

Through various library administrators and cultural changes in the community, the Woodridge Public Library has seen its major mission as providing excellent and customer-focused services. “What will make it better for our patrons?” has been the impetus behind much of what we have done at the Library over the years.

Formally and informally, we hear that patrons feel the resources and services they receive at the Woodridge Public Library are outstanding. Continuing our patron focus is the main theme of the new plan—whether it is maintaining top-notch collections, programs and resources for patrons use or cultivating an attitude of shared responsibility, purpose and skill levels among staff members in order to better serve the patrons. Focusing on the patrons means maintaining a building of which the community can be proud, which serves as a central focal point in the community for the residents, and which is clean and comfortable when they visit. It means identifying and reaching out to various groups within the community who may have differing ideas about what they need from the Library - or no ideas at all. Being patron-focused also means using tax revenues responsibly but still maintaining Library standards, resources and services at a high level.

The Board and staff believe that the four major areas identified as **Foundations** of the *Plan* mirror the *core* aspects of public libraries which those who know and use libraries understand already. They also mirror professional standards as found in [\*Serving Our Public 2.0 : Standards for Illinois Public Libraries\*](#) which is a document the Illinois Library Association publishes in conjunction with professional librarians from around the state.

Not every item listed on the tactics section is meant to be addressed, since some of them are too costly or not practical at the present (and may never be). Some of the service requests, such as extending hours, may better be addressed in alternative ways, perhaps by a kiosk in an off-site location or by lockers outside this building. But the staff will use the requests and ideas in the *Plan* as a starting point for improving services.

We would love to have feedback on any and all aspects of our *Long Range Plan*. Feel free to email the Library Administrator at [smmarshall@woodridgelibrary.org](mailto:smmarshall@woodridgelibrary.org) or the Library Board President at [jtiede@woodridgelibrary.org](mailto:jtiede@woodridgelibrary.org).

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