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# ROSSLAND PUBLIC LIBRARY STRATEGIC PLAN 2023-2026

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ROSSLAND PUBLIC LIBRARY ASSOCIATION  
2180 Columbia Avenue, Rossland, BC V0G 1Y0



# Rossland Public Library Association

## Strategic Plan 2023 – 2026

### Mission:

To inspire the curious and support everyone in the Rossland area in pursuing knowledge, lifelong learning and literacy by providing open access to physical and virtual resources.

### Vision:

All Rossland residents and visitors have access to a welcoming library facility with free services and vibrant, diverse programming.

### Values:

Providing excellent, responsive services to our user community

Inclusive and Accessible

Relevant and Innovative

Collaborative Community Partnerships



## Background and Context:



This strategic plan was developed with the help of a review from a Columbia Basin Trust representative, as well as the Rossland Public Library Association Strategic Planning Committee. We were able to meet with several community organizations and businesses, received feedback from patrons and staff, and drew from the previous strategic plan.

The overwhelming response from the community was the need for more programming for a wider variety of ages, including seniors and young adults ages 18-25. Many respondents were happy with the rise in programming in 2022. The challenge faced by the Rossland Public Library Association will be to continue to secure funding through grant writing and fundraising that will provide a wide range of services to our community.



## Key Focus Areas:

### 1. Community Heart:

**Commit to providing a safe, welcoming, inclusive and accessible environment for all users of the library.**

- a. Engage in ongoing EDI (equality, diversity and inclusion) training as an organization with specific coursework on indigenous issues.
- b. Curate a collection of loanable materials that celebrates diversity to represent everyone in our community.
- c. Cultivate a welcoming space that clearly identifies the library as a safe place for everyone.

### 2. Collaborative Partnership Practices:

**Engage in ongoing learning as an organization to reflect our community values.**

- a. Commit to staying up to date on City Council issues and engage with the community to stay up to date on what is important to residents and visitors of Rossland.
- b. Maintain up to date organizational and governance policy and procedures that are regularly reviewed and mirror our community partners.
- c. Attend meetings and remain engaged with our local, regional and provincial partners to provide the best possible service to our community.

### 3. Library for All

**Provide up to date technology, materials and programming to reach all areas of the Rossland community.**

- a. Create opportunities to access different types of technology and provide training on digital resources.
- b. Develop programs that reach all ages and demographics.
- c. Maintain relevance by engaging in on-going learning with our community to follow trends in technology, literacy and programming.





# Rossland Public Library

## Strategic Plan 2023 - 2026





## Take a Closer Look:

### Community Heart:

**Goal:** To provide a safe, welcoming, inclusive and accessible environment for all users of the library.

- a. **Engage in ongoing EDI (equality, diversity and inclusion) training as an organization with specific coursework on indigenous issues.**
  - i. Leverage training made available through our partner organizations including Homelessness in Libraries with Ryan Dowd, Gale courses, and speakers' series made available through initiatives like the BC Library Conference held every year.
  - ii. Review and incorporate truth and reconciliation practices, support coursework available through the University of Alberta, participate in Indigenous Awareness Week, and a commit to reviewing the BC Declaration Act Action Plan (<https://www2.gov.bc.ca/gov/content/governments/indigenous-people/new-relationship/united-nations-declaration-on-the-rights-of-indigenous-peoples/implementation>) and the Truth and Reconciliation Calls to Action (<https://www2.gov.bc.ca/gov/content/governments/indigenous-people/new-relationship/truth-and-reconciliation-commission-calls-to-action>).
  - iii. Commit to diverse hiring practices and develop policies and procedures to allow for safe, inclusive interactions with the library community.
- b. **Curate a collection of loanable materials that celebrates diversity.**
  - i. Adhere to the principles outlined in the Statement of Intellectual Freedom and Libraries. (<https://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/>)



