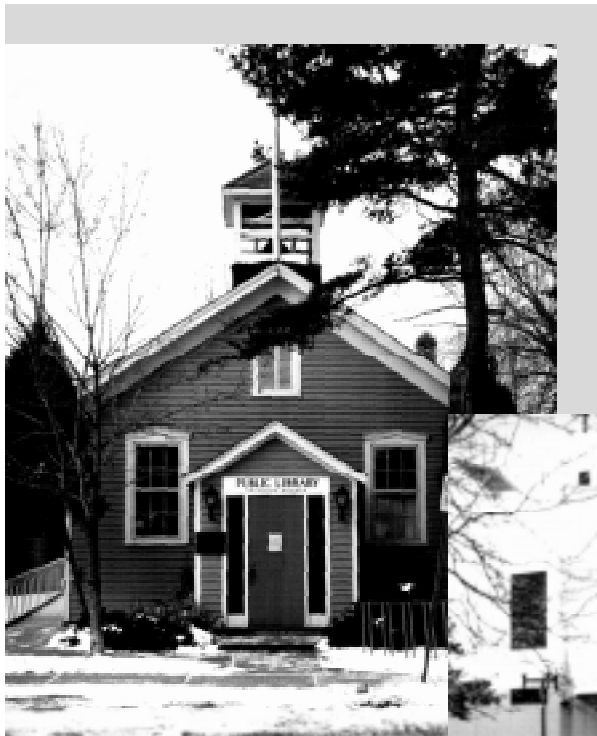


ST. CATHARINES PUBLIC LIBRARY

STRATEGIC Agenda

Serving Our Community
2000 - 2003



**ST. CATHARINES PUBLIC LIBRARY BOARD
1998 - 2000**

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JANUARY 2000**

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Bette Rempel, Manager, Children's and Community Services
Greg Smith, Manager, Systems and Technical Services
Diane Andrusko, Manager, Adult Information Services
Anna Chiota, Manager, Branch Services
Anne Penfold, Manager, Circulation Services**

**The Strategic Agenda 2000-2003
was approved by the St. Catharines Public Library Board, January 27, 2000.**

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Owl - St. Catharines Public Library logo, statue from original Carnegie Library. Housed at Central Library.



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• Introduction *Message from the Library Board and Staff*

"Little Girl Reading" by J. Van der Smissen. Donated by Dr. E.A. Asselbergs.



In 1988 the St. Catharines Public Library celebrated 100 years of service. The Library has a long history of service in the community and has as its foundation a strong record of achievement and success.

The progress and achievements to date are due to the ongoing planning process that has been an integral part of library operations.

Community surveys, focus groups, municipal planning information as well as patron and staff input have been key to the continuing development of library services and in the creation of the strategic agenda.

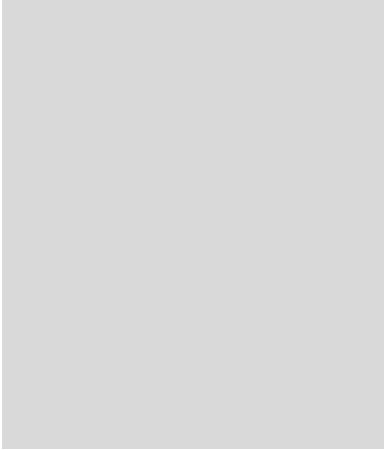
The Strategic Agenda 2000-2003 provides the framework for the Library to effectively respond to the increased demands and changing needs of a diverse community. This plan for the future recognizes the need to maintain and enhance collections, services and facilities. It provides ongoing commitment to utilize current technology and telecommunications in order to improve information delivery at all library service points and additionally, provide access from home, work, or school. Fluctuations in traditional funding have been taken into account along with increased competition for remaining funding.

The Strategic Agenda 2000-2003 builds upon previous plans and outlines the direction that the St. Catharines Public Library will pursue in order to respond to the complex needs of the community and the challenges it faces. The strategic agenda will ensure the continuing development of appropriate resources, services and facilities.

