

Strategic Plan 2009 - 2012 2010 Business Plan

Key Initiative	Strategy	Implementation Measurable Results	Project Co-ordinator	Timeline
Dynamic Destinations				
Initiate the design and construction project for the Central Library				
	Complete design development	Detailed design completed	Penny-Lynn Fielding	July 2009 - June 2010
	Work with City to initiate public art project	Public art opportunities identified	Sonia Lewis	June 2009 - Dec 2010
	Prepare prequalification RFP	Shortlist of prequalified contractors and subcontractors approved	Penny-Lynn Fielding	March-May 2010
	Prepare contract and tender documents	Tender issued and contract award approved	Penny-Lynn Fielding	Jan - Aug 2010
	Develop and implement a phase 1 moving and storage plan	Phase 1 storage and moving plan implemented	Kathryn Thompson	Jan - Dec 2010
	Develop a furniture plan for Central Library	Furniture inventory complete. Priority purchase plan developed.	Penny-Lynn Fielding	Aug 2010 - 2012
	Implement phase 1 service during construction plan	Plan implemented	Ann Wood	Jan - Dec 2010

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Invest in community library development	Oversee construction of building	Library construction and renovation complete	Penny-Lynn Fielding	2010 - 2013
Provide barrier-free access to library facilities, collections, services and programs	Undertake a systematic weeding of community library collections	Collections within established guidelines/weeding project completed	Chris Schnarr	Jan 2009 - May 2010
	Implement recommendations from review of library outdoor maintenance agreements	Approved recommendations implemented	Sabina Franzen	Jan - Dec 2010
	Develop a collection development plan for the settlement community in partnership with the KW Multicultural Centre	Plan, guidelines and budget developed with implementation dependent on funding	Natalie Gibbons	Jan - Apr 2010
	Implement priority recommendations from the accessibility audit	Recommendations implemented	Julie Curry	2009 - 2012
	Implement requirements to address new AODA standards	Standards implemented	Julie Curry	2010 - 2012

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Protect the environment through energy conservation, waste reduction and other environmentally sound strategies	Evaluate multilingual collections at all locations	Plan for multilingual collections developed.	Sean Fleming	Jan - Dec 2010
	Implement waste and recycling plan for all library locations	Approved recommendations implemented	Paul Hunter	Jan - Dec 2010
	Implement energy consumption and conservation plan	Approved recommendations implemented	Paul Hunter	Jan - Dec 2010
	Implement green purchasing plan	Approved recommendations implemented	Paul Hunter	Jan - Dec 2010
Plan for library service in south west Kitchener				
	Explore options for SW Kitchener branch, including partnership opportunities with the City	Options and partnerships identified	Ann Wood	2010 - 2012
Explore opportunities to enhance our virtual services				

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Incorporate new technologies to support and enhance library service	Develop a plan to implement web 2.0 capabilities with BiblioCommons	Implementation plan developed	Gary Bauman	Jan - Dec 2010
	Develop procurement plan and RFP for new telecommunications system	RFP and procurement plan developed	Bryan Dunham	Jan - Dec 2010
	Review and update network security settings, per network security audit	Network settings updated	Bryan Dunham	Jan - Aug 2010
	Implement RFID at Grand River, Country Hills and Pioneer Park	RFID implemented	Lesa Balch	Jan - Dec 2010
Making a Difference				
Examine KPL's role in the community				
	Define outreach and KPL's approach to it	Framework established for future outreach planning and service delivery	Sonia Lewis	March-Dec 2010
Initiate a research project to understand KPL's market, specific community groups and their needs				

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Identify and prioritize potential target groups and form working relationships with their leaders				
Plan for library needs of target groups				
Community Connections				
Develop a program to identify and recruit community leaders to act as champions for KPL				
Identify KPL's impact on the lives of Kitchener residents				
	Create and initiate a marketing strategy to maximize awareness of KPL's value to the community	Strategy initiated	Dale Dyce	2009 - 2012
Adopt innovative communication strategies to better inform the community about library collections, services and programs				
	Develop and implement a communication strategy to support the fundraising campaign and building project	Strategy implemented	Dale Dyce	2009 - 2012

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Develop an advocacy strategy for the Library Board	Implement merchandising strategies for library collections at Forest Heights Library	Strategy implemented	Susan Bloos	Feb - Apr 2010
	Prepare communication pieces in support of libraries and KPL services for Library Board members to deliver	Communication pieces developed	Dale Dyce	2009 - 2012
Empowered People				
Conduct an employee survey to assess job satisfaction and identify training needs				
Prepare and implement development and training strategies to build on the skills of our staff, Board and volunteers				
	Develop core training packages for new library staff (reference interview, online catalogue, online databases, etc.)	Priority topics identified and training packages developed	Lisa Stacey	Jan - Dec 2010
Explore a broader range of personnel recruitment and partnership strategies				

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Sustainable Future				
Develop fundraising strategies				
	Create and initiate a fundraising campaign	Volunteers recruited. Plan implemented	Paul Dickson	2009-2010
Explore partnership opportunities that extend the reach of library programs and services				
	Continue participation in the development of the Civic District vision with partner organizations	Further development of the vision	Sonia Lewis	2009 - 2012
	Establish partnerships for delivering services outside KPL during construction	Partnerships formed. Outreach services implemented	Ann Wood	Jan - Dec 2010
Investigate opportunities to expand existing and develop new sources of self-generated revenue				
Define service priorities and ensure resources are committed to them				
	Define role and delivery of adult programming	Role and delivery developed	Sheila Bauman	Jan - Jul 2010