

# SIoux LOOKOUT PUBLIC LIBRARY

A photograph of the interior of the Sioux Lookout Public Library. The foreground features a curved wooden service counter. Behind the counter, a staff member wearing a face mask is visible. The background includes bookshelves, a sign for 'Library Bags \$1.00', and a sign that reads 'INFORMATION'. A red circular floor sticker with the text 'PLEASE KEEP SOCIAL DISTANCE' and footprints is on the floor.

## STRATEGIC PLAN 2021-2026

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# INTRODUCTION

The Sioux Lookout Public Library is a vital part of the cultural life of Sioux Lookout.

The Library's materials, building and staff are valuable assets that are essential to the services the Library provides, services that contribute to the health and well-being of the entire community.

Libraries have historically served to promote literacy and self-study by providing free public access to well-managed collections of books and other learning materials.

Over the past five years, the Sioux Lookout Public Library has made steady progress in adapting and supporting constructive change in the community. Many of the goals set out in the previous Strategic Plan have been achieved. Others are works in progress.

In this Strategic Plan we look ahead five more years and chart a course that will, we hope, result in a library that is even better than it is today, more robust, secure, productive and valued.

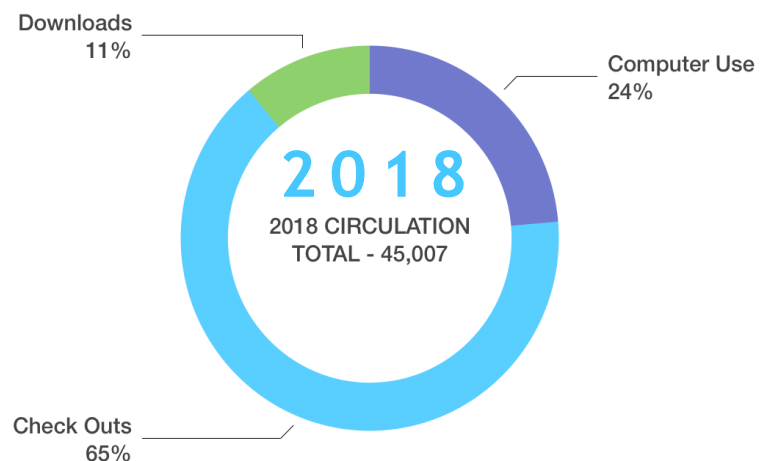
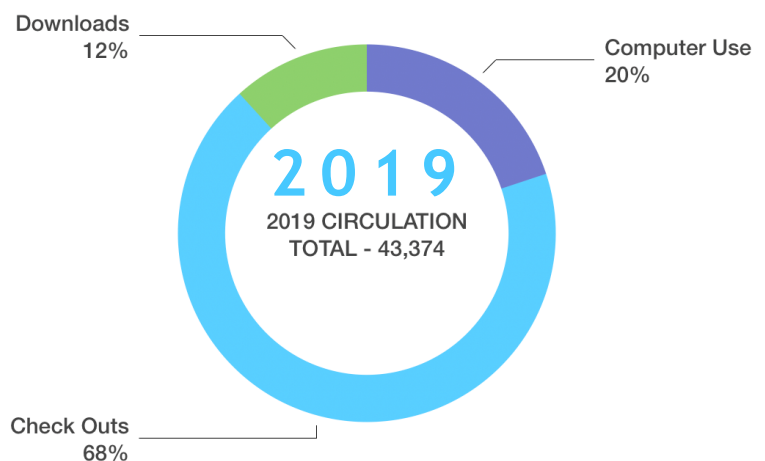
Together with the Library's Chief Librarian and staff, and assisted by Ontario Library Services-North strategic planner Stephen Kraus, the Board looked hard at where the library is today, considered the many challenges libraries everywhere face, and the particular way our Library serves this community in order to set sights on where the Library needs to be in five years.

# DATA GATHERING

In creating this Strategic Plan we looked at statistical records of library use, including number of visitors, book borrowing by genre and type, use of our online resources and on-site computers, as well as public participation in events and other programs.

We were assisted by our staff, Chief Librarian Micheal Lavery and Assistant/Children's Librarian Ada Wassik.

We also looked at trends in libraries throughout Canada and the world.





An open book with blue-tinted pages lies flat on a wooden surface. Above the book, various lowercase and uppercase letters, along with a question mark and an exclamation point, are scattered in a circular pattern, appearing to float or fall from above. The letters are in different shades of gray and white, creating a dynamic, word-related visual.

# OUR VISION

Our vision for the Sioux Lookout  
Public Library is to be

## **Your Community Living Room**

☆☆ Inclusive

☆☆ Positive

☆☆ Flexible

☆☆ Innovative





# OUR MISSION

Our mission at the  
Sioux Lookout Public Library is to  
provide equal access to information  
in a welcoming environment where  
you can explore, connect, learn, and  
engage with the help of  
knowledgeable and professional  
staff.



