



PRESS RELEASE

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Growing Together. One City. One Future.

New Haven Free Public Library Releases New Strategic Framework 2018-2023

New Haven – City Librarian Martha Brogan is pleased to announce the release of *Growing Together. One City. One Future.*, the New Haven Free Public Library’s new Strategic Framework 2018-2023.

Recognizing the need to develop a new way of thinking for an increasingly complex, interconnected, and fast-paced future, the New Haven Free Public Library partnered with Innovation Builders’ EXCITE Transformation for Libraries program for a 10-month period to create the Strategic Framework. Informed by an in-depth exploration of community needs and motivations, the library looked beyond the traditional “life phases” model to understand the functional and emotional drivers underlying customer engagement.

“Our first focus empowered library staff with new skills ranging from empathetic active listening to building engagement and fostering connections--ultimately gathering input from more than 1,000 community members.” Brogan shares. “We found that the library is not only a place to learn and gather, but also a place of comfort and caring,” she observes. “Participants associated the library with “home, the United Nations, my Aunt Anna, a psychiatrist, a treasure chest—and even ‘air, because it is vital.”

The final result is a flexible, adaptable, and innovative approach to connecting the library with the New Haven community. The Framework affirms and amplifies the New Haven Free Public Library’s updated mission, vision and core values and identifies seven strategic initiatives to advance our collective aspirations. Overwhelmingly, users want the library to help them develop life skills with many seeking role models and mentors, career assistance, and opportunities to learn from neighbors and gain cross-cultural understanding.

Growing Together. One City. One Future. represents an evolution of the library’s role as a cornerstone of the New Haven community. Working together—staff, board, partners, and patrons—will rely on the Framework to serve as the blueprint for building a dynamic, creative, inclusive, and enlightened library system for years to come.

The New Haven Free Public Library’s new Strategic Framework 2018-2023, *Growing Together. One City. One Future.* is available online at www.nhfpl.org/strategic-framework.

About the New Haven Free Public Library

The New Haven Free Public Library welcomes more than 500,000 library users through its doors each year. The library system includes the Ives Memorial Library on the historic New Haven Green, 24/7 online services, the Readmobile bringing books to early childhood learning centers, and four neighborhood libraries: Fair Haven, Mitchell, Stetson and Wilson.

Vision

Now and tomorrow, the New Haven Free Public Library will transform lives and contribute to creating a strong, resilient, and informed community where everyone can thrive.

Mission

The New Haven Free Public Library fosters lifelong learning, inspires curiosity, and builds community through shared access to resources, experiences, and opportunities for all.

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