices and value diverse perspectives.
Community Focus: We engage through spaces, programs and services to support our community.
Collaboration: We explore partnerships to better connect resources and serve beyond our walls.
Innovation: We evolve with changing needs and are open-minded and adaptable.
Learning: We empower lifelong learners as they discover and cultivate their passions.
Creativity: We encourage adventure and wonder in all we do.

Align Funding & Services

Challenge: The funding vs. expected services gap

Goal: Share with the community the current gap between service expectations/needs and funding levels and explore opportunities to align funding to the service needs and expectations of the community.

Improve Internal Communications

Challenge: Disconnected internal decision processes

Goal: Improve processes and internal communications and expand decision input across the organization to keep service levels in-line with resources.

Adapt Resources, Services & Facilities

Challenge: Need to align services & resources to funding

Goal: Explore & develop efforts that optimize the quality, usability and community alignment of Library resources and facilities and ensure the community's aware of these resources, services & programs.

Staff Investment & Retention

Challenge: Staff engagement & turnover

Goal: Invest more in the Library staff to improve effectiveness, efficiency and job satisfaction to meet the current and future needs of the community.

NOVI PUBLIC LIBRARY
45255 W Ten Mile Rd
248-349-0720
novilibrary.org

Turn this page over to read about our plans for 2024-2025.

ReThinking Libraries
Engage | Envision | Evolve

Align Funding & Services

- **Commit** to a ballot initiative for additional funding when the current building bond expires in fall 2026, with the Library Board's approval. Utilize fund balance to cover operating expenses required to maintain current levels of service.
- **Increase** community and City Council awareness of Strategic Plan and current funding gap.

Improve Internal Communications

- **Implement** new communication tools with clear guidelines for use.
- **Increase** transparency across the organization through sharing committee work with staff, departmental digest emails and a more robust eNewsletter.
- **Increase** committee participation among all departments and levels of the organization to include diverse perspectives.
- **Create** a tool to gather and classify suggestions, needs and wants from the community.
- **Continue** to develop department manuals and employee training on internal procedures and communication expectations.

Adapt Resources, Services & Facilities

- **Implement** collection changes supported by community feedback, including adding new genre stickers, increasing funding for digital libraries and investigating a future resource kit collection for seniors. Consolidate YA collections to new larger shelving area. Adjust Lakeshore Lending Library collection to increase usage. Continue monitoring circulation and database usage data to inform future decisions.
- **Adapt** programming based on community feedback and staffing levels, including increasing offsite programs, eliminating registration for grab and go kits, collaborating with partners, exploring sensory-friendly daytime programming and gathering feedback from program attendees.
- **Adapt** physical library spaces based on community feedback and observations of usage, including a Teen Stop renovation. Explore ideas for future building improvement projects to the early literacy play area, newspaper room, patio and seating areas.
- **Complete** elevator maintenance and main lobby HVAC system upgrades.
- **Improve and expand** library technology, including a public printing solution, upgraded early literacy computer stations, new equipment in the iCube, updated server for TV marketing and a public phone charging locker. Add a card dispenser at the Lakeshore Lending Library (vendor dependent).
- **Continue** to evaluate Building Policies for effectiveness.
- **Improve** wayfinding throughout the building, on our website and through printed brochures to improve accessibility for non-English speakers/readers and patrons with disabilities.
- **Pursue** new marketing strategies to increase engagement with and awareness of Library resources, services and facilities.
- **Implement** new cardholder outreach campaigns in areas with low percentages of cardholders.

Staff Investment & Retention

- **Continue** to evaluate HR Policies for improvements, culminating in a new HR Manual.
- **Explore** and implement more remote work opportunities for positions where feasible.
- **Form** an Employee Wellbeing Committee to plan morale-boosting full-staff activities and health/wellness offerings.
- **Increase** staff recognition opportunities.
- **Explore** costs to offer a tuition reimbursement benefit (FY 25-26).
- **Implement** Customer Service Plan based on Customer Service Committee work.
- **Implement** anonymous comment card system.
- **Continue** to review wages to stay in line with industry standards and cost of living.
- **Offer** additional professional development opportunities, based on staff feedback.
- **Explore** offering an "NPL University" and determine modules / snapshot tours of different roles in the organization (FY 25-26).
- **Recognize** milestone anniversaries better.
- **Continue** to improve onboarding processes under new HR Specialist.
- **Provide** annual staff survey to determine priorities for the following year.