

# STRATEGIC PLAN 2020 – 2023

## VISION

**Strong Libraries Equal Strong Communities**

## COMMITMENTS

### INCLUSION

We are a safe and welcoming space for all

### EXCELLENCE

We are proactive and strive for best practices in all our endeavours

### FUTURE FOCUS

We work to ensure the long-term health of the library

### 21ST CENTURY SKILLS

We support the development of skills that empower individuals to succeed

## STRATEGIC DIRECTION

PROGRAMS AND SERVICES

FACILITIES IMPROVEMENTS

ORGANIZATIONAL HEALTH

COMMUNICATIONS AND ADVOCACY

# STRATEGIC DIRECTION

## PROGRAMS AND SERVICES

### CHILDREN

Ensure the children's area is a vibrant space that permits increasing participation in programs

### YOUTH

Encourage meaningful participation so that the library becomes a vehicle for their success

### OLDER ADULTS

Create greater awareness of technology services and training, and provide a supportive context for new skills acquisition and successful aging

### FIRST NATIONS

Explore opportunities with the shíshálh Nation to expand services and programs in areas where the library can make a meaningful contribution

### COLLECTION

Ensure our collection meets the needs of our community

### OUTREACH

Explore collaborative projects with other organizations. Work with the Pender Harbour Reading Room to create more awareness of online services and programs and collaborate on future plans

## FACILITIES IMPROVEMENTS

### STAFF

Increase workroom space to accommodate staff adequately and optimize workflow

### CHILDREN

Optimize space to accommodate more children

### COMMUNITY

Improve wayfinding so that service areas and materials are easily visible and accessible

### RENOVATE

Former archive storage room

### FACILITY MAINTENANCE

Evaluate future needs in an aging facility with insufficient space. Optimize current use and workflow in each library area

## ORGANIZATIONAL HEALTH

### EXPLORE

The benefits of remaining as a public library association and evaluate and compare with alternative governance models permitted under the Library Act

### DATA

Develop data to supplement the Ministry of Education's statistics for objective decision making and for our funders

### GOVERNANCE

The board will focus on consolidation, succession, and proactive planning in a time of change

## COMMUNICATIONS AND ADVOCACY

### PROGRAMS AND SERVICES

Increase marketing to ensure our community is aware of the full range of services on offer

### WEBSITE

Update and create a current, vibrant, user friendly and informative site

### VALUE

Continue to communicate to our funders, stakeholders and the community, the evolving role of libraries and demonstrate the value of our library to our community

### PARTNERSHIPS

Continue to build on existing partnerships and create meaningful, mutually beneficial, relationships