FINANCE COMMITTEE LIBRARY BOARD OF TRUSTEES

MEETING

Mukwonago Community Library
511 Division Street, Mukwonago, WI 53149
July 21, 2026 at 6:00 PM

AGENDA

1. **Call to Order**

2. **Roll Call and Introduction of Guests**

3. **Approval of Minutes**

   3.1 Approval of the November 10, 2025, Library Finance Committee Minutes as prepared and distributed.

4. **Discussion/Action Items**

   4.1 Audit Results - Discussion and possible action on results of the Village audit for 2025.

   4.2 2026 Mid-Year Budget Amendment - Discussion and possible action on approving a mid-year budget amendment for 2026 to account for an OPEB payout for retirement.

   4.3 Preliminary Budget Planning - Discussion and possible action on preliminary planning for the 2027 budget.

5. **Referral Items**

6. **Confirm Next Meeting Date**

   The next Finance Committee meeting is scheduled for Tuesday, August 18, 2026 @ 6:00pm.

7. **Adjournment**

Village of Mukwonago

DRAFT MINUTES OF THE MUKWONAGO COMMUNITY LIBRARY BOARD'S FINANCE COMMITTEE
Monday, November 10, 2025

Time: **10:00 am**

Place: **Mukwonago Community Library, 511 Division St., Mukwonago, WI 53149 and via Zoom**

Call to Order
Meeting called to order at 10:05 am by Chairperson Stienstra.

Roll Call and Introduction of Guests

Board Members Present
- C. Stienstra
- H. Pringle
- K. Sperstad

Excused
- J. Werner

Also Present
- A. Armour, Library Director
- C. Kim, Business Manager

Approval of Minutes
H. Pringle/C. Stienstra moved to approve the minutes of October 1, 2025, as presented. Unanimously carried.

Discussion/Action Items

4.1 Donations
Discussion and possible action on process for accepting and processing donations.

Business Manager Kim provided an overview of current donation processing procedures. Business Manager Kim and Director Armour reviewed the different donation accounts available at the Village and at the Waukesha County Community Foundation (WCCF), explaining the difference between municipal accounting (Village as fiscal agent) and internal accounting (for designated versus undesignated donations). Director Armour explained the two WCCF accounts: the endowment and the capital endowment.

The Committee discussed the purposes and advantages of different financial vehicles, staff time requirements for processing, best practices for maintaining fund balances, and communication between Director and Board.

The Committee provided the following guidance to Director Armour and Business Manager Kim:

- Prioritize undesignated donations toward the renovation project fund at WCCF where feasible.
- Rework monthly reporting of Village donation accounts to clearly distinguish designated funds (awaiting WCCF transfer) from genuinely undesignated funds, with the goal of maintaining $25,000–$50,000 total undesignated donation dollars at the Village.
- Ensure the draft Gift Acceptance Policy clarifies that the Director may spend up to $2,000 per fiscal year of undesignated donation funds (with invoices accounted for during monthly Library Board meetings); expenditures beyond $2,000 require written request to the Library Board.
- Operate under this guidance and report back in early 2026 on workability and recommendations for any changes or policy revisions.

The Committee's stated goal is to ensure clear procedures for all donations that align with policy so staff understand the Library Board's wishes entering the capital campaign for the renovation project.

No action taken.

4.2 WCCF Project Fund
Discussion and possible action on establishing a Project Fund at the Waukesha County Community Foundation to accept donations for the renovation project.

Director Armour explained how a Project Fund at WCCF would work, noting that Board members had met with the WCCF President in early summer to learn about this type of fund. Director Armour recently met with the WCCF President again to obtain details and posed specific questions to the Committee.

The Committee discussed and provided the following guidance:

- The Project Fund can be established by a motion of the Library Board.
- The Project Fund terms, including a 2% administrative fee on each donation, are acceptable and reasonable for the administrative work it will save MCL and Village staff.
- The Project Fund should be established using the anonymous, undesignated $25,000 gift currently in the Capital Endowment Fund.
- Fund Advisors should be appointed by title (with current title-holders providing contact information for administration): Library Board President, Library Board Treasurer, Library Director, and Business Manager.
- Upon closing the Project Fund, any unspent monies shall transfer to the Capital Endowment Fund for future upkeep of Library facilities.

