

# Strategic Plan 2021-2024



Milton  
PUBLIC LIBRARY

## MESSAGE FROM THE DIRECTOR

It is always our goal to provide the best service we can for Milton and our service area, and this strategic plan provides guidance for us to continue to do just that. We may have won Wisconsin Library of the Year in 2018, but we can always do more, we can always improve, and we should always think ahead.

This strategic plan is a living, flexible document, and is meant to be reviewed and modified as the needs of the community and the library change. We have both small, ongoing objectives and big goals that will take time, but all will make a difference.

Thank you to all the community members who helped us in this process with feedback and continual support.

I am so excited to see what we will achieve in the next three years!

Ashlee Kunkel  
Library Director

## STAFF

### **Ashlee Kunkel**

Library Director/Teen Librarian

### **Jayne Anderson**

Assistant Director/Children's Librarian

### **Angela Brooks**

Adult Program Coordinator

### **Ashley Colstad**

Public Information Coordinator

### **Marijka Bosma**

Tween and Technology Assistant

### **Chris Watson**

Library and Technical Services  
Assistant

### **Colleen Szerlong**

Library Assistant

## LIBRARY BOARD

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Board President

### **Rose Stricker**

Vice President

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### **Jennifer Schuetz**

Board Member

### **Stephen Tupper**

Board Member

### **Martin Collins**

Board Member

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Milton  
PUBLIC LIBRARY

WE  
VALUE...

SOME  
STRIVE...

TO DO SO,  
WE WILL...

## COMMUNITY ENGAGEMENT

To be recognized as an asset and engage with others to work towards improving Milton and our service area.

- Be visible and show our worth.
- Maintain and create community connections.
- Be a community hub.

## PATRON EXPERIENCE

To enhance our level of service to ensure a fulfilling and welcoming experience for all.

- Support and grow a creative and knowledgeable team.
- Create welcoming places and spaces.
- Be available, accessible, and inclusive.

## LIFE-LONG LEARNING AND DISCOVERY

To give community members the access to opportunities and tools to learn, grow, explore, and create.

- Expand and create strong learning partnerships.
- Continue to instill the joy of reading.
- Continue to emphasize programming for skill discovery, learning, growth, and fun for all ages.

## INNOVATION

To never settle and always seek out opportunities to better serve our community.

- Grow The SPARK.
- Embrace technology for improved services and access.
- Provide nontraditional services.

## MISSION STATEMENT

The Milton Public Library opens doors for curious minds, nurtures learning and creativity, creates opportunities, and enriches lives by bringing people and ideas together.