

THE NEXT CHAPTER

STRATEGIC PLAN



TOWNSHIP LIBRARY OF
LOWER SOUTHAMPTON

2026-2030

OUR MISSION

We take your questions and help you find answers.

We take your curiosity and lead you to a path of discovery.

We take your dreams and inspire you to make them real.

We help our community to meet the challenges of tomorrow.

OUR VISION

To be the community's third place:
HOME * WORK/SCHOOL * LIBRARY

Strategic Planning Process



Community Survey

The process began with a community survey shared across multiple channels, generating more than 200 responses. The survey asked residents what they value most about the Library, what services or programs they would like to see expanded, how the Library can better communicate with the community, and how it can continue to meet evolving needs.



Committee

A volunteer Strategic Planning Committee reviewed survey feedback and helped identify key themes. Their discussions helped refine priorities and ensure that community voice remained central throughout the process.



Board

The Board of Trustees conducted structured workshops to translate survey insights and committee feedback into measurable priorities, actionable goals, and defined timelines. The result is a plan that balances aspiration with operational reality.

A clear message emerged:

Our community wants more from its Library — and is willing to support it when goals and needs are clearly communicated.

Listening to Our Community

- The community survey was available through multiple channels for six weeks.
- We received more than 200 responses.
- Residents told us what they value most about the Library, what services and programs they would like to see expanded, how we can communicate more effectively, and how the Library can continue to meet evolving community needs.
- The feedback was clear: the Library is valued as a welcoming third place, and the community is interested in continued growth, expanded offerings, and greater transparency around services and funding.
- This input forms the foundation of our Strategic Plan and will guide the Library's priorities and decision-making from 2026 through 2030.

**A Roadmap
For The Next
Five Years**

6 Strategic Priorities

As we implement this plan, the Library Board and staff commit to:

1. listening to community needs before expanding services
2. evaluating programs regularly to ensure responsible stewardship of resources
3. investing in sustainable growth rather than short-term expansion
4. strengthening financial infrastructure to support long-term stability
5. operating with governance discipline and clarity of roles
6. reviewing progress annually and adjusting thoughtfully

STRATEGIC PRIORITY 1: Strengthen Community Connection & Belonging

In Summary:

The Library will continue to serve as a welcoming third place while expanding programs and services to better reflect the needs of our evolving community.

Over the next five years, we will regularly:

- evaluate programs to ensure they meet community interest
- introduce new offerings for underserved audiences such as young professionals and childless adults
- expand opportunities for teen engagement
- strengthen two-way communication with patrons
- test expanded hours to improve accessibility and better align with community schedules



STRATEGIC PRIORITY 2: Enhance Sustainability, Infrastructure, & Space

In Summary:

The Library will ensure its facilities remain safe, comfortable, and welcoming through responsible maintenance, planned upgrades, and thoughtful space improvements.

Over the next five years, we will regularly:

- complete critical building system upgrades already in progress
- implement a preventive maintenance plan to protect long-term investments
- renovate and modernize the Children's Library to better serve families
- evaluate additional space needs to ensure the building supports evolving community needs



STRATEGIC PRIORITY 3: Expand Capacity Through Funding, Collaboration, & Innovation

In Summary:

The Library will strengthen financial sustainability and expand its impact through improved donation systems, meaningful partnerships, and broader community engagement.

Over the next five years, we will:

- modernize our payment and donation systems to make giving simple and accessible
- grow and maintain community mailing and email lists to strengthen outreach, expand collaborations, partnerships, and sponsorship opportunities
- strengthen the annual appeal to support continued growth and innovation
- identify and pursue volunteer expertise to enhance Library capacity



STRATEGIC PRIORITY 4: Foster a Culture of Learning, Communication, & Staff Development

In Summary:

The Library will support staff effectiveness through ongoing learning, clear communication, and continuous improvement.

Over the next five years, we will:

- provide meaningful training opportunities that align with staff roles and community needs
- improve internal communication and operational processes
- identify and implement practical process improvements each year
- ensure staff are equipped to deliver high-quality service to the community



STRATEGIC PRIORITY 5: Strengthen Collaboration with the Friends of the Library

In Summary:

The Library will strengthen communication and alignment with the Friends of the Library to support shared goals and long-term sustainability.

Over the next five years, we will:

- hold joint leadership meetings to improve coordination and transparency
- re-establish consistent liaison participation between the Board and the Friends
- clarify governance roles and responsibilities to ensure alignment
- collaborate on fundraising and community engagement initiatives



STRATEGIC PRIORITY 6: Strengthen Board Governance, Capacity, & Effectiveness

In Summary:

The Library Board will operate as a high-functioning, strategic governing body with clear roles, strong oversight, and a commitment to continuous improvement.

Over the next five years, we will:

- review and update governance documents to ensure relevance and compliance
- establish and support standing committees that leverage community expertise
- participate in ongoing Board training and development
- follow a structured annual governance calendar to guide policy review and oversight
- implement a clear Director evaluation process to ensure accountability and alignment



The Next Chapter

This Strategic Plan is a roadmap for the next five years — but it is also a living document.

Progress will be reviewed annually. Goals may evolve as community needs change. Adjustments will be made thoughtfully and transparently.

The Township Library of Lower Southampton belongs to the community it serves. Its strength depends on participation, feedback, advocacy, and support.

We invite you to:

- attend programs and events
- share your ideas and feedback
- volunteer your time or expertise
- join or support the Friends of the Library
- advocate for sustainable Library funding

Together, we will ensure that our Library continues to serve as a welcoming third place for years to come!

2025 Strategic Planning Committee

The Strategic Planning Committee consisted of volunteer members of the community, Library staff, and the Library Board of Trustees.

Thank you to the committee for your time, ideas & support!

Stephanie Sides, Chair

Ellen Budman, President, Board of Trustees

Debbie Carroll, Staff

Gerry Casterline, Staff

Alejandro Colon, Community Member

Kristin Delle, Community Member

Susan Flanly, Staff

Jill Hobbie, Community Member

Ashley James, Community Member

Sydney Mason, Library Director

Olivia Martino, Community Member

George Grigoris, Community Member

Dawn Moriens, Staff



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