



Align Funding & Services

Challenge: The Funding vs. Expected services gap

Goal: Share with the community the current gap between service expectations/needs and funding levels and explore opportunities to align funding to the service needs and expectations of the community.

Improve Internal Communications

Challenge: Disconnected internal decision processes

Goal: Improve processes and internal communications and expand decision input across the organization to keep service levels in-line with resources.

Adapt Resources, Services & Facilities

Challenge: Need to align services and resources to funding

Goal: Explore and develop efforts that optimize the quality, usability and community alignment of Library resources and facilities and ensure the community's awareness of these resources, services and programs.

Staff Investment & Retention

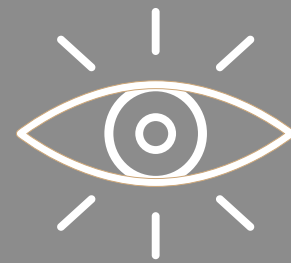
Challenge: Staff engagement & turnover

Goal: Invest more in the Library staff to improve effectiveness, efficiency and job satisfaction to meet the current and future needs of the community.



MISSION

Cultivate Learning
Inspire Creativity
Foster Inclusivity



VISION

A vital community
hub for enrichment,
exploration and
understanding.



VALUES

Welcoming and Inclusive Environment: We embrace all voices and value diverse perspectives.

Community Focus: We engage through spaces, programs and services to support our community.

Collaboration: We explore partnerships to better connect resources and serve beyond our walls.

Innovation: We evolve with changing needs and are open-minded and adaptable.

Learning: We empower lifelong learners as they discover and cultivate their passions.

Creativity: We encourage adventure and wonder in all we do.



High-Level Strategic Plan

2023 - 2028

Process Facilitated by
Rob Cullin, Janet Nelson, Randy
Maxey, & Kathy Stewart

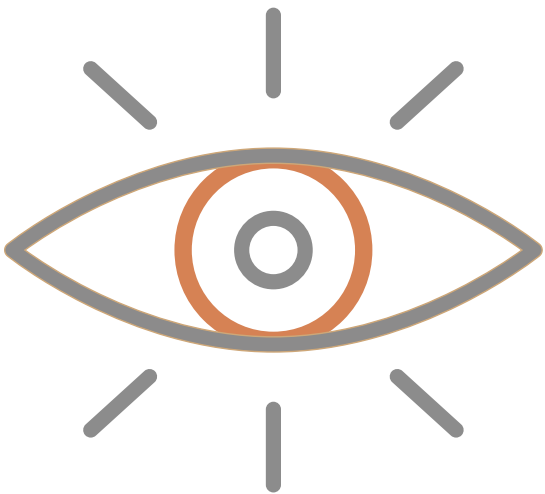


Engage | Envision | Evolve



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Align Funding & Services



CHALLENGE

Funding vs. expected services gap



GOAL

Share with the community the current gap between service expectations/needs and funding levels and explore opportunities to align funding to the service needs and expectations of the community.



OUTCOME

Improved funding to support the needed staffing and resources required to meet community needs and expectations.

OR

Resources, services and programs aligned/reduced to what is supported by current funding levels.

Align Funding & Services

Challenge: The Funding vs. Expected services gap

Goal: Share with the community the current gap between service expectations/needs and funding levels and explore opportunities to align funding to the service needs and expectations of the community.

Explore opportunities to align funding to the service needs and expectations of the community.

- Communicate clearly and consistently with community about the gap in needs, expectations and demands versus the funding being provided to the Library.
- Work with all levels of civic leaders to determine approaches to aligning funding to the level of needs and expectations.
- Execute options that are feasible and likely to draw community support.

If funding stays level, then adjust services to align with that funding level.

- Make the adjustments in services needed to align with the Library's actual capacity and staffing levels.
- Give particular attention to overlapping and duplicative services within the community. Communicate clearly those changes and the reasons behind them to both community and to staff.

Align Funding & Services: Overall Outcomes

- Improved funding to support the needed staffing and resources required to meet community needs and expectations.

OR

- Resources, services and programs aligned/reduced to what is supported by current funding levels.

More Specific Outcomes:

- Alignment with the updated Mission, Vision, Values.
- Resident awareness and understanding of NPL's resources, programs and spaces is improved and appreciation for those is increased.
- Better community understanding of how the Library is currently funded.
- An increase in two-way community engagement with the Library.

Improve Internal Communications



CHALLENGE

Decision processes disconnected



GOAL

Improve processes and internal communications and expand decision input across the organization to keep service levels in-line with resources.



