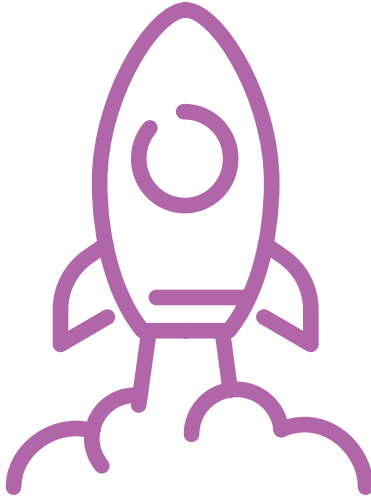


# ORL STRATEGIC PLAN

2024-2029





**A vital community  
space for learning,  
connecting, &  
exploring.**



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

## **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.

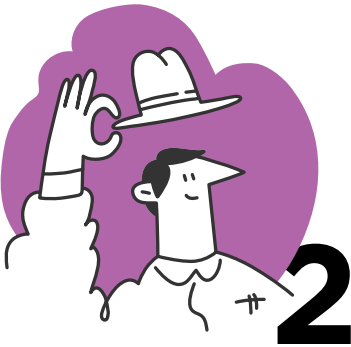
# **Responsiveness**

- 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.

# Our Goals



**Cultivate learning, literacy, creativity, and imagination.**



**Offer a welcoming, inclusive space to gather, and connect.**



**3**



**Embrace local heritage, and culture.**



**4**

**Develop and nurture community partnerships**



**5**

**Strive for organizational and service excellence.**

We Commit to



## Cultivate learning, literacy, creativity, and imagination.

- Foster the joy of reading and life-long learning.
- Grow our collections, programs, services, and spaces to advance learning and literacy.
- Offer hands-on creativity, skills-development, and maker-space opportunities.
- Embrace technology and grow digital literacy.
- Represent diverse voices and cultures.
- Broaden the reach of the library beyond its physical branches.
- Engage those who are not regular library users.
- Spark imagination.







## Offer a welcoming, inclusive space to gather, and connect.

- Optimize our spaces for flexible uses – quiet activities, as well as social connections.
- Provide services and supports for disadvantaged/vulnerable community members.
- Expand our outreach to different demographic and equity-seeking groups, to welcome them to our libraries.



## Embrace local heritage and culture.

- Represent and highlight Indigenous culture, histories, and knowledge.
- Showcase local talent including artists, writers, musicians, and filmmakers.
- Offer and actively celebrate local community events.



## Develop and nurture community partnerships.

- Deepen connections with community organizations, and Indigenous groups.
- Facilitate connections between our patrons, and community organizations.
- Engage and communicate with our community members.
- Collaborate with partners to offer diverse programs.
- Work with our local governments to integrate library planning with municipal planning, and budgeting processes.



## Strive for organizational and service excellence.

- Provide opportunities for staff to connect with each other, share knowledge, and build on successes.
- Reduce our environmental impact.
- Foster a culture of service innovation, and adaptability.
- Provide ongoing staff training and development.
- Empower staff to serve our patrons' needs.
- Ensure all branches best meet the access needs of patrons.
- Create and revise processes to optimize service efficiency, and user experience.
- Measure and evaluate performance.

## Need Help? Contact Us!

Visit us at your nearest ORL branch,

[www.orl.bc.ca/hours-locations](http://www.orl.bc.ca/hours-locations) or email us at [help@orl.bc.ca](mailto:help@orl.bc.ca)

## ORL LIBRARY BRANCHES

Armstrong	250.546.8311	Osoyoos	250.495.7637
Cherryville	250.547.9776	Peachland	250.767.9111
Enderby	250.838.6488	Princeton	250.295.6495
Falkland	250.379.2705	Revelstoke	250.837.5095
Golden	250.344.6516	Rutland	250.765.8165
Hedley	250.292.8259	Salmon Arm	250.832.6161
Kaleden	250.497.8066	Sicamous	250.836.4845
Kelowna	250.762.2800	Silver Creek	250.832.4719
Keremeos	250.499.2313	South Shuswap	250.675.4818
Lake Country	250.766.3141	Summerland	250.494.5591
Lumby	250.547.9528	UBC-O	N/A
Mission	250.764.2254	Vernon	250.542.7610
Naramata	250.496.5679	Westbank	250.768.4369
North Shuswap	250.955.8198	Westside Learning Lab	778.755.6235
Okanagan Falls	250.497.5886	Administration	250.860.4033
Oliver	250.498.2242		

## CONTACT INFORMATION



[help@orl.bc.ca](mailto:help@orl.bc.ca)



[www.orl.bc.ca](http://www.orl.bc.ca)



[OKRegLib](#)



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