L. Stripnieks, CEO

T. Derreck, Chair

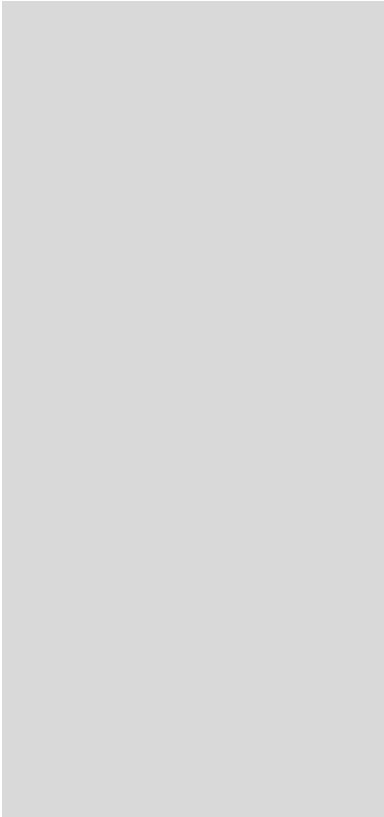
• Mission Statement



In developing the St. Catharines Public Library strategic agenda, the Library Board used, as a point of departure and continuing benchmark, the Library's mission statement.

The St. Catharines Public Library Board is committed to providing all the citizens of St. Catharines with the highest level of library services, materials, and facilities within the resources available to meet their informational, educational, and recreational needs.

• Our Vision



The St. Catharines Public Library will be a resource centre for the community providing information and works of imagination that will enrich their lives and encourage exploration of the broadest range of ideas, wisdom, and culture.

The Library will provide fair and equitable distribution of resources, easily and universally accessible.

The Library will continue to build an innovative, efficient, and accountable organization to better serve the public.

The Library will continue to build effective alliances with individuals, community organizations, schools, public and private sector partners, and the City of St. Catharines in order to co-ordinate activities and fulfill its mission.

• Values



Our values are the guiding principles which govern the actions of the St. Catharines Public Library:

Excellence

We value excellence in customer service, in our collections, programs, and services.

Information and Literacy

We believe in the importance of an informed and literate community.

Leadership and Innovation

We encourage innovation, creativity, and visionary leadership, in the development of library services.

Intellectual Freedom

We subscribe to the basic principles of intellectual freedom and the open exchange of information.

Accountability

We operate in a financially responsible manner, continually striving to improve our efficiency and effectiveness.

Staff

We believe in the importance of a positive working environment which encourages initiative and provides training, growth and development opportunities.

• Service Expectations



Library users expect:

- basic library services free of charge
- knowledgeable, proactive staff
- access to a broad range of materials, formats and programs
- specialized collections and services
- access to the Internet and electronic databases
- secure, comfortable and attractive facilities



The Library recognizes that information services will continue to evolve in keeping with new developments in technology, telecommunications and trends in the publishing industry. While print formats will remain popular, non-print formats and digitized databanks will continue to grow. Many directories, encyclopedias, magazines, government and annual reports are produced only in electronic format. In addition, job data banks, phone books, postal directories, consumer and health information, and financial data are increasingly accessible only through the Internet.



To ensure that the information needs of the community are met the Library is committed to continuing the expansion and utilization of appropriate technologies. The ability to log into a network of electronic products from every branch, home or office will bring a vast amount of information to the user. St. Catharines Public Library will play a key role in training the community in the effective use of print and non-print resources to enhance their information retrieval skills.

Keeping in mind the needs of the community and trends in information services, the Library Board has identified specific roles and processes for strategic emphasis over the next planning cycle.

• Information Services



St. Catharines Public Library will continue to develop and provide access to collections and services in support of the informational, educational and recreational needs of the community.

St. Catharines Public Library will pursue the following strategies:

- develop library collections in a wide variety of formats which anticipate and respond to the needs of the user
- enhance collections that address the needs of special interest groups including teens, literacy learners, seniors and those with special needs
- build collections that address specific subject interests such as: business, finance, law, health, local history and genealogy
- provide access to electronic information resources through the Library's computer gateway system
- deliver basic training programs to facilitate information retrieval using the new technologies
- provide value added computer training programs for specialized subjects and interest groups
- assess the need for extended customized fee-based reference services



• Services, Programs, Community Outreach

St. Catharines Public Library will continue to develop services and programs for all age groups that support informational, educational and recreational pursuits.

St. Catharines Public Library will pursue the following strategies:

- maintain core children's programs and introduce enhanced programming based on needs assessment
- create Internet training programs for children which encourage its use for subject-based needs and literacy
- develop programs for young adults which will enhance their literacy and creative skills
- establish a homework centre for young adults in the Central Library
- develop programs for older citizens on topics of special interest and in support of life-long learning
- conduct outreach to day cares, schools and seniors' facilities to promote library services
- maintain book deposit and shut-in services
- solicit community input to identify opportunities for service improvements