

ENRICH INSPIRE TRANSFORM



Vaughan Public Libraries (VPL) exists at the heart of our community, providing an extensive collection of resources and welcoming spaces for learning, connecting and discovering. To grow our services and evolve to meet the needs of our customers we will rely upon this Strategic Plan that draws from the strength of our entire community and will provide direction for what promises to be an exciting five years. Invaluable feedback came from all age groups at virtual public sessions and staff at all levels provided input. This plan has been shaped and honed by a dedicated and engaged group of trustees that compose the Vaughan Public Library Board.

By following the roadmap outlined in the following pages, we will ensure that VPL maintains its reputation as an innovative and nimble organization with an outstanding commitment to service excellence. This is why community collaboration, partnerships and the constant pursuit of new methodologies to best serve our community will be priorities as we continue to evolve. It's also why we will continue to integrate technology as a vehicle for change, providing our customers with better ways to connect with our services, use our spaces and engage with our staff.

Vaughan is a world-class city, and you deserve a world-class library system. Our commitment to you is that we will build on our already high standards, expand our services and collections and find new ways of connecting with everyone to enhance your experience at Vaughan Public Libraries. We invite you to join us on this journey.

Rose Savage, Chair
Vaughan Public Library Board

Margie Singleton, Chief Executive Officer
Vaughan Public Libraries



VISION

Enrich Inspire Transform.

MISSION

Vaughan Public Libraries offers welcoming destinations that educate, excite and empower our community.

CORPORATE VALUES

INTELLECTUAL FREEDOM

VPL supports all expressions of knowledge and intellectual creativity providing access to a wide variety of information sources and ideas.

LITERACY

VPL promotes and fosters an informed and literate community.

ACCOUNTABILITY

VPL embraces efficient, effective and economical practices.

INNOVATION

VPL encourages and rewards innovation, creativity and visionary leadership.

COLLABORATION

VPL enhances service to our community through collaboration and cooperation.

SERVICE EXCELLENCE

VPL achieves excellence in all library services recognizing and responding to the needs of our community.

2021-2025 Strategic Plan

ENRICH PEOPLE

STRATEGIC FOCUS

VPL proactively responds to stakeholder needs by championing diversity, equity and inclusion and by empowering staff to achieve service excellence

STRATEGIC DIRECTION

Empower Staff

- Empower staff to embrace new trends and offer unique and innovative services relevant to the community
- Invest in staff training and professional development to continuously upgrade skills
- Attract and retain knowledgeable and innovative staff and be recognized as an employer of choice in the community and the profession
- Recognize and celebrate staff's strengths and successes and increase staff engagement

Champion Diversity, Equity and Inclusion

- Embrace diversity and advocate for equity and inclusion to build a culture of respect and acceptance
- Integrate diversity, equity and inclusion into organizational operations to eliminate barriers and enable equitable access
- Cultivate opportunities to address social issues and drive social change
- Celebrate new voices, ideas and differences to help confront discrimination

Deliver Service Excellence

- Offer the highest level of customer service to meet and exceed customer needs and support aspirations and promote intellectual freedom
- Provide a blend of traditional and digital services and programs to enhance service delivery
- Integrate customization and interactivity options to improve customers' digital experience while respecting customer privacy
- Position VPL as a leading-edge organization that continuously evolves to improve service levels

STRATEGIC OUTCOME

An inclusive library system that embraces diversity in thought and a variety of approaches to service delivery

INSPIRE OPPORTUNITIES

STRATEGIC FOCUS

VPL provides life-long learning opportunities that champion collaboration, literacies and innovation through comprehensive programming, dynamic services, multifaceted collections and strong citizen engagement

STRATEGIC DIRECTION

Promote Community Connections

- Collaborate and partner with local organizations to cultivate community well-being
- Provide a platform for community participation to advance citizen engagement
- Engage in targeted outreach to reach community members where they are
- Demonstrate commitment to the community and build bridges between stakeholders

Provide Life-long learning opportunities for all

- Offer access to extensive collections in multiple formats to provide a range of choices for customers
- Extend innovative programs and services to enhance all forms of literacies including culinary and health literacies
- Present unique niche programs to support life-long learning for all
- Deliver a comprehensive early literacy agenda and enhance student e-learning and curriculum support

Advance Technology & Innovation

- Facilitate technology access and training to educate citizens and improve digital literacy
- Integrate the latest technologies, innovations and trends to elevate customer experience
- Provide technologies, spaces and opportunities to inspire customer innovation and creativity
- Promote libraries as unfettered community hotspots to reduce the digital divide

STRATEGIC OUTCOME

Provision of innovative learning opportunities that sustain, engage, and inspire citizens

TRANSFORM COMMUNITY

STRATEGIC FOCUS

VPL offers welcoming and accessible destinations that support growth through its sustainable, efficient and effective operations

STRATEGIC DIRECTION

Develop Library Facilities

- Ensure libraries are safe, accessible, and welcoming community hubs for all to enjoy
- Plan new library facilities in convenient locations to address City growth
- Build new and renovate existing libraries that stimulate innovation, creativity and culture in response to the evolving needs of the community
- Incorporate green building and LEED principles into building projects to help contain the City's carbon footprint

Embrace Operational Efficiencies

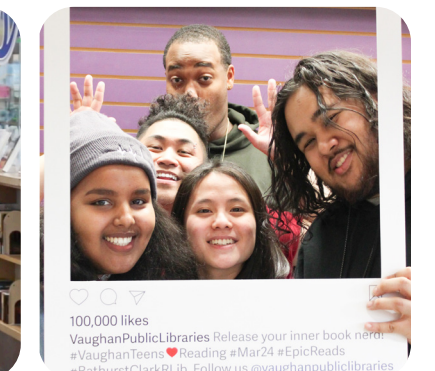
- Adopt LEAN practices to improve operational efficiencies
- Review staffing models to reflect evolving priorities, processes and practices
- Incorporate data-driven decision making to ensure a responsive public library for the citizens of Vaughan
- Manage VPL in a fiscally responsible manner and investigate efficiencies to maximize return on investment

Maximize Corporate Effectiveness

- Expand advocacy and marketing and communication strategies to increase awareness of VPL and its services to the community and its stakeholders
- Position corporate website as an effective tool to access relevant information and a myriad of digital information and resources
- Identify, measure and evaluate outcomes to demonstrate organizational impact and value
- Develop emergency preparedness protocols to ensure emergency readiness

STRATEGIC OUTCOME

Responsible and forward-thinking stewardship of library and community resources





VAUGHAN PUBLIC LIBRARY BOARD 2019 - 2022

Front Row (from L): Palma Pallante, Rose Savage (Chair), Gino Rosati, Loreta Pavese, Margie Singleton (CEO), Antonella Nicaso, Ralph Cinelli, Gary Thompson (Vice-Chair), Laurie Hewitt • Back Row (from L): Gail Blackman, Denise Da Ros-Presutti, Richard Wu, Bruno Riga (2019-2020), Marilyn Iafrate, Mario Ferri, Hameed Malik, Sandra Yeung Racco, Donald Lazar, Manjit Kaur



2021-2025 Strategic Plan