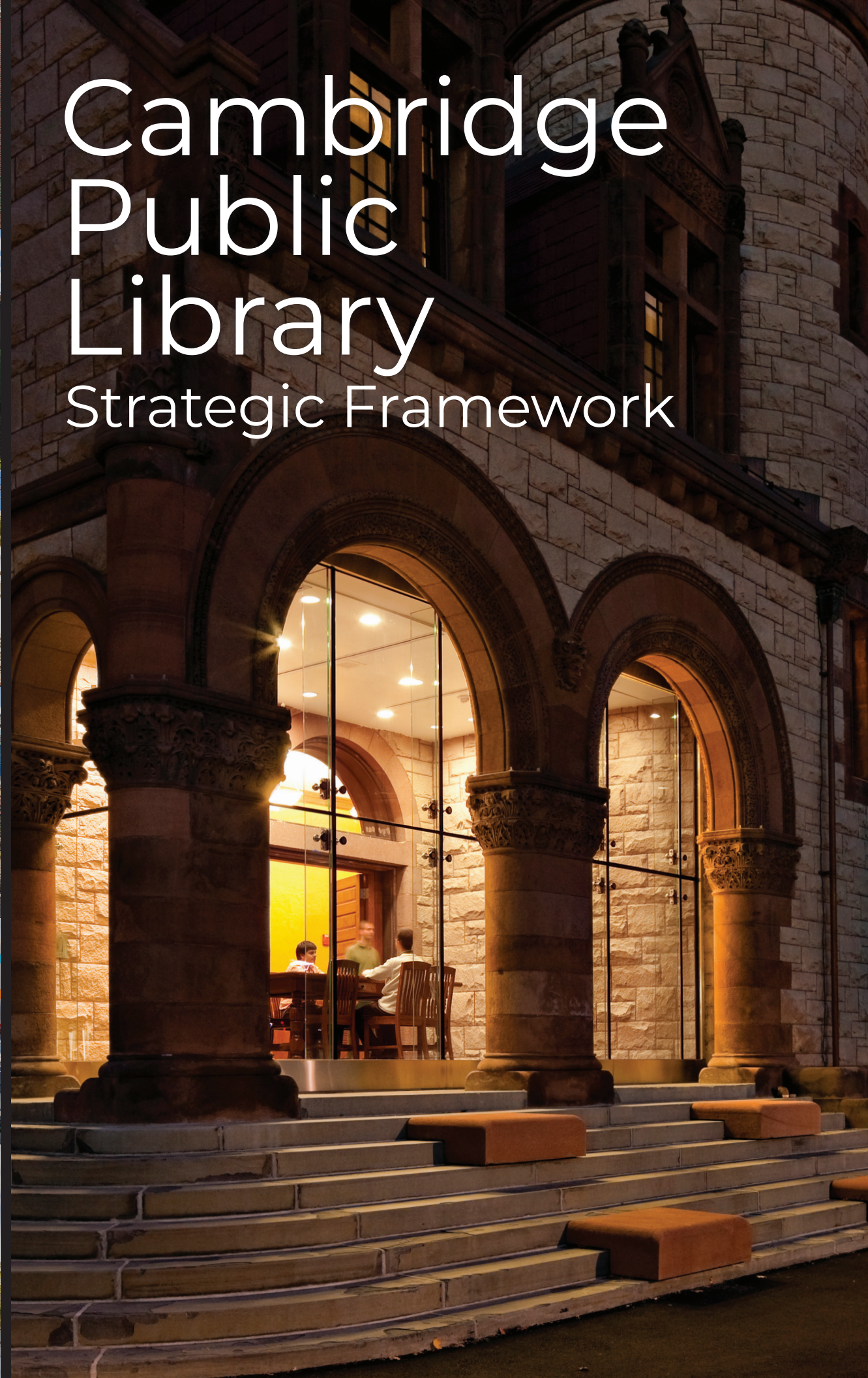


Cambridge Public Library

Strategic Framework





Mission

Welcoming all,
inspiring minds,
empowering
community

Vision

A Cambridge where
everyone has equitable
opportunities to learn,
people live their
best lives, and
democracy thrives

Values

Access

We advocate for free
and equitable access
for all.

Community

We engage our
community and
partner with
others to achieve
collective impact.

Diversity

We embrace
diversity of people,
opinion, and thought.

Intellectual Freedom

We champion free and
confidential exploration and
expression of information
and ideas.

Learning

We celebrate the power
of literacy, inquiry, and
discovery throughout one's
lifespan.

People

We provide excellent and
responsive patron-focused
service. We invest in our
staff to best serve our
community.

Social Justice

We acknowledge the
systemic inequities that
have shaped our society
and take intentional action
to create more equitable
outcomes.

Sustainability

We seek practices that are
environmentally sound,
economically feasible, and
socially equitable.

Time Line

November 2018 – January 2019

- Steering Committee established
- Research and review of Library and City data and regional and national trends in public library service
- Community and staff process designed

- Staff survey, idea walls, and planning meetings
- Board of Trustees visioning session

February–March 2019

- Nearly 1,300 people complete community survey
- Ten community forums hosted across all Library locations



Strategic Priorities



Arts and Ideas

We celebrate the cultural and intellectual vitality of our community.

