Kitchener Public Library Strategic Plan 2017-2020
2020 Business Plan

	Action		Team	Timeline											
				J	F	M	A	M	J	J	A	S	O	N	D
BOLD LEADERSHIP We will build our library and community's reputation as innovators, creators, and game changers. We strive to be the best employer, partner, and library.	1	**Develop a plan to expand 85 Green initiatives** *Deliver Customer-Centric Service, Lead Through Innovation, Develop Smart Partnerships* Outcome: Food preparation options explored, nutritional literacy program developed.	Champion: Penny-Lynn Fielding, Deputy CEO Lead: Lindsey Skeen, Manager, Children's and Teen's Services												
	2	**Expand targeted communications and engagement with library donors** *Diversify Funding Opportunities, Tell Our Story* Outcome: New engagement strategies developed and implemented.	Champion: Mary Chevreau, CEO Lead: Bob Egan, Manager, Community Development												
	3	**Develop the 2021-2024 strategic plan** *Lead Through Innovation, Tell Our Story* Outcome: 2021-2024 Strategic Plan developed.	Champion: Mary Chevreau, CEO Lead: Erica Dudszus, Manager, Strategic Planning and Projects												
	4	**Implement recommendations from Public Safety Canada cyber review** *Lead Through Innovation* Outcome: Recommendations implemented.	Champion: Angela Riddell, Director, Business Services and Infrastructure Lead: Lisa Wallace, Manager, Information Technology												

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WORK TOGETHER Through effective collaboration, the Library and our partners will help the people of Kitchener thrive. Together, we will nurture the social, cultural, and economic success of our community.	5	**Develop a business case for the Southwest community library** *Develop Smart Partnerships, Lead Through Innovation* Outcome: Business case developed and submitted to Board/Council for approval.	Champion: Mary Chevreau, CEO Lead: Erica Dudszus, Manager, Strategic Planning and Projects												
	6	**Plan and implement an ongoing pop-up primary care health clinic at Central Library** *Deliver Customer-Centric Service, Lead Through Innovation, Develop Smart Partnerships* Outcome: Partnership established, MOU drafted and approved, clinic open to the public.	Champion: Penny-Lynn Fielding, Deputy CEO Lead: Caleb Redekop, Community Outreach Coordinator												
	7	**Investigate opportunities to engage with and support students at Conestoga College's new downtown campus** *Develop Smart Partnerships, Deliver Customer-Centric Service* Outcome: Plan for student engagement developed in partnership with Conestoga College, and implemented.	Champion: Penny-Lynn Fielding, Deputy CEO Lead: Kristin Johnson-Perlock, Manager, Information Services												

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IGNITE COMMUNITY CONVERSATIONS We will explore creative ways for people to share their stories and learn from each other. We want to connect with you wherever you are -- online, in your neighbourhood, in a way that works for you.	8	**Investigate opportunities for youth-led environmental initiatives at Kitchener Public Library** *Deliver Customer-Centric Service, Lead Through Innovation* Outcome: (You)th Environmentalists group developed.	Champion: Penny-Lynn Fielding, Deputy CEO Lead: David Mason, Teen Librarian												
	9	**Plan and implement Kitchener Public Library 'Chapter One' Productions** *Tell Our Story, Lead Through Innovation* Outcome: Work plan established and implemented.	Champion: Mary Chevreau, CEO Lead: Bob Egan, Manager, Community Development												
	10	**Investigate possible opportunities for Artificial Intelligence partnerships, services, and programs** *Lead Through Innovation* Outcome: Report developed with recommendations around budget.	Champion: Lesa Balch, Director, Innovation and Integration Lead: Lesa Balch, Director, Innovation and Integration												

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FOSTER BELONGING The Library will be a safe, inclusive, and vibrant community space where everyone is welcome to learn, work, connect, and have fun.	11	**Develop a digital strategy for the community libraries** *Deliver Customer-Centric Service, Lead Through Innovation* Outcome: Digital strategy for community libraries developed.	Champion: Mary Chevreau, CEO Lead: Lesa Balch, Director, Innovation and Integration			●	—	—	—	—	—	—	—	—	●
	12	**Conduct a review of borrower services policies to ensure equitable access to collections.** *Deliver Customer-Centric Service* Outcome: Review complete with recommendations.	Champion: Lesa Balch, Director, Innovation and Integration Lead: Michael Cruickshank, Librarian, Children & Teen Collections and Services	●	—	—	—	—	—	—	—	—	—	—	●