

DRAFT STRATEGIC PRIORITIES HAMILTON PUBLIC LIBRARY BOARD 2012 – 2016 (May, 2012 VERSION)

Preamble :

The 2011 – 2016 Hamilton Public Library Board has adopted three strategic priorities.

We expect that meeting these new priorities will result in the shifting and reallocation of current resources, ensuring that the communities we serve will continue to enjoy a library system that is relevant, engaged and responsive.

Library staff will develop specific objectives to help the library system to reach toward our strategic priorities. Senior management will use these objectives as guidelines but may also adjust specific objectives if better opportunities to meet the Board's priorities should arise.

In many ways, the library system is already moving toward the stated strategic priorities. Some priorities might be reached by ensuring that the residents of Hamilton better understand services that are already available to them.

The Hamilton Public Library system is internationally recognized as an innovative leader in adopting new technologies, as well as seeking out new services and partnerships that help us better serve all our communities – physical, virtual, ethnic, cultural, and more. Through these priorities we will continue to be forward-looking, responsive, and accountable.

A Community Beacon

The Hamilton Public Library will be a source of pride in the community. The library's buildings and virtual spaces will be flexible and appealing and will create customer experiences that are successful and enticing. The library system will act as a unifying force within the city and within its communities.

Relevant and Responsive

The Hamilton Public Library will anticipate the needs of customers and potential customers. The library will maintain strong physical collections while growing collections and services that reflect the increasing demand for information, books, music and videos in digital formats. The library system will be a national leader, working to create model agreements with publishers and vendors that ensure all Canadians can continue to receive use of the world's intellectual property, regardless of format.

A Creative and Changing Organization

The library will strive to have staff engaged in their roles and in the library profession and ensure that staff have opportunities and support to enhance their current skills and to develop new competencies that are relevant to customers. The Library system will continuously seek new ways staff can add value to the experiences of customers and to the communities we serve.