

OKANAGAN REGIONAL LIBRARY
CONNECTING CURIOUS MINDS
STRATEGIC PLAN 2016-2019



What's Inside?

[a] Mission

[b] Vision

[c] Values

[d] Themes

How did we get here?

2014 Nov

All ORL communities surveyed on library usage and services

2015 April

Board strategic planning steering committee is formed

Aug

Environmental Scan and Trends Analysis Complete

Aug-Sept

Planning Sessions with Board and Staff

Oct-Nov

Staff survey of Draft Plan

Nov

Public Idea Labs discussing plans and priorities

-West Kelowna
-Kelowna
-Salmon Arm
-Revelstoke
-Keremeos

Late Nov

Revisions based on feedback

2016 Feb

ORL Board approves Strategic Plan



MISSION

Connecting Curious Minds



VISION

The ORL provides for learning, innovation, creativity and a connected community.



VALUES

Learning and Discovery

We are here to help you learn, discover, create, and connect. This is our highest and best purpose, and everything we do is in the service of this function.

Equity

To the best of our ability, we provide equity of access to the tools of discovery, learning, creation, and connection. Regardless of ethnicity, religion, age, gender, sexual orientation, ability, wealth, or social status, you are welcome within our doors.

Intellectual Freedom

We champion access to information and exposure to diverse points of view. The library as a public institution supports the free exchange of ideas as a fundamental part of democratic society.

Community

We are here to connect people and to serve the needs of our communities. We are a gathering place, and a welcoming space for the lively exchange of ideas.

Innovation and Responsiveness

We value innovation and fresh thinking. We work to understand the needs of the people we serve, and we embrace change in order to meet those needs.

Sustainability and Accountability

We are efficient stewards of our fiscal and environmental resources. We are accountable and avoid waste.



THEMES



1. Our library advances learning, creativity, and imagination



2. Our library is an integral part of life in our diverse communities



3. Our library branches are innovative, inviting and reflect their communities



4. Our library is focused on customer service, staffed by learners confident in their abilities



1

Our library advances learning, creativity, and imagination

Our priority has always been on reading and learning, but technology is changing the way people learn. The library is evolving to reflect that.

We will...

1. Advance learning and literacy

- Foster the joy of reading and learning.
- Help people identify and build the skills they need.
- Embrace technology.
- Help people learn about technology and how to apply it.
- Provide opportunities for people to use new technology.

2. Spark imagination and creative connections

- Pilot new tools and services that support creativity, imagination, and entrepreneurship.
- Connect with creators, community groups and entrepreneurs to learn what tools and services they'd most like to see. This could include technology (for example: laser cutters, 3D printers), software, use of space, educational workshops, or other services.
- Deliver opportunities for creative people to connect and create.
- Identify and showcase local culture and expertise.
- Celebrate local Aboriginal culture and the diverse cultures of the Southern Interior.
- Invite talented local people to share what they know.



2

Our library is an integral part of life in our diverse communities

Our communities are diverse, but we are stronger together. This Direction is about listening to those in our communities and addressing their unique needs. It is about making ORL a library system that represents the best of working cooperatively combined with the best of providing flexible service responses.

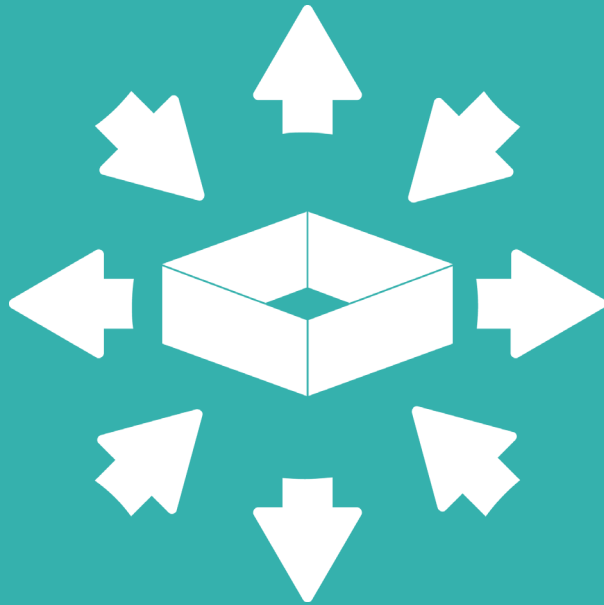
We will...

