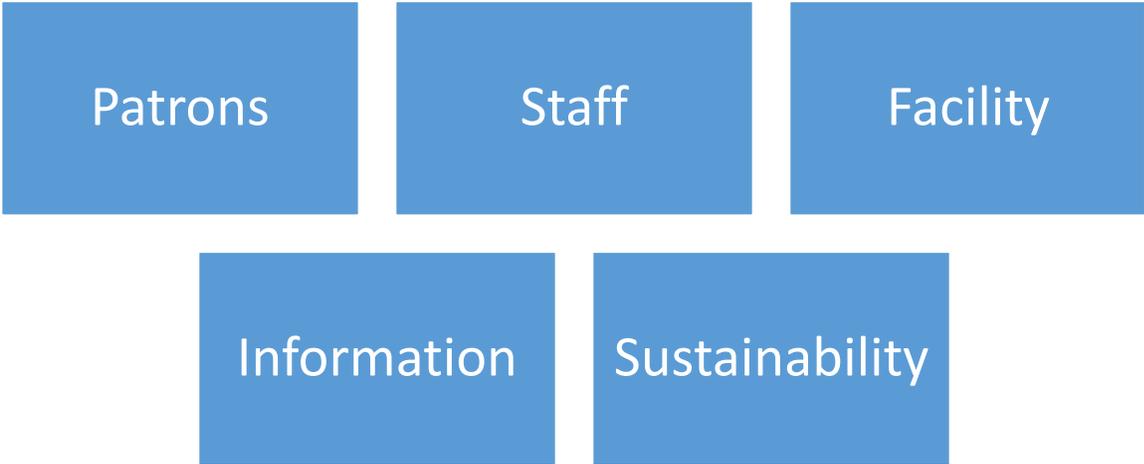




2022 -2026 Strategic Plan

Our all-encompassing objective as a Library is to be a vibrant and responsive learning center that provides high quality services, robust collections, opportunities for educational and cultural programs, and the latest tools and technology for school and life success. While the Library’s primary service population is the residents and businesses of our catchment area the Library welcomes and serves residents and non-residents alike in its role to encourage life-long learning, meaningful conversations and engagement, equity, diversity, inclusion, and cultural awareness.

This 2022–2026 Strategic Plan builds on the important work and goals of previous Strategic Plans. While there are many documented achievements and successes, some important initiatives are still ongoing. Building on those open projects and guided by feedback from library users, best practices, and responsible stewardship of the Library and community’s resources, the Library Board and staff developed new goals to guide the Library’s work through to 2026. The objective above will guide our work across five primary goals.

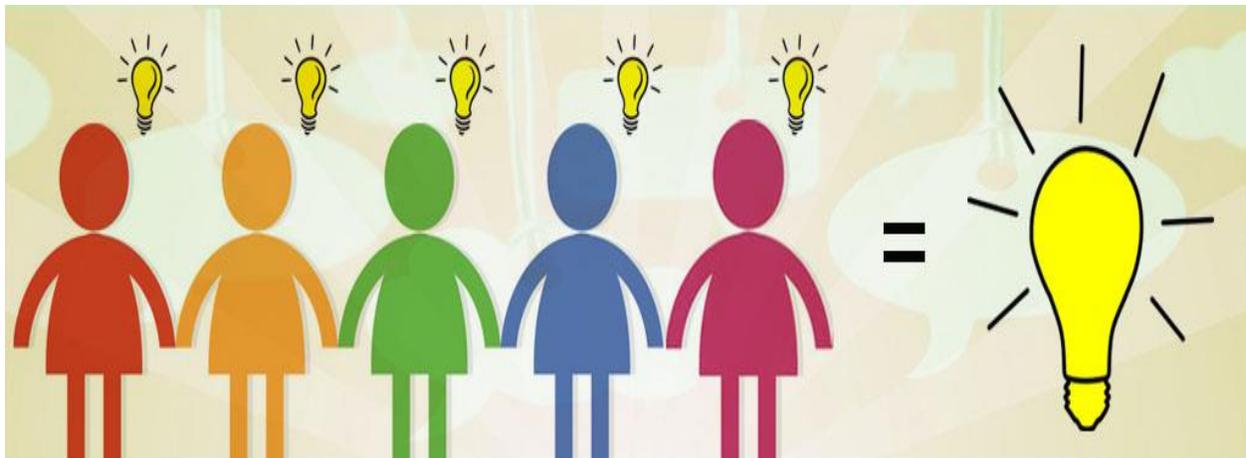


Goal 1: Enhance the service to our Patrons.

