


# Your Library, Our Future

Richmond Public Library  
2024-2028 Strategic Plan



**Richmond**  
Public Library



**T**his plan affirms our mission and vision, and introduces updated values that will guide how we show up for each other and our community. It also outlines our goals and priorities for the next four years, which will inform resourcing, operations and activities at Richmond Public Library throughout this planning term.

To develop this plan, we took a data-driven and community-focused approach. We considered the changing demographics of Richmond and shifting trends in library services, and also led a thorough engagement process. We facilitated a library futurism workshop with staff and Trustees; surveyed staff internally; led workshops with families, youth, newcomers, seniors, and non-profit organizations in Richmond; and generated feedback from almost 3,300 community members in a broad online engagement. All of this input provided us with a rich base of ideas to inform the strategic planning process.

Your Library, Our Future outlines our intention for the next four years:



**All will feel welcome, find what they need, and leave inspired.  
We will make life-changing connections, every day.**



## Vision

Inspire Curiosity  
Transform Lives  
Empower Everyone

## Mission

Creating opportunities  
to learn, connect and  
belong

## Values

Diversity, Equity and Inclusion  
Relationships  
Service  
Innovation  
Fun



A hand holding a colorful CD next to a CD burner. The background is a collage of orange, green, and blue geometric shapes.

## Goals and Priorities

### Reduce and remove barriers to improve accessibility

#### Reduce and remove barriers to our libraries' collections, programs and services

- Improve awareness and benefits of low- or no-barrier membership
- Reduce or remove barriers to using accessible materials
- Advance accessible services offered by sector partners
- Improve physical accessibility to library locations and within library spaces

#### Make experiences, programs and materials more accessible across our community

- Implement and enhance delivery and mobile service options to our community
- Expand express and self-serve infrastructure to access materials and cards in community spaces

### Champion intellectual freedom and freedom of expression

#### Define our approaches to facilitating safe spaces for community dialogue

- Research and evaluate emergent best practices for intellectual freedom and inclusion
- Define approaches that support inclusive and equitable civic engagement in our library spaces

### Improve brand recognition and engagement

#### Market our programs, spaces and collections in innovative and impactful ways

- Develop the library's brand to reflect Richmond's growing and diverse community
- Pilot new partnerships and data-driven tactics to promote programs, collections and experiences
- Explore ways to situate RPL as a high-value destination



## Provide excellent customer experiences

### Improve customer service and experience within our library spaces

- Explore enhanced amenities that facilitate enriching and inviting library experiences
- Improve wayfinding with a consistent and accessible approach to signage across all library locations
- Improve access to RPL's technology across library locations

### Improve the customer experience of our digital platforms and communication systems

- Review and reimagine the RPL website, prioritizing the needs and objectives of our customers
- Strengthen customer-driven feedback channels for expanding and diversifying our collections
- Refine communication approaches to better align with customer interests and preferences

### Equip and empower staff to deliver excellent customer experiences

- Prioritize customer service skills in staff recruitment, onboarding, training and assessment
- Strengthen customer service professional development opportunities for all staff
- Embrace employees' diverse strengths to support positive and impactful experiences for customers
- Develop and implement enhanced greeting and orientation roles at libraries

### Enhance evaluation measures for programs and collections to increase value and improve engagement

- Refine evaluation frameworks, prioritizing impacts for equity-deserving communities
- Optimize how we gather and use data to guide decisions



# Goals and Priorities

## Strengthen our social and economic sustainability

### Leverage new and existing cross-sector partnerships to meet diverse and changing community needs

- Create a plan to collaborate, promote and share specialized collections with partner libraries
- Deepen relationships with government agencies, non-profits, businesses and other partners
- Strengthen referral frameworks to ensure customers can access the support they need


### Commit to environmental sustainability principles and practices

- Implement policies and procedures that minimize environmental impacts of library operations and promote environmental sustainability
- Enhance tracking and reporting of our carbon footprint

### Ensure organizational readiness for decolonizing approaches


- Continue outreach to and engagement with Musqueam First Nation, moving at the pace of trust
- Strengthen collaboration with the City's Manager of Indigenous Relations
- Ensure staff have shared, foundational awareness of decolonizing approaches within the library sector
- Continue to offer programming, collections and experiences that advance truth and reconciliation





Thank you to each and every community member who contributed to our public consultation process, which will help to shape the future of your library.

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







## Richmond Public Library Locations

### Brighthouse (Main)

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

### Cambie

11590 Cambie Road, Unit 150  
Richmond, B.C. V6X 3Z5  
604.231.6462

### Ironwood

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

### Steveston

4111 Moncton Street  
Richmond, B.C. V7E 3A8  
604.231.6424

### Hamilton Library Service

(Saturdays)  
Hamilton Community Centre  
5140 Smith Drive  
Richmond, B.C. V6V 2W5  
604.231.6462