



your Hanson Public Library

For the past nine months, the Hanson Public Library has been involved in a planning project. The result is a new five-year Strategic Plan, which is the first step in planning for the future of the Library building. The community input gathered about the library facility and library services has been invaluable, and we want to share it with you!

There were 412 responses to our community input survey, 31 focus group participants, and over 140 comments to questions posted in the Library.

Five areas of focus were identified through the survey:

Service Excellence
Books & Resources
Community Gathering
Programs & Activities
Technology & Innovation



Priorities that support these themes were determined from the input received. Members of the community consider it important that:

- The Library provide a high level of service excellence
- Books and digital resources remain an important part of what the Library offers
- The Library be an inviting place
- Educational and entertaining programs continue to be offered to all ages in the community
- Patrons have opportunities to interact with new technologies and receive help with technology



Visit the Library's website at www.hansonlibrary.org/planning to read the full Strategic Plan, which was adopted by the Board of Trustees on September 29, 2018.



Strategic Planning Timeline

The Hanson Public Library Board of Trustees began the planning process for FY2019-FY2023 in spring 2017. The Board's initial interest in beginning the process was to produce a building program for possible library expansion or new construction. With the Library's current strategic plan concluding in FY2018, it was decided to allow the information gathered for the building plan to aid in the creation of a new strategic plan.

October 25, 2017	RFQ for consulting services issued
December 16, 2017	Board of Trustees hire consultant Ruth Kowal
January 22, 2018	Conduct library staff interviews
January 23, 2018	Meeting with MBLC to review process
January 23, 2018	Board of Trustees vote to form Planning Committee
February 7, 2018	First meeting of Planning Committee
February 8, 2018	Meeting with Town Administrator
February 14, 2018 – March 24, 2018	Community input survey (posted on Library's website & social media; paper copies available at various locations around town)
February 14, 2018 – April 3, 2018	Community invited to respond to questions on flip charts available in three locations at Library
February 24, 2018	Town-wide mailing of postcard to advertise survey
February 27, 2018	Focus group with Board of Trustees
March 1, 2018	Article published in <i>Whitman-Hanson Express</i>
March 15, 2018	Focus group with Library Foundation members
April 9, 2018	VIP interview with Town Administrator
April 10, 2018	Focus group with members of the public
April 12, 2018	Second meeting of Planning Committee
April 19, 2018	Focus group with children
April 20, 2018	VIP interview with member of Board of Selectmen
May 9, 2018	Conduct "street interviews" at Hanson commuter rail station
May 10, 2018	Third meeting of Planning Committee
May 22, 2018	Board of Trustees vote to accept the Vision, Mission, Themes, and Priorities recommended by Planning Committee