



Royal Oak  
**PUBLIC LIBRARY**  
**STRATEGIC PLAN**

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2026-2028



# Table of Contents

Introduction	3
Process Timeline	4
Purpose Statement	5
Strategic Directions	6
Next Steps	10



# Introduction

Royal Oak Public Library (ROPL) is an invaluable cornerstone of the community. The library offers a wide variety of resources and programs, selected and developed by knowledgeable staff. Spaces and materials inspire creativity and collaboration, along with quiet reflection and study. To align their goals with the evolving priorities of the community, the library has undergone a comprehensive strategic planning process with feedback from the community and stakeholders. By implementing a new strategic plan, ROPL will renew its efforts to:

- Foster community connections and provide valuable patron experiences,
- Champion ease of access and inclusion through evolving services and spaces, and
- Cultivate an internal culture of growth, learning, creativity, and innovation.

Royal Oak Public Library initiated a strategic planning process starting in early 2025. Fast Forward Libraries LLC was engaged in June 2025 to facilitate the planning process in three phases: Learn, Dream, Do. The Learn phase entailed gathering community feedback through a survey, focus groups, and interviews. Board and staff feedback was collected through a survey, as well. In the Dream phase, the Board and staff held workshop sessions to discuss possible future pathways for the library. This document includes the strategic directions and goals that will guide ROPL through the Do phase, as the library executes its vision for the future.



# Process Timeline

June 2025 – January 2026

The Planning Team spent months learning about community needs and developing strategies to advance the library's impact over the next three years.

**Planning Team  
Kick-off**

**June**

**Community  
Input and  
Learning Report**

**June to October**

**Workshop  
Sessions**

**November**

**Plan Development  
and Review**

**December**

**Present to the  
Board, Transition  
to Implementation**

**January - February**

# Purpose Statement

To empower our community to learn, connect, create, and grow through welcoming and inclusive spaces, diverse resources, and meaningful experiences.



# Strategic Directions



**Foster community connections and provide valuable patron experiences**



**Champion ease of access and inclusion through evolving services and spaces**



**Cultivate an internal culture of growth, learning, creativity, and innovation**

## **FOSTER COMMUNITY CONNECTIONS AND PROVIDE VALUABLE PATRON EXPERIENCES**

*We collaborate with local partners to connect our community to needed resources. By expanding the library's communications, we raise awareness of library services and reach out to meet the community where they are.*



### **GOALS:**

- 1.1 Connect with our community and engage local partners to better reach new audiences.
- 1.2 Implement new communication and marketing strategies to better inform the community of all the library offers.
- 1.3 Strive to consistently provide meaningful patron experiences that meet individual and community needs.

### **POTENTIAL OUTCOMES:**

- Staff form strong community relationships.
- Community organizations think of the library as a go-to partner.
- Community members are more aware of what the library offers.
- Increased overall library usage.
- Patrons feel their feedback is valued and acted upon.
- Library data and patron feedback drive decision making.
- The community views the Board and staff as setting the gold standard for library services in the region.





## CHAMPION EASE OF ACCESS AND INCLUSION THROUGH EVOLVING SERVICES AND SPACES

*We provide versatile spaces where people can meet, work, and play. Innovative collections and technologies meet our community's needs. Varied and inclusive programs and services provide information, entertainment, and cultural appreciation.*

### GOALS:

2.1 Provide welcoming, safe, accessible, modern, and comfortable facilities that allow patrons to use the library with minimal barriers.

2.2 Develop ways to make our collections and services more intuitive to navigate.

2.3 Evaluate and reimagine programs and events to meet evolving community needs and interests.

2.4 Build and maintain an exceptional collection designed to anticipate and exceed the evolving expectations of the community.

### POTENTIAL OUTCOMES:

- Patrons are comfortable and experience a sense of belonging at the library
- Patrons report ease of access to the library and resources
- Increased overall program participation
- Variety in programs reaches more segments of the community





## **CULTIVATE AN INTERNAL CULTURE OF GROWTH, LEARNING, CREATIVITY, AND INNOVATION**

*We aim to provide a vibrant internal culture where staff can learn and grow. Our staff members support excellent customer service and are the heart of our library services to the public.*

### **GOALS:**

- 3.1 Provide professional development and learning opportunities that enhance skills and facilitate growth.
- 3.2 Leadership empowers staff development and well-being through ongoing evaluation, support, and engagement.
- 3.3 Decision making is aligned with usage data and patron feedback.

### **POTENTIAL OUTCOMES:**

- Patrons report excellent customer service.
- Staff are confident in their roles.
- Staff express satisfaction with collaboration.
- Staff optimize their skills in their job performance.
- Continuous improvement practices used.



# NEXT STEPS

## Implementation and Evaluation

Now that the purpose statement, strategic directions, and goals have been adopted by the Royal Oak Public Library Board, staff will develop an activity plan to guide implementation.

Implementation is a continual process. The timing of certain activities will be determined by priority and influenced by various factors, such as funding and other resource allocation. Review and adjustment of the activity plan will happen on a regular basis.

Evaluation of progress towards the goals will be ongoing once the plan implementation is underway. The status of activities and progress towards goals will be reported regularly to Trustees and stakeholders.



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