Douglas Library of Hebron 

Strategic Plan 2018-2022

In early 2016, the Douglas Library of Hebron’s Board of Trustees determined the library was in need of an updated strategic plan that could be flexible while guiding the staff and library auxiliary groups towards a dynamic future. The Library’s last long range plan was dated 1992. Our work on this committee was not an update of an existing plan, but something brand new to which each committee member added a voice. The Douglas Library is appreciative of all the extra volunteer hours that were dedicated to creating this living document for the library’s future.

The Process

To ensure that our committee was a well-rounded representation of various community and library support entities, we advertised our need for community representation in the local newspaper and through the library’s social media channels. After the committee had formed, the group determined the need to meet monthly until the process was complete. It was in the early meetings, that it was determined that a facilitator would increase the committee efficiency. To aid this process, Lauren Fierman, a Hebron native and RHAM employee, acted as the moderator/facilitator for a majority of the meetings.

Our initial meeting focused on the community need. We began with brainstorming and we all had big dreams for the library over the next 4 years. Review of community make-up and library industry articles helped us get in the mindset of planning. We worked on creating a Vision Statement the whole committee was very comfortable supporting.

The Vision Statement

*The Douglas Library of Hebron is an integral part of our community offering a welcoming, safe, and diverse environment to pursue lifelong learning by utilizing our ever evolving collections, services and innovative technologies*.

Over the course of the 16 months of planning, the committee read various industry articles, performed a community needs assessment, and did both a SOAR (Strength, Opportunities, Aspirations & Results) analysis and a SWOT (Strengths, Weaknesses, Opportunities & Threats) analysis. Work was done in small groups and in the larger group to make sure everyone’s voice was heard. Articles were read during personal time and brought back to the meetings to discuss. After performing this work, the committee formed the questions for the survey to find out how the public viewed our efforts on its behalf. Agendas and minutes can be found here http://hebronct.com/agendas/

Survey Results

The committee created a 14 question survey which covered basic demographic topics and a variety of service and collection questions. We wanted to understand what patrons already utilized, what they liked, what they didn’t like, and areas where we needed to focus or improve. The survey responses were positive and helpful by telling us the respondents’ thoughts with anonymity. We offered an online and printed survey made available at the Senior Center, the Library, and at the Town Office Building. We received 113 completed surveys back, out of 160 started.

Goals and Tasks

All of the information gathered from the committee meetings and from the surveys enabled us to create goals and tasks that could be worked on and met over the next four years.

The committee determined that each goal must start with the following statement:

**PROVIDE ALL PATRON, VISITORS AND STAFF:**