



NEW WESTMINSTER
PUBLIC LIBRARY

STRATEGIC PLAN AT-A-GLANCE

VISION: AN INCLUSIVE AND DIVERSE COMMUNITY WHERE EVERYONE IS LEARNING, CONNECTED AND INSPIRED.

MISSION: TO ENGAGE, STRENGTHEN AND CONNECT THE COMMUNITY BY INSPIRING EXPLORATION, IMAGINATION, CREATIVITY, AND LIFELONG LEARNING.

VALUES:

- We are committed to being an agent for social good, and to working through a lens of anti-oppression, diversity, equity, inclusion, anti-racism.
- We are committed to learning and doing the ongoing vital work of reconciliation and decolonization.
- We work to reduce barriers and provide equitable access.
- We strive for excellence in our organization and in the way we support and serve our community.
- We expand our capacity through partnerships.
- We are creative and innovative in how we deliver our programs and services.
- We are committed to intellectual freedom.
- We continually identify our weaknesses and areas for improvement, and we strive to improve upon them.
- We embrace continual growth and adapt to changing times.

GOALS

THIS MEANS...

CREATE INVITING AND SAFE SPACES WHERE EVERYONE IS WELCOME

- Library users reflect the diversity of the community, people are able to see themselves reflected when they visit, and our communications in different languages reflect this diversity.
- The Library is a welcoming place for everyone: regular users, non-traditional users, and those we haven't met yet. People who do not normally come to the Library are re-introduced to it, and feel comfortable walking in.
- Barriers are removed as much as possible so that the Library is accessible to people of all abilities and needs.
- Artwork inside and outside the Library makes the space more vibrant; local and indigenous artists are supported to display their art.
- The Library supports civic engagement, and is a place for learning about, and participating in, democracy.

DELIVER A DIVERSE RANGE OF PROGRAMS, SERVICES AND COLLECTIONS TO ENGAGE THE COMMUNITY

- The community has access to in-person and virtual programs and services.
- Library programs reflect the diversity, interests, and needs of the community.
- The Library strives to make resources, programs, and services as accessible as possible to everyone in the community, and seeks opportunities to offer Library services and programs beyond the Library walls.
- The Library is more visible in the community, increasing awareness and engagement.

STRATEGIC DIRECTIONS (PHASE 1)

1. Continuously ensure and demonstrate COVID safety procedures and a safe space for all.
2. Expand essential Library communications into non-English languages.
3. Develop capacity for providing Library and community support services to vulnerable populations.
4. Reconnect with our community, especially those who have lost touch during the renovations and during the COVID-19 pandemic.
5. Remove overdue fines as they serve as a significant barrier to Library use.

1. Regularly engage with the wider community, including those who are under-represented, in the development and delivery of programs and services.
2. Ensure there are sufficient staff, staff expertise, and resources to provide diverse programming that support COVID recovery and beyond.

STRATEGIC DIRECTIONS (PHASE 2)

6. Continually improve the delivery of programs, services and our physical spaces to ensure they are inclusive, welcoming, and meet the diverse needs of our community.
7. Showcase the diversity of our community through the Library's public art programs and exhibition spaces.

3. Continually review and adapt the Library's collections to support a diverse community and foster inclusion.
4. Align our programming with other community organizations to optimize the scope of programs offered.
5. Expand our presence in the community by seeking opportunities to connect with non-library users.

STRATEGIC DIRECTIONS (NEXT)

1. Identify existing community-based communication corridors and partners and use their channels more effectively.

1. Pursue opportunities to improve service to underserved neighbourhoods.

GOALS

THIS MEANS...

