



# Strategic Plan 2019-2023

## CONNECT WITH US

37907 Second Avenue  
PO Box 1039, Squamish, B.C. V8B 0A7  
604.892.3110  
[squamish.bc.libraries.coop](http://squamish.bc.libraries.coop)





SQUAMISH PUBLIC LIBRARY

## OUR VISION:

The Squamish Public Library is the leading provider of literacy resources that enrich, engage, enlighten and inform our diverse population.

## OUR MISSION:

To welcome, inspire and connect our community to new worlds of learning, literacy and creativity.

## OUR VALUES:

Access

Community

Creativity and Innovation

Imagination

Literacy and learning Service

Sustainability

# Our Goals and Strategies

## INSPIRE INQUIRY, LEARNING AND LITERACY

We will do this by:

1. Improving technology infrastructure and expanding digital resources.
2. Providing engaging physical and virtual spaces for community access, fostering learning and sparking creative synergies.
3. Developing learning-focused programming, including new formats for lifelong learning, that respond to community needs.
4. Developing opportunities to support and collaborate with local talent that supports literacy and learning.
5. Making publicly accessible unique and authoritative materials of historical importance to the Squamish community.

## ENGAGE AND WELCOME EVERYONE

We will do this by:

1. Utilizing existing library space creatively and effectively, and planning for future space needs.
2. Ensuring the Squamish Public library website is well maintained and is accessible, current and relevant.
3. Proactively reaching out to community members to increase membership.
4. Strengthening relationships and developing meaningful partnerships with, for example, the following organizations:
  - local agencies to reach out to vulnerable people
  - the multicultural community
  - schools to support student education
  - volunteer organizations
5. Collaborating with partners to develop and deliver new programming relevant to:
  - older adults to maintain support for quality of life
  - youth in the exchange of ideas and building foundations for success
  - new Canadians to facilitate integration in the community
6. Create a connection between the indigenous and non-indigenous communities of Squamish, supporting the work started on the reconciliation process.

## DELIVER OUTSTANDING SERVICE

We will do this by:

1. Fostering our culture of service excellence.
2. Assessing and evaluating how programs and services are delivered for continuous improvement.

## BUILD A STRONG TEAM AND HEALTHY WORKPLACE

We will do this by:

1. Engaging the board and staff in annual succession planning.
2. Ensuring the Library staff have the diversity of skills, support and training required to achieve our descriptions of success.
3. Ensuring the board continues to be strengthened and engaged in the community.
4. Building a strong team that encourages open communication, cooperation, respect and recognition, learning, and innovation.
5. Securing the financial resources required to effectively deliver the library's programs and services.