

WEST HARTFORD PUBLIC LIBRARY

Looking Ahead

Strategic Plan
2024-2028



West Hartford
Public Library

Noah Webster
Bishops Corner
Faxon

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

3

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

4

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

5

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

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



West Hartford
Public Library

Noah Webster Library 20 South Main Street

Bishops Corner Branch 15 Starkel Road

Faxon Branch 1073 New Britain Avenue

westhartfordlibrary.org