

# Enrich People | Inspire Opportunities | Transform Community

The next five years promise to be exciting ones here at Vaughan Public Libraries (VPL). Our new *2016-2020 Strategic Plan: Enrich People, Inspire Opportunities, Transform Community* will guide us along the way and set the tone for the future.

The development of our *2016-2020 Strategic Plan* has been a collaborative effort. To those members of the public, the Library Board and VPL staff that have contributed to this process, we thank you for your insights, feedback and suggestions.

We look forward to enriching people, inspiring opportunities and transforming the community over the next five years.

*Devender Sandhu*  
Chair, Vaughan Public Library Board

*Margie Singleton*  
Chief Executive Officer



## Vision

Enrich Inspire Transform

## Mission

Vaughan Public Libraries offers welcoming destinations that educate, excite and empower our community.

## Corporate Values

**Intellectual Freedom:** VPL supports all expressions of knowledge and intellectual creativity providing access to a wide variety of information sources and ideas.

**Literacy:** VPL promotes and fosters an informed and literate community.

**Accountability:** VPL embraces efficient, effective and economical practices.

**Expertise:** VPL respects staff expertise and invests in ongoing professional growth and skills development.

**Innovation:** VPL encourages and rewards innovation, creativity and visionary leadership.

**Collaboration:** VPL enhances service to our community through collaboration and cooperation.

**Service Excellence:** VPL achieves excellence in all library services recognizing and responding to the needs of our community.



VAUGHANPL

# Vaughan Public Libraries 2016 – 2020 Strategic Plan

# FOCUS

## ENRICH PEOPLE

Respond to a diverse community, empower citizens, engage staff and provide a relevant and responsive library system for all.



# PRIORITIES

Focus on customer needs to enhance user experience

Professional and qualified staff provide exceptional customer service

Growth opportunities for community engagement

# INITIATIVES

- Offer customer-driven services and support evolving needs of the community
- Integrate customer feedback
- Commit to customer service excellence
- Demonstrate the value of libraries to citizens
- Nurture an innovative organization committed to continuous improvement, organizational efficiencies and fiscal accountability
- Provide diverse and knowledgeable staff to offer professional and personalized service
- Equip staff with training and development opportunities
- Strive to be the employer of choice with engaged staff
- Align corporate responsibilities to ensure service excellence
- Increase involvement in existing partnerships and create new opportunities
- Present libraries as platforms for community participation
- Market library services to users and non-users strategically

# OUTCOMES

A people-centred library system that enriches the lives of Vaughan citizens and staff.



## INSPIRE OPPORTUNITIES

Provide opportunities to inspire and involve citizens to create a literate and successful community by advocating and supporting literacy for all ages.



Support life-long learning

Offer relevant programs, services and collections

Ensure a progressive, innovative and tech-savvy organization fostering digital literacy

- Create programs and services for a full spectrum of customers
- Support traditional and independent students with educational resources
- Deliver volunteer opportunities to teens, adults and seniors
- Provide services for customers with special needs
- Offer collections and services in different formats
- Acquire international language materials based on community needs
- Promote libraries as specialized and trusted information providers
- Implement revenue opportunities where possible
- Facilitate digital literacy training
- Enable customer access to newest technological tools
- Position libraries as creation sites promoting collaboration and innovation
- Integrate self-service technologies to empower library customers

Inspire citizens' life-long learning and provide opportunities for personal growth.



## TRANSFORM COMMUNITY

Create convenient and accessible destinations and online communities that meet people where they are.



