

Strategic Plan 2009-2012



The Smiths Falls Public Library Strategic Plan outlines key service objectives and priorities for the period 2009-2012. The Strategic Plan initiatives will ensure the Library is keeping pace with the needs of our community.

Our Vision

The Smiths Falls Public Library will be:

- **A leading community library in Canada.**
- **A destination for all ages and interests.**
- **A key partner in supporting literacy and the intellectual, cultural, and economic vitality of our community.**

OUR MISSION

The Smiths Falls Public Library promotes literacy and maintains a high profile as a provider of educational, research and cultural services to residents of Smiths Falls and the surrounding district.



**Approved by the Board
February 10, 2009**

- William Widenmaier, Board Chair
- Susan Hoysted
- Nancy McLean
- Lois Patchell
- Bruce Healey
- Christopher Cummings, Councillor
- Shane Kelford
- Donna Copp
- Pat Foulkes
- Gary Thubron

Our Values

Customer Service:

Ensuring high quality and excellence in responding to the needs of our customers, staff and volunteers.

Accessibility:

Providing barrier-free facilities, resources and programs .

Literacy and Lifelong Learning:

Enriching lives through the joy of reading and continuous education.

Sustainable Future:

Managing our resources effectively and responsibly.

Community Connection:

Enhancing library services through community partnerships and consultation

Accountability:

Remaining accountable to the community we serve for the services we provide.

Integrity:

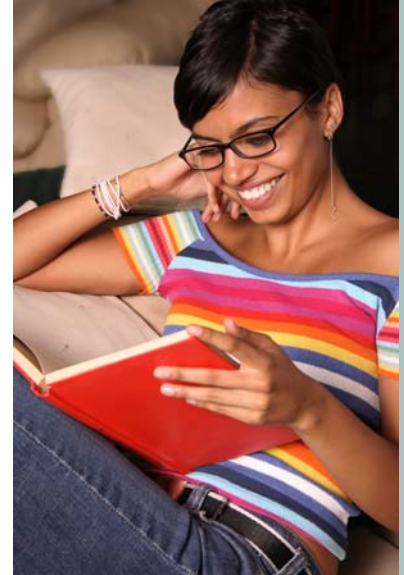
Conducting ourselves in an ethical and professional manner.

Teamwork:

Fostering an environment that encourages cooperation, communication and respect.

Innovation:

Changing and improving in creative ways.



Key Strategic Directions

To provide excellent service to our community

- **Develop methods of community consultation in order to create programming, collections and services that respond to the needs of our community.**
- **Increase the number of hours the library is open in order to meet the needs of our community.**
- **Ensure that the people delivering library services have the skills and training to meet the changing needs of the community.**
- **Ensure that we have library staff in the appropriate numbers to achieve our vision.**
- **Reach out to all segments of the population .**

To ensure that our facilities meet the needs of our community as a dynamic destination for all ages and interests

- **prepare a report on library expansion to be presented to the Town of Smiths Falls by Spring 2009.**
- **implement initiatives to provide barrier-free access to our collections, services and programs.**
- **incorporate environmentally friendly practices wherever possible.**



To use the new technological advances to provide our community with quality service

- **increase access to computer workstations within the library.**
- **incorporate new technologies to support and enhance the service we provide to the community.**
- **expand our digital capabilities with the development of a dynamic website.**
- **teach the community how to use new technology.**

To provide quality programming to our community

- **expand programming for children and adults, with emphasis on literacy-based activities**
- **create new programming for teens, young adults and seniors**
- **maintain the summer reading readiness and remedial reading programs for children and expand the program if the need arises**

To expand and promote our collections

- **ensure that our collections meet the demands of the community in regards to size, content and format**
- **support the Town of Smiths Falls strategic objective of attracting new residents who choose Smiths Falls as a desired place to live and work, in particular the Immigrant Friendly Community Program.**

To enhance community connections

- **adopt innovative communication strategies to inform the community about collections, services and programs**
- **identify leaders in the community to act as champions for the library.**
- **develop community partnerships that enhance library services and benefit the community**