H. Pringle/K. Sperstad motioned to recommend to the Library Board to create a WCCF Project Fund for the purpose of collecting donations for the upcoming renovation project. Unanimously carried.

5. Referral Items - none

6. Confirm Next Meeting Date – this Committee meets as needed

7. Adjourn

K. Sperstad/H. Pringle motioned to adjourn the meeting. Unanimously carried. Meeting adjourned at 11:25 am.

Minutes submitted by Abby Armour

Village of Mukwonago

Combining Balance Sheet -
Nonmajor Governmental Funds
December 31, 2025

	Library Fund
Assets	
Cash and investments	$ 363,536
Receivables:	
Taxes	602,180
Accounts	-
Prepaid items	3,371
Total assets	$ 969,087
Liabilities, Deferred Inflows of Resources and Fund Balances	
Liabilities	
Accounts payable	$ 33,285
Accrued liabilities	44,226
Total liabilities	77,511
Deferred Inflows of Resources	
Unearned revenue	602,180
Total deferred inflows of resources	602,180
Fund Balances	
Nonspendable	3,371
Restricted	286,025
Committed	-
Total fund balances	289,396
Total liabilities, deferred inflows of resources and fund balances	$ 969,087

Village of Mukwonago

Combining Statement of Revenues, Expenditures and Changes in Fund Balance
Changes in Fund Balances -
Nonmajor Governmental Funds
Year Ended December 31, 2025

	Library Fund
Revenues	
Taxes	$ 585,180
Intergovernmental	644,964
Licenses and permits	-
Public charges for services	25,131
Intergovernmental charges for services	-
Investment income	20,224
Other revenues	146,174
Total revenues	1,421,673
Expenditures	
Current:	
General government	-
Public works	-
Culture, recreation and education	1,336,090
Capital outlay	87,531
Principal	-
Interest and fees	-
Total expenditures	1,423,621
Excess (deficiency) of revenues over expenditures	(1,948)
Other Financing Sources (Uses)	
Transfers in	-
Transfers out	-
Debt issued	-
Premium on debt issued	-
Proceeds from sale of assets	-
Total other financing sources (uses)	-
Net changes in fund balances	(1,948)
Fund Balances, Beginning, as Previously Reported	291,344
Accounting Changes (see note disclosure)	-
Fund Balances, Beginning, as Adjusted	291,344
Fund Balances, Ending	$ 289,396

