



Peoria Public Library

# STRATEGIC PLAN

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2026-2028





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Peoria Public Library

# Introduction

Peoria Public Library is a lifelong resource for its community. The library's dedicated staff, engaged patrons, and vital services create welcoming and comfortable community spaces. To align its resources with the evolving priorities of the community, the library has undergone a comprehensive strategic planning process with feedback from the community and stakeholders. By implementing a new strategic plan, Peoria Public Library will renew its commitment to:

- Enhance community engagement with new and current partners and raise awareness of the library's responsive services,
- Invest in staff development for the betterment of the patron experience at the library while improving internal culture and communication, and
- Focus on library facilities as welcoming spaces that are accessible, safe, and comfortable.

Peoria Public Library initiated a strategic planning process starting in early 2025. Fast Forward Libraries LLC was engaged in January 2025 to facilitate the planning process in three phases: Learn, Dream, Do. The Learn phase entailed gathering community feedback through a survey, focus groups, and interviews. Board and staff feedback was collected through a survey, as well. In the Dream phase, the Board and staff held retreat sessions to discuss possible future pathways for the library. This document includes the strategic directions and goals that will guide Peoria Public Library through the Do phase, as the library executes its vision for the future.



# Process Timeline

March 2025 - November 2025

The Planning Team spent months learning about community needs and developing strategies to advance the library's impact over the next three years.

Planning Team  
Kick-off

March

Community Input  
and Learning  
Report

March to July

Retreat Sessions

July

Plan Development  
and Review

August to September

Present to the Board,  
Transition to  
Implementation

October to November

# Vision

Connection, Growth, and Discovery for All

# Mission

We offer access to books, technology, programs, and other resources that inspire growth and discovery.



# Strategic Directions





## Enhance Community Engagement *to Raise Awareness and Usage of Library Services*

We connect with our community in a variety of ways to ensure the library is a strong community partner. By expanding awareness of library services and providing responsive programming and collections, we increase access to all the library offers.

### GOALS:

1.1 Develop and enhance library partnerships to better connect with local organizations and serve more areas of the community.

1.2 Provide robust core services, programs, and collections both online and in-person to support lifelong learning, expand leisure/entertainment opportunities, and meet diverse needs across the lifespan.

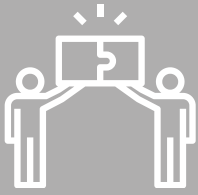
1.3 Enhance external communications and promotions to better inform the community about all the library offers.

### POTENTIAL OUTCOMES:

- The library is known as a go-to community partner
- Increase in new cardholders
- Increased overall library usage
- Patrons indicate library programs and collections reflect their cultures and interests
- Patrons indicate satisfaction with library services
- Community members indicate they know what is going on at the library







## Invest in Staff Development and Internal Culture to Ensure a Thriving Organization

We work to provide a strong internal culture where staff can learn and grow. Our staff members work together to support excellent customer service and are confident in their roles as integral parts of our collaborative team.

### GOALS:

- 2.1 Provide staff training and learning opportunities to increase knowledge that benefits patrons and community.
- 2.2 Improve internal culture and communication to strengthen collaboration and team dynamics.
- 2.3 Strengthen the future of the organization by addressing staff development needs in order to further develop a thriving and engaged staff.

### POTENTIAL OUTCOMES:

- Staff work together to provide excellent service to the public
- Staff report high job satisfaction
- Staff are encouraged to use new knowledge
- Patrons indicate high satisfaction with the library and staff interactions





## **Focus on Facilities** *to Allow for Accessibility, Safety and Comfort at all Locations*

We provide library facilities where people can meet, work, and connect. Our spaces are comfortable, safe, and accessible for all community members and reflect the diverse current and future needs of our community.

### **GOALS:**

- 3.1 Undertake functionality, sustainability, safety, and accessibility updates that will improve both short- and long-term usage at all facilities.
- 3.2 Ensure comfortable, welcoming, and flexible spaces that provide areas for meetings and both quiet and social uses.
- 3.3 Implement updated security procedures and training to better serve staff and patrons.

### **POTENTIAL OUTCOMES:**

- Patrons indicate greater ease of use at all facilities
- Patrons feel welcomed in library facilities
- Increased overall space usage
- Positive staff feedback



# NEXT STEPS

## Implementation and Evaluation

Now that the vision, mission, strategic directions, and goals have been adopted by the Peoria Public Library Board, the staff will develop an activity plan to guide implementation. Implementation is a continual process. The timing of certain activities will be determined by priority and influenced by various factors, such as funding and other resource allocation. Review and adjustment of the activity plan will happen on a regular basis.

Evaluation of progress towards the goals will be ongoing once the plan implementation is underway. The status of activities and progress towards goals will be reported regularly to Trustees and stakeholders as well as to staff through regular all-staff meetings or reports to allow for full transparency of the plan's progress.



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