



Summary

In 2023, the Joliet Public Library began the process of developing a three-year Strategic Plan.

The plan reiterates the Library's mission and vision and introduces new goals and strategies to complete in the coming years. The process was guided by Library Management, SKA& Associates and approved by the Library Board of Trustees. Data was collected from a survey of Library staff and Board members to understand our current workflow and areas that need improvement.

The last strategic plan brought great improvements to our Library, including the renovation of the Ottawa Street Branch.

Use this document as a guide for the future of Joliet Public Library. Our staff and Library Board of Trustees are excited to share it with you.

Mission

The Library provides resources to inspire all patrons to Read, Explore, Ask, and Discover.

Vision

We strive to connect you to your world, your community, and yourself.





Goal 1: Transform Black Road

- Renovate Black Road to provide more effective work spaces, more storage and a better staff experience
- Improve Black Road's capacity to host programs
- Improve the functionality of public spaces with input from stakeholders to foster a better patron experience

Outcomes

The Library will renovate staff and public spaces to improve the atmosphere and better the experience at Black Road.

Goal 2: Deepen the Library's Connection with the Joliet Community

- ✓ Provide more services outside the physical buildings
- ✓ Explore the feasibility of offering homebound services and tailored outreach to older adults
- ✓ Identify ways to partner with local organizations to increase awareness of and access to social services
- ✓ Develop a more cohesive plan and strategy for outreach that reflects the diversity of the Joliet community
- ✓ Scale the Library's work to improve Spanish-speaking community members' access to the Library
- ✓ Develop partnerships with higher education organizations to formalize connection with local students

Outcomes

In partnership with local civic organizations, the Library will provide increased opportunities for learning, enrichment and discovery.





Goal 3: Captivate new audiences

- Refresh the Library's brand to update messaging and visual elements
- Highlight the distinctive strengths of each location
- Expand social media investment to amplify its reach to underserved community members
- Pursue nontraditional marketing strategies that bring accessible information about the Library to broader audiences
- Consider and pursue opportunities to promote the Digital Media Studio
- Promote the value of Library services to entrepreneurs, remote workers and the local business community
- Attract residents to both of our buildings by providing new experiences and access to special events and exhibits

Outcomes

The Library will work to welcome in more of the Joliet community and raise awareness of its available resources.

Planning Committee

Megan Millen, Executive Director
Jim Deiters, Deputy Director
Mallory Hewlett, Communications Manager
Linda Ling, Technical Services Manager
Keisha Mandara, Access Services Manager
Joe Masters, Operations Manager
Dana Perry, Administrative Services Coordinator
Josh Phillips, Digital Media Studio Manager
Lesley Rose, Adult Services Manager
Laura Yanchick, Youth Services Manager

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Ottawa Street Branch

150 N Ottawa Street, Joliet, IL 60432

Black Road Branch

3395 Black Road, Joliet, IL 60435

Mon-Thurs: 9am-9pm

Fri/Sat: 9am-5pm

Sun: 1-5pm (Closed Sundays in the summer)

jolietlibrary.org
815-740-2660



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Public Library
Read • Explore • Ask • Discover