

STRATEGIC PLAN

2022 – 2027



**SASKATOON
PUBLIC LIBRARY**

Located on Treaty
Six Territory and the
Homeland of the Métis.



OUR VISION

**We change lives through
community connections,
engagement and inclusivity.**

The background of the page is a repeating pattern of light orange target icons. Each target consists of three concentric circles with an arrow pointing towards the center. The targets are arranged in a grid-like pattern, slightly offset from each other.

**WE ARE
COMMUNITY-
INSPIRED**

The community's needs help direct the development of programs, services and collections at the library. Community-Inspired Library Service is how we ensure the community sees itself reflected in the library. Our service philosophy guides us in creating the most value for residents by removing barriers to access and connecting more people to library resources. We prioritize resources based on alignment with our strategic values and identified community needs.



WE VALUE

Honouring Indigenous Perspectives

We embrace First Nation and Métis ways of knowing, being and doing.

Creating Inclusion

We are a welcoming place committed to representing and serving everyone who calls Saskatoon home.

Building Community Connections

We promote civic engagement and facilitate community dialogue.

Upholding Intellectual Freedom

We support open and unrestricted access to information and protect individual rights to privacy and choice without fear of censorship or discrimination.

The background features a repeating pattern of stylized trees. Each tree consists of a vertical ladder-like structure with horizontal rungs, topped with a rounded, cloud-like canopy. The pattern is rendered in a light olive green color.

OUR GOALS

Inspire community learning.

**Improve the quality of life
for all residents.**

Celebrate community history.

**Enhance library service by
opening the new central library.**

**Maximize the community's
investment.**

GOAL 1

INSPIRE COMMUNITY LEARNING

Support the development of early childhood literacy skills.

Implement Every Child Ready to Read.

We will launch Every Child Ready to Read, a program that teaches caregivers simple practices they can implement to develop early literacy skills in their children, from birth to five years old.

Develop plans to enhance school readiness skills in the community.

Together with our educational partners, we will support children to have the skills they need to start Kindergarten successfully.

Identify community needs for life-long learning.

Develop service plans for middle years and teens.

We will consult with middle years and teens to understand how the library can best serve them and devise ways to respond to their needs.

Develop a strategy for programs for adults.

We will engage the community to learn about adult programming needs and develop plans to meet those needs.

Increase culture and history programming for all ages.

Enhance First Nation & Métis Storytelling Month.

Building on our annual storytelling month event, we will add more culture, history and language-learning programs.

Connect more people with the Local History collection.

We will develop new programs for all ages using materials and resources from the Local History collection.

Diversify the library collection.

Better reflect the community by curating and expanding the First Nation and Métis collections.

We will update our collection guidelines to develop more comprehensive First Nation and Métis collections.

Add new STEAM kits and other items to the collection for enhanced learning and exploration opportunities.

We will expand the STEAM kits collection and add more Discovery Passes that patrons of all ages and abilities can enjoy.

Respond to residents' diverse language needs by exploring the creation of an SPL-owned multilingual collection.

We will explore purchasing rather than borrowing items for SPL's multilingual collection.

Help preserve Indigenous knowledge and histories by creating an oral stories collection.

The new oral stories collection will preserve First Nation and Métis knowledge and histories traditionally shared verbally rather than in books.

GOAL 2

IMPROVE THE QUALITY OF LIFE FOR ALL RESIDENTS

Reduce barriers to service.

Assess and redesign lending services for people who are homebound.

We will consult with patrons who use our current home delivery service and then redesign how we deliver this to better meet their needs.

Assess and identify gaps in services for vulnerable people.

To understand how we can meet the needs of vulnerable people in Saskatoon, we will engage with community members who rely on the library for essential services, including water, washrooms, cooling down, warming up, and computer and internet services.

Develop a service plan to improve accessibility for people with disabilities.

We will consult with people with disabilities to learn more about removing barriers to library services and better meeting their needs.

Develop a plan to align opening hours with community needs.

We will consult with the community about preferences for opening hours at each library to determine what hours would best meet community needs.

Develop plans to deliver library services to underserved neighbourhoods.

Assess the feasibility of launching a bookmobile service.

We will assess bringing bookmobile service back to Saskatoon to deliver services in areas where a neighbourhood library is not nearby.

Develop a plan and funding strategy for pop-up library service.

We will work with community partners to deliver temporary and short-term library services where community needs and opportunities exist.

Enhance patron convenience.

Make booking a room easy by implementing a digital room reservation solution.

