









## Community Engagement

### Goal - CE1 – Cultivate a sense of ownership of the library

Actions	Status	Original Timing	New Timing
CE1.1 Review and modify volunteer onboarding process			
CE1.2 Create Volunteer Booking System			
CE1.3 Develop volunteer training plan			
CE1.4 Review recognition and appreciation methods for volunteers			
CE1.5 Review communication and recruitment methods for volunteers			
CE1.6 Establish and maintain a Friends of the Library		Summer 2025	Winter 2025
CE1.7 Create donation recognition signage and page on website			
CE1.8 Assess feasibility of library branded merchandise			

CE1.4 – After discussing with our volunteers and being mindful that the majority are not comfortable with “volunteer of the month” recognition, we will be hosting a volunteer appreciation lunch at the library.


CE1.6 - With the community flea market just around the corner, the timing is right to start promoting the opportunity to join the library’s fundraising group. We will leverage all socials, website and paper mailout.


### CE1 – Metrics

1. 80% response rate to our volunteer questionnaire.
2. 100% strongly agree that volunteering at the library has made them feel a greater sense of ownership of the library and its services.
3. 75% say that since volunteering, they have found themselves sharing or promoting the library’s resources.
4. 100% say that volunteering has increased their awareness of the library’s collection and services.

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Complete 

On track 

On Hold 

Not started 

5. Of the volunteers who signed up through our portal in 2024 – 100% are still regularly volunteering after 12 months.

6. Of the volunteers who signed up through our portal in 2025 – 75% are still regularly volunteering after 10 months.

7. The acquisition of a monthly donor through CanadaHelps.org

Definition of regularly : a volunteering at the library at least once a month

Note: these volunteers are those who sign up to help with library tasks such as collection maintenance, inventory and other tasks.

### Goal – CE2 – Empower community leaders and advocates

#### Actions

CE2.1 Establish and facilitate a youth forum

CE2.2 Set up a webpage devoted to library FAQs

CE2.3 Develop library welcome package for new members and residents

CE2.4 (CE3.1) Develop Board training plan Moved to this section

#### Status



#### Original Timing

Winter 2024

Spring 2026

Spring 2025

#### New Timing

CE2.1 – Fall session of our youth group have started. Still too early in the program to determine outcomes.

CE2.2 – Not started because of a re-prioritization of tasks under CE2.

CE2.3 – We have a package developed for new patrons but not new residents. Will require a meeting to be set up with Municipal Staff.  
Who are the new rate payers? How will the library staff be notified?


CE2.4 – Develop a Board training plan was moved to this section from CE3.


### CE2 – Metrics


1. Youth Lounge - 11 sessions, 90 participants. Attendees provided feedback on what they'd like to see in the future in the way of programs.

## CEO Report - Strategic Plan Update November 2025





Complete 

On track 

On Hold 

Not started 

### Goal – CE3 – Increase opportunities to collaborate with the community on services or programs

Actions	Status	Original Timing	New Timing
CE3.1 Inventory and diversify feedback methods			
CE3.2 Increase awareness about the various feedback channels available - Ongoing		Summer 2024	
CE3.3 Facilitate community forums through town halls		Summer 2025	
CE3.4 Create interactive mini-polls on socials, website and newsletter - Ongoing		Fall 2024	

CE3.3 – The timing of town halls might serve us better when we start moving into the next round of strategic planning.

CE3.4 – New mini poll embedded on the website.



Notes: In addition to fostering advocates and leaders, our youth lounge gives us an opportunity to collaborate on the direction of our programs and services.

### CE2 – Metrics


1. We increased our contact points (for community feedback) by 67%
2. 120 suggestions


## Library Spaces

### Goal - LS1 – Provide welcoming, safe and accessible spaces


Actions	Status	Original Timing	New Timing
LS1.1 Review and update all policies to include inclusive language		Spring 2025	
LS1.2 Conduct usage survey		Late summer 2025	

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Complete 

On track 

On Hold 

Not started 

LS1.3 Create a quiet space



LS1.4 Improve physical accessibility



LS1.2 – The usage survey might be better timed with the next cycle of strategic planning.

### Goal – LS2 – Assess feasibility of an expansion

#### Actions

LS2.1 Conduct feasibility study

Status



Original Timing

TBD

LS1.2 Conduct usage survey



TBD

LS2.3 Identify sources of funding - 2027



2027

## Digital Infrastructure and Collections

### Goal – DI1 – Strengthen digital infrastructure

#### Actions

DI1.1 Inventory and assess current digital infrastructure – hardware/software

Status



DI1.2 Develop budget plan to support sustainable upgrades



DI1.3 Get staff trained and up-to-date with public facing digital infrastructure





DI1.4 Purchase Blue-tooth printer




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Complete 

On track 

On Hold 

Not started 

### Goal – DI2 – Raise awareness and engage the community

#### Actions

DI2.1 Educate users on how to navigate and use digital resources

#### Status



DI2.2 Create how-to for the public



DI2.3 Promote digital hardware/software - ongoing



New to this strategic plan cycle was the addition of Mango Languages and Ancestry. Dedicated information/how to pages have been created for both and are found on our website.

The creation of our new French conversation group has given us an opportunity to introduce Mango Languages and show users how they can use this digital resource at home.

### Goal – DI3 – Offer and promote a well balanced and inclusive collection

#### Actions

DI3.1 Set up database fields to track genres easily

#### Status



Original Timing  
Spring 2026

DI3.2 Inventory and diversify user feedback methods



DI3.3 Set up visual cues for patrons to identify genres quickly



Spring 2026

DI3.4 Inventory and promote our Library of Things



## Community Development

### Goal – ED1 Augment and promote support for local entrepreneurs

#### Actions

ED1.1 Inventory and build technological capacity

#### Status





#### Original Timing


#### New Timing

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Complete 

On track 

On Hold 

Not started 

ED1.2 Build staff capacity - ongoing



Winter 2024

ED1.3 Encourage entrepreneurs to present seminars for the public - ongoing



ED1.4 Create info pamphlet for business owners



ED1.5 Facilitate a networking group for small business owners



Fall 2024

## Community Development

### Goal – ED2 Establish a dedicated exhibit space for local artists/artisans/craftspeople

Actions

Status

ED2.1 Create an art display policy



ED2.2 Set up discovery portal on the website



ED2.3 Evaluate and improve display area



### Goal – ED3 Create opportunities to learn about the area

Actions

Status

Original Timing

New Timing

ED3.1 Set up info page about the area on the website



ED3.2 Create a welcome package for people new to the area



Fall 2024

changed to  
2026 to align  
with CE2.3