

## Strategic Plan 2022 - 2025

### Mission Statement

The Grand Valley Public Library is the foundation of the Community providing Social and Educational Resources.

### Vision Statement

Explore

Connect

Enrich



#### COMMUNITY AWARENESS

GVPL wants to expand our reach into the community to enhance awareness of what the library has to offer by marketing library services to users and non-users



#### SERVICE EXCELLENCE

Grand Valley Public Library is an essential community hub providing a place where everyone is valued, welcomed and supported.



#### INSPIRE OPPORTUNITIES

To provide inspiring & innovative programs that promote literacy, supports lifelong learning and personal growth. To provide resources that support educational, recreational and personal interests.



#### PLAN FOR THE FUTURE

GVPL will plan for future growth and will develop and expand programs as needed. A new, larger library is needed to accommodate the current and projected growth of the communities it serves.

# VALUES

## Love of Reading

We nurture the joy of reading in people of all ages.

## Curiosity

We believe in asking questions and challenging the status quo.

## Lifelong learning

We will develop and deliver programs and services that span a lifetime.

## Courage

We believe in being bold and taking risks to achieve greater things.

## Knowledgeable Staff

We empower staff to invest in ongoing professional growth and skills development to explore, connect, and enrich our communities



## Accountability

We are accountable in all that we do for all our communities

## Collaboration

We believe we accomplish more by working together.

## Innovation

We encourage and support creative approaches and innovative solutions in all aspects of library service.

## Inclusiveness

We support accessible and equitable services.

## Intellectual Freedom

Everyone has a fundamental right to all expressions of knowledge, creativity and intellectual activity.

## Equitable Access

We believe it is every residents' right to receive free and equal access to information and services regardless of race, colour, sex, religion or age.

# Strategic Direction - 1

## Community Awareness

Grand Valley Public Library provides a vast number of resources, services and programs to our residents, yet many people have an outdated perception of what the library provides.

### Priorities/Goals

GVPL wants to expand our reach into the community to enhance awareness of what the library has to offer by marketing library services to users and non-users.

### Initiatives/Actions

- Connect with residents at community venues to advocate and demonstrate ongoing initiatives being offered at the library: 5 events/per year, with at least 1 event in the Township of East Garafraxa and 1 event in the Township of Amaranth
- Connect and increase involvement in existing partnerships/community groups and create new opportunities
- Increase our social media presence by 10%
- Distribute newsletters quarterly and make readily available online and in print format
- Staff & Library Board advocate and promote library services

### Outcomes

- More active users & cardholders
- Increased programs and attendance
- Increased community engagement
- A library that enriches the lives of the communities we serve
- Public perception changed; recognizes the library as a destination, virtual space and online community

# Strategic Direction- 2

## Inspire Opportunities

Grand Valley Public Library provides opportunities to inspire and embrace citizens to create a literate and successful community

### Priorities/Goals

To provide inspiring & innovative programs that promote literacy, support lifelong learning and personal growth. To provide resources that supports educational, recreational and personal interests.

### Initiatives/Actions

- Create programs and services for a full spectrum of customers
- Create interactive, engaging programs
- Ensure a progressive, innovative and tech savvy organization fostering technology
- Support traditional and independent students with educational resources
- Offer collections and services in different formats
- Position the library as promoting collaboration and innovation
- Connect and engage with other community organizations and services
- Provide hotspots to help with digital resources and connectivity

### Outcomes

- More people using our physical spaces
- Increased community engagement
- Enriches the lives of the community
- Lifelong learners
- Increased support from community organizations and services
- Digital and connectivity access to all
- Increased awareness of the Library as a cultural and informational centre

# Strategic Direction - 3

## Service Excellence

Grand Valley Public Library is an essential community hub providing a place where everyone is valued, welcomed and supported

### Priorities/Goals

Grand Valley Public Library will provide a library space that is welcoming to all, by providing an accessible space with friendly and well-trained staff

### Initiatives/actions

- Offer convenient hours and services
- Improve accessibility by creating a safe welcoming barrier free facility
- Commit to customer service excellence
- Provide knowledgeable, well qualified staff
- Provide staff with training & development opportunities
- Encourage staff input for improving customer service
- Demonstrate awareness of and adopt new and upcoming trends
- Provide adequate budget for collection development

### Outcomes

- A people-centered library system
- Knowledgeable staff
- A welcoming environment for our community Lifelong users

# Strategic Direction - 4

## Plan for the Future

Grand Valley Public Library serves the communities of the Town of Grand Valley, Township of Amaranth and the Township of East Garafraxa. The Town of Grand Valley is presently having considerable housing development. The Township of Amaranth and the Township of East Garafraxa both have projected future growth for housing development.

### Priorities/Goals

Grand Valley Public Library will plan for future growth and will develop and expand programs as needed. A new, larger library is needed to accommodate the current and projected growth of the communities it serves.

### Initiatives/Actions

- Needs study completed by Shann Leighton in 2018, need updated version
- Monitor statistics for library usage
- Monitor attendance in programs and customer initiative requests
- Hire a consultant to do a building assessment (concept drawing) for future needs
- Secure a location for a new build
- Create a timeline for a new build - Design facilities to be identifiable, safe, welcoming, flexible and barrier-free
- Create a projected budget for a new build
- Set aside monies in the budget yearly for a new building and furniture Community survey
- Create a focus group/committee for community input for a new build

### Outcomes

- A plan in place for a future build
- Increased programming
- Understanding the wants and needs of the community