



## A Plan for the Future

The last few years have been challenging. Navigating the pandemic as a community, and as a library, has tested us all. The pandemic revealed creative and innovative ways to serve the community, even as our doors remained closed; it also highlighted the realities of social isolation and the vital importance of community and connection. As we emerge from these challenges the Leeds and the Thousand Islands Public Library Board has prepared a new Strategic Plan that will guide our library into the future.

Our goal with this plan is to return to the core of our mandate as a public library – creating spaces and services that build community. We will reconnect with our community by creating welcoming spaces, engaging collections, and community-led programming. We plan to strengthen the Library by focusing on organizational development and good governance.

We are excited to spend the next three years pursuing goals to enhance our library as a community hub. We invite you to join us on the journey.

**Brenda Lolley, Board Chair**  
**Dayna DeBenedet, Library CEO**



## Our Vision

To be the community hub that supports and promotes literacy and provides equitable access to ever-improving collections and spaces.



## Our Mission

The Leeds and the Thousand Islands Public Library enriches and connects the community through shared resources, shared experiences, and accessible spaces.



# Our Services: Collections, Programs, and Technology

## Strategic Focus:

We will promote literacy. We will build community by enhancing our service offerings in purposeful and sustainable ways. We will focus on developing our collections, creating community programming, and improving our technology.

## Strategic Direction:

### Purposeful Collection Building

- Develop a three-year collection plan
- Complete a collection evaluation
- Review selection and vendor processes

### Relevant Community and Library Programming

- Develop an annual programming plan
- Strengthen community partnerships
- Identify and develop opportunities for literacy promotion

### Technology Planning

- Upgrade staff workstations in all branches
- Develop a technology renewal plan for hardware and software upgrades
- Review Wi-fi access policies and procedures

## Strategic Outcome:

A library that feels refreshed and relevant to the community where people find the information and resources they need, take part in engaging programming, and have access to innovative technology.



# Our Spaces: Indoor and Outdoor

## Strategic Focus:

We will improve patron experience by creating welcoming indoor and outdoor spaces. We will find new ways to use our spaces to benefit the community.

## Strategic Direction:

### Create Welcoming Library Spaces

- Create comfortable and engaging indoor spaces at all branches
- Improve signage
- Evaluate accessibility of library spaces and reduce barriers to library use

### Develop Outdoor Spaces

- Develop a plan to enhance the outdoor spaces at library branches
- Assess Wi-Fi range at all branches
- Make use of Township parks and outdoor spaces for library outreach and programming

### Maximize Community Use of Space

- Explore ways to make our spaces available for community use beyond regular open hours
- Work with community partners to extend the use of library spaces

### Administer and Support our Archives

- Work collaboratively with the Archives Working Group to plan for the future of the Archives
- Consult Archives volunteers to update written policies and procedures

## Strategic Outcome:

A library that feels welcoming and accessible to the whole community; a gathering place for community use.

# Our Alignments: Administrative, Community, and Governance

## Strategic Focus:

We will strengthen our library by focusing on good governance, good management, and good communication. We will have a strong foundation of policy, procedures, and plans that will support our mission and vision.

## Strategic Direction:

### Staff and Organizational Development

- Review and update job descriptions for all positions
- Develop individualized training plans with staff members
- Develop staff orientation and onboarding process
- Prioritize health and safety in the workplace

### Focus on Communications and Marketing

- Increase awareness of the Library through effective marketing
- Review communications, marketing, and social media policies and procedures
- Standardize the library's branding

### Strengthen Governance Capacity

- Develop orientation and training plan for Board members
- Develop a legacy document to guide the Board transition process
- Review Board work plans to ensure the board is effectively tracking progress on strategic goals and regularly reviewing policy

## Strategic Outcome:

A library that is accountable, transparent, and well-governed. A space where patrons and staff feel safe, supported, and welcome.





## Follow our Progress

The Library Board and Staff will review progress toward our Strategic Goals on a regular basis. We will develop an annual overview to update you on what we have achieved. Updates will be posted to our website at [ltipl.net/StrategicPlan](http://ltipl.net/StrategicPlan).

You can keep up with us on social media and through our website for regular updates on what is going on in our branches and our upcoming events and programs.

If you would like to get involved with the Library you can email us at [staff@ltipl.net](mailto:staff@ltipl.net)



## Library Board Members

Cathy Griffin  
Councillor Mark Jamison  
Brenda Lolley (Chair)  
Pierre Mercier (Vice-Chair)  
Councillor Gordon Ohlke  
Carol Rogers

## Library Staff

Cody Barr  
Melisa Blood  
Cindy Code  
Dayna DeBenedet  
Lisa Marston  
Rubab Nadeem  
Tanya Streete



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