



Strategic Plan 2018-2022

21 Concord Road
Sudbury, MA 01776
(978) 443-1035
<https://goodnowlibrary.org>

Library's Mission:

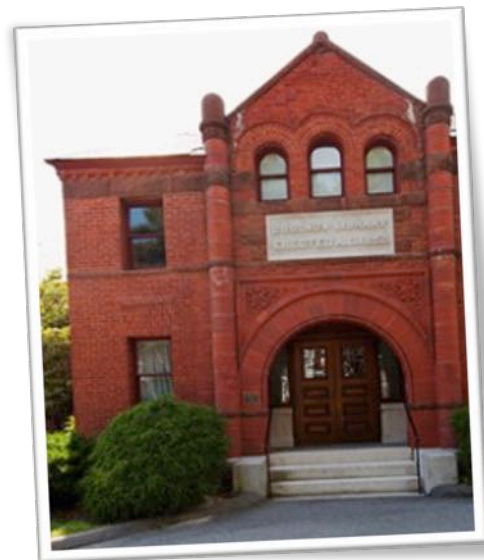
Improving lives through the power of information, ideas and innovation.

Library's Vision:

- Be a primary resource for learning and literacy
- Be socially equitable and accessible to all
- Be a valued community partner
- Be proactive and responsive to community needs

This strategic plan is a framework, creating a direction and vision for the library over the next five years. This plan will help the library base decisions and allocate resources to allow for customer-focused service, emerging technologies, and provide flexible facilities to meet the needs of the community. The library will be prepared to serve its residents and library users and remain a relevant and successful public service organization.

Esmé Green, Library Director



Goodnow Library then, now and the future...



Support learning and multiple forms of literacies

- Expand children's programs and services.
- Build stronger connections with teens.
- Provide relevant, current information and materials in a variety of formats.
- Support self-directed learning through in-library and online resources.

Create a place which cultivates diverse ideas and innovation

- Increase public awareness and use of the NOW lab.
- Provide flexible spaces allowing both individual and group collaborations.
- Seek volunteers to share skills, knowledge and expertise.



Foster community connections

- Strengthen collaborations with businesses, community organizations and the town.
- Provide outreach services and increase Library's presence throughout the community.
- Partner with schools to support teachers, students and families.

Provide high standards for customer experience

- Promote a culture of excellence.
- Develop a comprehensive training and professional development program for staff.
- Seek feedback on a regular basis to assess library services and programs.



Develop sustainability initiatives

- Investigate sustainability facility operations.
- Create sustainable programming opportunities.
- Convene community conversations around sustainability and economic feasibility.