OUTCOME

A Library organization better positioned to keep services aligned with resource levels and consistently communicate the implications for expanding services.

Improve Internal Communications

Challenge: Disconnected internal decision processes

Goal: Improve processes and internal communications and expand decision input across the organization to keep service levels in-line with resources.

- Engage a broader array of staff in decision-making and empower staff at all levels to communicate when demands are outstripping capacity.
- Develop a clear process for the evaluation of new ideas for services, resources and programs.
- Create concise, uniform and transparent guidelines to keep services aligned with actual capacities.

Overall Outcomes

A Library organization better positioned to keep services aligned with resource levels and consistently communicate the implications for expanding services.

More Specific Outcomes:

- A well-defined process for evaluating new ideas for services, resources and programs.
- An increase in two-way engagement across all levels within the Library.
- Concise and uniform standard operating procedures that are transparent and consistently followed.
- An empowered, engaged and more effective staff.

Adapt Resources, Services & Facilities



CHALLENGE

Need to align services and resources



GOAL

Explore and develop efforts that optimize the quality, usability and community alignment of Library resources and facilities and ensure the community's awareness of these resources, services and programs.



OUTCOME

Maintain and increase high levels of community satisfaction and appreciation of the Library among all residents.

Adapt Resources, Services & Facilities

Challenge: Need to align services and resources to funding

Goal: Explore and develop efforts that optimize the quality, usability and community alignment of Library resources and facilities and ensure the community's awareness of these resources, services and programs.

Within Current Funding Levels

- Address persistent technology issues to improve guest service levels and decrease staff stress and inefficiency.
- Explore changes in space layout and configuration improvements that are possible within current funding levels.
- Look for additional channels of engagement and awareness-building within the community, leveraging existing and new partnerships.
- Experiment with approaches on outreach to increase impact within the current resource level.

With Increased Funding

- Update and improve the NPL facility to better align with the realities of current and evolving community needs and expectations.
- Overhaul the Library's technology infrastructure to ensure effective services and resources and provide staff with the tools they need to be most effective.
- Expand outreach resources to connect with more residents beyond Library walls to provide needed services and to positively impact lives.
- Increase resources focused on community awareness and engagement to ensure that all residents have high awareness levels of available Library services and resources.

Adapt Resources, Services & Facilities: Overall Outcomes

Maintain and increase high levels of community satisfaction and appreciation of the Library among all residents.

More Specific Outcomes:

- Guests consider the Library and its facilities to be a key service and resource cornerstone of the community that makes Novi a better place to live.
- Visits to the Library increase and those who come stay longer and utilize more physical and digital resources.
- The Library offers more creative and collaborative opportunities, including expanded meeting and study spaces.

Staff Investment & Retention



CHALLENGE

Staff engagement
& turnover



GOAL

Invest more in the Library staff to improve effectiveness, efficiency and job satisfaction to meet the current and future needs of the community.



OUTCOME

Retain an empowered, engaged and more effective staff.

Staff Investment & Retention

Challenge: Staff engagement & turnover

Goal: Invest more in the Library staff to improve effectiveness, efficiency and job satisfaction to meet the current and future needs of the community.

Within Current Funding Levels

- Broaden staff engagement in services and resource decision-making, including staff from all levels for input and feedback.
- Scale back services to levels the staff can support without high levels of stress and burnout.
- Review staff policies for current trends and with input from all levels.
- Broaden staff involvement in new hiring across all levels.
- Explore new and creative ways of leveraging volunteers to support staff in different service areas.
- Find various ways to increase inclusivity and boost morale, including recognizing staff accomplishments.

With Increased Funding

- Expand staffing to meet the expectations and needs of the community.
- Increase staffing in specific high-need areas such as teens, tweens and outreach.
- Improve staff compensation to be more competitive with organizations competing for the same talented personnel.
- Increase staff training and professional development opportunities.

Staff Investment & Retention: Overall Outcomes

Retain an empowered, engaged and more effective staff.

More Specific Outcomes:

- An engaged, more effective staff better positioned to serve the community and deliver needed resources, services and programs.
- Reduced staffing turnover and improved ability to attract new staff to work at NPL.
- Overall Library organization will better support day-to-day work, empower staff to do their best work and enable the highest level of effectiveness for the Library.
- Library will be seen as a friendly, welcoming place where residents see their service needs met.
- Staff report higher levels of job satisfaction and a Library with a healthy organizational culture providing all staff with what they need to drive success for themselves and NPL.
- Staff will have the access to training, professional development and resources they need to thrive as NPL team members.