GL NUMBER	DESCRIPTION	BALANCE 01/01/2025	2026 AMENDED BUDGET	END BALANCE 01/01/2026
Fund 440 - LIBRARY FUND				
Assets				
440-0000-111000	TREASURERS CASH @ CITIZENS	0.00		0.00
440-0000-111015	SPECIAL PURPOSE ACCTS	0.00		0.00
440-0000-111033	ACCRUED SICK PAY	43,913.10		45,812.30
440-0000-111200	LOCAL GOVT INVESTMENT POOL	289,680.82		159,234.46
440-0000-111300	DEPOSITORY CASH	19,319.27		157,789.40
440-0000-111310	TAX RECEIPTS @ ADM	0.00		0.00
440-0000-111500	PETTY CASH FUND	200.00		200.00
440-0000-111700	VILLAGE HALL CREDIT CARD	500.00		500.00
440-0000-114055	DUE FROM 2010 GO PROM NOTE	0.00		0.00
440-0000-114072	DUE FROM TAX FUND	585,180.00		602,180.00
440-0000-142200	ACCOUNTS RECEIVABLE - INVOICED	0.00		0.00
440-0000-162000	PREPAYMENTS	6,702.51		3,370.46
440-0000-162006	457B ADVANCE-ACTIVE EMPLOYEES	0.00		0.00
440-0000-162007	457B ADVANCE-TERMD EMPLOYEES	0.00		0.00
TOTAL ASSETS		945,495.70		969,086.62
Liabilities				
440-0000-211000	VOUCHERS PAYABLE	25,221.46		33,284.85
440-0000-215110	SOCIAL SECURITY	0.00		0.00
440-0000-215200	RETIREMENT	10,945.31		9,044.74
440-0000-215250	DEFERRED COMPENSATION	1,238.54		980.47
440-0000-215300	HEALTH INSURANCE PAYABLE	0.00		0.00
440-0000-215301	LIFE INSURANCE PAYABLE	105.45		99.62
440-0000-215302	SUPPLEMENTAL INSURANCE PAYABLE	0.00		0.00
440-0000-215303	VISION - SUPPLEMENTAL INSURANCE	19.97		28.72
440-0000-215304	DENTAL - SUPPLEMENTAL INSURANCE	143.82		80.38
440-0000-215305	ACCIDENT - SUPPLEMENTAL INSURANCE	5.11		7.84
440-0000-215350	HSA OR FSA CONTRIBUTIONS	26.00		152.49
440-0000-215900	MISC DEDUCTIONS	0.00		0.00
440-0000-217000	ACCRUED PAYROLL	31,266.07		33,831.42
440-0000-250010	DUE TO GENERAL FUND	0.00		0.00
440-0000-250041	DUE TO RECYCLING	0.00		0.00
440-0000-250055	DUE TO 2010 GO NOTE	0.00		0.00
440-0000-261000	DEFERRED TAX REVENUE	585,180.00		602,180.00
TOTAL LIABILITIES		654,151.73		679,690.53
Fund Equity				
440-0000-343441	FUND BALANCE	223,018.53		254,639.87
440-0000-343442	FUND BALANCE DESIGNATED	0.00		0.00
440-0000-343443	SICK LEAVE PAYOUT RESERVE	43,913.10		43,913.10
440-0000-344417	LIBRARY BRICK FB	0.00		0.00
440-0000-344418	GENERAL DONATED FUNDS FB	24,412.34		(9,156.88)
TOTAL FUND EQUITY		291,343.97		289,396.09
Fund 450 - LIBRARY BUILDING FUND				
Assets				
450-0000-111000	TREASURERS CASH @ CITIZENS	0.00		0.00
450-0000-111015	SPECIAL PURPOSE ACCTS	0.00		0.00
450-0000-111200	LOCAL GOVT INVESTMENT POOL	0.00		0.00
450-0000-111300	DEPOSITORY CASH	0.00		0.00
450-0000-111400	LONG-TERM INVESTMENTS	0.00		0.00
TOTAL ASSETS		0.00		0.00
Liabilities				
450-0000-211000	VOUCHERS PAYABLE	0.00		0.00
450-0000-266100	DEFERRED UNEARNED REVENUE	0.00		0.00
TOTAL LIABILITIES		0.00		0.00
Fund Equity				
450-0000-343441	FUND BALANCE	0.00		0.00
TOTAL FUND EQUITY		0.00		0.00

MID-YEAR BUDGET AMENDMENT FY 2026 - for FC July 21, 2026

REVENUES	AMENDMENT FY 2026		Notes	FY 2026	
411100 - General Property Taxes	$	602,180.00	Village providing $17,000 increase to account for the 3% COLA and minus the difference in health insurance costs	$	602,180.00
434300 - County Grant (Hoopla from Bridges)	$	2,598.00		$	2,598.00
436500 - County Taxes (WK)	$	599,848.00	increase of 8.3% over 2025	$	599,848.00
436600 - County Taxes (LK)	$	95,347.00	increase of 10.8% over 2025	$	95,347.00
436800 - County Taxes (other)	$	2,053.00	Jefferson: $1,621 Washington: $127 Dodge: $33 Ozaukee: $272	$	2,053.00
430700 - COPIES & FAXES	$	5,500.00		$	5,500.00
430800 - LIBRARY MATERIAL REPLACEMENT	$	1,000.00		$	1,000.00
431700 - BOOK SALE REVENUE	$	3,500.00		$	3,500.00
431200 - FINES	$	-	Fine Free starting November 1, 2025	$	-
487100 - INTEREST REVENUE	$	12,000.00		$	12,000.00
493000 - FUND BALANCE APPLIED	$	7,000.00	one-time HSA payment	$	7,000.00
492000 - TRANSFER FROM OTHER FUNDS	$	26,208.00	Cathryn retirement payout	$	-
TOTAL REVENUE		**1,357,234.00**		**$**	**1,312,026.00**