Aim: Enrich the lives of its patrons by continually evolving to meet the changing needs of library users and the community while recognizing the diversity of individualized needs for an inclusive library service.

Actions:

- Ensure collections, information, technology, and programs serve diverse populations by promoting equitable access and creating an inclusive environment for users of all ages, abilities, and backgrounds.
- Facilitate the ability of groups to meet and come together for information, networking, and shared experiences.
- Investigate and adopt technology solutions that enable library users to customize and manage their library experiences.
- Improve assessment through:
 1. Questionnaires and processes that solicit, capture, measure, and incorporate patron feedback into planning and evaluation processes.
 2. Performance assessment tools and systems of metrics for library programs, services, and resources.
 3. Development and dissemination of information from assessment tools.
 4. Annual reports to Library Board on assessment objectives and results.



Goal 2. Investment in Library Staff

Aim: Attract and retain engaged qualified employees that understand their important role in service delivery, quality resources and programming. Investigate opportunities to enhance human resources.

Actions:

- Strive for equity, diversity, and inclusion when hiring, promoting, and developing staff.
- Ensure staff receive a competitive salary. Assess current market salaries for a Librarian and library Assistant. Assess what is affordable for a small “stand alone” library.
- Develop a succession plan in the event of retirement, illness or staffing interruptions.
 - Support staff educational opportunities for professional development.
- Ensure hours of work allow for completion of staff roles and responsibilities.
 - Cultivate a regional partnership to ensure staff stability and support. Develop an affordable cooperative/ collaborative library consortium to better utilize human resources, enhance programming and share technology.

OR

- Strengthen current relationships while pursuing new opportunities for common engagement i.e. fee for service, staffing and/or Library administration.





Goal 3: Secure a suitable facility for the Library

Aim: Secure a visible Library space that meets building codes and municipal bylaws with desired functionality while ensuring an accessible, safe and healthy environment for all who enter.

Actions:

- Continue working with Town of Rainy River to deliver a fully accessible and affordable facility with modern reliable infrastructure to deliver library services, programs, and resources.
- Adhere to local zoning requirements and provincial bylaws while searching for a temporary location to ensure the health and safety of all who work in, use, or enter the building.
- Undertake research to determine and develop plans to address “service gaps” based on temporary geographic locations.
- Respond to public needs by providing outreach programs and Internet access during periods of “downtime”. Foster an environment of creativity and exploration to deliver these services in a unique manner.
- Ensure the property of the library, while in storage, is protected from adverse events, water damage and environmental harm.



Goal 4: Enhance awareness of the Library's role as a community information centre.

Aim: Ensure community awareness of the Library's services, resources and programs.

Actions:

- Strengthen our community by actively listening, soliciting ideas, and providing e-resources and services for entrepreneurs, small businesses, home office and remote workers, and job seekers.
- Evaluate and upgrade support for computer systems and wireless networks to keep pace with user demand and ensure adequate speed and bandwidth.
- Partner with community schools, organizations, groups, and governmental entities to further cement the Library's presence in the community.
- Build relationships with other community organizations to identify collaborative opportunities.
- Build a relationship with the Economic Development Office.
- Conduct periodic surveys of the community to gather data, identify trends, determine needs, and realign services as needed.
- Proactively solicit feedback from community non-profit and civic organizations and underserved groups to determine how the Library can better meet their needs.
- Meet with Townships and the Town of Rainy River after each election to update new Councils on Library initiatives, programs, services, and resources.
- Recruit new Trustees from under-represented Townships.



Goal 5: Secure the Necessary Fiscal Resources to Operate.

Aim: Ensure the operating budget can sustain the Library to meet future demands, opportunities for improvement and avoid budget shortfalls.

Actions:

- Meet with Municipalities regarding budget shortfalls to discuss opportunities to improve the Library's fiscal position. Discuss the disparity in funding between Townships and the Town of Rainy River.
- Resurrect the "Friends of the Library" chapter. Establish an annual fundraising plan.
- Solicit donations from the community and community groups.
- Promote rental of the New Gold Resource Room.
- Determine if further funding can be secured from unincorporated townships.
- Ensure access and timely application for all grant opportunities.

