POTENTIALS REALIZED

Calgary Public Library | Strategic Plan 2019-2022

CALGARY PUBLIC LIBRARY

MISSION

Empowering community by connecting you to ideas and experiences, inspiration and insight.

VISION

Potentials realized.

VALUES

INCLUSION

The Library upholds the principles of a just society, chief among them respect, dignity, and equity.

We engage in open, meaningful dialogue and deepen our understanding to inform Library practice and create an environment that is inclusive of all.

CURIOSITY

The Library doesn't settle for what we already know. We explore new ideas, consider fresh perspectives, and seek to innovate.It is our curiosity, teamed with our creativity, that ensures we continue to achieve. We use our imaginations to set and exceed our own high standards.

COLLABORATION

Our decisions are better and our impact greater when we work with our colleagues, our members, and our partners.

QUALITY OF LIFE RESULTS

INCLUSIVE AND COHESIVE COMMUNITIES

Through the Library's work, individuals experience growth in:

• A sense of belonging,
• A sense of empowerment in community decision-making, and
• An ability to empathize and interact across differences.

RESILIENT, PURPOSEFUL, AND INSPIRED LIVES

Through the Library's work, individuals experience growth in:

• Personal meaning, capacity, and connectedness, and
• A positive, enthusiastic and hopeful outlook on the future.

STRATEGY I

Create opportunities to build connection, share in collaborative action, and deepen understanding of community.

Library attention and resources will be prioritized on:

INCLUSION

Calgary Public Library commits to lowering barriers to participation, especially for newcomers and those living in social or digital isolation.

The Library will reflect on its own barriers, use partners and outreach to build bridges, and seek to understand and fill the information and technology gaps that prevent some from fully connecting and participating in civic life.

Through increased accessibility and openness, the Library seeks to build empathy, respect, and acceptance for marginalized community members and enrich their connection to shared aspirations and goals.

RECONCILIATION

Calgary Public Library commits to forging a path of Reconciliation by listening to, learning from, and building relationships with local Indigenous communities — particularly those of the Treaty 7 region in Southern Alberta, as well as the Métis Nation of Alberta, Region III.

The Library will become institutionally self-aware of the impacts of colonization and residential schools, work to increase awareness of these impacts in the wider community, and move forward with the perspective of Indigenous worldviews.

Through increased intercultural awareness and empathy, the Library seeks to be a successful collaborator, developer, and supporter of programs, collections, and spaces in the spirit of Reconciliation.

CONNECTION

Calgary Public Library commits to providing a platform for those engaged with ideas, their community, and local issues to receive unique insights, and create connections and networks.

The Library will act as organizer, facilitator, venue, and champion of intellectual freedom, to foster respectful conversation and meaningful dialogue.

Through sharing ideas, culture, and stories, the Library seeks to increase the volume and quality of dialogue on local issues and concerns and improve the reach of civic engagement.

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2020 STRATEGIC INITIATIVES

STRATEGY I

IMPACT	POTENTIAL TACTICS	PRIORITY
Expanded access to Library spaces	• pursuing cost-effective, express library locations and/or piloting new ways to provide access to Library spaces outside of business hours • expanding hours of service • creating sensory-friendly library hours for individuals for whom such an environment is desirable, for instance persons with autism spectrum disorder	INCLUSION
Reduced economic barriers to Library access	• a fine free model to reduce barriers and increase use	INCLUSION
Increased bandwidth to work across cultures	• system wide cultural competencies modules for staff • exploring new collections strategies (e.g. rethinking seasonal collections) to seek, include, and promote greater diversity	INCLUSION
Support for newcomers	• initiating new approaches and partnerships to expand the Library's role as a platform for newcomer serving agencies and as a resource for lifelong learning and connection	INCLUSION
Improved business processes and communications	• consult and learn in order to implement improved internal business processes, partnership agreements, and communications to strengthen relationships with Indigenous communities	RECONCILIATION
Increased capacity to deliver Indigenous services and programs	• working with community to develop an organizational strategy/framework • recruiting, onboarding, and developing staff to empower more team members, volunteers, and Library users to participate in Indigenous services and programs	RECONCILIATION
Indigenous placemaking and programming in all libraries	• including recognition of traditional peoples, lands, and languages in all locations • expand and enhance the profile and delivery of Indigenous programming across the system • increasing collections in Indigenous languages and by Indigenous creators	RECONCILIATION
The Library as engine of civic engagement	• defining the Library's role and offering partnered activities, programs, and events • collaboration with local media to promote civic conversations • providing volunteer opportunities to reach people, especially seniors, experiencing barriers to participation in the Library and the community	CONNECTION
Digitization blueprint	• identifying new, future-fit discovery and access tools for digital assets and charting processes to increase capacity for preserving digital assets that connect community members with local histories	CONNECTION