CONNECT THE COMMUNITY TO A WORLD OF IMAGINATION, DISCOVERY AND LITERACY	ADVANCE AND ADVOCATE FOR SOCIAL JUSTICE IN OUR ORGANIZATION AND IN OUR COMMUNITY	FOSTER ORGANIZATIONAL AND COMMUNITY SERVICE EXCELLENCE	SUPPORT AND NURTURE CIVIC AND COMMUNITY PARTNERSHIPS
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<ul style="list-style-type: none"> The community has access to barrier-free opportunities for learning and growth, both in-person and virtually. All community members feel supported to foster their creativity, learning, and participation. The Library supports, inspires and celebrates creativity. Residents come to the Library as they discover, learn and explore, and their experience and stories of success influence the Library as it plans for the future. 	<ul style="list-style-type: none"> The Library's collections and programs encourage users to expand their world view, and to actively and respectfully engage in essential conversations on contemporary issues. The Library is a resource and support for those working to advance social justice in our community. The Library Board and all Library staff are committed to equity, diversity, inclusion, and addressing social justice needs in our own work and in the community. 	<ul style="list-style-type: none"> Library Trustees and staff reflect the diversity of our community. The New Westminster Public Library is an employer of choice. Library staff are knowledgeable and up to date on the latest available Library information, and the Library is a trusted source for information. Library Board Trustees play an active role in advocacy and outreach that is visible, inclusive, and reaches diverse stakeholders. The Library demonstrates leadership in environmental practices. 	<ul style="list-style-type: none"> The Library is a partner of choice for community groups that share our goals. Partnerships are mutually beneficial and help to create a better, more inclusive community. Local content is developed and shared as widely as possible.
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STRATEGIC DIRECTIONS (PHASE 1)

<ol style="list-style-type: none"> Identify needs of community members who face a digital divide and provide ways to support technological literacy. Invest in digital and online resources that facilitate learning, content creation, and digital literacy that meet community needs. Remove barriers to learning opportunities and the ability to access information. 	<ol style="list-style-type: none"> Apply an equity and social justice lens in the curation, dissemination, and creation of diverse knowledge, programs, and experiences relevant to our community. Provide opportunities for staff and Trustees to engage in outreach, conversations and training in topics of diversity, equity, inclusion, anti-racism, and reconciliation. 	<ol style="list-style-type: none"> Improve our equitable and inclusive hiring policies and practices to ensure Library staff represent the diversity in our community. Continue to nurture a working environment where staff feel encouraged, supported and inspired. Take the time to understand, embrace and work with the organizational changes that may come with a new Chief Librarian. 	<ol style="list-style-type: none"> Continue to develop partnerships with groups and organizations who align with our vision, values and goals. Support and work with the City on diversity, equity, inclusion and anti-racism initiatives. Collaborate deliberately with those who have expertise in current social issues.
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STRATEGIC DIRECTIONS (PHASE 2)

<ol style="list-style-type: none"> Support local community groups and associations with their education and skills development needs. Develop ways to increase online engagement and learning. 	<ol style="list-style-type: none"> Ensure that Library policies include a social justice lens for all Board governance, staffing and recruitment, collections, programs and all other areas of Library operations. 	<ol style="list-style-type: none"> Expand recruitment and transparency practices to ensure greater diversity on the Library Board. Identify and address service gaps and continually seek efficiencies in service. Continue to support, enhance and strengthen the Board, and support Trustees in their advocacy roles. Find ways to support the City's Seven Bold Steps for Climate Action. 	<ol style="list-style-type: none"> Partner with a variety of creators to develop the Library's capacity to support innovation and content creation.
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STRATEGIC DIRECTIONS (NEXT)

<ol style="list-style-type: none"> Provide opportunities for local writers and creators to showcase their work. Expand offerings for all types of lifelong learning opportunities. 	<ol style="list-style-type: none"> Provide the facilitated space and venues that allow the community to have civil and respectful conversations on meaningful and challenging topics. 	<ol style="list-style-type: none"> Strive for zero waste and energy efficiency practices. 	<ol style="list-style-type: none"> Create opportunities for library users to access other civic services. Work with service providers to identify and enhance alternatives to use of police in non-emergency situations.
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