Imagine the Possibilities
is the result of a process initiated by the Library’s Board of Trustees and Director in which 925 community residents responded to an online survey, and Trustees and staff met with facilitators to discuss the direction and improvements for the library. The planning process identified challenges and opportunities for the library and generated priorities, goals, and possible activities that build on the library’s previous successfully implemented plan. This plan will ensure that Livingston Public Library continues to be a vibrant center of town life for many years to come.

In 2015, we began a community-wide planning process to develop a multiyear strategic plan for the future of the Livingston Public Library. We were determined to build on our past achievements and to anticipate and respond to challenges in a thoughtful manner. The Board of Trustees and Director Amy Babcock-Landry agreed that a new strategic plan would provide the focus needed for the changes ahead.

Since that time, the Livingston Public Library has been improving every day and we can say that the strategic plan that we initiated in 2015 has been a success. During this new cycle of planning for the future, we again requested information from our patrons and all residents. We received nearly one thousand survey responses and many thousand comments. We also met with all staff and trustees to help inform the process about our next steps. We are grateful for the time that everyone spent talking to us about the future.

The library’s current vision, mission, and priorities continue to represent an exciting roadmap for providing exceptional library service. We are confident that our library, as it adapts, changes, and embraces new challenges, will continue to be a highly valued destination at the heart of our community’s civic life.

Our Roadmap
The Livingston Public Library is supported and used by thousands of residents who value the role the library plays. Our vision and mission is shaped by the interactions we have with residents every day.

Our Vision for the Future
Our long-term vision for the Livingston Public Library builds on the library’s achievements and focuses on a future where it is at the heart of community life.

The Livingston Public Library, the heart of our vibrant town, fosters community engagement, connects people with ideas and each other, and makes Livingston a better place to live and work.

Our Mission
Our mission statement describes what we do every day and our impact on those who use the library. It guides us in the services we provide, the choices we make, and our interactions with patrons.

The Livingston Public Library, the place where reading, learning, and ideas converge to transform lives.
**Our Shared Values**

The Livingston Public Library staff and Trustees embrace the following values as we deliver service to the community:

- We offer an extraordinary library experience for everyone in our diverse community through a combination of great resources, friendly, knowledgeable staff, and exceptional customer service.
- We provide comfortable, welcoming, and continually reimagined space that supports the way people use libraries today and well into the future.
- We provide a variety of programs to meet the needs and interests of our entire community.
- We invest in our staff so they can learn and grow in their positions.
- We offer access to the latest technology, software, and training so everyone can participate in our digital society.
- We foster literacy, learning, and community engagement to support an active democracy.
- We are thoughtful stewards of public resources.

**Our Strategic Priorities**

This strategic planning process resulted in four priorities to provide focus and direction from 2020 to 2023. Outcome measures for each will assess the library’s progress and guide annual board and staff planning and budgeting discussions.

**Priority One:** Position the Library as the Community’s Destination for Learning

**Priority Two:** Be the Leader in Technology Resources, Instruction and Digital Literacy

**Priority Three:** Engage Everyone in Livingston in the Library

**Priority Four:** Increase Library Awareness and Support

**Measuring Success**

Traditional statistics that measure library usage (program attendance, visits, circulation, and registrations) are important metrics to assess what happens in the library on an annual basis. The library’s Annual Report to the community is a valuable source of library progress for all to see. The Livingston Public Library has successfully adopted “social” indicators to gauge successful implementation and performance of the strategic plan.

The library will continue to:

- Implement an annual patron satisfaction survey to elicit feedback from residents about the success and value of their programs and collections
- Experience an increase in visits to the library and encourage active use of the library by cardholders
- Engage with residents through the Blog and social media, including Facebook, Twitter and Instagram and experiment with other formats