

# ORL Strategic Plan Framework

## **Our Vision**

A vital community space for learning, connecting, and exploring.

## **Our Mission**

We foster imagination and creativity, inspire life-long learning, and create community connections.

## **Our Values**

### **Collaboration and Strong Relationships**

- We collaborate with community partners and facilitate connections.
- We listen, learn, and build relationships with Indigenous communities.

### **Equity, Diversity, and Inclusion**

- We reflect the diversity of our communities and welcome all patrons.
- We provide equitable access to, and support all forms of, literacy.

### **Exceptional Customer Service**

- We go above and beyond to help patrons learn, discover, create, and connect.

### **Intellectual Freedom**

- We champion access to information and exposure to diverse points of view.

### **Organizational Responsibility**

- We are responsible with our resources and strive to operate our libraries in a sustainable manner.
- We are honest, transparent, and accountable with our public, our staff, and our stakeholders.

### **Responsiveness**

- We strive to understand and reflect the diverse needs of the people we serve.
- We respond to societal changes, natural disasters, and emergencies.
- We embrace change, are innovative, and are creative problem-solvers.

Goals	Cultivate learning, literacy, creativity, and imagination	Offer a welcoming, inclusive space to gather and connect	Embrace local heritage and culture	Develop and nurture community partnerships	Strive for organizational and service excellence
<p><b>We commit to:</b></p>	<ul style="list-style-type: none"> <li>• Foster the joy of reading and life-long learning.</li> <li>• Grow our collections, programs, services, and spaces to advance learning and literacy.</li> <li>• Offer hands-on creativity, skills-development, and maker-space opportunities.</li> <li>• Embrace technology and grow digital literacy.</li> <li>• Represent diverse voices and cultures.</li> <li>• Broaden the reach of the library beyond its physical branches.</li> <li>• Engage those who are not regular library users.</li> <li>• Spark imagination.</li> </ul>	<ul style="list-style-type: none"> <li>• Optimize our spaces for flexible uses – quiet activities as well as social connections.</li> <li>• Provide services and supports for disadvantaged / vulnerable community members.</li> <li>• Expand our outreach to different demographic and equity-seeking groups to welcome them to our libraries.</li> </ul>	<ul style="list-style-type: none"> <li>• Represent and highlight Indigenous culture, histories, and knowledge.</li> <li>• Showcase local talent including artists, writers, musicians, and filmmakers.</li> <li>• Offer and actively celebrate local community events.</li> </ul>	<ul style="list-style-type: none"> <li>• Deepen connections with community organizations and Indigenous groups.</li> <li>• Facilitate connections between our patrons and community organizations.</li> <li>• Engage and communicate with our community members.</li> <li>• Collaborate with partners to offer diverse programs.</li> <li>• Work with our local governments to integrate library planning with municipal planning and budgeting processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide opportunities for staff to connect with each other, share knowledge, and build on successes.</li> <li>• Reduce our environmental impact.</li> <li>• Foster a culture of service innovation and adaptability.</li> <li>• Provide ongoing staff training and development.</li> <li>• Empower staff to serve our patrons’ needs.</li> <li>• Ensure all branches best meet access needs of patrons.</li> <li>• Create and revise processes to optimize service efficiency and user experience.</li> <li>• Measure and evaluate performance.</li> </ul>