

# Greenwich Library Reconnects

Strategic Plan 2023–2025



Greenwich  
Library



Our Strategic Plan will guide our efforts from 2023 through 2025 to ensure we best serve our patrons and the Greenwich community. The sections below highlight our foundational statements and the two primary, overarching thematic priorities for this plan. The reverse side describes our seven areas of focus and strategic priorities for each.

## Our Foundations

### 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.

## Plan Priorities

### RECONNECTING

As the pandemic wanes, our focus will be on reconnecting community members with Library services, helping community members reconnect with one another, and building connections within the Library.

### ASSESSING

Recognizing our current transitional state and the forthcoming change in leadership, this plan calls for another comprehensive strategic planning effort to occur in 2025. In preparation for this work, we will gather baseline data and conduct foundational thinking in each of our key service areas.

# Our Areas of Focus

## 1 COMMUNITY CONNECTIONS

- Expand outreach and awareness-building to engage more community members in Library services and offerings.
- Coordinate and expand our use of volunteers.
- Develop a more strategic, institutional approach to partnerships.
- Help community members connect with one another, regardless of background, age, or identity.

## 2 PATRON SERVICES

- Provide patrons with a higher level of personalized support and connection to resources.
- Implement new or modified services to best meet the needs of patrons.

## 3 TECHNOLOGY

- Continue to provide and support current patron- and staff-focused technologies.
- Ensure that all Greenwich residents have equitable access to Library technology.

## 4 PROGRAMMING

- Deliver a dynamic, balanced, and sustainable programming mix.
- Create opportunities for community dialogue and information-sharing.



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[www.greenwichlibrary.org/strategy](http://www.greenwichlibrary.org/strategy)



## 5 COLLECTIONS

- Ensure our collections reflect the Greenwich community's diverse backgrounds and interests.
- Promote our collections via related programming and partnerships.

## 6 SPACE AND FACILITIES

- Invest in targeted facilities improvements for Byram, Cos Cob, and Main.
- Plan for improved environmental sustainability of our facilities and operations.

## 7 ORGANIZATIONAL EFFECTIVENESS

- Continue to cultivate diverse, highly skilled staff.
- Cultivate greater coordination and communication among Library departments.
- Steward our financial resources.
- Engage community and staff in a new comprehensive strategic planning effort.