

SUFFERN FREE LIBRARY

Long Range Plan
2009-2013



SUFFERN
FREE LIBRARY

In 2000, over 5,000 people gathered at the Suffern Free Library to celebrate the grand opening of the new Library building and begin a new chapter in the history of the Suffern Library. The Library was established in 1926 by the Suffern Woman's Club and housed in their clubhouse. In 1941, the Library moved to its next home at the corner of Washington and Maple Avenue which was later expanded to meet the growing needs of the community. From this 7,000 square foot building, the Library moved to its present 37,000 square foot location at 210 Lafayette Avenue. Throughout the years, the residents of the Ramapo Central School District have demonstrated support for the Library and value the active role the Library plays in the community.

In 2009, the Director and staff embarked on a journey of self-discovery intended to analyze and understand the changing role of Library services. How can the Library remain at the cutting edge of information delivery and technological change? What additional services can the Library provide or improve upon? How can the Library remain innovative and inspire learning and literacy in this ever changing fast paced world?

This process involved surveying the public and requesting ideas from the staff and public. The Library gathered 889 surveys. The Long Range Planning Committee analyzed the data and created a Long Range Plan to define the Library's focus through 2013.

The Community Speaks

During the course of one week, 889 Library visitors completed a survey which provided valuable statistical data for the Long Range Plan. The results of the survey are available upon request.

Our Mission

**Suffern Free Library is at the center of community life
providing resources, innovative services and programs.**

Our Vision

- We are the heart of the community. People of all ages, regardless of income or education levels, place of origin or culture, are welcome at the library.
- The Library leads and inspires by providing ever-expanding opportunities to read and to enrich and inform users' lives.
- The board of trustees, administrators and well-trained staff are committed to providing the best public library service in the County.
- We meet the needs of every visitor and user by providing information on every topic. No patron will leave dissatisfied in his or her search for information.
- We offer extended hours and convenient and easy to use services. Our library will be accessible physically to people during convenient hours and electronically 24 hours a day.

Our Values

The Board of Trustees and staff identified six core values, or guiding principles that govern and underscore their roles as professional information providers and public servants. These values are:

- A. Access to information.** The library is a democratic institution. We are challenged to collect and provide information for citizens to develop self-education and to meet their informational/recreational needs. As a countywide service, we make the retrieval and use of information convenient to all residents. Technological advances mean we can provide access to information regardless of geographical distance or time of day.
- B. Service Excellence.** The library is committed to serving each and every citizen as completely and fully as possible. The individualized service should be both friendly and efficient.
- C. Accuracy of information provided.** The public trusts the library to provide reliable information. The library is committed to providing accurate and verifiable information upon request. The library will maintain a collection of materials that have been reviewed for their integrity.
- D. A patron's right to confidentiality.** All patrons can be certain that their identities will not be linked to any particular title or subject whenever they use the reference, commons or circulation services provided by the library.
- E. Outreach and Enrichment.** Our library building and grounds are destinations for all ages, offering a place for enlightenment, entertainment, edification, and social

and community contact. Our programs, displays and exhibits are sponsored to enlighten, inspire and entertain.

- F. **Our reputation for innovativeness.** Our library staff excels in offering new services, improvements to existing services, and designing new features that make accessing and retrieving information easier, more convenient, faster and more helpful to our users. We pledge to continue this tradition.

Goals and Objectives

The Long Range Planning Committee identified six goals to accomplish from 2009-2013.

Goal 1: The Suffern Free Library will continue to expand collections and access to services with up to date diverse materials to accommodate our community.

Objectives:

Materials
&
Collection

- Offer more copies of current materials and formats now in demand
- Explore how and where materials are located in the library including how patrons locate the materials
- Maintain and update new and existing equipment, technologies and features or services

Goal 2: The Library will provide a well-trained staff to meet service needs and provide quality customer service.

Objectives:

Staff

- Provide more personal attention to patrons by staff throughout the building

Goal 3: The Library will improve services in the circulation department.

Objectives:

Services

- Modify procedures for circulation and interloan delivery to balance staff and space needs with patron usage and demands.

Goal 4: The Library will use existing space to increase efficiency and maximize our services.

Space

Objectives:

- Library will relocate areas of the collection to optimize use
- Maintain and improve building features

Goal 5: The Library will bring new and innovative programming to all ages in our community.

Programs

Objectives:

- Maintain maximum number of programs for children, YA and adult audiences each year
- Identify and use nonlibrary funding sources for library programs

Goal 6: The Library will maintain the necessary library-wide infrastructure to ensure effective administration and sound fiscal management.

Infrastructure

Objectives:

Review and approve all informal policies