- ii. Create displays that reflect a diverse range of lived experiences including the rich Francophone population in Rossland.
  - iii. Use EDI training to curate the library collection, drawing from a wide range of recommendations available through reputable sources such as Booklist, Book Riot, United Library Services, CBC Books, the New York Times Bestsellers list, local bookstore displays, Oleb Books, etc.
  - iv. Regularly review the collection to identify gaps in representation.
  - v. Encourage and incorporate suggestions from our community through the "Suggest a Purchase" jar, an online form to submit suggestions, and by word of mouth.
- c. **Cultivate a welcoming space that clearly identifies the library as a safe place for everyone.**
- i. Encourage and support all staff to complete the Safe Harbour training and display sticker on window.
  - ii. Display clearly identifiable and welcoming signage, symbols, and interactions that are free from discrimination and prejudice according to strong policy and procedures.
  - iii. Adhere to current BC Building Codes specifically in relation to accessibility. (<https://www.bccodes.ca/index.html>).
  - iv. Collaborate with community partners to provide safe spaces for groups and individuals to meet according to the Statement of Intellectual Freedom and Libraries.
  - v. Create an EDI statement for the library that is written into policy.
  - vi. Engage in regular communication with partners to maintain relevant policies and procedures in relation to EDI practices.

## Reflective Partnership Practices



**Goal:** Promote and support ongoing learning as an organization to reflect our community values.

**a. Commit to collaborating with Council and the community on what is important to residents and visitors of Rossland.**

- i. Foster relationships with our City liaison by engaging in regular communication, extending invitations to Board meetings, and maintaining transparency.
- ii. Develop patron surveys, that include City Council and stakeholders, to stay current on the desires of library users.
- iii. Possess a copy of the City of Rossland Strategic Plan, the City of Rossland Master Recreation Plan, and copies of the Museum and City recreation guides.
- iv. Encourage and support a diverse Board of Trustees with a wide set of skills and experiences to reflect the many different aspects of life in Rossland, providing multiple points of view and engaging in respectful sharing of those views.

**b. Regularly review and update organizational and governance policies and procedures.**

- i. Read and remain up to date on the policies of community organizations and libraries in our region.
- ii. Ensure that up to date and relevant materials are in the library including BC Employment Standards, WorkSafe manuals, and Director responsibilities in non-profit organizations.
- iii. Review policy and procedure annually to maintain up to date and relevant materials.
- iv. Implement access to policy on the Rossland Public Library website for staff and the public to promote transparency and openness.

**c. Remain engaged with our local, regional and provincial partners to provide the best possible service to our community.**





- i. Attend council meetings when possible, or read the minutes released after council meetings.
- ii. Maintain a professional relationship with the BC Public Libraries Branch representatives and Minister, attending meetings and reading documents as they are made available.
- iii. Participate in library development in British Columbia by remaining active in organizations like the Association of BC Public Library Directors, the BC Library Association's listservs and email lists, and staying up to date on programming and services offerings provided by same size libraries in the Kootenay Library Federation.

## Library for All

**Goal:** Provide up to date technology, materials and programming that reach all areas of the Rossland community.

- a. **Provide opportunities to access different types of technology and provide training on digital resources.**
  - i. Ensure digital resources are relevant to community needs by assessing use and availability of resources through community partners, filling in necessary gaps.
  - ii. Provide new and updated technology to patrons including access to computers, laptops, tablets and online courses and learning opportunities.
  - iii. Ensure staff are trained and comfortable providing tech support and troubleshooting issues with technology.
  - iv. Provide opportunities for patrons and public to bring in technology to trouble shoot or learn literacy related endeavours in a stress-free environment.
- b. **Develop programs that reach all ages and demographics.**
  - i. Identify gaps in service through community partnerships.
  - ii. Evaluate current programming and demographics, gather feedback from attendees, and re-evaluate programming on a seasonal basis using



feedback as a guide.

- iii. Participate in regular professional development with programming staff to ensure that programs are being delivered in an age appropriate manner, adhering to EDI practices and policies.
- iv. Research new funding to provide more robust programs to the community, including after-hours programs and events that cater to adults, while focusing on programs for younger patrons during regular operating hours.

**c. Stay relevant by engaging in on-going learning with our community that follows trends in technology, literacy and programming.**

- i. Maintain up to date social media and advertising practices to reach the community in a wide variety of ways encompassing physical ads (like the newspaper) and digital advertising (social media, website, etc.)
- ii. Facilitate and engage in ongoing conversations with patrons through excellent customer service to assess needs, while utilizing diverse hiring practices to bring a wide variety of skills and knowledge bases to the library.
- iii. Communicate with local libraries and city recreation staff, as well as the Museum, to stay up to date on program offerings and to identify community needs or gaps in service.
- iv. Collaborate with local partners through CBAL and the KLF, as well as educational institutions to provide programming, services and materials that are unique to Rossland.