- Champion books, reading, and the life of the mind
- Offer joyful and inspiring experiences around literature, arts, and sciences
- Preserve and make accessible our diverse historical and cultural heritage



Welcome and Inclusion

We are your free public library — a place where everyone belongs.

- Deliver an exceptional and engaging patron experience
- Reduce barriers to access
- Offer flexible and inviting civic spaces
- Provide a wide range of collections, services, and experiences to satisfy your needs and interests
- Reflect the diversity of the community in our staff and services



Learning and Literacy

We foster your self-development and discovery of the universe of ideas.

- Nurture the growth, learning, and school readiness of our youth
- Promote a wide range of literacies —reading, STEAM, and more — from birth through adulthood
- Support your lifelong pursuit of educational and recreational interests
- Leverage partnerships to connect you with our community's rich educational assets



Community and Democracy

We connect our community and promote our shared democratic traditions.

- Protect your privacy and intellectual freedom
- Facilitate community discourse and informed civic involvement
- Create opportunities for you to engage with your neighbors



- Over 450 comments received through idea walls at library branches and community locations

April–May 2019

- Steering Committee met for 13 hours over two sessions to synthesize data
- Community insights identified from data

- Feedback collected from Library staff members and stakeholders
- New Library strategic framework — including mission, vision, values, and strategic priorities—created

June–August 2019

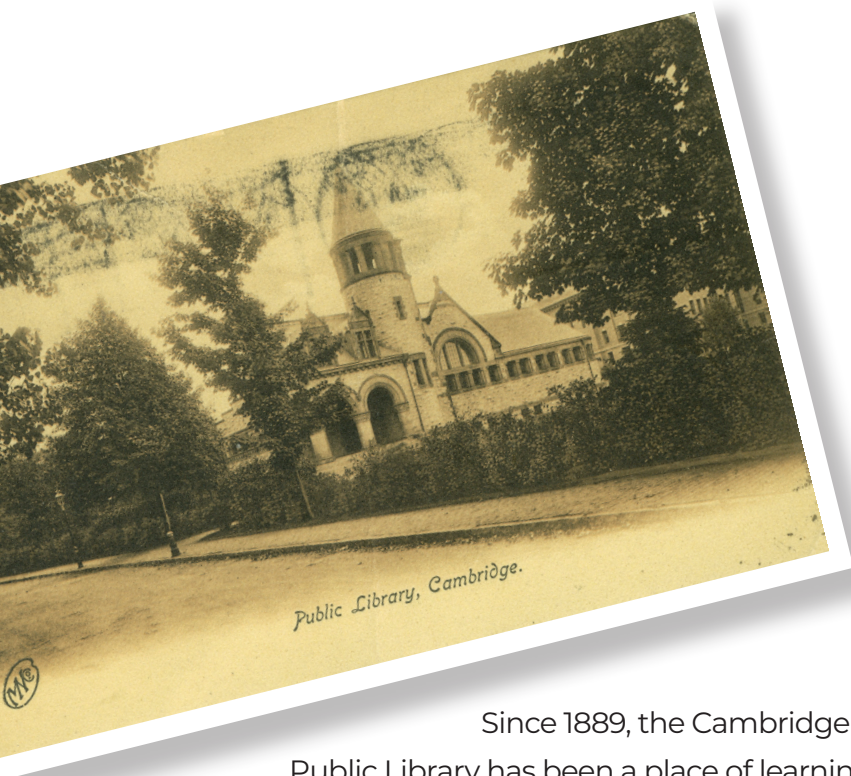
- Action plans developed
- Measures of success identified

September–October 2019

- Approved by Library Board of Trustees
- Filed with Massachusetts Board of Library Commissioners

November 2019

- Thanked the community and launched plan



Since 1889, the Cambridge Public Library has been a place of learning and community where all are welcome to expand their horizons. Through the Main Library and six neighborhood branches — Boudreau, Central Square, Collins, O’Connell, O’Neill, and Valente — the Library operates as a unified system to offer free library services and programs to residents. Each year, the Library circulates over one million items, welcomes 900,000 visitors, and hosts over 2,000 free community programs. The system is funded primarily through property taxes as a department of the City of Cambridge and receives additional support from the Cambridge Public Library Foundation and Friends of the Cambridge Public Library.

Thank you to the Cambridge Public Library Foundation and Friends of the Cambridge Public Library for their support of the strategic planning process.



CAMBRIDGE PUBLIC LIBRARY

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Main Library

449 Broadway
617-349-4040

Boudreau Branch

245 Concord Ave.
617-349-4017

Central Square Branch

45 Pearl St.
617-349-4010

Collins Branch

64 Aberdeen Ave.
617-349-4021

O’Connell Branch

48 Sixth St.
617-349-4019

O’Neill Branch

70 Rindge Ave.
617-349-4023

Valente Branch

826 Cambridge St.
618-349-4015

Website
cambridgepubliclibrary.org

 Instagram
[@cambridgepubliclibrary](https://www.instagram.com/cambridgepubliclibrary)

 Twitter
[@cambridgepl](https://twitter.com/cambridgepl)

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