



Hennepin County  
**Library**

[www.hclib.org](http://www.hclib.org)

# Strategic Plan 2011–2025

**Our mission is to nourish minds, transform lives and build community together.**

We are a national leader of library service, innovation and excellence.

We envision a Hennepin County where library services ensure every person has the opportunity and resources to read, graduate, engage, work and learn.

**reading**



**graduating**



**engaging**



**working**



**learning**



# Objectives

## 1. Deliver relevant patron services

- Solicit and act on patron feedback
- Quickly recognize and respond to changing communities and demographics
- Develop innovative services
- Provide services that are community-based

## 2. Engage readers and learners of all ages

- Build and maintain our collections
- Remove barriers to information and content
- Preserve historical collections
- Embrace new technologies
- Build confident, self-reliant library users
- Set Library policy and make investments to ensure youth graduate from high school

## 3. Expand community engagement and collaborations

- Re-energize our partnerships with schools, businesses, nonprofits, foundations and the community
- Use volunteers and the commitment of each of us individually to support our community
- Create a strong brand
- Creatively market library services

## 4. Develop physical and virtual services that support patron access

- Implement the ongoing digital revolution that complements but is not bound by bricks and mortar
- Configure space to reflect new and broader purposes
- Upgrade and maintain facilities based on Hennepin County standards
- Create library environments that are welcoming, safe and secure
- Provide innovative service points such as kiosks, co-locations, partnerships and virtual opportunities

## 5. Build staff confidence and commitment to innovation, creativity and diversity

- Revolutionize customer service
- Embrace new technologies
- Use research-based information when developing library service
- Value diversity and inclusion to support an environment of creativity and innovation

## 6. Optimize funding of library services with private and public dollars

- Demonstrate the value of library services to residents, the County Board of Commissioners and other stakeholders
- Strengthen the Library's partnership with the Friends of the Hennepin County Library
- Partner with businesses and other foundations

## 7. Further leverage the leadership of the Library's governing and advisory Boards

- Strengthen the relationship between the County Board, Library Board and staff
- Support the Library Board as it fulfills the roles and expectations of the County Board of Commissioners

### **Hennepin County Board of Commissioners**

Mike Opat, District 1  
Mark Stenglein, District 2  
Gail Dorfman, District 3  
Peter McLaughlin, District 4  
Randy Johnson, District 5  
Jan Callison, District 6  
Jeff Johnson, District 7

### **Hennepin County Administrator**

Richard P. Johnson

### **Library Board**

Rebekah Anderson  
Caitlin Cahill  
Chris Damsgard  
Sandy Johnson  
Jill Joseph, Vice President  
Claudia Kelly  
Kathleen Lamb  
Jane Shanard  
Gary Thaden, Secretary  
Therese VanBlarcom, President  
NuRocha Williams

### **Library Director**

Lois Langer Thompson

10.11.2011



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