

Mission

The Springfield City Library actively connects with its diverse community and provides effective resources and a safe space for all. Our Library is a hub for free access to information and technology, social and civic engagement, and support of personal enrichment, well-being, and lifelong learning.

Vision

The Springfield City Library is the center of city life and culture. The Library is vital to a safe, healthy, educated, and thriving community. We embrace our diversity and celebrate learning, creativity, and innovation.

Values

We Are:

Welcoming

We honor the diverse cultures and life experiences of all. We are committed to breaking down barriers to access and ensuring equity of access in an environment of respect, courtesy, and inclusion.

Trusted

We are a safe, nonjudgmental space. We deliver responsive and effective experiences, services, and collections for all, provided by valued, caring, and professional staff.

Connected

We are a leader in the community, partnering with agencies to provide and promote services and programs that genuinely impact the community. We are the city's hub: the place to collaborate, learn, and inspire.

Innovative

We approach all that we do with passion and a learning mindset. We are adaptable and forward-thinking as we embrace change and strive for continuous improvement.

Strategic Priority: Building Equity through Access: *The Springfield City Library empowers residents through equitable, accessible, welcoming services.*

Objective: Offer high-quality, in-demand collections reflecting the interests and diversity of Springfield residents.

Objective: Provide free access to technology and information.

Objective: Increase accommodations and expand access.

Objective: Create a safe and comfortable environment with inclusive programming, services, and space.

Objective: Deliver high-quality, user-centered customer service.

Objective: Embrace and recognize people from all walks of life, backgrounds, and circumstances.

Strategic Priority: Innovation and Inspiration: *The Springfield City Library encourages curiosity and personal growth by providing innovative programs, services, and resources to enrich lives.*

Objective: Cultivate learning and advance knowledge.

Objective: Spark opportunities for personal enrichment.

Objective: Embrace emerging technologies.

Objective: Encourage creativity and support the arts.

Objective: Transform the way people engage with their community and society.

Objective: Help to navigate a rapidly changing information environment.

Strategic Priority: Growing Connections: *The Springfield City Library strengthens community connections. We are a trusted and respected public resource.*

Objective: Experience, express, and celebrate diversity.

Objective: Expand outreach services to networks and neighborhoods.

Objective: Align library services with goals, aspirations, and needs of the community.

Objective: Nurture social enrichment and foster new connections.

Objective: Partner with community organizations and leaders to advance our shared work.

Objective: Strengthen Springfield pride and build civic identity.

Objective: Provide gathering space to connect people with shared interests.

Strategic Priority: Fostering Success: *The Springfield City Library helps lay the groundwork for an informed and invested community. We contribute to a high quality of life for all Springfield residents.*

Objective: Create pathways to education, literacy, and lifelong learning.

Objective: Maintain curated, quality collections tailored to the needs and interests of Springfield residents.

Objective: Promote personal wellness and healthy neighborhoods.

Objective: Empower people with real world skills.

Objective: Support workforce readiness and economic vitality.