

2022 - 2027 Implementation Plan

Strategic Direction: CONNECT

Goal 1: ➤ Build community by connecting people to inspire learning & personal growth

Objective A - Champion inclusivity and promote community cultural expression.

	Action	Responsibility		Timeline					Financial Impact
		Lead, Library	Partners	2023	2024	2025	2026	2027	
1	Provide resources, services, and programs that work towards increasing social cohesion and eliminating barriers, while seeking trust, equity and reconciliation.	Programs	Public Services		✓	✓	✓	✓	Medium
2	Connect people to community organizations and events.	Public Services	Internal Town Divisions External Community Organizations	✓	✓	✓	✓	✓	Low

Objective B - Enhance existing partnerships and develop new alliances.

	Action	Responsibility		Timeline					Financial Impact
		Lead, Library	Partners	2023	2024	2025	2026	2027	
3	Maintain and develop mutually beneficial partnerships with community groups.	Programs	Various	Ongoing					
4	Formalize existing partnerships through the lens of the new 'working with us' policy.	Board, Program	Recreation and Events Division		✓				Low

Objective C - Expand opportunities for social interactions

	Action	Responsibility		Timeline					Financial Impact
		Lead, Library	Partners	2023	2024	2025	2026	2027	
5	Create new opportunities (programs and events) to bring people of different backgrounds together	Programs	Various	Ongoing					
6	Continue to support/manage our volunteers.	Public Services	Friends of the Library (FOPL)	Ongoing					

Goal 2: ➤ Uphold equitable access to information and services in a safe and welcoming environment

Objective D - Offer collections, programs and services that are responsive to community needs and interests

	Action	Responsibility		Timeline					Financial Impact
		Lead, Library	Partners	2023	2024	2025	2026	2027	
7	Align library services in support of community needs and goals.	Programs	Public Services	Ongoing					
8	Develop library programs in virtual, in-person, and outreach formats that are accessible, innovative, and effective.	Programs	Public Services	✓			✓		Low
9	Review hours of operations to enable optimal accessibility	Admin	Public Services	✓		✓		✓	TBD

Objective E - Support formal and informal learning and literacy development for all ages

	Action	Responsibility		Timeline					Financial Impact
		Lead, Library	Partners	2023	2024	2025	2026	2027	
10	Expand access to education (all forms of literacy) learning opportunities and resources.	Programs	Collections	Ongoing					
11	Provide access to content in various formats	Collections	Public Services	Ongoing					
12	Develop new Program Policy	Programs	Admin	✓				✓	Low
13	Safeguard intellectual freedom	Public Services	Admin	Ongoing					

Objective F - Encourage civic engagement and create pathways for access to community services

	Action	Responsibility		Timeline					Financial Impact
		Lead, Library	Partners	2023	2024	2025	2026	2027	
14	Facilitate access to information that helps citizens navigate local and government resources and encourages civic engagement and greater participation in shaping communities.	Public Services	Various	Ongoing					

Strategic Direction: DISCOVER

Goal 3: ➤ Ignite curiosity with innovative technology

Objective G - Invest in tools and technology for hands-on learning

	Action	Responsibility		Timeline					Financial Impact
		Lead, Library	Partners	2023	2024	2025	2026	2027	
15	Build the online and digital collections of resource offerings.	Collections	Purchasing Groups OLS; OLC	Ongoing					
16	Provide equitable access to technology in physical library spaces (programs) and through technology loans.	Collections	Public Services	Ongoing					

Objective H - Create programming to teach digital literacy, spark creativity and encourage experimentation

	Action	Responsibility		Timeline					Financial Impact
		Lead, Library	Partners	2023	2024	2025	2026	2027	
17	Advance digital literacy - new services and programs.	Programs		✓	✓	✓	✓	✓	Medium

Objective I - Design a makerspace with a digital media lab

	Action	Responsibility		Timeline					Financial Impact
		Lead	Partners	2023	2024	2025	2026	2027	
18	Establish a Makerspace as the foundation for hands on experimentations, programs and outreach.	Collections	Programs	✓					High
19	Develop a plan to continuously evolve and improve with emerging technology.	Programs	Collections		✓	✓	✓	✓	Low

