

# Grand Forks & District Public Library 2016-2020 Strategic Plan



This plan will serve as the guideline document for the actions of the Grand Forks and District Public Library in the five-year period ending 2020. Together with the Policy Manual, it serves as the set of standards by which all service provision, programming, physical operations, facility management, upgrades, purchasing, and acquisitions will be directed.

As adopted by the Grand Forks Public Library Association, these stated values and intentions must be at the centre of all library activities.

## To engage and enrich

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### Remarks from the Board Chair

As part of the process of creating this Five-year Plan the Library carried out a survey of a representative sample of area residents, both patrons and non-patrons, using questions and comments gathered face-to-face and online. The responses to this Community Survey were collated and analysed and the results were used to draft the Strategic Plan. Consultations with the Staff and among Board members also yielded information that gave direction to the Plan.

We also looked at the previous Strategic Plan for guidance. We concluded that, at this time, our course and goals should be the improvement of already-strong service delivery, a broader cooperative reach-out to community groups and a concentration of our capital resources on modest facility upgrades.

We trust that this document, together with the plans and policies that will flow from it, will provide a vision of the Library useful to upcoming Boards and lead to a fulfilment of our common hopes for it.

Martin Domeij  
Chair

### Community Profile

The Grand Forks & District Public Library is located in the heart of the Kootenay Boundary region. Serving the communities of the City of Grand Forks, Christina Lake (Area C), and Area D, our library is an important community hub for a population of approximately 8600 people. Our population is a bit older than in other British Columbia communities, with many choosing Grand Forks and the surrounding area as a place to retire. Although it can be a quiet place during the winter, warmer months find our area bustling with tourists coming to enjoy the unparalleled beauty of the sunshine and our stunning lakes, rivers, and mountains. Industry in our area includes logging, agriculture, and some manufacturing. There is something for everyone in Grand Forks and the surrounding area, and at the Grand Forks & District Public Library we strive to provide excellent service to all demographics of our community.

### Library Profile

Incorporated in May of 1946, The Grand Forks & District Public Library was originally housed in a small room above the local post office, and has since grown much larger and become a vital centre in the community. As years pass, the number of card-carrying library members grows, and while other libraries notice a decline in the circulation of books and other items, our numbers hold strong. We are continuously working to meet the growing demand for out-of-the-box, innovative programming. We also offer many opportunities for community outreach, with our homebound book delivery programming, a weekly Christina Lake library kiosk, and much more. The library operates under the provisions of the Library Act of British Columbia. Our purpose is to provide library services to the residents of Grand Forks, Christina Lake (Area C), and Area D of the Regional District of Kootenay Boundary (RDKB).

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## Consultation

A Community Survey was undertaken at the end of 2015 to ensure that the library's goals in this Strategic Plan remained aligned with our community's needs. 242 completed surveys were received, and the responses therein helped us immensely in creating this plan. Overall, survey results indicated a high level of satisfaction with the services offered by the Grand Forks & District Public Library. Some areas for improvement were also confirmed by the survey, and we hope that this Strategic Plan will help us to address those areas. A full report on the 2015 Community Survey is available at the library and on the library's website.

## Our Mission:

Our mission is to engage and enrich our community by providing access to a world of information, discovery, lifelong learning, culture, and recreational pursuits.

## Our Vision:

To be an innovative and accessible centre for the social, cultural, and information needs of the community.

## Our Values:

### Excellence

We encourage a culture of excellence and provide a level of service which reflects this: we support the community to reach its highest potential.

### Inclusiveness

Our building is the community's living room, and as such we practice inclusiveness by supporting the wide varieties of needs among the people we serve.

### Lifelong learning

We are an information hub, and encourage the use of our resources to pursue any number of educational pursuits, regardless of age or experience.

### Innovation

We are continuously seeking to learn and improve by exploring new ideas and by continually being mindful of the evolving model and role of the public library.

### Diversity

We recognize and celebrate the value of diversity and seek to respect and appreciate the varied nature of our community.

### Knowledge

We recognise the difference between information and knowledge, and promote a deeper understanding of the world.

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### **Sustainability**

We know the importance of preserving our planet and seek to practice and promote sustainability in all our practices and programs.

### **Trust**

We conduct ourselves openly and with integrity.

### **Intellectual Freedom:**

We understand the necessity of the right to knowledge in a free and democratic society and will strive to provide access to all types of information.

## **Our Priorities for 2016-2020**

### *People*

We will maintain open communications to ensure a community-led service approach.

We will seek to diversify our board to closely represent our community.

We will maintain contact and communications with our funding bodies and local governments to strengthen and enhance our existing relationships by encouraging the appointment of a member of the Grand Forks City Council or the Regional District of Kootenay Boundary to sit on our Board.

We will reach out into our communities to further develop our partnerships and to seek to establish new ones.

We will support 21<sup>st</sup> Century learning by promoting technological skills and digital literacy for learners of all ages.

We will undertake outreach and programming to integrate our younger citizens into the cultural, social, and knowledge-based learning opportunities of the library.

We will encourage and aid the development of the literacy, communication, and critical thinking skills of all our patrons.

### *Service*

We reaffirm our commitment to a timely, responsive, respectful, efficient, and effective service.

We will evolve our services in response to rapidly changing technologies.

We will endeavour to become a resource and action centre for social justice in our local communities, our nation and the world.

We will respond to the community's request to open for additional days and/or hours. If funding allows, we seek to open for 4 hours on Sundays in 2017, to open for 7 hours on Sundays in 2019, and to explore opening on Mondays at the end of this plan.

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We will seek to blur the borders of the library by offering more services beyond our physical walls.

We will develop our collections to best serve the needs and desires of the community.

We will strive to ensure that all segments of our communities receive opportunities to access our services.

We will strive to ensure access to our services for all segments of the community.

We will become a central source of reference for community services, resources and organizations.

We will undertake programming and services that will encourage an informed and engaged citizenry in local, national and global issues.

### *Place*

We will seek funding to address existing and new space needs in our facility through interior upgrades and renovations.

We will seek funding to maintain an appropriate level of technological facilities and expertise.

We will ensure that the library remains an open and comfortable space for all, preserving it as a free community space.

### *Sustainability*

We will develop and implement a sustainability policy for the operation of the library.

We will act to ensure that all services, programs, facility operations, and upgrades are guided consistently by energy use and environmental best practices.

We will provide leadership in sustainability best practices by example in our programming and community partnerships.

We will be a centre for ideas and conversations that seek to grow our communities in a progressive and sustainable manner.