



Hamilton Public Library Board Strategic Plan 2018-2021

Mission “Freedom to Discover”

Values

- **Intellectual Freedom** – Provide equitable access to and support for knowledge and creativity.
- **Inclusiveness** – Support inclusion by creating trusted services and spaces that welcome everyone.
- **Innovation** – Anticipate and respond to changing needs and technology.
- **Respect** – Support the value and dignity of all individuals.
- **Accountability** – Ensure that library services remain relevant and vital and that resources are managed effectively and ethically.

Strategic Priorities

Community Beacon

The Hamilton Public Library will be a source of pride in the community. The library system will act as a unifying force by welcoming everyone. Our physical and digital spaces will be inviting and accommodating. We will be a leader in fostering community engagement and participation.

Relevant and Responsive

The Hamilton Public Library will continue to advance core library values as we embrace our evolving role in supporting access and literacy. We will support people in their lifelong learning journey by helping them thrive today as they prepare for tomorrow. We will maintain strong physical collections as we grow digital services. We will be a national library leader, working collaboratively to create policies and agreements that ensure access to intellectual property in all formats.

Learning and Innovative Organization

The Hamilton Public Library will continuously seek new ways to assist the learning and growth of all individuals. The library will support staff to be engaged in their roles and in the library profession. We will provide staff with opportunities to continually enhance their skills and develop new competencies so they can meet changing technology and information needs. We will focus on ensuring we reduce barriers to using our services as we promote awareness of the Library in the communities we serve.

2018 Letter from the Board

In preparation for developing the 2018-2021 Strategic Plan the Library Board sought to understand broad trends impacting society and public libraries, as well as, specific challenges and aspirations of the communities we serve. The Board looked at the *Our Future Hamilton Community Vision* and conducted a community survey that received over 7,000 responses. That process has informed the new Strategic Plan and the annual business plans that will follow.

The community has told us that there is a high level of satisfaction with HPL and that there is strong alignment with the values we are committed to as a public library. We also learned that we could do a better job of informing people about our services and that there are groups that we could better serve. As we continue to improve our service hours, programs and spaces we will focus on breaking down barriers to use. We will also focus on improving access to collections, in particular our selection of eBooks.

As we strive toward increasing our positive impact, the Library Board expects that we will continually work towards measuring our value and basing service decisions on research and collective impact. We will meet new priorities by shifting current resources and using technology and process changes to improve how we do our work. Staff will use the annual business planning process as a way to identify new opportunities to meet the Board's priorities.

The Board is proud that HPL is an internationally recognized innovative leader. HPL will continue to adopt new technologies and seek out new services and partnerships to more effectively serve our communities. Through these priorities we will continue to be forward-looking, responsive, and accountable.