The new software will enable patrons to view rooms and amenities, check availability and reserve a room through our website or with the assistance of employees.

Provide excellent service anywhere in the library by adopting patron-service software.

We will ensure employees have the tools to provide service from anywhere in the library— not just at fixed service points.

Make booking appointments convenient for patrons by implementing an online appointment booking tool.

We will adopt software that makes it easy for patrons to go online and book appointments for In-Residence services, technology help and Outreach Workers.

Enhance quick-check service by adding a payment option.

Adding a payment option at quick checkouts will enable patrons to clear up fees on their accounts without going to a service point.

Improve self-service options by integrating a payment option into the MySPL online account.

The online payment will enable patrons to reload printing cards and pay fees for lost and damaged items through their MySPL account.

Offer guaranteed computer availability with a new online computer reservation system.

The new reservation system will allow patrons to pre-book public computer times.

Improve privacy and convenience by redesigning printing services.

We will introduce self-serve printing options that allow patrons to complete printing jobs more quickly and with enhanced confidentiality.

Implement engagement tools to connect patrons with relevant information and updates.

We will implement software to deliver customized updates about library programs, services and collections based on patron preferences.

Launch an interactive Program Guide that patrons can customize to their preferences.

We will take the Program Guide to the next level and introduce interactive options that enable patrons to create, download and print a custom Program Guide based on their preferences.

Add new website features with a focus on improving the user experience.

We will upgrade our website with various new features, including a browseable online catalogue and other user-friendly enhancements.

Implement an in-library digital signage solution for sharing timely information with patrons.

We will roll out digital signage at all library locations, enhancing our ability to bring patrons relevant and timely information about what's happening in the library.

GOAL 3

CELEBRATE COMMUNITY HISTORY

Improve access to the Local History collection.

Digitize the collection to preserve items and enhance online access.

We will focus on digitizing the physical collection of photos, maps and drawings to improve access from anywhere.

Diversify the Local History collection.

Develop a plan to collect current histories for future generations.

As our world moves increasingly online, we will proactively collect current digital assets and photos from the community to ensure they are preserved.

Develop a plan to make the Local History collection more representative of First Nation and Métis histories.

We will work with First Nation and Métis people to diversify the collection and make it more representative of the Saskatoon community, both past and present.

GOAL 4

ENHANCE LIBRARY SERVICE BY OPENING THE NEW CENTRAL LIBRARY

Plan service enhancements.

Connect people with Indigenous teachings and guidance through a Knowledge Keeper in Residence service.

The Knowledge Keeper in Residence will provide one-on-one support and deliver programs for patrons seeking traditional Indigenous knowledge, teachings and guidance.

Support aspiring innovators with a Creator in Residence service.

The Creator in Residence will provide one-on-one support and deliver programs to patrons looking for guidance on STEAM-related projects.

Enable patrons to benefit from the technology available in Innovation Labs by developing training modules.

We will develop training modules that teach patrons how to use audio, video and post-production studios, technology workstations, and other digital resources available in the library.

Give patrons the flexibility to use a computer anywhere in the library by piloting in-library kiosks for laptop loaning.

Laptop-loaning kiosks will enable patrons with a library card to easily borrow laptops and use them anywhere in the library.

Enhance services for people with hearing disabilities by trialling assistive listening devices.

We will test assistive listening devices at some service points and in a programming room, assessing the impact for people with hearing disabilities.

Develop operational readiness plans.

Prepare the organization to operate in the new library.

We will be readying our employees with the training they need to operate effectively in the new central library and ensure our operations are ready when the new library opens.

Develop and implement plans to move with minimal service disruptions.

We will develop a plan to maximize the efficiency of our move to the new central library and minimize the amount of time that downtown library access is unavailable.

GOAL 5

MAXIMIZE THE COMMUNITY'S INVESTMENT

Upgrade library spaces.

Renovate the Cliff Wright Library to provide improved public space and services.

Renovating will allow us to redesign the space and improve service to the public.

Develop a facilities master plan to address library upgrades and future expansion.

We will develop a multi-decade plan to ensure our libraries stay current and identify when new neighbourhood libraries are needed.

Our workforce programs support excellence and diversity.

Develop and implement a Competency Framework.

The Competency Framework will serve as a foundation for organizational learning and performance.

Develop a culture of continuous learning.

We will implement a Learning & Development Strategy to support employee learning.

Implement workforce planning and talent management programs.

We will develop plans aimed at ensuring we attract and retain excellent employees.

Support a healthy and safe workplace.

We will enhance programs that make SPL a great place to work.

