NORTHERN LIGHTS LIBRARY SYSTEM

Plan of Service 2024 - 26

Mission

Bringing the world to our communities by collaboratively providing efficient, effective, and exceptional library service.

We Value

- ▶ **Innovation**
- ▶ **Education**
  (Training and Advocacy)
- ▶ **Accountability**
- ▶ **Relationships**

Strategic Vision

We Deliver

We **deliver** the tools, training, resources and services that our libraries need to grow and serve their communities in new and exciting ways. We deliver, communities grow!

We will **deliver** the message, loudly and often, that libraries are **essential** so that community leaders and government officials know what they do to support growth in their communities.

We Innovate

We **explore** the unknown, expand our resources and thoughtfully cultivate new tools, partnerships and forums to connect and engage with our stakeholders.

We Serve

We **serve** our key stakeholders: our members, our trustees, our communities, and each other, with kindness, efficiency, curiosity and transparency.

We Care

We **care**, as an employer dedicated to reconciliation, diversity and inclusion, employee satisfaction, member engagement and retention.

Strategic Directions

- ▶ Provide **convenient access** to accurate and relevant information and training
- ▶ Increase **connectivity** while enhancing our computer **network security**
- ▶ **Cultivate efficiencies** in our services, and explore new opportunities and resources
- ▶ **Engage with our members** to develop new services and innovations
- ▶ Improve relationships with technology that **facilitate engagement and connection**
- ▶ Respect **local autonomy** by strengthening and supporting local library boards
- ▶ **Consider the environmental impact** when developing tools and spaces
- ▶ **Advocate** for all community voices in the development of policies, programs, and services
- ▶ Foster a culture of **wellness and curiosity**
- ▶ **Invite** and welcome all Reserves and Métis Settlements in the area to participate as full members of the system