

# EVERYONE

## BELONGS AT THE LIBRARY

2023 – 2026 Strategic Plan

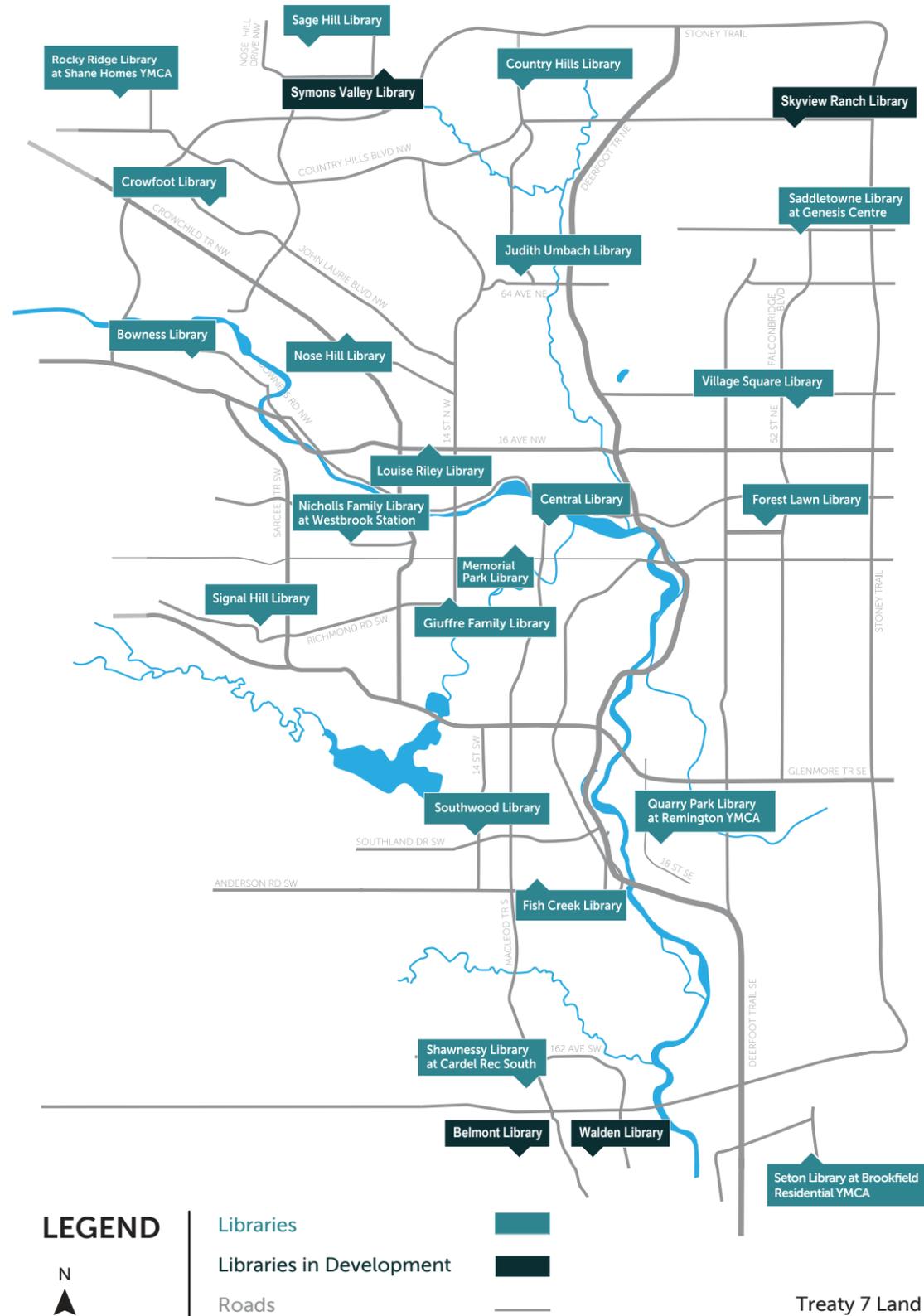


110  
TOGETHER



CALGARY  
PUBLIC  
LIBRARY

# THE LIBRARY IN OUR COMMUNITY



With gratitude, mutual respect, and reciprocity, we acknowledge the ancestral home, culture, and oral teachings of the Treaty 7 signatories which includes the Siksika Nation, Piikani Nation, Kainai Nation, the Îethka Stoney Nakoda Nation, consisting of the Chiniki, Bearspaw, and Good Stoney Bands, and the people of the Tsuut'ina Nation. We also recognize the Métis people of Alberta Region 3 who call Treaty 7 their home.

