



STRATEGIC FRAMEWORK

OUR VISION

A connected community inspired by innovation and imagination.

OUR MISSION

To spark curiosity, support inclusion, and make learning possible for everyone.

OUR VALUES

UNIVERSAL AND EQUITABLE ACCESS:

We are committed to universal and equitable access so that anyone who wants to, can use the Library.

EXCELLENT SERVICE:

We provide excellent customer service and innovate together to find solutions.

DIVERSITY, EQUITY AND INCLUSION:

We embrace and advocate for diversity, equity, inclusion and belonging.

SUSTAINABILITY:

We strive for environmental, social, cultural and economic sustainability through our operations or practices.

MEANINGFUL RELATIONSHIPS:

We build and strengthen relationships with community to work together for mutual benefit.



HOW WE DELIVER ON OUR VALUES:

UNIVERSAL AND EQUITABLE ACCESS

We are committed to universal and equitable access so that anyone who wants to, can use the Library.

WHAT THIS MEANS TO US

- Everyone (regardless of age, income, sexual orientation, gender identity, race, culture) feels welcome and that they belong.
- There are no barriers for anyone to easily access the library and its services.

WE WILL DO THIS BY

- Assessing and improving the ways we welcome people to our library.
- Improving our outreach efforts to more effectively engage with diverse groups and those who do not currently use the library.
- Understanding how to better serve our community members who don't currently use our library.
- Exploring ways to improve accessibility of library spaces, programs, collections and services.
- Supporting efforts to make library memberships accessible across the district.

WE WILL MEASURE OUR PROGRESS BY

- Percentage of staff/board receiving accessibility training.
- Number of new services created for underserved community members.
- Number of new communications channels used to reach underserved community members.
- Percentage of patrons who perceive that the library is accessible to them.

EXCELLENT SERVICE

We provide excellent customer service and innovate together to find solutions.

WHAT THIS MEANS TO US

- We have a culture of public service, problem-solving, being flexible and continuous improvement.
- Patrons feel that our services are centred around their needs.
- Our staff are supported to deliver excellent customer service.

WE WILL STRIVE TO

- Provide additional spaces, programs and services to address emerging issues.
- Ensure staff and board have the resources and training to provide excellent services.
- Increase service delivery through expanded hours, facilities, locations, and online access.
- Seek feedback from our community to ensure services are relevant and high quality.
- Support and increase literacy in our community.
- Increase opportunities for dialogue and learning together.

WE WILL MEASURE OUR PROGRESS BY

- Percentage of staff who feel they have sufficient resources (e.g., time, budget, knowledge of patrons' needs and how to meet them) to provide excellent customer service.
- Percentage of patrons reporting that customer service is excellent (e.g., efficient, effective, meets their needs) and consistent.
- Percentage of patrons/community partners who report that NPL's programs have impacted them positively.

DIVERSITY, EQUITY AND INCLUSION

We embrace and advocate for diversity, equity, inclusion and belonging.

WHAT THIS MEANS TO US

- Diverse voices, opinions and ideologies are reflected in our services, programs, policies and collections.
- Truth, reconciliation, indigenization and decolonization inform our programs, services and policies.
- The library is a space where intellectual freedom is welcomed: views and opinions are shared respectfully and mindful of the impact on all audiences.
- The governance and operations teams are reflective of the diversity of our community.
- The library is recognized as a resource for diversity, equity, inclusion, reconciliation, and decolonization.
- Indigenous community members engage with us, and we support their needs.

WE WILL WORK TO

- Lift up/amplify voices of those doing this work.
- Find ways to bring out unheard voices.
- Enhance our collections and programs to ensure diversity and representation.
- Create welcoming spaces to discover truths, support reconciliation and be inclusive of diverse perspectives and alternative approaches.
- Be proactive in raising awareness and delivering education on these topics, and act as a space for informed dialogue around social justice issues.
- Ensure diversity in our team – board and staff.
- Continue to strengthen relationships and communications with Indigenous peoples and communities.

WE WILL MEASURE OUR PROGRESS BY

- Percentage of materials/programs addressing diversity, equity, inclusion, reconciliation and decolonization.
- Percentage of patrons and partner organizations who perceive their input is valued and reflected in NPL's services, programs and initiatives.
- Number of Truth & Reconciliation Commission of Canada's 94 Calls to Action, particularly those addressed to libraries, museums and other archival institutions, are implemented.

SUSTAINABILITY

We strive for environmental, social, cultural and economic sustainability through our operations or practices.

WHAT THIS MEANS TO US

- Our building is energy efficient, and our operations have a small environmental footprint.
- Our initiatives help advance the City's and Regional District's climate action vision and aspirations.
- Excellent governance ensures effective oversight.
- We preserve and provide access to culture and heritage.
- Our funding sources are stable.
- We are an employer of choice.

WE WILL DO THIS BY

- Continuously improving our climate action and environmental practices.
- Facilitating sharing of Indigenous knowledge.
- Supporting and advocating for regional climate action initiatives.
- Seeking and designating funds to respond to emerging needs based on evidence.
- Ensuring board members have the training and skills for effective governance.
- Providing the support needed for employees to be physically, emotionally, and mentally healthy.

WE WILL MEASURE OUR PROGRESS BY

- Percentage of collection and resources dedicated to sustainability issues compared to total holdings.
- Number of patrons/community partners who indicate that the Library helps to increase their sustainability practices.
- Number of patrons/community partners who indicate that the Library is effective in preserving culture and heritage.
- Annual employee engagement score.

MEANINGFUL RELATIONSHIPS

We build and strengthen relationships with community to work together for mutual benefit.

WHAT THIS MEANS TO US

- Community groups, individuals and change-makers are empowered to lift up their voices to further their goals.
- Divergent ideas are brought to the library to share and explore.
- The Library has strong relationships and is a conduit for others to build relationships.

WE AIM TO

- Seek synergies and partnerships to strengthen opportunities for collaboration.
- Continue to act as a community hub and collaborative space.
- Facilitate learning and engagement among groups with divergent views.
- Create the time and space to cultivate and build relationships.
- Facilitate stronger relationships among the community.

WE WILL MEASURE OUR PROGRESS BY

- Percentage of partners who report that the partnership is mutually beneficial, and they would partner again in the future.
- Percentage of patrons who actively participate in NPL's programs and services.