



# KAWARTHA LAKES PUBLIC LIBRARY

**STRATEGIC PLAN**  
**2026 - 2028**



# A Community Hub for All

## Our Vision

The Kawartha Lakes Public Library's will be a true community hub, supporting the needs of our communities to achieve their fullest potential. The library belongs to the community and everyone in the community belongs in the library

## Our Mission

Through its strong network of community branches, the Kawartha Lakes Public Library provides residents with easy access to a wide range of:

- Information resources
- Programs and services
- Equipment and technology

We foster multiple forms of literacy and learning while supporting community-based educational, cultural, and recreational experiences.

## Our Values

We **inspire** opportunities

We **transform** our communities

We **empower** our staff

We **connect** people

*Millions of Opportunities.  
One Exceptional Library.*



# Building on a Strong Foundation

## Sustaining Our Direction

As we look ahead to the next three years, the Kawartha Lakes Public Library remains committed to the direction established in our Strategic Plan of 2023-2025. That plan laid a strong foundation for our services, programs, and community engagement, and we believe its core priorities continue to reflect our mission and values.

The Strategic Plan of 2026-2028 builds upon the strong foundation established in the previous planning cycle. The core pillars of our last plan remain highly relevant and reflective of our mission, values and the needs of the community we serve.

As such, this new plan intentionally retains these pillars, reaffirming our long-term commitments while refreshing the strategies we will use to achieve them.



## Refreshing Our Strategies

In reviewing our outcomes, we found that our existing strategic pillars continue to align with both community priorities and municipal goals. Feedback from stakeholders and partners has further affirmed the value of these focus areas.

In this next cycle, the library will:

- **Innovate:** Develop programs that serve seniors and the evolving needs of our unique rural communities.
- **Empower:** Equip both staff and patrons with the digital skills and confidence needed to navigate a tech-driven world.
- **Engage:** Use effective outreach to share the full value of our collections and services with every resident.



# Where **curiosity** grows and **learning** never stops

## Strategic focus

The library is where knowledge is shared. We will champion life-long learning through our innovative programs and services. We will develop programs, services and resources based on the identified needs within our communities.

-  **Expand and Promote the Library of Things**  
Grow and promote a community-driven Library of Things with expanded access, active-living partnerships, and increased awareness.
-  **Connect Learning to Library Resources**  
Link programs and workshops to relevant library resources to support continued learning beyond each experience.
-  **Increase Circulation Through Engaging Initiatives**  
Boost circulation by creating engaging programs and outreach that encourage discovery across all library formats.
-  **Build Digital Capacity Among Staff and Patrons**  
Strengthen digital confidence by providing ongoing training and hands-on learning for both staff and patrons.
-  **Foster Community Tech Learning and Exploration**  
Encourage curiosity and digital skills through informal tech learning, practical workshops, and emerging technology topics.
-  **Enhance Visibility and Discoverability of Library Offerings**  
Increase awareness and access to library offerings through improved marketing, displays, and digital engagement.



# Building inclusive, welcoming spaces for all

## Strategic focus

The library will provide access to resources, programs and services that celebrate our differences and help bring us together as communities. Library spaces will be welcoming, inspiring and safe for all.

- ✓ **Foster a Safe, Supportive Workplace**  
Strengthen workplace safety through training, supports, and clear procedures that build staff confidence and compassion.
- ✓ **Empower Frontline Innovation**  
Support staff in creating responsive, community-driven programs tailored to local needs and interests.
- ✓ **Equip Staff to Support Diverse Communities**  
Provide tools and training that help staff share knowledge and better serve diverse patron groups.
- ✓ **Adopt a Trauma-Informed Service Approach**  
Strengthen digital confidence by providing ongoing training and hands-on learning for both staff and patrons.
- ✓ **Reach New Audiences and Deepen Community Connections**  
Expand outreach to engage new, underserved, and diverse community members.





## ✓ Build Social Connection Through Community Programs

Foster belonging and reduce isolation through inclusive, community-building initiatives.

## ✓ Enhance Physical Spaces to Support Community Needs

Continue improving library branches by creating more private work areas, flexible community spaces, and welcoming environments that reflect evolving patron needs.