At Calgary Public Library we celebrate stories: the stories of the community and the land that we live on. We serve the community on Wíc̓spa, Guts'ists'i, and Moh'kinstsis, which describes the gathering place where the Bow and Elbow rivers meet. We respect all people who share, celebrate, and care for the Treaty 7 territory of southern Alberta and we honour the original caretakers of the land who remind us of the ongoing histories that precede us. We recognize our shared responsibilities going forward to help bring everyone together on this journey of Truth and Reconciliation.

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## A MESSAGE FROM CEO SARAH MEILLEUR

“Everyone belongs at the Library because the Library belongs to you.”



# VISION POTENTIALS REALIZED & MISSION

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

As we launch our new 2023 – 2026 Strategic Plan, it provides an opportunity to reflect on our achievements, lessons, and growth over 110 years of service. Today, Calgary Public Library is proud to be an internationally respected leader in library service and innovation, and we are just getting started.

We emerge from years of disruption and transition and see a community that needs us more than ever. We are a city facing urgent issues that require many voices around the table. That table where everyone is welcome is your public library.

We see this strategic plan as a powerful roadmap to create space to drive action and ensure equitable outcomes.

We provide the space for people to access new ideas and inspiration, find valuable community connections and supports, and work together to create a strong future where everyone can find success and belonging.

We are where literacy and learning live. We create places for people to become neighbours, and we work every day to address barriers so everyone can realize their potential.

The future we envision is bold and optimistic because we know what our community can accomplish when we work together. As our city grows, we will always be there to help you fall in love with reading, start a business, navigate a new country, learn a new skill, or have a conversation with someone new.

Our promise is that everyone belongs at the Library because the Library belongs to you.

*Sarah Meilleur*

Sarah Meilleur  
CEO

# VALUES

## equity

Equity is a necessary condition for all members of our community to reach their full potential. Equity in opportunities, resources, and treatment will lead to dignity and belonging for all.

The Library has an important role in reducing barriers and creating equitable access to learning and enrichment. To create meaningful engagement, we must recognize and honour our differences and challenge ourselves to act with integrity.

## curiosity

A commitment to learning is rooted in curiosity. We seek to learn and understand, to challenge assumptions, and hear new voices to propel creativity and innovation so that we can better serve our community.

The Library will seek out fresh perspectives and explore new ideas to ensure that our aspirations are bold enough to create positive change.

## collaboration

Change and innovation at the Library is driven by collaboration. Meaningful engagement with our members, partners, and peers drives our decision making and ability to deliver impactful service.

The Library works smarter and creates greater impact when it leverages its strengths and resources in respectful relationships with others.

## PRIORITIES



### Create Purpose Together

The Library provides tools and spaces for those engaged with intellectual freedom and the exchange of ideas to receive insight and create connections to move forward.

The Library must be a convener and facilitator of conversations and partnerships around the issues important to building a better future for Calgary. We help our community heal and grow stronger by providing opportunities for meaningful dialogue, shared understanding, and respectful collaboration.



### Champion a Sense of Belonging

The Library is committed to listening to, learning from, and building relationships with local Indigenous communities in the spirit of Truth and Reconciliation. Together, we will continue to work to increase community awareness and understanding of Indigenous ways of being, knowing, and doing, as well as the impacts of colonization.

The Library is committed to building empathy, dignity, and understanding for all community members as we respect and celebrate the diversity of lived experiences and support everyone's ability to participate and contribute to society. Everyone belongs at the Library.



### Energize Lifelong Learning

The Library believes in the power of literacy and lifelong learning to help shape meaningful lives through personal agency and resiliency. The equitable development of foundational learning and life skills requires a needs-driven perspective to ensure everyone can realize their potential.

We support personal growth and adaptation and motivate our community to take a journey of discovery and embrace the possibilities of change. Whether leading or supporting the work of others, we aim to bring delight, wonder, inspiration, and laughter to learning.



**INNOVATION**  
**STARTS**  
**HERE!**

**LET US  
INTRODUCE  
OURSELVES:  
WE ARE THE  
CALGARY  
PUBLIC  
LIBRARY  
FOUNDATION.**

**Our role is simple but the outcome is transformative; with the philanthropic support of our donors, we enable.** Together, we enable Calgary Public Library and all of its members to dream, to transform, and to lead in access, connection, and literacy.

Since 2012, we have been on a journey to create the best public library in the world. To us, this means being the Library that our community deserves. We are creating one of the most literate cities in the world, where everyone has access to life-changing resources that allow them to write their own futures and reach their full potential.

