

Strategic Plan

2018–2020



OUR MISSION

WHY WE EXIST

The mission of the Green Hills Public Library District is to inspire lifelong learning and exploration by connecting the community with information and providing exceptional customer service.

OUR VISION

WHAT OUR FUTURE IS

The vision of the Green Hills Public Library District is a community in which every resident and organization has access to the information and resources necessary to optimize educational, social, economic, and civic outcomes in a dynamically changing world.

OUR VALUES

WHAT WE BELIEVE

Customer Experience: Providing exceptional customer service to all community members through professional and knowledgeable employees.

Exploration: Cultivating curiosity and lifelong learning among community members through the exploration of resources.

Innovation: Embracing opportunities to encourage creative ideas and solutions.

Collaboration: Fostering cooperation among employees and in the community by actively seeking local partnerships.

Inclusiveness: Ensuring all community members have the opportunity to utilize and benefit from materials, services, and programs.

Stewardship: Serving as a responsible steward of the community's resources and maintaining transparency at all levels.

GOAL 1

Ensure ongoing relevance to the educational and enrichment needs of the community.

OBJECTIVES

1. Broaden community partnerships with schools, local organizations, nonprofits, and other service groups.
2. Identify underserved segments of the community and develop ways to connect them with Library services (such as homebound, individuals with special needs, homeschooling families, etc.).



GOAL 2

Enhance marketing and communications efforts to elevate presence of the Library in the community.

OBJECTIVES

1. Develop branded communications for community members through email blasts, social media, and print materials.
2. Explore implementation of non-traditional communication methods for Library non-users.
3. Prioritize ongoing communication with staff and access to training opportunities.

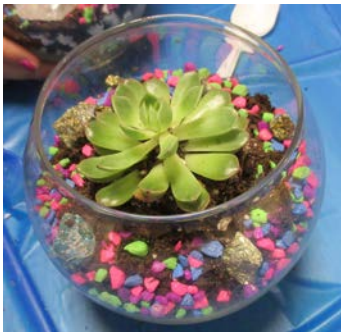


GOAL 3

Explore new ideas and embrace creativity in Library service.

OBJECTIVES

1. Collect and analyze data to align technological resources with community demand.
2. Evaluate availability of staff to expand the Library's physical presence at community organizations and events.
3. Engage in ongoing quantitative and qualitative evaluation of programs, collections, and services.



ABOUT THE LIBRARY

The Green Hills Public Library District was officially created on December 8, 1962, to serve the residents of Palos Hills and Hickory Hills. Over the last several decades, the Library has completed expansion projects to benefit the communities we serve. A successful referendum in 2004 allowed for a 12,000 addition to the building. In 2017, we completed a renovation project at no additional cost to taxpayers.

Our collection holds over 62,000 items including books, magazines, movies, music, video games, and more. We currently hold over 450 programs annually for all ages. We also have a 24/7 Library, which provides access to a number of online resources in addition to hundreds of thousands of electronic materials available for checkout. Our Strategic Plan will allow us to continually expand our services to meet the needs of the Library District.



LIBRARY MANAGEMENT TEAM

Jane Jenkins, Library Director

Sara Kennedy, Deputy Director

Jo Ann Sheehy, Business Director

Amanda Kowalcze, Head of Youth Services

Teri Wilson, Head of Circulation Services

Jason Young, Head of IT/Facilities

LIBRARY BOARD OF TRUSTEES

Rick Kelleher, President

Stephen Culen, Vice President

Tom Hanes, Treasurer

Noula Angelos, Secretary

Azmi Mohammad

Patricia Parise

Steve Stratakos