

St. Thomas Public Library

Strategic Plan

2023 – 2027

WE CONNECT

This document is also available in other formats upon request.

Introduction

It is my pleasure to introduce you to St. Thomas Public Library's Strategic Plan 2023-2027. Our last plan expired at the end of 2021 but the Board at that time made the decision to extend it to the end of 2022 for several reasons. We were still easing out of the COVID crisis, a new board would be in place with the changeover of the Municipal Council and we were in the middle of a Master Plan process which included extensive surveying of residents, stakeholders, and Library Board members and staff. We felt that we needed a little assistance with the Strategic Planning process, so we reached out to Ontario Library Service. This is an organization that delivers programs and services on behalf of the Ontario Minister of Tourism, Culture and Sport. We were assigned a consultant who conducted focus groups with Board and Staff and analyzed statistics comparing our library to others of a similar size. The consultant also wove in the findings of the Master Plan surveys when she made her final recommendations. She basically felt that our previous plan had "good bones" and just needed some updating and tweaking so, with all of this in mind, the Management Team created this Strategic Plan.

As you'll note, our vision statement did not change. Everyone involved felt that it still succinctly captures what we value and what we do... **WE CONNECT**. The Library is the place where anyone can connect with the resources they need to succeed, with their own creative sides and those of others, and with the community in myriad ways. Our four strategic directions are these promises to you:

- o We want to continue to support fearless exploration by being a place where you can come to be inspired and learn without judgment and with the support of our staff.
- o We want to provide resources and opportunities to enable you to engage in informed and meaningful conversations.
- o We want to continue to develop adaptable and inclusive spaces, both in our library building and in the community.
- o We want you to see the library as more than just books because it is! We guarantee that you'll be surprised by our innovative and inspiring offerings.

So, without further ado, here is our new Strategic Plan. We look forward to keeping our promises to you.

Regards,

Greg Grondin

Board Chair

Heather Robinson

CEO/Chief Librarian

Strategic Directions

SUPPORT FEARLESS EXPLORATION

We Promise To...

- Provide engaging collections that challenge you
- Help you reach your learning and creative goals
- Make your Library a place of discovery and inspiration

“Thank you so much to the staff who helped me this afternoon as I was typing up an entry for the Legion’s Senior Writing Contest. They helped me navigate the scan and print. It was greatly appreciated”

-Facebook Message

HAVE MEANINGFUL CONVERSATIONS THAT INFORM CHANGE

We Promise To...

- Connect you with the resources you need to participate in local and global conversations
- Create inclusive spaces that foster conversations and inspire change
- Work with local organizations, City Departments, and individuals to identify community strengths and needs

“St. Thomas library is one of the best libraries I have used when it comes to disabilities. I am able to go without trouble through the isles [sic] with my walker, the librarians are patient, caring and understanding, there is a variety of books available that you cannot find anywhere else, it is like our home away from home, thank you.”

-Facebook Message

DEVELOP ADAPTABLE & INCLUSIVE SPACES

We Promise To...

- Keep changing and growing to meet your needs
- Make the library a fun and active place that is flexible in design
- Find ways to bring the library to you, no matter where you are

"My favorite quote "In a world where you can be anything, Be KIND". This was loud and clear at the St. Thomas Library. Give yourselves a huge round of applause and pat on the back."

-Facebook message

REDEFINE LIBRARY

We Promise To...

- Surprise you with new and exciting services
- Show that your library is innovative and always moving forward
- Give you a library experience that is beyond your imagination!

"I am very grateful for the amazing team that works at the library. They always go above and beyond from customer service, to training sessions, always finding new ways to support the community and even small businesses! Great work St. Thomas Public Library!"

– Google review

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