

2026-2030 Strategic Plan

ENRICH INSPIRE TRANSFORM

Vaughan Public Libraries (VPL) lives at the heart of our community, providing you with rich collections, welcoming spaces, and opportunities to learn, connect, and discover.

In this Strategic Plan 2026- 2030 we have prioritized developing a future-ready library system that reflects who we are now, and how we will evolve to serve who we will be tomorrow. As we look to this future, our Strategic Plan will guide us through the next five years, ensuring that we continue to grow and adapt to meet the changing needs of our customers. This plan reflects the diverse voices of Vaughan and is shaped by feedback from residents of all ages, staff from every level in our organization, and the knowledge of the dedicated trustees of the Vaughan Public Library Board.

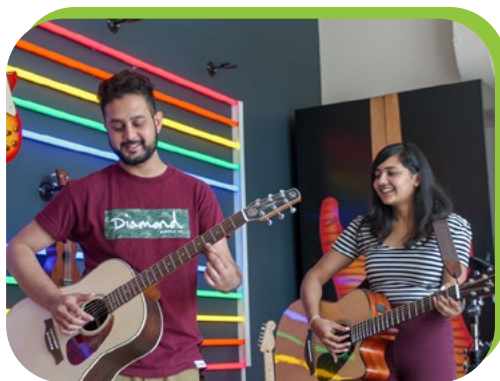
By following this roadmap, VPL will remain innovative, agile, and committed to service excellence. Collaboration, partnerships, and the pursuit of new approaches will be central to our progress. We will also embrace technology as a catalyst for change, leading to the creation of easier access to services, greater enjoyment of spaces, and higher engagement with our staff.

Vaughan is a world-class city, and you deserve the best. Our promise is to never stop moving. We will constantly seek to improve our services, programs and collections, and we will help our community build connections, resilience, and joy.

We invite you to join us on this exciting journey.

Margie Singleton
Chief Executive Officer, Vaughan Public Libraries

Gary Sangha
Chair, Vaughan Public Library Board



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 by providing access to a wide variety of information and ideas

LITERACY

VPL promotes and fosters an informed and literate community

ACCOUNTABILITY

VPL embraces efficient, effective and economical practices

INNOVATION

VPL empowers creativity and visionary leadership

COLLABORATION

VPL enhances service to our community through collaboration and cooperation

SERVICE EXCELLENCE

VPL achieves excellence in all library services responding and anticipating evolving community needs

ENRICH PEOPLE

STRATEGIC FOCUS

A culture of inclusion, professional growth, and innovation drives service excellence and builds a thriving workplace.

STRATEGIC PRIORITIES

Empower Staff

- **Equip** staff with tools, resources, and support to deliver impactful services
- **Invest** in professional development that strengthens adaptability to a changing world while prioritizing staff well-being
- **Offer** growth opportunities to expand career pathways and support succession planning

Foster Diversity, Equity, Inclusion & Accessibility

- **Demonstrate** VPL's commitment to DEIA through human resources practices
- **Facilitate** staff learning to deepen understanding of racism and prejudice and promote an inclusive and respectful work environment
- **Advance** VPL as a collaborative workplace that recognizes and celebrates the differences and abilities of all staff

Deliver Service Excellence

- **Foster** a culture of innovation and risk-taking that encourages staff to experiment, learn and elevate service delivery
- **Recognize** and reward staff for exceptional work and commitment to service excellence that creates meaningful experiences and value for our customers
- **Elevate** VPL's reputation as an employer of choice by attracting, mentoring and retaining engaged staff

STRATEGIC OUTCOME

A library system that inspires service excellence and enables staff to grow and succeed.



INSPIRE OPPORTUNITIES

STRATEGIC FOCUS

Community connections, lifelong learning, and digital inclusion are strengthened through equitable access, empowered engagement, and a commitment to innovation.

STRATEGIC PRIORITIES

Inspire Community Connections

- **Create** meaningful opportunities for social connection, civic engagement, and community dialogue that advances democratic values
- **Extend** partnerships and collaboration opportunities with schools, community groups, and local businesses to amplify impact on our community
- **Engage** marginalized communities through relationship-building and mutual initiatives that celebrate diversity and promote belonging for all

Support Lifelong Learning

- **Champion** all forms of literacy and critical thinking by providing innovative, accessible programs and services that facilitate information literacy and lifelong learning for everyone
- **Provide** easy access to physical and digital collections that foster a love of reading and learning in the languages reflective of our diverse community
- **Defend** intellectual freedom and deliver a wide array of information sources and experiences

Lead in Technology & Innovation

- **Empower** customers to engage with emerging technologies such as AI through expert guidance and hands-on learning
- **Increase** digital inclusion and training to equip customers with necessary skills to excel in a connected world
- **Enhance** digital infrastructure and cybersecurity to safeguard users and drive progress towards an integrated and resilient smart city

STRATEGIC OUTCOME

A community with strong connections, access to diverse voices and learning, and the ability to navigate a rapidly changing technological environment.

TRANSFORM PLACES AND PROCESSES

STRATEGIC FOCUS

Inclusive and future-ready library spaces and operations that reflect community aspirations and foster continuous growth.

STRATEGIC PRIORITIES

Transform Library Spaces

- **Position** libraries as accessible, sustainable, safe and architecturally iconic community hubs where our community gathers to work, study, connect and flourish
- **Eliminate** barriers to access and promote inclusive and welcoming environments that address our community's diverse needs
- **Cultivate** welcoming and flexible facilities, dynamic creation spaces and outdoor places that ignite creativity and exploration

Drive Operational Efficiency & Resilience

- **Modernize** practices through continuous improvement and adoption of LEAN principles to increase efficiency and promote resilience
- **Maintain** operational and fiscal accountability by applying data-driven decision-making
- **Uphold** an agile and responsive library system that is forward-thinking and able to adapt and pivot in evolving situations

Strengthen Corporate Stewardship

- **Nourish** relationships with municipal, provincial and federal government officials to reinforce VPL's reputation as a trusted, respected, principled, and essential community resource
- **Promote** library services through bold advocacy, strategic communications, and robust community outreach
- **Leverage** innovative communication strategies to engage stakeholders, grow membership and herald the library's role as an indispensable component of the social infrastructure

STRATEGIC OUTCOME

Libraries that are welcoming, forward-thinking, and integrated with evolving community needs, and adopting operational processes that maximize organizational effectiveness.

ENRICH PEOPLE



- Empower Staff
- Foster Diversity, Equity, Inclusion & Accessibility
- Deliver Service Excellence

INSPIRE OPPORTUNITIES



- Inspire Community Connections
- Support Lifelong Learning
- Lead in Technology & Innovation

TRANSFORM PLACES & PROCESSES



- Transform Library Spaces
- Drive Operational Efficiency & Resilience
- Strengthen Corporate Stewardship



VAUGHAN PUBLIC LIBRARY BOARD 2023 - 2026

Front Row from L: Manjit Kaur, Palma Pallante, Board Chair Gary Sangha, CEO Margie Singleton, Board Vice Chair Antonella Nicaso, Akash Goyal (resigned), Sara Camilleri

Top Row from L: Richard Wu (resigned), Denise Da Ros-Presutti, Chris Ainsworth, Loreta Pavese, Mario Ferri, Marilyn Iafrate, Adriano Volpentesta, Laurie Hewitt, Mario G. Racco **Absent:** Steven Del Duca, Cini Joseph, Gila Martow