Goal 4: ➤ Design welcoming and accessible spaces to inspire discovery

Objective J - Modernize spaces to be flexible for group and individual learning

	Action	Responsibility		Timeline					Financial Impact
		Lead, Library	Partners	2023	2024	2025	2026	2027	
20	Maintain a downtown presence at 1 Mill Street.	Board	Internal - Town Facilities	Ongoing					
21	Modernize spaces to be inclusive and flexible for mixed use (collaborative activities and quiet study).	Admin	Public Services	✓					Medium
22	Explore alternative Service Delivery Options to bring discovery outside the OPL physical locations – lockers, kiosk, bookmobile	Programs	Collections					✓	Medium

Objective K - Plan for future library expansion in alignment with community growth

	Action	Responsibility		Timeline					Financial Impact
		Lead, Library	Partners	2023	2024	2025	2026	2027	
23	Improve accessibility at Mill Street - Update physical spaces to meet accessibility standards and exceed expectations.	Internal - Town Facilities	Admin D & H Architects	✓					High
24	Ensure space is comfortable and welcoming to all. Additional space will be required over the next 10 years	Admin	Facilities		✓				High
25	Continue positive relationship with local law enforcement	Admin	Public Services	Ongoing					

Objective L - Provide an opportunity to borrow a greater variety of items including technology

	Action	Responsibility		Timeline					Financial Impact
		Lead, Library	Partners	2023	2024	2025	2026	2027	
26	Increase variety and items available to borrow as part of the non-traditional collection	Collections		Ongoing					

Strategic Direction: SOAR

Goal 5: ➤ Cultivate a workplace culture that fosters creativity & innovation

Objective M: Support continuous learning and develop a training strategy to develop skills

	Action	Responsibility		Timeline					Financial Impact
		Lead	Partners	2023	2024	2025	2026	2027	
27	Mandatory training for all staff for Health & Safety, AODA Customer Service; Truth & Reconciliation and continued EDI training	Public Services	Internal HR Division	Ongoing					
28	Provide rich and informative learning opportunities to increase staff knowledge and skills.	Public Services	Admin	Ongoing					
29	Build staff confidence to deliver high quality programs, readers advisory and reference services to patrons.	Public Services	Collections	Ongoing					
30	Ensure adequate staff capacity to fulfil the program and service delivery needs of the library.	Admin	All	✓	✓	✓	✓	✓	Low
31	Continue to invest in staff development (competencies).	Public Services	Admin	Ongoing					

Objective N - Strong, effective governance will guide our actions with an emphasis on fiscal accountability and environmental sustainability

	Action	Responsibility		Timeline					Financial Impact
		Lead	Partners	2023	2024	2025	2026	2027	
32	Transparent and accountable decision making processes	Board	CEO	Ongoing					
33	Remain fiscally responsible with public resources	Board	CEO	Ongoing					
34	Encourage environmental stewardship Seek innovative means to improve/reduce the environmental impact of the library.	All	Sustainable Orangeville	Ongoing					
35	Maintain adherence to legislated responsibilities and obligations	Admin	Public Services	Ongoing					

Goal 6: ➤ Promote awareness and visibility of the library and its role in the community

Objective O - Develop a plan to promote library services and their power to enrich and transform lives

	Action	Responsibility		Timeline					Financial Impact
		Lead	Partners	2023	2024	2025	2026	2027	
36	Carry out the rebranding launch for the organization	Admin	Public Service						
37	Develop and implement awareness campaigns and opportunities to increase membership, identify metrics to monitor reach and impact on community	Admin		Ongoing					

Objective P - Explore new service delivery options to bring the library into neighbourhoods

	Action	Responsibility		Timeline					Financial Impact
		Lead	Partners	2023	2024	2025	2026	2027	
38	Refresh and continue to implement our strategic marketing plan.	Programs	Public Services	Ongoing					
39	Maintain and continually enhance an effective web-presence (Website, Social Media, APP)	Public Services	Programs	Ongoing					

Objective Q - Seek opportunities to connect with the community where they are

	Action	Responsibility		Timeline					Financial Impact
		Lead	Partners	2023	2024	2025	2026	2027	
40	Continue to seek outreach initiatives and opportunities to increase visibility while benefiting the community. 1 FTE (hire Mid-year) - 2025 Community Engagement Specialist	All	Various			✓	✓	✓	Medium
41	Lend our support to sector specific federations, associations and networks who are advocating for libraries at various levels of government	Board	Admin	✓					Low