Looking Ahead
Strategic Plan
2024-2028
This strategic plan will serve as the library’s roadmap for the next four years. Developed with guidance from the Library Board and staff, and with thoughtful input from Town leaders and community members, the initiatives below will serve as the library’s areas of focus for innovation and improvement.

**Our Mission**
Welcoming all, the West Hartford Public Library brings people, information, resources, and ideas together to enrich lives and strengthen our diverse community.

**Our Vision**
The West Hartford Public Library will be a center for reading, learning, creating, and celebrating culture; where everyone will have the opportunity to pursue their interests, connect with the community, and access ideas and information freely.

1. **Expand Access to Library Resources**

   - **Goal:** Expand public service hours
   - **Goal:** Develop programming on the use of e-materials
   - **Goal:** Improve patron experience when using library technology
   - **Goal:** Expand library services in languages other than English

2. **Increase Awareness of Library Services and Reach New Users**

   - **Goal:** Improve communication about existing resources
   - **Goal:** Expand library presence within the community beyond library spaces
   - **Goal:** Develop and expand collaborations/partnerships with area organizations
   - **Goal:** Expand outreach efforts to draw in new patrons
Support All Employees, Encouraging Them to Thrive Professionally and Personally, to Better Serve Our Community

Goal: Focus recruitment on staff that reflect the diversity of the community we serve
Goal: Create and improve staff structures to cultivate a unified, cohesive staff and provide opportunities for professional growth
Goal: Provide resources and support for staff training and development
Goal: Build capacity in our staff to adjust to unexpected circumstances

Build More Responsive and Inclusive Collections and Programs

Goal: Develop collections that better reflect the community and their interests and needs
Goal: Expand in-person and virtual programming that responds to the access needs and preferences of our users
Goal: Increase world language collections and services
Goal: Develop programs that bring together different age levels and segments of the community

Improve Building Experience for All Types of Users

Goal: Create spaces that are welcoming, functional, and centered around the user experience
Goal: Improve building accessibility for everyone
Goal: Provide flexible spaces for individuals and small groups
Goal: Improve comfort of library seating and spaces
Strategic Plan Team

Laura Irmscher, Library Director
Heidi Reagan, Office Operations Specialist
Karen Polmatier, Branch Operations Manager
Lauren Yarnall, Adult Services Librarian
Jennifer Pfeifer, Library Specialist, Cataloging & Acquisitions
Hannah Hokanson, Library Assistant, Childrens Department

West Hartford Public Library developed this Strategic Plan as part of the Connecticut Library Consortium’s First Strategic Planning Cohort