## ✓ Activate Outdoor Spaces

Maximize outdoor spaces like gardens and seating zones to create vibrant community gathering spots for recreation and informal connection.

## ✓ Position the Library as a Vital Civic Asset

Integrate the library into the city's broader "Quality of Life" narrative by amplifying public awareness of the library's impact on learning, well-being, and community development.

## ✓ Strengthen System-Wide Collaboration and Access

Promote cross-branch connection and access while celebrating each community's unique identity.



# Empowering the people who power our library

## Strategic focus

The library will invest in staff training and professional development to build a resilient and adaptive organization. We will ensure every visit to a library branch is a positive and memorable experience for all.

### ✓ Foster Connection and Team Cohesion

Strengthen team unity across all locations through increased collaboration and shared purpose among geographically dispersed staff.

### ✓ Expand In-Person Development and Team Building

Increase face-to-face workshops and activities to build collective skills, boost morale, and strengthen professional relationships.



### ✓ Promote System-Wide Awareness and Belonging

Share successes and initiatives from across the system to foster cross-branch understanding and a sense of unified identity.

### ✓ Enhance Access to Professional Growth Opportunities

Boost visibility of training and mentorship, especially for part-time staff. Empowering everyone to lead their own learning journey.





✓ **Advance Digital Competence and Confidence**  
Expand training in emerging technologies so staff feel confident supporting patrons and adapting to digital change.

✓ **Strengthen the Role of Area Coordinators as Communication Bridges**  
Empower Area Coordinators to serve as vital links between frontline staff and management, ensuring consistent feedback and support.

✓ **Enhance Communication and Visibility Between Leadership and Staff**  
Implement transparent tools and active engagement practices to foster open dialogue between senior leadership and frontline teams.

✓ **Cultivate Transparency and Shared Decision-Making**  
Clarify decision-making processes and strengthen feedback loops to ensure frontline perspectives help shape our organizational direction.



# Building bridges through partnerships and community

## Strategic focus

The library will support and raise up our communities through partnerships to deliver programs and services. We will facilitate service delivery and learning by connecting people with organizations within their communities.



### ✓ Build and Brand the Living Library Concept

Establish the Living Library as a signature initiative through consistent branding that celebrates community stories and human connection across all branches.

### ✓ Respond to Community Needs Through Collaboration

Listen to community voices and partner with local service providers to design programs and workshops that meet specific local needs.

### ✓ Sustain Momentum in Youth Engagement Programs

Maintain and strengthen the success of PA Day, December Break, March Break, and Summer Reading Club programming to continue connecting with school-age children and their families throughout the year.

Wellness Fa





## ✓ Expand Outreach and Partnerships with Schools

Deepen relationships with educators through increased offsite programming, fostering early and ongoing student connections to library resources.

## ✓ Tailor Outreach to Reflect Community Priorities

Refine outreach events and programs to ensure they are responsive, inclusive, and reflective of each community's distinct interests, heritage, cultures, and needs.

## ✓ Encourage Collaborative and Innovative Planning Across Branches

Empower staff to share knowledge and plan collaboratively, creating locally relevant programs that align with system-wide goals.



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# A Future Built Together

The 2026-2028 Strategic Plan is more than a set of objectives; it is our promise to remain a responsive, inclusive, and vital hub for all of Kawartha Lakes. By building on our established pillars **inspiring**, **transforming**, **empowering**, and **connecting** we are ensuring that our library continues to evolve alongside the community we serve .

## Measuring Our Impact



### Community Feedback

Gather ongoing input through surveys, conversations, and community engagement to ensure we are meeting local needs.



### Annual Reporting

Track and share progress through annual metrics. Transparent progress updates presented to the Library Board and City Council.



### Partnerships and Reach

Evaluate the strength and impact of partnerships and outreach efforts within our communities.

## Questions or Feedback?

We are committed to transparency and open dialogue as we implement this plan. If you have questions about our strategic direction or would like to discuss how the library can better serve your community, please contact us at 705-324-9411 ext 1291 or by email at [libraryadministration@kawarthalakeslibrary.ca](mailto:libraryadministration@kawarthalakeslibrary.ca)

[www.kawarthalakeslibrary.ca](http://www.kawarthalakeslibrary.ca)

  @kawarthalibrary