# OUR CORE VALUES

We believe that innovation and creativity  
improve our quality of life.

We believe that community connection is  
equally as important as individual development.

We believe it is vital to protect the library as an  
accessible, free and democratic place in our community.

We believe in high quality, customer focused service.

We believe all people should have the opportunity  
to learn and express themselves freely.

We believe in promoting, developing and encouraging literacy.

We are accountable to our funders  
and the communities we serve.





Providing open and free public access to a well-rounded collection of paper-bound books, eBooks and other paper and electronic resources

Offering public access to computers and providing business services such as scanning, printing, faxing, and emailing, and technical support for digital technology

Supporting an interlibrary loan service

Creating events and programs that respond to the community's needs for self-directed learning, information and entertainment

Hosting public events that serve the library's general objectives of literacy and learning





We see our efforts aligning with theirs and hope to continue building connections in the years to come.



**EARLY ON** - There are two EarlyON facilities in our community, one operated by the Nishnawbe-Gamik Friendship Centre and the other by Firefly. Early Childhood Educators work with our staff to find reading material and arrange visits for children.

**Keewatin Patricia District School Board and Northwest Catholic District School Board** - Students and educators from Sioux Mountain Public School, Sacred Heart School and Sioux North High School are frequent users of the library.



**Kwayaciiwin Education Resource Centre (KERC)** - The library partnered with KERC to bring a StoryWalk experience to Sioux Lookout in 2105 and 2018. We continue to use their resources to ensure our collection includes books written in Anishinaabemowin.

**Lac Seul First Nation** – The Sioux Lookout Public Library offers free membership to Lac Seul community members. Lac Seul is the neighboring First Nation community to Sioux Lookout.

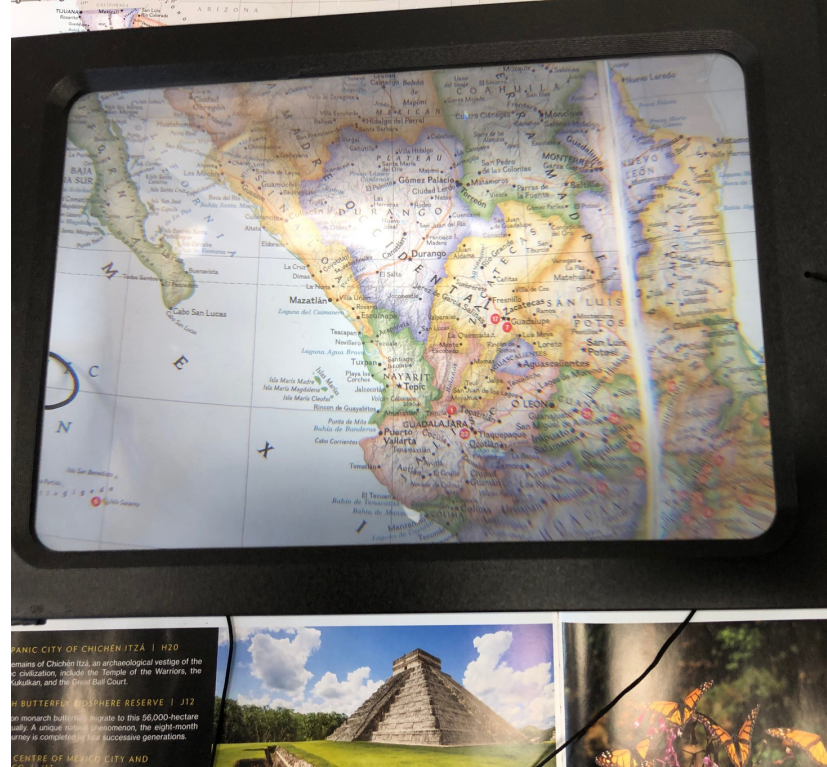
**Municipality of Sioux Lookout** - Our primary supporter, the Municipality provides the library with Finance, Payroll, HR, and IT services and the majority of our revenues (typically between 80 to 90 percent). We are pleased to have one Board member appointed by the Town Council, who serves in part as a liaison and also provides many helpful insights into Municipal procedures and priorities.

**Nishnawbe-Gamik Friendship Centre** – Library staff collaborate with this organization to increase awareness of the Library as a community resource available to everyone.

**Northern Nishnawbe Education Council (NNEC)** – Library staff visit Pelican Falls First Nation High School to facilitate lending material to students.

### **Sioux Hudson Literacy Council –**

Of the many social service agencies in Sioux Lookout, the Literacy Council is possibly the most closely aligned with the objectives of the Library. Focused on literacy and self-directed learning, we are grateful to have a representative from the Council sitting on our Board contributing great insight into the changing demographics of the Municipality and how best to respond and serve the literacy and learning needs of the community.



**Kenora District Service Board (KDSB)** – The library attends networking meetings with staff from service providers to gain insights into the vulnerable populations who use the library (those suffering from homelessness or living in transitional housing).

