



# POTENTIALS REALIZED

Calgary Public Library | Strategic Plan 2019 – 2022



# 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.

# 2021 STRATEGIC INITIATIVES PLANNING

Calgary Public Library continues to serve the promise of Potentials Realized from our 2019 – 2022 Strategic Plan despite the challenges of COVID-19, through a commitment to resiliency and innovation.

The Library will continue to prioritize the health and safety of employees and visitors, while providing as much public service as safely possible to meet community needs.

Identifying community need is at the core of planning this year with the introduction of *How might we...* statements that connect a required action to support the needs of user(s). Guided by these statements, internal and external stakeholders develop tactics to serve those needs.

Due to the current environment, ideation and development of tactics around Strategic Initiatives will be phased and projects will consider immediate and urgent community needs due to COVID-19. The Library also recognizes that due to work disruption in 2020, some projects and larger initiatives may be moved into 2021 and 2022.

# 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.



# STRATEGY I

## INCLUSION

1. HMW ensure the Calgary Public Library is diverse, inclusive, and anti-racist to create a more just and equitable workplace
  2. HMW support seniors in their lifelong learning, and enrich their quality of life, to mitigate social isolation?
  3. HMW develop inclusive data strategies to inform decisions about community needs.
  4. HMW support Newcomers to utilize more resources and services to help them integrate fully into life in Calgary?
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## RECONCILIATION

1. HMW provide more opportunities for patrons to learn about the true histories of the lands and people of Treaty 7 to increase understanding?
  2. HMW acknowledge Indigenous representation and ways of knowing, and incorporate Treaty 7 languages, in all library spaces and services so that Indigenous patrons feel welcome?
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## CONNECTION

1. HMW empower community members to fully understand and participate in the democratic process to promote civic engagement?
2. HMW encourage formal and informal connection among community members to increase empathy and understanding.

# 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.



# STRATEGY II

## EARLY LITERACY

1. HMW reduce barriers for the most vulnerable communities to participate in our early literacy offerings?
  2. HMW empower and support parents and caregivers to promote early literacy at home?
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## LEARNING

1. HMW build system-wide support for kids and teens during critical out of school hours to create a welcoming space where they can engage with peers and learn academic and social skills?
  2. HMW encourage creativity and innovation to help support Calgary's economic recovery?
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## EMPOWERMENT

1. HMW remove barriers to digital equity so that people have both the access and skills to fully participate in digital life?
2. HMW increase awareness and ease of use of our services and resources to foster a culture of reading and literacy in our communities?