STRATEGY II

Be a positive catalyst for personal change and adaptation, sustaining curiosity and lifelong discovery.

Library attention and resources will be prioritized on:

EARLY LITERACY

Calgary Public Library commits to supporting families in Calgary and surrounding areas, including parents and caregivers, as they help their children learn and grow.

The Library will take a holistic approach to building successful early literacy outcomes by applying best practices in research, spaces, collections, people, and programs aimed at our youngest citizens.

Through facilitating effective development of foundational skills, the Library seeks to increase school readiness.

LEARNING

Calgary Public Library commits to be an igniter of human potential and a beacon for those engaged in school, lifelong, and self-directed learning.

The Library will leverage its resources to augment curriculum and support school success. Spaces, collections, and programming will inspire learning, explore creativity, and facilitate the reimagining of possibilities.

Through increased targeting of literacies and life skills, the Library seeks to increase learning success and build the confidence and resiliency necessary to fully participate in the economy.

EMPOWERMENT

Calgary Public Library commits to empowering all users to dream, learn, and grow.

The Library will identify and remove financial, operational, technological, psychological, and physical barriers so that using the Library is seamless and easy. We will be responsive to emerging trends and the needs of users in how we create and deliver services and spaces.

Through nimble and responsive service, the Library seeks to become the preferred path for creative exploration, innovation, and inspiration so that users enrich their lives and see their potentials realized.

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2020 STRATEGIC INITIATIVES

STRATEGY II

IMPACT	POTENTIAL TACTICS	PRIORITY
Increased access to early learning spaces	• growing the number of outdoor early learning centres and/or outdoor programming opportunities • upgrading children's libraries in smaller libraries	EARLY LITERACY
Virtualized early literacy practices and messages for caregivers	• creating virtual early literacy assets (e.g. story times, songs, and rhymes) • tethering such assets to the Library's suite of physical early learning experiences, services, and programs	EARLY LITERACY
Teen engagement strategy	• developing a strategy to guide the Library's efforts on spaces, programs, and collections for teens	LEARNING
Launch of the Library's Strategy for School Aged Children	• imagining and trialing more seamless student access to Library resources • consortium licensing of e-resources to reduce barriers to access • expansion of spaces dedicated to school aged children • increasing acquisition of learning to read resources • increasing engagement of families and lifelong learners with diverse approaches to learning to read	LEARNING
Lifelong learning online	• increasing awareness of resources and making access and searching easier • connecting online resources to physical collections and in-Library experiences	LEARNING
Staff engagement and communication strategy	• rolling out a staff engagement strategy • developing and initiating a framework for system-wide internal communication	EMPOWERMENT
Outstanding visitor experiences, in person and online	• establishing and activating a cross-disciplinary steering group to identify opportunities, pursue solutions, and direct improvements in visitor experience • implementing new room booking, program registration, and/or personalization capabilities on calgarylibrary.ca • creating and initiating a multi-year plan to upgrade the Library's virtual service centre technology and expand and improve the Library's use of AI	EMPOWERMENT
Expanded content creation capacity	• designing and piloting a development team to produce high quality Library content on multiple platforms	EMPOWERMENT