Bank Accounts

4890 Donation Revenue

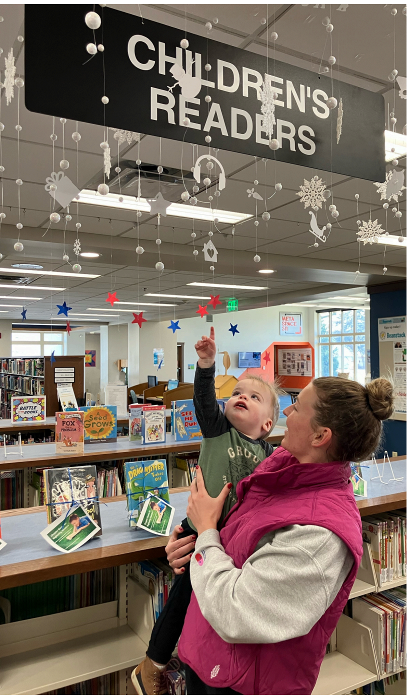
111033 OPEB Payouts (Retirement)	$	20,282.00	Need about $30,000 for final retirement payout
WCCF Capital Endowment as of 7/31/2023	$	733,365.00	
WCCF Library Endowment as of 7/31/2023	$	283,604.00	

EXPENDITURES			
Cash Accounts	**AMENDMENT FY 2026**	**Notes**	**FY 2026 Budget**
5110 Salaries & Wages	785,456.00	3% increase for all employees plus merit increase of 1% for "meets expectations" and 2% for "exceeds expecations"	785,456
5112 Social Security	60,990.00		60,990
5152 Retirement	41,274.00	WRS and ICMA were in the same budget line in previous years	41,274
51521 Deferred Compensation ICMA	10,616.00		10,616
5154 Health	39,599.00	Village switch to high deductible in 2026	39,599
5158 OPEB Payout	26,208.00	Cathryn retirement payout	0
5159 Other Fringe Benefits	3,127	life insurance and flex spending (FSA) contribution	3,127
5219 Professional Services	5,000		5,000
5220 Contracted Services	35,500		35,500
5221 Water-Sewer	3,100		3,100
5222 Electric	35,000		35,000
5224 Gas	12,500		12,500
5225 telephone	6,850	eliminated Brightspeed bill (all POTS lines) in 2025	6,850
5226 Insurance Premiums	17,000	Calculations changed between 2024 and 2025, so adjusting appropriately for 2026	17,000
5310 Outside Services	17,500		17,500
5311 Operational Supplies	12,000		12,000
5316 Collection Maintenance & Repair	7,500	increase in collection budget necessitates more materials to cover and process them	7,500

Cash Accounts	AMENDMENT FY 2026	Notes	FY 2026 Budget
5312 Printing	2,000		2,000
5314 MetaSpace Equipment & Fixtures	2,000		2,000
5317 MetaSpace Maintenance	9,000	increases to costs of programs and speciality materials for laser machine and 3D printer	9,000
5315 Postage	1,200		1,200
5326 Periodicals	1,000		1,000
5327 Newspapers	2,000		2,000
5328 Books	85,000	anticipating increases to paper and books due to tariffs	85,000
5329 AV Material	9,000	cost per item continues to increase dramatically	9,000
5330 Thingery Collection	6,000	transferring dollars from hoopla to Rokus and Kindles with subscription access	6,000
5318 Thingery Maintenance	6,000	transferring dollars from hoopla to Rokus and Kindles with subscription access	6,000
5331 Programming	15,000	performer and speaker costs have tripled since the pandemic, especially for adult programs	15,000
5332 Mileage	1,000	increase in homebound deliveries and outreach	1,000
5333 Outreach	6,000	emphasized in the strategic plan and we continue to grow this	6,000
5335 Training & Travel	8,000		8,000
5340 Electronic Tools & Services	16,000	add LibraryMarket website hosting, increase UKG fees	16,000

