

Strategic Objectives (2019-2022)

1. Empower universal literacy
2. Escalate an innovative and inclusive culture
3. Enhance core interactions within our diverse community

<p>Collections/Electronic Resources</p> <ul style="list-style-type: none"> • Expand collection offerings in print, music/movie (73% CS response) • Expand electronic formats and options (62% CS response) • Improve ILS functionality for better guest & staff usage • Expand International collections/classes/ESL • Provide online training options for residents, city/school employees, businesses • Introduce unique collections • Grow readers/build literacy • Increase usage 	<p>Technology</p> <ul style="list-style-type: none"> • Enhance website (online calendar, meeting room software) • iCube development • Be a disruptor for new technology trends • Stay on the cutting edge of technology initiatives • Foster talents to expand technological experiences at NPL • Improve App access 	<p>Marketing</p> <ul style="list-style-type: none"> • Touchscreen interaction in the building for programming/events/services • Look at more targeted marketing strategies • Institute “Did you know” • Welcome center/library tour • Grow social media, press and news presence • Tell NPL’s story better through Inform. Inspire. Include. • Expand HOA outreach • Increase usage
<p>Outreach/Services</p> <ul style="list-style-type: none"> • Lending Library kiosk (Lakeshore) • Auto renewal of library cards (TLN) • Auto renewal of library materials (TLN) – (62% CS response) • Fillable library card online (TLN) • Dropbox at Novi High for materials • Barrier free policies and procedures • Library access to ALL Novi residents, city employees, businesses, working in Novi • “Be Our Guest” approach to service • Endowment opportunity • Expand school collaborations • Elimination of daily fines (51% CS response) • Public Library Services excellent/good (91% CS responses) 	<p>Programming/Events</p> <ul style="list-style-type: none"> • Evaluate programming needs; ease of registration • Expand options; have a ‘Try It’ attitude • Expand programming outreach in north end • Friends 60th Anniv. • 10 yr. Anniv. Of NPL bldg. • Talent Team expansion • Partnerships with non-profit help agencies • Be a disruptor for new programming/events • Intergenerational collaborations • Opportunities for learning (on-line tutoring, ESL, computer classes, adult education, cultural learning (63% CS response) • Opportunities for programs (53% CS response) 	<p>Building/Grounds</p> <ul style="list-style-type: none"> • Execute more flexible spaces, furniture, electrical access based on guest needs • Library/City transportation for ALL ages • Youth Area Renovation (Phase 2) • Implement sustainable processes (recycling, paper, utility usage) • Investigate entrance way & cold issue • Enhance café experience (42% CS response) • Explore use of the building for larger community events • Provide safe, clean, accessible spaces • Evaluate space and hours for best use • Enhancing library operations (63% CS response) • Rental space availability (28% CS response) • Meeting space availability (44% CS response) • Extended Sunday hours (53% CS response) • Visiting the Library (Once a month – 69% CS response)

Staff Development: Improve staff training (knowing who does what, when, why, how and where), launch a customer service initiative, present an inclusive staff that reflects our community, evaluate employee satisfaction assessment for organizational development, support growth and innovation in our library team, evaluate staff policies for maximum support and organizational commitment, continue to evaluate salary needs based on employment trends and standards, encourage out of the box thinking and creativity