1. Engage with our communities

- Integrate the library into local planning processes and related community conversations.
- Actively explore community and cultural needs, and tailor services accordingly while maintaining a baseline of service across the region.
- Develop programs and partnerships that integrate the library into the community.

2. Communicate

- Strengthen and broaden awareness of our services in our communities
- Align our communication to reflect our changing role.
- Improve our understanding of both patrons and non-patrons in order to better connect with both.
- Assess our performance and the relevance of our services regularly.



3

Our library branches are innovative, inviting and reflect their communities

Is the library a bit bland? Maybe. Does it need to be? No! We have the unique opportunity to refresh and reinvent in response to changing needs in our communities. Bring it on.

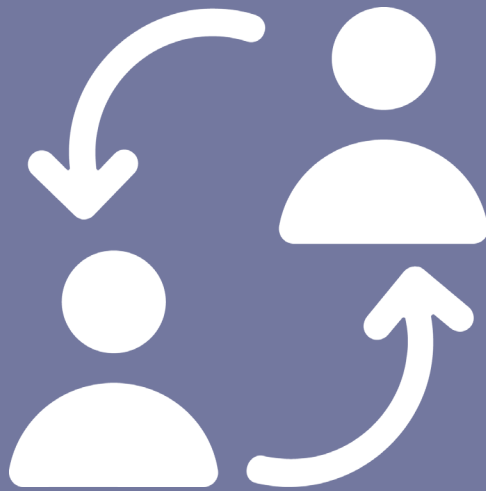
We will...

1. Reconfigure our facilities to focus on the services communities want

- Create welcoming, high quality spaces that are optimized for books, materials and technology.
- Make creative use of our window space, street presence, displays, and high visibility areas.
- Reflect cultural diversity, including Aboriginal culture, through the incorporation of local art and in the creation of culturally welcoming spaces.
- Reflect all kinds of diversity.
- Improve our infrastructure to support the flexible use of traditional materials and technology within our spaces.
- Free up floorspace for alternative uses by ensuring our collections are space efficient and relevant.
- Alternative uses could include: community space, group and individual study space, technology labs, office away from home, playful children's spaces, etc.
- Create a flexible facilities plan that sets guidelines and creates long term priorities for re-imagining our spaces.
- Use flexible elements to open up spaces.
- Design spaces that have a clear and appealing visual focus.
- Invite the outside in – partner with outside agencies to bring in fresh programs and displays.

2. Provide an excellent online and in-person experience

- Audit the online and personal experience.
- Simplify our processes to improve the library experience.
- Improve virtual services.



4

Our library is focused on customer service, staffed by learners confident in their abilities

ORL staff care about their patrons – we see it every day. We need to make structural changes to enable staff to provide effective services that continue to make a difference in peoples lives.

We will...

1. Develop our workforce to reflect changing service roles

- Update job descriptions, required competencies, training and professional development offered to reflect the changing service roles of the ORL.
- Attract, develop, and retain staff who embrace co-learning and who are passionate about customer service.
- Find innovative ways for staff to train, interact, and share knowledge and build on successes.
- Liberate staff from the desk; integrate mobile tools and other technology into daily workflows.

2. Foster a culture of innovation in service to library users

- Encourage our ORL team to look through the lens of the people using the library, providing more enjoyable, effective and efficient services.
- Empower staff to resolve patron issues ('see a problem, fix a problem').
- Give staff opportunities to pilot, to experiment, and to innovate in the service of the patron.

Serving you online and at 29 community locations:

- Armstrong
- Kaleden
- Naramata
- Peachland
- Silver Creek
- Cherryville
- Kelowna
- North Shuswap
- Princeton
- South Shuswap
- Enderby
- Keremeos
- Okanagan Falls
- Revelstoke
- Summerland
- Falkland
- Lake Country
- Oliver
- Rutland
- Vernon
- Golden
- Lumby
- Osoyoos
- Salmon Arm
- Westbank
- Hedley
- Mission
- Oyama
- Sicamous

