

Richmond Public Library

Strategic Plan

2019-2021



**Richmond
Public Library**

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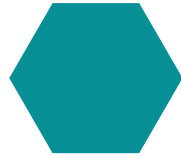


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RPLYourLibrary





Richmond Public Library is proud to be an essential source of information and learning for the community.

This year, we asked you to tell us which library services matter the most. Together, we engaged in thousands of conversations through surveys, an open house and focus groups.

You shared how much you love the library and value its collections, resources, services and staff. You also told us that you need quick access to information, specialized materials and resources for different interests, innovative services and meaningful opportunities to connect with your community.

Your feedback matters and we believe that you will see your ideas reflected in our new strategic plan. The next three years will be a journey as the library continues to evolve to meet the needs of our growing and diverse community.

Together, we'll create new and exciting ways to learn, share and connect.



Vision

**Inspire Curiosity
Transform Lives
Empower Everyone**

Mission

**Creating opportunities
to learn, connect
and belong**

We Value

**Diversity
Inclusion
Engagement
Responsiveness
Innovation**



Goals & Priorities

Community

Core
Services

Marketing

Resources

Space

Indigenous
Perspectives

New & Hot:
Non-Fiction

New & Hot:
Non-Fiction

New & Hot:
Non-Fiction

Healthy
Lifestyle

Diet & Eating

Books





Community

Build and Grow Our Community

- Ensure every child has a library card
- Respond to community needs
- Reach out to vulnerable populations
- Engage our volunteers



Core Services

Expand Access to Programs, Services and Collections

- Grow collections with our community
- Lead in technology access and education
- Enhance library experiences
- Take the library to where the community gathers



Resources

Develop and Leverage Our Resources

- Invest in staff
- Broaden and deepen civic relations
- Explore options for revenue generation
- Establish new metrics for measuring impact



Marketing

Communicate Who We Are and What We Do

- Develop our brand
- Deliver meaningful information
- Help customers find their way
- Maximize promotional opportunities



Space

Reimagine Space for Our Community

- Understand evolving needs
- Optimize use of existing space
- Investigate innovative options
- Partner to realize new opportunities

Over 7,000 community members contributed to our public consultation process, which will help to shape the future of your library. For that, we thank you!

We also wish to acknowledge the contributions of time, experience and ideas by our staff, our community partners, our Library Board of Trustees and our supporters at the City of Richmond.

Richmond Public Library Branches

Brighthouse (Main) Branch

100-7700 Minoru Gate
Richmond, B.C. V6Y 1R8
604.231.6404

Cambie Branch

Unit 150-11590 Cambie Road
Richmond, B.C. V6X 3Z5
604.273.ABCD (2223)

Ironwood Branch

11688 Steveston Hwy, Unit 8200
Richmond, B.C. V7A 1N6
604.231.6468

Steveston Branch

4111 Moncton Street
Richmond, B.C. V7E 3A8
604.274.2012

**Hamilton Library Service
(Saturdays)**

Hamilton Community Centre
5140 Smith Drive
Richmond, B.C. V6V 2W5
604.273.ABCD (2223)

Visit us online
www.yourlibrary.ca

