

we hear you

UPPER SADDLE RIVER LIBRARY

Strategic Plan 2023 - 2027

Our new strategic plan—***We Hear You!***—reflects our thoughts about how to best position the Library based on the feedback we received from the community. The plan provides strategies for how the Library can rethink its services, facility, resources and staff to best serve all residents.

WE HEAR YOU!

In 2022, we began a community wide planning process to develop our first formal strategic plan that we can best respond to and anticipate changes in our community and in families' lifestyles. Conversations with residents, community and civic leaders, library staff, Trustees and Friends of the Library, informed this plan. Everyone we spoke with agreed that USRL has a special role to play in our community. **The Library can become a vibrant gathering spot offering accessible community spaces, programs that appeal to people of all ages, and resources that can help lift-up everyone in Upper Saddle River.**

More than 800 residents participated in a targeted focus group, or in our online and print survey. We learned a great deal from residents when we received and read more than 3,500 comments in the survey. We would like to thank everyone who participated in this process.

THE PATH AHEAD

The Library's new vision, mission, values and goals describe an exciting path ahead for the Library and our community based on our analysis and the community's expectations. The Library is used by hundreds of residents who value the role of the Library. Our new vision and mission is defined by the many interactions we have with residents every day.

OUR VISION & MISSION

The inspiring vision for Upper Saddle River Library focuses on a future in which the Library is at the center of the community.

***Upper Saddle River Library:
the heart of our community***

Our mission guides us in the choices we make for services and policies as well as in the way we interact with our community and community members.

***Upper Saddle River Library inspires
lifelong learning, creates possibilities
and strengthens our community.***



OUR SHARED VALUES

Upper Saddle River Library Staff and Trustees embrace these values to guide our service to the community every day.

- We treat everyone respectfully and courteously.
- We believe in the free flow of information to enable people to learn and grow.
- We offer a safe, welcoming, fully accessible facility.
- We provide programs that enlighten, inspire, and entertain all ages.
- We provide all visitors with knowledgeable and friendly service.
- We offer access to technology and digital resources so all can participate in the digital society.
- We are attentive stewards of public resources.



OUR STRATEGIC GOALS

Goal One:

Provide full access to library services and resources enabling all residents to engage, enjoy and benefit.

Upper Saddle River Library heard you! We will continue to offer a friendly, welcoming environment and wonderful staff to meet community needs.

Goal Two:

Plan to repurpose library space to create an environment of discovery and learning in response to people's lifestyles.

Upper Saddle River Library is committed to updating and refreshing our aging facility to be a safe, accessible, and rewarding experience for all. Our library was designed and built before personal computers, smartphones and the digital revolution. It's time to change.

Goal Three:

Position Upper Saddle River Library to promote the Library collaborate with library partners and allies, and secure sustainable funding.

Upper Saddle River Library is publicly funded through local real estate taxes. While these have, through the years, provided reliable support and the Library has responsibly administered those funds, increased demand for modernization and addressing deferred maintenance points to exploring additional revenue streams.

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<https://uppersaddleriverlibrary.org/>

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