

# Strategic Plan 2023–2026

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# **Library Administration**

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# Message from the Board Chair



Natasha Knox

Chair-Coquitlam Public Library Board

Coquitlam Public Library has always nurtured learning and discovery and the joy that can bring. To rise to the challenge of a changing landscape of community needs, Coquitlam Public Library's 2023–2026 Strategic Plan builds on a foundation of 46 years of service to the residents of Coquitlam and sets guideposts for the years to come.

I am excited that this plan will focus our work on providing equitable services and spaces that welcome all members of our diverse community. Also, as we emerge from pandemic restrictions, it is a time to rebuild our team wellbeing, build new partnerships, and increase the community's awareness of the rich variety of services we offer, both in our branches and out in our neighbourhoods. As well, we look to the future to create a strong, sustainable, and responsive library system for our next phase of growth.

This plan was formed by extensive collaboration with you, our community members, and reflects our collective vision for a vibrant, inclusive, and future-focused library.

### **Library Board**

Natasha Knox, Chair Kimberly Sivak, Vice-Chair Jacqueline Gorton, Treasurer Julie Fisher Monica Heir Steve Leung Councillor Dennis Marsden Dave Whelan

# **Planning Process**

### Library Board

The Coquitlam Library Board initiated the process, hiring Roots & Rivers Consulting (R&R) to formulate the Strategic Plan in May 2022.

R&R used community engagement methods that drew out stakeholder feedback in a variety of ways, with a people-focused approach of utilizing systems change and design thinking.

#### History

A review of previous strategic plans and priorities was conducted to understand the history of Coquitlam Public Library and where it was starting from, and how those plans were carried through.

# Stakeholder Engagement

Key stakeholders were interviewed to understand the context priorities and progress on strategies (including staff, management, board members, city staff, the Community Advisory Group, Teen Advisory Council, and elected officials).

R&R conducted focus groups with the community, to allow for the gathering of valuable customer feedback and input on the offerings of CPL and any gaps. These focus groups targeted the topics of Partnerships, Accessibility, Inclusivity, and Community.

# Survey Results

The Customer Satisfaction Survey of 2022 was examined and analyzed to draw out themes and potential directions for the Strategic Plan.

A survey of staff and Board was conducted and synthesized to be considered along with the Customer Satisfaction Survey.

# Planning Sessions

Planning sessions were held with the Coquitlam Public Library Board to review draft goals and revise with new inputs.

# Final Draft & Approval

The Coquitlam Public Library Board approved the final Strategic Plan at the end of November 2022.

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# 2023–2026 Goals & Objectives

At the Coquitlam Public Library we have a deep and enduring commitment to **service excellence** and to meeting the needs of our diverse and growing community.

In order to deliver on this commitment, we have set the following goals and objectives for 2023–2026:

#### Inclusivity

Foster equity, diversity, and inclusion to create accessible learning for all.

- 1.1 Continue our commitment to providing a welcoming, safe, and inclusive environment at the library.
- 1.2 Cultivate our **ability** to provide inclusive learning experiences.
- Align service offerings and our collections to reflect the diversity of the communities we serve.



#### **Team Wellbeing & Culture**

Empower the library team for success, and support a positive workplace culture.

- 2.1 Nurture a culture of **collaboration**, **transparency**, **and open sharing** across the team.
- 2.2 Continue to engage in and support team growth and learning.
- 2.3 Support team well-being and our ability to **excel** in our work.

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#### **Partnerships & Engagement**

Expand reciprocal relationships with key partners and cultivate a deeper connection to the broader community.

- 3.1 Deepen relationships to increase collaboration, reciprocity, alignment, and community-based service offerings.
- 3.2 **Diversify** partnerships to build more relationships that represent the makeup of the community and can support inclusive programming.
- 3.3 Increase community **awareness** of the diversity of the library's services.

#### **Truth & Reconciliation**

Champion truth, healing, and reconciliation through services, programming, and practices.

- 4.1 Seek out authentic partnerships with Indigenous communities and other community groups.
- 4.2 Engage in education and training to ensure we are equipped to support reconciliation efforts at the library.
- 4.3 Increase awareness of, and programming opportunities, surrounding reconciliation.

#### Leading into the Future

Engage in future-focused planning to meet the evolving needs of our community.

- 5.1 Assess and prioritize current and potential services based on data and communityinformed input.
- 5.2 Advocate for service expansion to respond to increased density.
- 5.3 Enhance digital inclusion in our community.







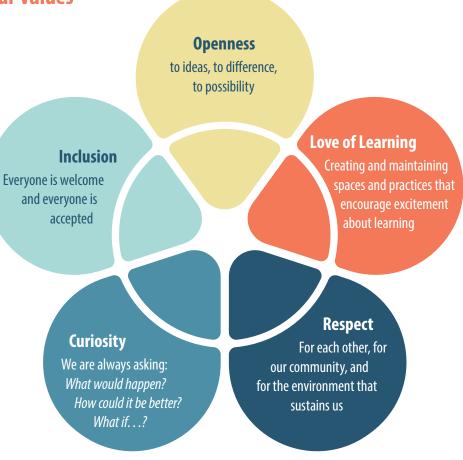
# **Our** Mission

We create joy in discovery, foster inclusion, and promote knowledge by providing innovative experiences, spaces, and services.

### **Our Vision**

Leading discovery and learning across Coquitlam's diverse communities.

# **Our Values**



#### City Centre Branch & Library Link

1169 Pinetree Way Coquitlam, BC V3B 0Y1

#### **Poirier Branch**

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