Cash Accounts	AMENDMENT FY 2026	Notes	FY 2026 Budget
5349 Digital Collections	9,502	hoopla eliminated in 2025 and diverting investments into Overdrive/Libby as well as Rokus and Kindles with subscriptions to streaming and econtent	9,502
5341 Café	26,830		26,830
5343 Data Lines	1,200	TEACH lines with e-rate through the state	1,200
5344 Shared County Databases	1,282		1,282
5395 Repairs	15,000		15,000
5399 Other	500		500
5810 Furniture & Fixtures	2,500.00		2,500
581100 Equipment (under $5000)	5,000.00	PC replacement cycle	5,000
581105 Equipment (over $5000)			
580850 One-Time Budgted Use of Fund Balance	7000	one-time HSA payment	7,000
TOTAL EXPENDITURES	**1,357,234.00**		**1,331,026.00**

Mukwonago Community Library Capital Improvement Plan (CIP)												
								Current 5 Year CIP				
* indicates this item has been submitted to the Village's CIP												
Item	**Notes**	originally installed	**2021**	**2022**	**2023**	**2024**	**2025**	**2026**	**2027**	**2028**	**2029**	**2030**
*** Renovation Plan** - as of Sept. 2025 in two phases under one project bid									$3,600,000			
Renovation Project Add Alternate: Furniture Allowance									$570,000			
Renovation Project Add Alternate: Replace Lights Outside of Work Area									$96,794			
Renovation Project Add Alternate: Replace Dry Sprinkler System									$424,906			
Renovation Project Add Alternate: Replace HVAC Controls									$25,103			
Automated Material Handler (AMH) for circulation workroom									$150,000			
Airhandler 1 (Carrier)		1996										
_TACO pump		1996										
In line Pump P-5 Bell & Gosset		1996			$3,578							
Airhandler 2 (Trane?)		2011										
_TACO pump		2011		$1,285								
Boiler 1 (750,000 BTU EVCA-750)		2011										
In line Pump P-2 Bell & Gosset		2011										
Pump P-3 (Bell & Gosset 75 GPM)		2011										
Boiler 2 (750,000 BTU EVCA-750		2011										
In line Pump P-1Bell & Gosset		2011										
Pump P-4 (Bell & Gosset 75 GPM)		2011										
Pump #8		2011		$3,191								
Air Conditioning												
Condensing Unit 30 ton (38AKS034-600)	~~Carrier~~ (Roof) Daiken	2011	$46,000									
Condensing Unit 30 ton (38AKS034)	~~Carrier~~ (Roof) Daiken	2011										
Condensing Unit 40 ton (RAUJC4)	Trane (Roof)	2011										
Condensing Unit 1 ton (PFC014)	Liebert (Roof)	2011										
Condensing Unit 1 ton (PUL12EK)	Mitsubishi (roof)	2011										
Computer Room Air Handling Unit (MMD12E)	Liebert (Server Room)	2011										
Ductless Split Type A/C Condensing Unit 1 ton (PUY-A12NHA4)	Mitsubishi (Elevator Room)	2011										
Ductless Air Handling Unit 1 ton (PKA-A12HA4)	Mitsubishi (Elevator Room)	2011										
Exhaust Fan	MetaSpace ceiling											
Safety:												
Annunciator panel	Front hall	2011		$1,510								
Dry sprinkler system												
Wet sprinkler system												
Technology:												
self-checkout machines (Envisionware X11)	6 year EOL	2021	$12,000						$20,000			
Smart Lockers (Smiota)		2022 & 2024				$7,347						
Computer Replacement Cycle	4 year EOL						$5,000		$5,000		$5,000	
Server Replace/Upgrade	6 year EOL	2022		$7,058							$10,000	
Audio/Video System in Community Room		2022		$24,955								
Hearing Loop in Community Room		2016			$1,221							
Elevator												
Firewall (hardware)								$3,000				
Water:												
Sump Pump replacements							$4,865					
Water Softener												
Tankless water heaters under sinks		2025					$7,680					
Water filtration system in staff kitchen (reverse osmosis)												
Exterior:												
* Parking Lot Replacement												$232,510
* Roof Replacement - Full Facility												
Interior:												
carpeting		2011										
Security System Repair/ replace/Update		2018										
front door accessibility upgrade												
TOTAL FOR YEAR			$58,000	$37,999	$4,799	$7,347	$17,545	$3,000	$4,891,803	$0	$15,000	$232,510