Create welcoming destinations and community hubs

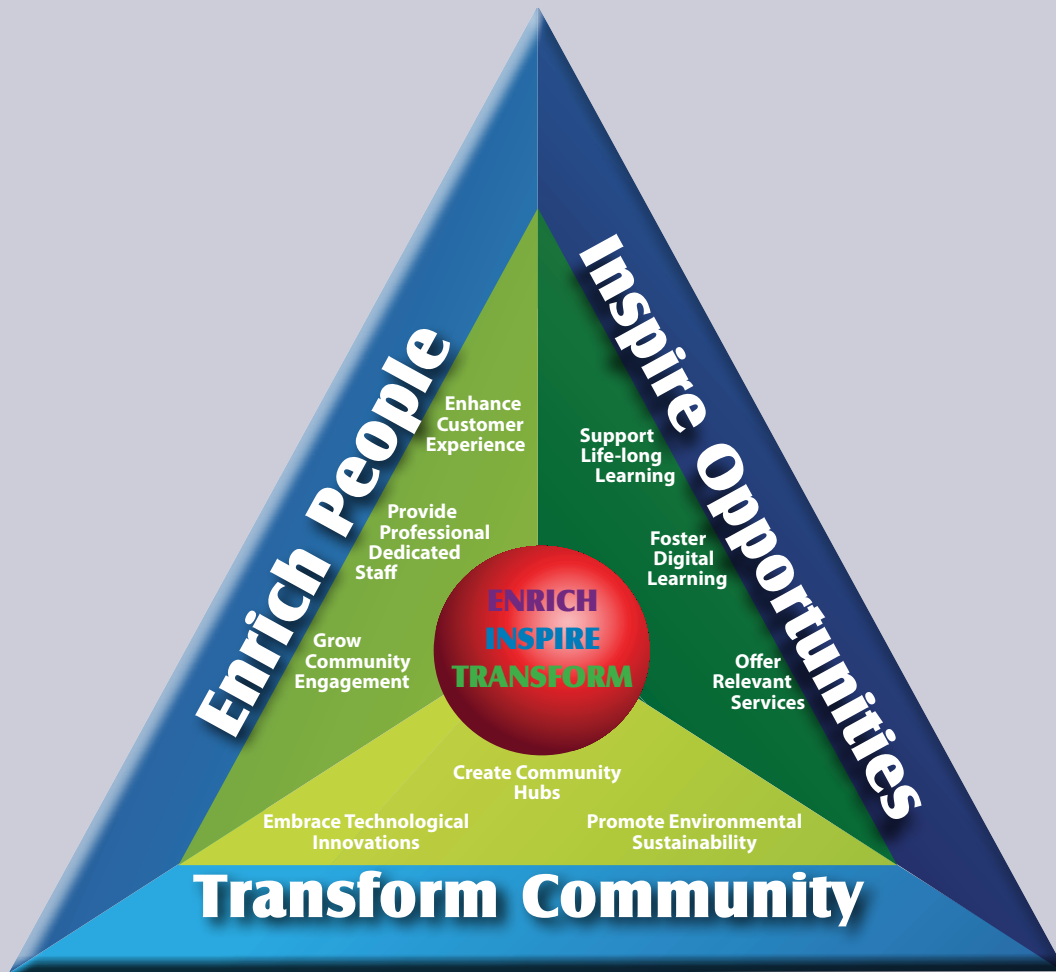
Embrace technological innovations and grow online communities

Promote environmental sustainability and support green initiatives

- Offer convenient locations, hours and services
- Design facilities to be identifiable, safe, welcoming, flexible and barrier-free
- Align new facilities with the City's growth while renovating and revitalizing older facilities
- Provide study space and comfortable seating
- Recognize libraries as destinations, virtual spaces and online communities
- Increase presence on social media to build awareness and grow social networks
- Incorporate emerging technologies to maximize efficiencies
- Demonstrate awareness of and adopt new and upcoming trends
- Commit to environmental sustainability
- Support green and environmentally friendly strategies
- Implement Reading Gardens in new library designs
- Attain LEED certification in new facilities

A physical and digital destination of choice and delight for the Vaughan community.





## Vaughan Public Library Board, 2014-2018



**Front Row (from L):** Cristina Rizzuto, Ralph Cinelli, Devender Sandhu (Chair), Margie Singleton (CEO), Rose Savage (Vice-Chair), Lynne Axmith, Marilyn lafrate.

**Back Row (from L):** Manjit Kaur, Ugo Di Federico, Sandra Yeung Racco, Jane Kelly, Rosanna DeFrancesca, Suri Rosen, Maya Goldenberg, Mario Ferri, Isabella Ferrara, Loreta Pavese, Steve Kerwin, Mubarak Ahmed, Palma Pallante

**Absent:** Gary Thompson



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