



CONTACT:

Don Wilson

Director of Marketing and Communications

860-695-6282

Cell: 860-692-8955

dwilson@hplct.org

For Immediate Release

Hartford Public Library Releases Strategic Plan

August 15 —The Library embarked on a strategic planning process 10 months ago to address HPL’s long-term sustainability. For many years, the Library has struggled to maintain services across its 10 locations. The challenging financial environment has resulted in reduced hours and days of service, in the face of rising community needs. While there are many bright spots among the programs offered, programming has been unevenly distributed across locations, and service levels have been eroded over time as staffing levels have fallen through attrition.

To secure the Library’s future and preserve its ability to serve the people of Hartford for years to come, the Library created this strategic business plan to prioritize the most critical services and chart a course toward sustainability to maintain its position as a city-wide anchor for learning, literacy, and community support.

The planning process included creating detailed branch and neighborhood assessments and an Ecosystem Map, engagement with community leaders, stakeholders and the public, peer benchmarking, modeling operational scenarios and logic models.

The new operational model that has emerged from this process focuses the Library’s resources in seven locations, enabling the Library to offer more open hours, more open days, and more robust services.

[Read the plan.](#)