

OUR JOURNEY FORWARD

DAVENPORT PUBLIC LIBRARY

STRATEGIC PLAN FY2026-FY2028

Welcome!

I'm excited to share the Davenport Public Library FY2026-2028 Strategic Plan with you – a roadmap for the future that reflects our commitment to serving you!

We had lots of meaningful conversations with our patrons, staff, partners, and community members. Thanks to your feedback, we created a plan that keeps our core services while also seeking opportunities to grow and make a bigger difference in our community over the next few years.

Our programs, collections, and expertise in information services are all about helping everyone in the community boost literacy, feel empowered, and find joy and enrichment through The Library. We're also dedicated to making our libraries accessible, fun, and safe places where everyone can feel a true sense of belonging. Finally, we're working on improving how we communicate so you're always in the know about all the great things happening at your library.

We're excited to work together with you to reach these goals and make a lasting impact on the lives of people in Davenport and the Quad Cities. Thanks for joining us as we create a community-wide culture of learning where everyone is empowered!

Sincerely,

JEFF COLLINS
Library Director

OUR MISSION

The Library connects a diverse community to resources that educate, enrich, and entertain.

OUR VISION

The Library aspires to create a community-wide culture of learning where everyone is empowered.

OUR VALUES

- *Respect* | We assume positive intent and treat patrons and colleagues with respect and dignity.
- *Access* | We provide free resources, materials, and programs that are open to all.
- *Inclusion* | We welcome and serve everyone, aiming to foster an environment where everyone feels valued and listened to
- *Service* | We endeavor to deliver exceptional service and experiences, innovating and adapting to emerging needs.
- *Excellence* | We hold ourselves to high standards in all we do.

WE LISTENED

We Heard From 2,000+ People

1900+ Community Members

40+ Library employees, library leaders, and community members in focus groups

80+ Partners, government leaders, library trustees, and FRIENDS of The Library

18+ Peer libraries across Iowa, the Midwest, and the nation

What We Learned

- Davenport Public Library enjoys high satisfaction ratings across all user groups, indicating strong community trust.
- Traditional library materials, such as books and e-books, are among the most valued services; and patrons express interest in improved access to these materials and an expanded collection.
- Public education and literacy remain important concerns for the Davenport community.
- Many residents are unaware of the full range of services offered by The Library, and visiting The Library isn't always the first thing that comes to mind when they need a resource.
- Library partners value their relationships with The Library and there are opportunities to further strengthen and expand these partnerships.
- The presence of some unsheltered individuals at the Main Library impacts the perception of the downtown location.
- Library employees are dedicated to The Library's mission and seek enhanced internal communication to improve service delivery and patron experience.

Strategic Directions & Goals

1. Enhance community awareness of Davenport Public Library

- Evaluate and refine existing communication strategies
- Identify opportunities for trustees, employees, and stakeholders to promote The Library
- Encourage patrons to share their experiences with The Library

2. Promote lifelong learning through diverse educational opportunities and programs

- Ensure programming is relevant

3. Curate dynamic collections to address community needs and interests

- Utilize data and patron feedback to assess and refine existing collections to reflect our diverse community.
- Improve the findability of materials
- Streamline or expand opportunities for patrons to access materials

4. Ensure library facilities are accessible, engaging, and safe, fostering a sense of belonging for all patrons

- Evaluate facilities to identify areas for improvement
- Adjust policies to ensure equitable service across all demographics
- Assess operational hours and adjust hours as resources permit

5. Build adaptable financial stewardship to maintain operational excellence

- Manage relevant statistics and data
- Foster positive relationships with funding stakeholders
- Collaborate with the FRIENDS to identify new funding opportunities
- Develop a strategy to address potential budgetary rescissions

6. Ensure Davenport Public Library is positioned as an employer of choice by promoting a positive culture, strong values, and a supportive work environment

- Cultivate a positive workplace culture that prioritizes customer service and employee well-being, encourages collaboration, and fosters a sense of belonging
- Provide employees with opportunities for training and professional development

Acknowledgments

Thank you to those who have contributed to this plan and who help us serve our community!

Davenport community members
Library employees
FRIENDS of the Davenport Public Library

Library Board of Trustees

Tom Engelmann (President)
Joe Heinrichs (Vice President)
Malavika Shrikhande (Secretary)
Honey Bedell
Joanna Drake
Michael Hustedde
Shelley Klaas
Amanda Motto
Jerry Skalak
Steve Imming (Past President)

Davenport Mayor & City Council

Mike Matson (Mayor)
Kyle Gripp
Jazmin Newton
Rick Dunn
Tim Dunn
Marion Meginnis
Jade Burkholder
Tim Kelly

Ben Jobgen
Mhisho Lynch
Paul Reinartz

Strategic Planning Committee

Honey Bedell | Jeff Collins | Michael Hustedde | Steph Marvin | Marion Meginnis | Quinn O'Brian | Lexie Reiling | Kasey Shipley | Malavika Shrikhande | Hilary Tanner | Claire Trimble | Jennifer Williams

Library Partners, including:

Contemporary Club
Davenport Community Schools
Davenport School Museum
Empowering Abilities
German American Heritage Center
Love Girls Magazine
Putnam Museum
QC Open Network
Stride Autism Centers

Strategic Planning Consultants

Bâton Global, LLC

DAVENPORT PUBLIC LIBRARY

Main Library | 321 Main Street Davenport, IA 52801

Fairmount Branch | 3000 N. Fairmount Street Davenport, IA 52804

Eastern Branch | 6000 Eastern Avenue Davenport, IA 52807