Creating a world-class library is a huge step towards building a world-class city, one in which citizens are connected to each other, to information, and to the international community. At the Library Foundation, we believe fundamentally in the value that comes from investing in innovation, and empowerment.

**Through the support of our donors, we are inventing the future of libraries.**

Our Library is a leader. Library systems across the world are learning from us; finding inspiration in our Early Learning Centres, creating space to share and celebrate Indigenous cultures, and developing new programs for today and tomorrow.

Philanthropy ensures that innovation doesn't just happen at the Library, but instead, begins here. Our Library is accessible to all, which means that innovation is accessible to everyone. No other institution can enable people to reach their full potential the way that our Library can.

Donor support of Calgary Public Library has the power to transform lives — here in Calgary and beyond. The world is watching. **Learn more and join us in this transformation as we invent the future of libraries, together.**



**[LibraryFoundation.ca](http://LibraryFoundation.ca)**

## BUILDING AN INNOVATION ENGINE

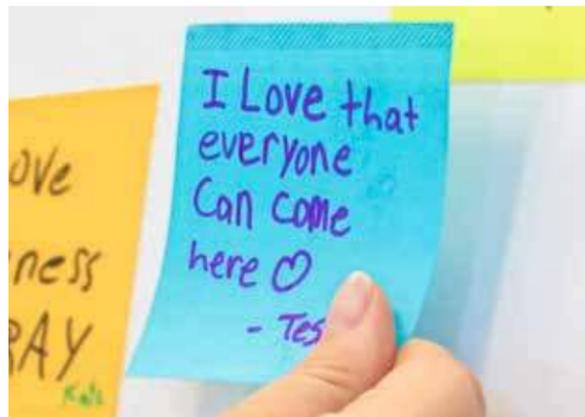
The future of Calgary Public Library is driven by an Innovation Engine. A process rooted in the principles of design thinking, we seek to understand and address community issues through a human-centred approach to creative problem solving.

We bring together people from all areas of the Library to share their knowledge, creativity, and experience, and we seek inspiration from other industries, our partners, and our patrons.

Ideas are validated through research and data to ensure we are creating programs and services that consider those who need us most, provide new solutions to community issues, and create fantastic visitor experiences for everyone who connects with the Library.

### What is Design Thinking?

Design thinking is a problem-solving approach that puts people first. Through observation and asking questions, we can better design programs and services that directly address community needs and push the boundaries of what we know, digging deeper to dream bigger.



## OUR COMMITMENT TO EQUITY, DIVERSITY, AND INCLUSION

**Calgary Public Library is committed to equity, diversity, and inclusion.**

Everyone should be able to realize their potential at Calgary Public Library. Everyone has a right to feel respected, safe, and included within the Library and community. To ensure that, we must work to eliminate societal barriers to full inclusion in our programs, services, internal operations, and institutional culture. We have a responsibility to create and maintain an environment of equity, diversity, inclusion, and dignity in all spaces we occupy and in all aspects of our community role. We continue to listen, learn, and act in collaboration with The City of Calgary and community partners.



## OUR RESPONSIBILITY TO TRUTH AND RECONCILIATION

Calgary Public Library commits to listening to, learning from, and building relationships with local Indigenous communities. Through increased intercultural awareness and empathy, we seek to be a successful collaborator, developer, and supporter of programs, collections, and spaces in the spirit of Reconciliation.

### Honouring the Truth, Reconciling for the Future

The Library has a responsibility to share the true history of what happened at Indian residential schools and the ongoing, intergenerational trauma they caused. Learning the truth is an important first step for all Canadians toward healing our community.

The Truth and Reconciliation Commission of Canada's Final Report includes the history and legacy of residential schools as well as 94 Calls to Action.

Call to Action 69 specifically asks libraries, museums, and archives to reexamine their commitment to Truth and Reconciliation and commit more resources to sharing the true history of Indigenous peoples with our communities.

The Calgary Aboriginal Urban Affairs Committee reviewed the Calls to Action to determine which are actionable by Calgary's municipal government. The results are identified in *White Goose Flying: A Report to Calgary City Council on the Indian Residential School Truth and Reconciliation*. The report asks the Library to inspire stories, and work with community partners to coordinate and collaborate on exhibits and programming about the true history and legacy of Indian residential schools in and around Calgary.

We hope to honour all those who attended residential schools and their families through this work.

