



chandlerpublic
LIBRARY

Strategic Plan

2022 - 2027



Message from the **Library Manager**





It is my pleasure to present the Chandler Public Library's 2022-2027 Strategic Plan. Today, more than ever, libraries are essential in our communities: they are quiet equalizers in society, providing free access to information, technology, and programs that bridge the gap between the rich and poor, young and old, scholar and student; they are the building blocks for sustainable and diverse communities to grow and thrive; and, they recognize and respect diversity and celebrate our collective history. Our libraries consistently reflect on the current and emerging needs of patrons in the 21st century and choose to advance literacy and champion inclusive learning experiences for all people by fostering accessibility and embracing new technology.

My commitment to the citizens of Chandler as we work to meet the priorities of this Strategic Plan is to keep the reason behind our existence top of mind. Chandler Public Library does not exist only to provide books, programs, technology, and buildings for visitors. Chandler Public Library exists to serve

and truly meet the needs of our community. Without our community, libraries would be quiet, hollow storage facilities empty of wonder, exploration, and joy. Every day, moving forward, we will ask ourselves if our decisions serve our community. If the answer is no, we must reconsider, reimagine and revitalize our intent.

I am inspired by the expressed values, goals and priorities to be achieved. Through the work we do in providing public library service to the citizens of Chandler, we commit to being innovative, inclusive, and responsive for our users. This Strategic Plan is a living document that Library Administration will use to set and evaluate library services within the City of Chandler, supported by not only library staff, but by the passions of its patrons and volunteers and with advocacy from City of Chandler leadership. Together, let's imagine the future of Chandler Public Library and bring people, information and ideas together to enrich lives and strengthen our community. Thank you for trusting us, the staff of Chandler Public Library, as stewards of your libraries.



Rachelle Kuzyk, MLIS

Library Manager
Chandler Public Library





MISSION

Chandler Public Library inspires intellectual discovery, creative entertainment, and life-long learning through robust information resources that connect communities to a world of knowledge and new ideas.

VISION

Chandler Public Library brings people, information, and ideas together to read, learn, connect and succeed.

VALUES

At the heart of our success are the values that guide how we engage with our community every day. Chandler Public Library's values reflect the founding principles and aspirations of the Library, but they also inspire us to make CPL even greater than it is now. These values serve as a "lens" through which we, with our users, set priorities and make resource allocations.

Creative

We inspire curiosity. We encourage discovery. We introduce opportunities.

Engaging

We acknowledge our service orientation and seek to understand and meet the needs of others. We respond to community needs with quality services and experiences.

Responsive

We recognize the ever-changing needs of our community and the library itself. We adapt to meet those needs.

Innovative

We encourage curiosity and experimentation in initiating creative approaches and effective solutions to current challenges and new directions. We embrace those trends that enhance the lives of our patrons and the services provided to them.

Accountable

We foster strong ethical principles, honesty, fairness, transparency, and trustworthiness. We are a good steward of our financial, physical, and human resources.

Inclusive

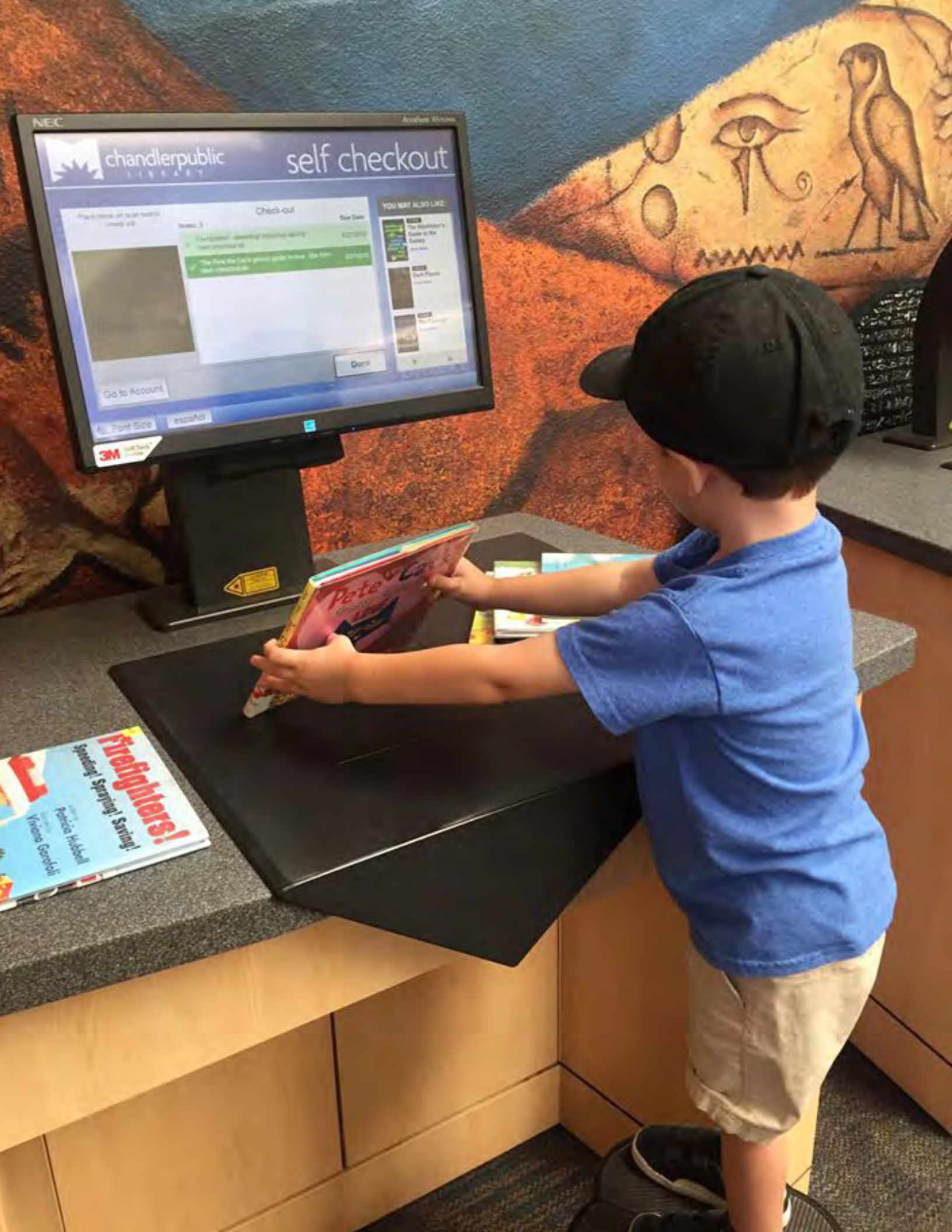
We provide welcoming spaces where our community members see themselves reflected in our collections, services, programs, and staff.

