

HHPL Strategic Plan 2020-2023

Our Mission – To inspire life-long learning, to advance knowledge, and to strengthen our community.

Our Vision – To be an essential, innovative community service and an accessible resource for people of all ages and backgrounds.

Strategic Direction #1: The Library Board, CEO, and Staff will provide the services and materials the community needs.

- It will continue to develop a plan to ensure a collection that is current and of high quality and increase the use of that collection.
- It will invest in technology, and staff members will be provided with the training they need to assist patrons.
- It will continue to develop a coordinated plan for programs and events and gather feedback to gauge the community's satisfaction.
- Design interior spaces to support individual and collaborative activities as well as quiet study and reflection.

Strategic Direction #2: The Library CEO and Staff will ensure the community is aware of the services it offers.

- Maintain the Library's website and social media platforms.
- Ensure that programs and services are properly advertised and promoted.
- Ensure that cottage associations are informed of services, programs, and events.

Strategic Direction #3: The Library Board and CEO will ensure that its administration is aligned with legislative expectations and municipal practices.

- It will continue to develop and review its governance and operational policies.
- It will work to improve staff relations, respect the collective agreement, and ensure there is a policy in place to cover non-union staff members.