#### 69. We call upon Library and Archives Canada to:

- i. Fully adopt and implement the United Nations Declaration on the Rights of Indigenous Peoples and the United Nations Joint-Orontlicher Principles, as related to Aboriginal peoples' inalienable right to know the truth about what happened and why, with regard to human rights violations committed against them in the residential schools.
- ii. Ensure that its record holdings related to residential schools are accessible to the public.
- iii. Commit more resources to its public education materials and programming on residential schools.



## THE ROLE OF THE LIBRARY

***"Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular, or unacceptable."***

***Canadian Federation of Library Associations***

Calgary Public Library is committed to the principles of intellectual freedom and to ensuring that we provide access to information and resources, and encourage informed discussions, diverse opinions, and learning in our communities.

Intellectual freedom is embedded in all our work, including the delivery of programs, the use of public library space, and our collections policy.

Libraries across North America continue to be confronted and challenged on the information they provide. Our collection contains materials that some may find challenging, disturbing, or hurtful.

The availability of these items may seem contrary to our mission and vision, but their presence reflects our commitment to intellectual freedom and democratic duty to provide equitable access to information and platforms for the exploration of ideas.

The Role of the Library is to connect you with ideas, information, and opportunities — without limits or judgment.

### Universal Declaration of Human Rights

#### Article 19:

Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive, and impart information and ideas through any media and regardless of frontiers.

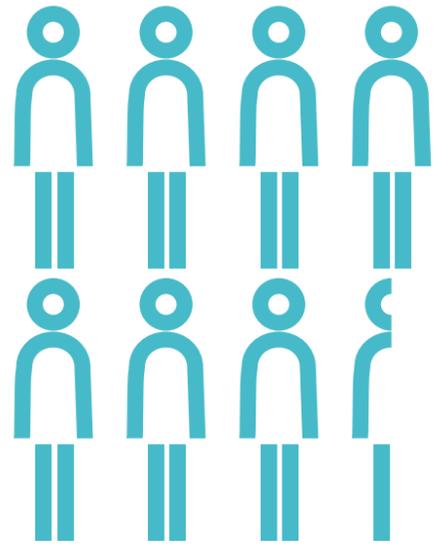
### Canadian Charter of Rights and Freedoms

#### Provision 2.

Everyone has the following fundamental freedoms:

(b) freedom of thought, belief, opinion, and expression, including freedom of the press and other media of communication.

# THE LIBRARY IN NUMBERS



**745,000**

Active Members

**7 million** visits  
in an average year

**10.6 million** calgarylibrary.ca visits

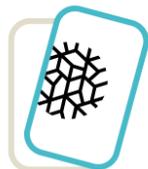
**19,000**  
programs delivered  
in an average year



**334,500**  
square feet of  
community library  
space provided  
as of 2022



**150,500**  
Library cardholders  
are under the age of 18

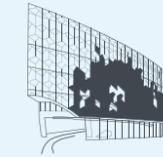


**56%**

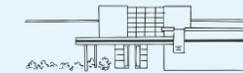
of Calgarians are active Library Members



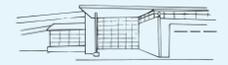
BOWNESS LIBRARY



CENTRAL LIBRARY



CROWFOOT LIBRARY



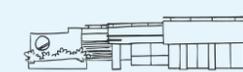
COUNTRY HILLS LIBRARY



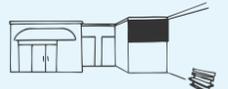
FISH CREEK LIBRARY



FOREST LAWN LIBRARY



GIUFFRE FAMILY LIBRARY



JUDITH UMBACH LIBRARY



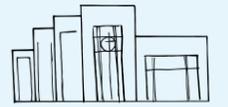
LOUISE RILEY LIBRARY



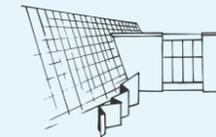
MEMORIAL PARK LIBRARY



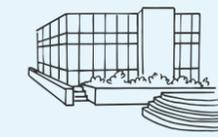
NICHOLLS FAMILY LIBRARY



NOSE HILL LIBRARY



QUARRY PARK LIBRARY



SADDLETOWNE LIBRARY



SAGE HILL LIBRARY



SETON LIBRARY



ROCKY RIDGE LIBRARY



SHAWNESSY LIBRARY



SOUTHWOOD LIBRARY



SIGNAL HILL LIBRARY



VILLAGE SQUARE LIBRARY

## THANK YOU

to the Library staff, partners, volunteers,  
and supporters that enable us to serve our  
community.





CALGARY  
PUBLIC  
LIBRARY

110  
YEARS



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