

NWPL FOUNDATIONAL PRINCIPLES

Organizational Excellence

Investing in Staff

Customer Service Excellence

*Providing Collections for all
ages and interests, in the format
best suited to user needs*

*Expanding our capacity through
Partnerships*

*Constantly growing our
Relationship with the City
and our other Stakeholders*

1

Creates
inviting and
safe spaces
where
everyone is
welcome.

2

Fosters a
culture of
Community
Engagement.

“NWPL”

3

Supports New
Westminster
residents as
they engage
with the
digital world.

4

Enrich lives by
providing a
diverse range
of programs
that inspire,
surprise and
delight.

2015-2018
STRATEGIC
GOALS



NEW WESTMINSTER
PUBLIC LIBRARY



STRATEGIC GOALS 2015-2018

1

THE LIBRARY CREATES INVITING AND SAFE SPACES WHERE EVERYONE IS WELCOME, BY:

Making improvements to the appearance and atmosphere of the Uptown Library

Working with City Council and the Community to ensure that Capital Funding is in place for a new Uptown Library

Creating a plan to ensure that library services meet the needs of neighbourhoods throughout our City

2

THE LIBRARY FOSTERS A CULTURE OF COMMUNITY ENGAGEMENT.

Creating diverse opportunities for New Westminster residents to share their ideas about library services with the Library Board and library staff

Reporting back to the community about our ongoing consultation process, and demonstrating how library decisions are influenced by the outcomes

Paying special attention to engaging with non-traditional library users, or those who may face barriers or challenges when using the library

Sharing our story through a wide range of print and digital promotion and communication methods

Creating opportunities for the community to engage with each other for learning, social or cultural experiences

3

THE LIBRARY SUPPORTS NEW WESTMINSTER RESIDENTS AS THEY ENGAGE WITH THE DIGITAL WORLD.

Developing staff expertise in library-related technology, and sharing this expertise in ways that are meaningful to users and learners

Committing library resources to developing digital literacy skills across our community

Matching advanced technology users with tools and referrals that support self-directed learning

Providing users with current and well-managed hardware and software, and ensuring that our technology infrastructure meets the needs of library users and staff

Partnering with IT providers to offer access to emerging or specialized technology

4

THE LIBRARY ENRICHES LIVES BY PROVIDING A DIVERSE RANGE OF PROGRAMS THAT INSPIRE, SURPRISE AND DELIGHT. WE DO THIS BY:

Undertaking an evaluation of our current programming practices to ensure that the mix of programs for adults, youth and children meet the needs and expectations of the community

Creating a haven for readers and writers, and by providing an environment that supports their passion for the written word

By providing creative programs that support the widest variety of life-long learners