WARREN-NEWPORT PUBLIC LIBRARY STRATEGIC PLAN 2026–2029

Empowering our community by connecting people to information, ideas, and opportunities.

Our Values:

- **Welcome:** Every person is valued and invited.
- **Empower:** Knowledge and access transforms lives.
- **Connect:** Building bridges among people, ideas, services, and opportunities.
- **Enrich:** Inspiring curiosity, creativity, and lifelong learning.
- **Collaborate:** Working with partners to strengthen the whole community.

Our Goals:

Welcome Everyone

Create a Library Where All Belong

- Make spaces and services welcoming, inclusive, and safe
- Expand awareness and utilization of library spaces, collection, knowledge, and technology
- Provide responsive, empathetic, helpful customer service
- Ensure comfort and accessibility for all ages, languages, sizes, situations, and abilites
- Increase awareness of the library across the entire community and encourage people to visit, explore, and benefit from WNPL services

Connect People

Foster Relationships, Engagement, and Community Life

- Offer programs and spaces that reduce isolation and build connection
- Reduce barriers to participation with easy, comfortable, low-pressure ways to join in and engage
- Maintain regular communications with school, village, county, and nonprofit partners to identify needs and opportunities
- Expand outreach efforts to reach more people where they are, emotionally and physically
- Establish staff points-of-contact and policies to make partner collaboration and room use easy

Enrich Learning

Inspire Curiosity, Learning, and Creative Growth

- Offer a smart slate of audience-desired programs that are the right size, right format, and right time
- Design and market programs to meet the needs of underserved community members and attract library non-users
- Expand practical learning opportunities – digital skills, life skills, and hands-on learning and making
- Expand The Workshop – programs, capacity, hours, visibility
- Shape the collection to meet shifting community and reader needs

Improve Access

Make the Library Easy, Clear, and Convenient to Use

- Simplify policies, processes, reservations, and registrations to reduce barriers
- Align staffing, services, budget, and collection decisions with patron usage and expectations
- Improve wayfinding and library layout so patrons can navigate independently
- Improve digital access to programs, databases, and answers in the library and online via the website
- Increase utilization of all library spaces, including meeting rooms, The Workshop, and outdoor areas

Strengthen Our Community

Build a Nimble, Responsive, and Future-Ready Library

- Provide training that builds empathy, cultural competence, and adaptability
- Encourage innovation, cross-department collaboration, and "Yes! How?" thinking
- Increase staff and leadership diversity and bilingual capacity
- Use volunteers strategically to extend service and build support in the community
- Staff patron-facing positions with people-oriented employees who excel at welcoming, serving, and engaging the public

Approved by the Warren-Newport Public Library Board of Trustees, January 20, 2026