Reflective

We uphold the right to privacy and the right to seek, access, and express diverse points of view, honoring intellectual freedom.

Collaborative

We will seek opportunities and establish partnerships to build programs, services, and resources that align with the overall goals of CPL and our vision for the future.



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Check-out

Due Date

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FRAMEWORK

Our framework identifies the priorities that will guide our decision-making. These choices reflect the Library's existing strengths, hold fast to our commitment to the public and deepen our system's culture of innovation and creativity. This document is a roadmap not a contract; it is intended to help guide our future and allow CPL to remain agile, responsive, and resilient to evolving needs.

The Strategic Plan aims to turn the Library's vision and values into significant, implementable, measurable strategies to deliver our core areas of focus. This plan belongs to all members of the Chandler Public Library community and is a transparent working guide that lets everyone see where and why we are making strategic investments. It also shows where we have made progress through annual Action Plans.



Core Areas of **Focus**





Four core areas of focus capture Chandler Public Library's identified values. They represent the practical means of steering us toward a shared vision. Each core area of focus opens the door to strategic opportunities, which can be pursued to bring about change and impact. We will serve the community by:

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- 1. Setting the Foundation** – Operations and Facilities
 - 2. Partnering in Discovery** – Collections and Resources
 - 3. Inspiring Experiences** – Programs and Services
 - 4. Connecting Community** – Collaboration and Advocacy



Setting the Foundation

CPL will continue to optimize the financial, administrative and business operations essential to maintaining an effective and sustainable organization. We will develop a staff who embrace creativity and innovation with a focus on customer satisfaction. We must be innovative and transformative in how we operate, with an ability to pivot at any time to meet current needs and challenges and offer quality experiences.

Strategic Objectives

1. Design, execute, and continuously evaluate the administrative operations that support the delivery of library service to the community.
2. Implement a robust data governance structure to inform decision-making and drive change.
3. Create and maintain welcoming, safe, and constantly evolving spaces and services.





Partnering in Discovery

CPL acquires, organizes and ensures equitable access to information in all its forms. We provide collections, information resources and innovative tools and services to support inquiry, recognizing that they need to be available for a diverse audience anywhere, anytime, on any device.

Strategic Objectives

1. Connect customers with resources at the point of need, through enhanced discovery tools that improve the user experience.
2. Appropriately steward our collections and other information resources for the benefit of the entire community.
3. Integrate data-driven collection management strategies that build a comprehensive selection of resources for the community.

Inspiring Experiences

CPL has always been a leader in providing the community with a variety of programs and services that foster the love of reading and learning. We embrace continuous improvement in programming as a catalyst for curiosity and inspirational ideas.

Strategic Objectives

1. Provide inspiring and inclusive learning environments and staff expertise, both in our libraries and in partner locations across the community.
2. Anticipate and respond to the evolving needs and expectations of Chandler citizens, community partners, and corporate stakeholders.
3. Actively engage customers through intentional and meaningful interactions at every service point.

Connecting Community

CPL will expand our role as a partner in the community by fostering relationships that will cultivate a network of library supporters and advocates. We will position Chandler Public Library as a trusted hub of community engagement.

Strategic Objectives

1. Share our story by promoting our services and communicating the relevancy and impact of those services.
2. Attract new philanthropic and grant funding in support of strategic priorities.
3. Collaborate with local government, businesses, and organizations to realize common goals.



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