MUKWONAGO
COMMUNITY LIBRARY

STRATEGIC PLAN 2026-2028

Inspire Creativity

Embrace Community

Cultivate Connections

WELCOME TO OUR LIBRARY

The Mukwonago Community Library Board of Trustees is proud to present the Strategic Plan for 2026-2028. This plan centers on our upcoming facility renovation—a transformative project that will reimagine our physical space to better serve our community's evolving needs. While the vision from our previous plan remains strong, the Board and staff conducted separate SWOT exercises to identify updated initiatives. Library Director Abby Armour synthesized these insights into a plan focused on three phases: preparing strong foundations before construction, maintaining excellent service throughout the renovation, and maximizing our enhanced facility once complete.

OUR MISSION

Serving the diverse needs of the community
by meeting the unique needs of the individual.

OUR VISION

Inspire Creativity
Embrace Community
Cultivate Connections

OUR VALUES

Innovation
Collaboration
Inclusion
Integrity
Equity

LIBRARY BOARD OF TRUSTEES

INNOVATION

We embrace a culture of exploration, experimentation, and reflection to improve services, anticipate needs, and manage change.

We do this by...

- Encouraging staff to pursue professional development to keep them on the cutting edge of library services and bring forward-thinking ideas to the Library
- Creating a culture of openness to alternative solutions and empowering staff to propose new ideas that address shared challenges
- Accepting and commending failures, understanding that innovation comes with risk
- Allocating time and resources to seek out new and creative ideas

COLLABORATION

We invest in sustained and intentional partnerships, both internally and externally, to achieve shared goals that increase the impact of our services and resources.

We do this by...

- Working closely with the Bridges Library System and the Village of Mukwonago to provide the maximum amount of services and resources for the least amount of cost
- Providing spaces, services, resources, and tools that facilitate interactivity and creativity for our staff and our users
- Combining expertise and resources with community partners to amplify and extend the impact of the work done at the Library

INCLUSION

We commit to pursuing deliberate efforts to ensure that our Library is a welcoming place for all staff and users.

We do this by...

- Creating spaces, procedures, and policies that are user-friendly and accessible to all
- Striving to build collections that represent the diverse life experiences and viewpoints of our local and global community
- Seeking feedback and input from staff and community members with different identities, backgrounds, and perspectives to identify gaps in need and improve our facilities and services

OUR COMMITMENT

OUR COMMITMENT (CONT.)

INTEGRITY

We seek to advocate for and protect the values of a public library.

We do this by...

- Upholding the rights guaranteed by the First Amendment and the tenets of the American Library Association's "Freedom to Read Statement"
- Finding and addressing problems proactively, then working closely as a unified team to brainstorm and implement solutions
- Participating in advocacy efforts at the local, state, and national level to ensure libraries receive the funding and attention they deserve
- Listening and communicating openly and effectively with each other and our user communities
- Adhering to our Mission, Vision, and Values and following the Library Board's policies and Strategic Plan to provide the services, resources, and improvements we promise to our community

EQUITY

We actively seek opportunities to remove barriers to access and reflect on current practices to determine how we can better meet the needs of every individual in the community.

