



Greenwich
Library

GREENWICH LIBRARY RENEWED

Strategic Plan 2018–2022

EXECUTIVE SUMMARY

GUIDING STATEMENTS

Vision

We aim to preserve our legacy as a community treasure and to give our great community the library it deserves, with a clear focus on the future.

Mission

The mission of Greenwich Library is to provide exceptional resources, programs and services that promote the joy of lifelong learning and discovery, and to offer a welcoming place for people to gather and share experiences.

Values

- » Promote the joy of reading and lifelong learning.
- » Deliver superior library services.
- » Celebrate and support the diversity of our community.
- » Incorporate technology in a mindful and responsive way.
- » Ensure free and convenient access to information.
- » Maintain collections that provide the community with a window to the past and a view to the future.
- » Connect people with the world of ideas and information by developing and presenting programs that provide opportunities for learning and entertainment.
- » Cultivate staff who are knowledgeable, passionate, and engaged about the role libraries play in individual lives and the community.

We launched *Connecting Our Community* in 2012. Since then, our staff and trustees have worked tirelessly to achieve the goals we outlined. The results have been remarkable, as noted in the recent accomplishments throughout the plan. In 2017, the national publication *Library Journal* named Greenwich Library a 5-Star Library—for the ninth time.

Two key factors have enabled this extraordinary success. First is our **community**. Our dreams become realities because of the people, partners, and organizations that provide strong and unwavering support. At the Library, we endeavor to be careful stewards of the resources that the Town and our community provide.

Second is our **flexibility** in the face of constant change. Every five years, we pause to reflect on our patrons' needs and preferences, re-examine our practices, and affirm fresh goals and strategies that advance our vision of giving our great community the great library it deserves.

Our new Strategic Plan, *Greenwich Library Renewed*, is our commitment to a set of clearly defined goals and strategies for the next five years. It is the product of many perspectives, and incorporates significant input from staff, trustees, and community partners, as well as the venerable Friends of

the Greenwich Library, Friends of the Cos Cob Library, and Friends of the Byram Shubert Library. Informed by the Library's Mission, Vision, and Values, the Plan offers a practical roadmap to guide our journey into the next decade.

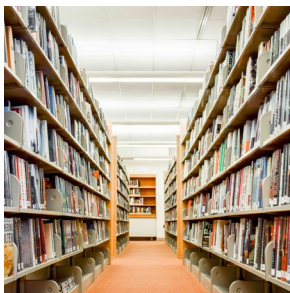
Greenwich Library—the Main Library, the Byram Shubert Library, and the Cos Cob Library—will concentrate on new and continuing efforts in five Focus Areas:

- » Collections
- » Lifelong Learning and Enrichment
- » Service
- » Space
- » Community Connections

In each of these areas, the Plan takes into account the need to revitalize our spaces to allow for flexibility, connectivity, and delivery of high-quality programming, education, and resources to an increasingly diverse community. The Plan also recognizes that technology serves as a foundation for all our activities and is essential to advancing our goals.

On behalf of our Board of Trustees, staff, Friends groups and community partners, we invite you to explore *Greenwich Library Renewed* and share in our excitement as we chart our course forward.

FOCUS AREAS AND SUPPORTING GOALS



COLLECTIONS

- 1 Deliver collections and resources of exceptional depth and breadth that reflect the interests of our community.
- 2 Encourage a passion for reading in people of all ages through exploration and personal discovery.



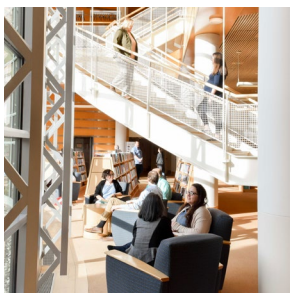
LIFELONG LEARNING AND ENRICHMENT

- 3 Think comprehensively about library programming and offer high-quality, culturally rich programs that reflect community needs and interests.
- 4 Support contemporary skill development and literacy of all kinds.



SERVICE

- 5 Enhance the user experience by meeting patron needs, when and where they occur, applying both technology and a human touch.
- 6 Identify and build staff core skill sets to meet changing and expanding demands for service.



SPACE

- 7 Create accessible, engaging, and flexible library spaces.
- 8 Reimagine spaces for greater community connections and cultural enrichment.



COMMUNITY CONNECTIONS

- 9 Enhance our ability to provide tailored services by understanding and engaging our community.
- 10 Advance partnerships that build on our strengths and help us address the needs of our community.