DUNDEE LIBRARY STRATEGIC PLAN 2027 – 2030

Vision: A community where everyone can learn, create, connect, and thrive.
Mission: Dundee Library is a welcoming community hub that provides access to knowledge, technology, creativity, culture, and connection through responsive services, innovative programs, and meaningful partnerships.

Adopted by the Dundee Library Board of Trustees, November 16, 2026.

STAFF	Library employees are the greatest asset of the Dundee Library. They provide, develop, sustain, and enhance the services the library offers. It is important that the Library Board of Trustees supports and invests in these individuals in order to continue our quality service. 87% of survey respondents rates the library's customer service as good or excellent.			
	GOAL	**ACTIONS**	**MEASURABLES**	**TIMELINE**
	Develop and support library staff.	Encourage staff to attend continuing education workshops or conferences each year, either virtual or in-person. Request staff to attend STLS' Annual Continuing Education Day. Offer mileage reimbursement and pay if they are not scheduled. Conduct in-house staff training days to keep staff informed and knowledgeable of policies, skills and resources.	Compensate employees for attendance at professional conferences, including, but not limited to NYLA, annually, and as financially feasible. Maintain, at a minimum, hourly wages greater than 5% above New York State Minimum Wage requirements. Host at least 2 staff training days per calendar year.	Long-term, ongoing
	Create an expansive onboarding procedure for new staff, including cross-training among departments.	Review and revise the current employee handbook.	New handbook; complete with training components included.	By 2028
	Create new cardholder welcome packets and orientation.	Compile current resources available, library sections, communication tools, regular programming offerings.	Two-sided document to be given to patrons when they sign up for a new library card	By 2028

	Hire an Assistant Director of Programming	Define job position, duties, hours, salary Grow program offerings	Position created	By 2029
FINANCIAL	In order to fulfill the mission of the library and ensure sustainable community service, maintaining and growing funding opportunities is important. We recognize that to grow our offerings, we must grow our financial base.			
	GOAL	**ACTIONS**	**MEASURABLES**	**TIMELINE**
	To secure sustainable operational funding that provides Dundee area residents with the highest return on investment and maximizes the cultural and educational wealth of our community.	Maintain and review financial records regularly of the endowment.	Promote gift and estate planning. Plan and conduct major endowment drive.	Yearly Long-term, ongoing
		Request additional taxes through school district as needed.	Annual budget vote Conduct annual audits of finances and record keeping.	Yearly
		Write grants for specific projects as outlined in Collections, Programs, Facilities.	Encourage and incentivize Director to proactively seek and write grants.	Long-term, ongoing
	Aggressively pursue grant money to help support programming and building improvements.	Apply for at least 4 grants each calendar year.	Be awarded 50% of grant applications	Yearly
TECHNOLOGY	Maintaining staff knowledge of emergent technologies, and offering information and services to community residents on a variety of technologies is an integral part of the services of the Dundee Library. There is a significant digital divide in our community, and we must work to find ways to address that divide, especially at times when information is critical.			
	GOAL	**ACTIONS**	**MEASURABLES**	**TIMELINE**
	Enhance available public-facing technologies.	Upgrade the public and staff computers to newer devices. Purchase additional public devices for in-library use	All devices are upgraded within their serviceable support window Additional devices are purchased	6-12 months

	Develop a community makerspace.	Purchase equipment and materials to stock space. Train staff in use of equipment.	Staff can assist patrons with makerspace tools	6 – 12 months, Ongoing
	Promote the library's digital resources.	Host digital resource-focused workshops (ex. Libby, STARCAT).	Program attendance. Host a minimum of two (2) digital resource focused workshops per year.	Ongoing
	Continue to grow online presence.	Utilize QR codes to promote library events. Further develop newsletter to include bi-weekly updates. Utilize multiple social media channels to promote services, programs and offerings.	Increase in program attendance	Ongoing
PHYSICAL SPACE	The age of the 1908 portion of the building is one of the library's greatest challenges. There have been several additions over the years to increase the footprint of the building, but there are still certain limitations with room for improvements.			
	GOAL	**ACTIONS**	**MEASURABLES**	**TIMELINE**
	Ensure that the function and appearance of the building and grounds are well maintained.	Create a Facility Assessment Checklist. The Board of Trustees will complete an annual walkthrough each year to identify and address facility needs. The Library Director and Board of Trustees will conduct a periodic risk assessment to identify and remediate hazards.	Checklist created and implemented Building needs are identified Were the periodic risk assessments performed?	Under 3 months Annual
	Improve patron comfort throughout the facility and grounds.	Install indoor or outdoor drinking fountain with option to fill water bottles.	Installation of a drinking fountain	Long-term
	Reutilize and/or expand physical indoor and outdoor space, if opportunities arise.	Reallocate stored items from closet next to the Tripp Community Room to make room available for use.	Creation of two private work areas	6 months

		Rearrange adult nonfiction area to make an enclosed space. Create an outdoor learning space Reconfigure storage/work space behind upstairs circulation for more functionality and visual appeal.	 Spaces expanded Space reconfigured	 Long-term Early 2027
COLLECTION DEVELOPMENT	The core service of the Dundee Library is maintaining a collection of print and non-print materials to fulfill the informational, recreational, social, and educational needs of the community. A significant majority of survey respondents rate our collection as good or excellent.			
	GOAL	**ACTIONS**	**MEASURABLES**	**TIMELINE**
	Maintain and enhance well developed collections that promote reading for enjoyment and personal growth.	Collect recommendations from patrons and staff for consideration of monthly purchases. Create a Google Form that patrons can use to make online recommendations.	Maintain or increase annual circulation statistics. Was the community informed that patrons can make collection recommendations?	On-going
	Grow the Library of Things collection.	Develop and administer patron survey for desired items.	Items added at patron/staff/board recommendation.	On-going
PROGRAMS & SERVICES	Programming is an integral part of the services the library offers to the community. The Dundee Library seeks to offer programs that enhance community life and satisfies the curiosity and interests of its residents.			
	GOAL	**ACTIONS**	**MEASURABLES**	**TIMELINE**
	Continue providing excellent customer service.	Collect feedback on programs and events using evaluation forms or surveys with rating systems. Intentionally target demographics in programming decisions	Survey results Targeted programming scheduled regularly	On-going
	Increase facility accessibility for the community.	Expand hours of operation to a minimum of 40 hours.	Increase open hours to a minimum of 40 hours per week.	Long-term

		Develop "My Amazing Library Card" marketing campaign	Statistical count of patrons that use the library during added hours. Increase in number of patrons or groups using the conference room. Table tents featuring events and featured resources	
	Improve public access to local or regional museums and educational institutions.	Maintain access to passes for the Corning Museum of Glass, Ithaca Sciencenter, NYS Empire Pass & Finger Lakes Boating Museum. Consider adding other local or regional passes as they become known.	Increase the number of passes. Increase in circulation of passes.	On-going
	Foster stronger school connections and collaborations	Become an on-site location for TRAILS program. Host visitations by classrooms at the beginning and end of the school year. Attend events directly in the school.	Host a club Classes visit during each semester Be present at events	On-going