We do this by...

- Providing equitable services and resources as well as supportive spaces to all users and staff members, regardless of race, age, sex, creed or religion, color, socio-economic status, handicap or disability, sexual orientation, gender identity or expression, arrest or conviction records, marital status, citizenship status, military or veterans' status, national origin, or ancestry
- Continuously engaging in addressing our personal and organizational biases in order to transform our practices and achieve real change that benefits the community
- Fostering an inclusive and respectful environment by listening and responding to the needs of our user communities and Library staff

Strategic Priority

INSPIRE CREATIVITY

We INSPIRE CREATIVITY by providing unique programs, services, and collections.

Goal 1: Integrated Discovery

Pair learning opportunities with curated resources

We pair every learning opportunity with curated resources, creating seamless pathways from interest to exploration.

- Initiative 1.1: Develop and implement standards for integrating collections with programs
- Initiative 1.2: Position library as introductory learning hub with pathways to community expertise
- Initiative 1.3: Curate high-quality digital and physical resources to meet evolving user needs

Goal 2: Space for Making & Learning

Provide accessible tools, technologies, and mentorship

We provide accessible tools, technologies, and mentorship that inspire hands-on creation and skill development.

- Initiative 2.1: Prioritize MetaSpace services during facility renovation and optimize post-renovation capabilities
- Initiative 2.2: Expand MetaSpace 511 community collaborations and Maker-In-Residence program
- Initiative 2.3: Align Thingery collection with Library vision while improving accessibility and visibility

INSPIRE CREATIVITY

Strategic Priority

EMBRACE COMMUNITY

We EMBRACE COMMUNITY by being a welcoming, safe space for all.

Goal 3: Grow Our Community

Reach people who do not yet know about or use the library

We actively reach people who do not yet know about the library or have not engaged with our services.

- Initiative 3.1: Strengthen school partnerships and align library services with educational needs
- Initiative 3.2: Develop targeted outreach to new residents and developing neighborhoods
- Initiative 3.3: Develop comprehensive services for homebound patrons and assisted living communities

Goal 4: Welcoming Spaces for All

Create physical spaces that welcome and adapt

We create and maintain physical spaces that welcome every community member and adapt to their changing needs.

- Initiative 4.1: Prioritize quality core Library services throughout facility renovation
- Initiative 4.2: Maximize facility renovation to enhance future service delivery
- Initiative 4.3: Develop comprehensive donor stewardship and fundraising capacity

Strategic Priority

CULTIVATE CONNECTIONS

We CULTIVATE CONNECTIONS by making it easy to find materials, services, and community resources.

Goal 5: Designed for Discovery

Design assuming every interaction is someone's first experience

We design our services, spaces, and communications assuming every interaction might be someone's first experience with us.

- Initiative 5.1: Embed user-centered service approach in staff training and service design
- Initiative 5.2: Develop comprehensive and user-friendly wayfinding for renovation phases and completed facility
- Initiative 5.3: Develop user-friendly digital interfaces and online engagement tools

Goal 6: Strategic Communication & Impact

Collect data, tell our story, ensure awareness

We collect meaningful data, tell our story effectively, and ensure the community knows what we offer.

- Initiative 6.1: Develop comprehensive data collection and reporting aligned with strategic goals
- Initiative 6.2: Develop qualitative impact measurement through user story collection
- Initiative 6.3: Strengthen community awareness through strategic marketing and communications

Goal 7: Sustain a Thriving Workforce

Recruit, develop, and retain exceptional staff

We recruit, develop, and retain exceptional staff who are empowered to serve the community with excellence.

- Initiative 7.1: Create structured onboarding processes and professional development pathways
- Initiative 7.2: Cultivate future librarians through student partnerships and staff educational support

CULTIVATE CONNECTIONS