Appendix A - PPL19-052

2018-2021 Peteborough Public Library Strategic Plan - Progress tracker

Legend Green - in progress Blue - next priority Red - not started

VISION	The Peterborough Public Library is an agent for positive community transformation through interaction, discovery and learning.
MISSION	To help build an engaged, literate society, we welcome and inspire our communities.
VALUES	1. **Access, inclusion and intellectual freedom** – through the exchange of information, ideas, knowledge and culture we create safe, welcoming, learning environments that inspire freedom of thought. 2. **Literacy, discovery and learning** – we encourage literacy in all its forms in order to stimulate discovery and advance learning. **3. Service Excellence** – we provide accessible and inclusive services that anticipate and respond to the diverse needs of the Peterborough 4. **Partnership** – we engage with our community to achieve shared goals. 5. **Innovation** – through our programs and services, we are committed to exploring innovative ways to encourage discovery. 6. **Valuing and empowering employees** – by valuing the contributions of staff, we inspire service excellence and innovation within the 7. **Integrity** – Accountability and transparency form the foundation of our relationships with the public, staff, volunteers and partners.

ACTION AREAS	SPECIFIC INITIATIVES	TIMELINE (Start date)	
A) Promoting Life-long Learning and Discovery	***We will encourage library users of all ages to become literate in all forms of contemporary communication.***		
	A 1 – Work with community partners to develop and deliver various traditional and non-traditional literacy programs.	A1 – 2018	
	A 2 – Identify new ways our collections, programs and services can assist with life-long literacy and discovery.	A2 – 2019	
	A 3 – Continue to build diverse collections to support programming and services.	A3 – ongoing	
B) Building Community through Outreach, Programs and Partnerships	***Based on identified needs, we will develop a targeted outreach plan to deliver innovative and effective programs.***		
	B 1 – Establish an informal Community Literacy Advisory Committee (CLAC) to assist service and program development to meet the changing needs of the community.	B 1 - 2019	
	B 2 – Identify and work with community groups, partners and the CLAC to develop innovative and effective programs, collections, and services.	B 2 – 2019	
	B 3 – Build the Library's profile and participate in neighbourhood and community-wide events.	B 3 – 2018	
	B 4 – Develop marketing and outreach initiatives to target difficult-to-reach and underserved individuals within the community.	B 4 – 2019	
	B 5 – Continue to provide high quality core programs while exploring new programs to meet community needs.	B 5 - ongoing	
	We will ensure libraries are welcoming, accessible environments serving the entire community.		

C) Providing Welcoming and Accessible Environments	C 1 – Develop communication and assessment practices to ensure that users' needs are being valued and considered. C 2 – Explore the feasibility of a future renovation or replacement of the DelaFosse branch. C 3 – Ensure safe spaces and remove barriers for those with diverse needs. C 4 – Create a seamless user experience through the integration of our digital and physical spaces. C 5 – Investigate innovative and alternative service delivery models.	C 1 – 2018 C 2 – 2020 C 3 – 2018 C 4 – 2019 C 5 – 2020
D) Valuing and Empowering Our People	***We will ensure staff have the tools and skills required to provide excellent service to our diverse users.*** D 1 – Ensure that staff are provided with appropriate tools and relevant training. D 2 – Conduct an organizational review to achieve the goals set out in this plan. D 3 – Ensure HR policies are current including job descriptions, pay scales, and interdepartmental communications, etc. D 4 – Develop an engagement plan to encourage ongoing staff input.	 D 1 – 2018 D 2 – 2019 D 3 – 2019 D 4 – 2018
E) Using Progressive Technology	***We will continue to invest in technology to improve library operations and services.*** E 1 – Work with the City to establish an IT initiative to review delivery of IT services in the Library. E 2 – Explore the possibility of recruiting IT staff that understand Library service needs. E 3 – Develop a library technology plan to better meet library hardware and software needs. E 4 – Update our digital environment capabilities with responsive design to allow for access from multiple devices and for multiple purposes. E 5 – Explore adding modules to existing ILS software to enhance user services.	 E 1 – 2019 E 2 – 2019 E 3 – 2018 E 4 – 2018 E 5 – 2019
F) Enhancing Administration and Resourcing	***We will align our available resources with the areas of greatest need.*** F 1 – Develop capital and operating budgets to include resources for implementation of the Strategic Plan. F 2 – Review budget implications of future staffing requirements, administration and operations to implement goals from the Strategic Plan. F 3 – Seek additional resources from partners and innovative means of funding. F 4 – Conduct regular evaluation of progress against goals and timelines of the plan F 5 – Undertake a baseline program and service review to provide benchmarks and best practices.	 F 1 – 2019 F 2 – 2018 F 3 – 2018 F 4—quarterly F 5 – 2018