**K-Net Services (Keewatinook Okimakanak)** – K-Net provides free internet service to the Sioux Lookout Public Library in exchange for which we provide space for their servers in the basement.

**Ontario Library Service North + Southern Ontario Library Service** –These two organizations funded by the Province of Ontario provide programs and services to public libraries throughout Ontario, increasing cooperation and coordination among library boards and other information providers, and assisting library boards, librarians and library staff through consultation, training and development services. We are grateful to OLS-N's Stephen Kraus for his significant contribution to this Strategic Plan. Stephen provided direction, great insight into library planning, and facilitated many meetings. In 2021 the two branches of Ontario Library Services will amalgamate with a view to increasing effectiveness while continuing to reflect the diverse needs of all sized libraries and regions throughout the Province.

**Federation of Ontario Public Libraries** – This organization represents Ontario's over 400 public library systems which have more than 1,000 branches located in virtually every Ontario community. FOLPL helps libraries in various ways to serve over 5 million Ontario residents who make hundreds of millions of visits to libraries, in person and virtually, every year.





The Sioux Lookout Public Library's priorities for 2021-26 fall into four categories:

- Hospitality and User Experience
- Outreach and Community Engagement
- Collections and Technology
- Staffing and Human Resources

Following the Strategic Priorities is a section of "blue sky" imaginings - our library of the future.

STRATEGIC PRIORITY 1		
Hospitality and User Experience		
Goals	The library is a welcoming space for everyone who lives in, works in, plays in and visits our community.	
Objectives	Promote awareness of library resources and business services available to meet public needs. Expand library use and increase library membership.	
Action Plan		
In the next year	1.1	Educate and train staff and trustees in unconscious bias, diversity and inclusion.
	1.2	Publicize the services and materials available from and through the library, both regionally and locally.
	1.3	Expand or adjust library operating hours to reflect the needs of the community.
	1.4	CEO and Community Engagement Librarian to prepare presentations to service agencies, councils and First Nations to promote library services and seek partnerships.
	1.5	Develop strategies to enroll new library members.
	1.6	Develop a policy for off-site services.
	1.7	Establish an on-line used bookstore.
Within 5 years	1.8	Seek funding opportunities for bookmobile and outpost projects.
	1.9	Promote broader community engagement by offering a full range of guest speakers, coffee houses, licensed events, including off-site events.
	1.10	Design and offer special services for shut-ins and seniors, including those temporarily in our community for health care (i.e. bookmobile).



	1.11	Organize fund-raising activities to expand facility amenities, both indoors and out.
	1.12	Prepare business cases and grant applications/ find financial resources to permit expansion of library services.
	1.13	Expand library staff or partnerships to include mental health workers, technology instructors, tutors etc...
	1.14	Develop outdoor reading and learning spaces that utilize the full extent of library and municipal properties.
<b>Performance Measures</b>	PM. 1.1	CEO monthly report including user statistics, attendance and circulation numbers.
	PM. 1.2	Report on revenues through the on-line bookstore and Better World Books.
	PM. 1.3	On an annual basis, record and report the number of library memberships.
	PM. 1.4	Track library membership to monitor expansion, growth in all sectors.
	PM. 1.5	Increase income generated by CMR rentals and business services.
	PM. 1.6	Document certified staff, volunteer and trustee training.

STRATEGIC PRIORITY 2		
Outreach and Community Engagement		
<b>Goal</b>	<p>Demonstrate the value of the Sioux Lookout Public Library within the municipality and region.</p> <p>Foster literacy.</p>	
<b>Objectives</b>	<p>Foster mutually-supportive relationships with local partners and patrons.</p> <p>Promote partnerships and collaborations with other community organizations.</p> <p>Connect programs to marginalized patrons and the community.</p>	
<b>Action Plan</b>		
<b>In the next year</b>	2.1	Public programming in collaboration with local indigenous stakeholders.
	2.2	Cultivate connections with key people in local associations (i.e. Hunters and Anglers, Chamber of Commerce, Friendship Centre, the Learning Centre, service groups, supportive housing, Lac Seul First Nation).
	2.3	Identify specialty months in partnership with local associations: Curate resources and public programming for special interest groups.
	2.4	Orientation sessions in the use of technology and library resources for various demographics.
	2.5	Promote a key event each year to market the Library (i.e., promote legacy giving).
	2.6	Look for unique partnerships that introduce the library to under-represented sectors. For example, a trivia night for young adults.
	2.7	Continue to engage the public by providing access to community events, such as the Remembrance Day ceremony, municipal election forums.
	2.8	Host a community reading challenge.



	2.9	Identify new revenue from alternative community sources.
<b>Within 5 years</b>	2.10	Establish working partnerships for compatible and unique services to stage specialized, co-sponsored events.
	2.11	Engage community via pop-ups.
	2.12	Regular display of work by local artisans and craftspeople.
	2.13	Host regular events that showcase unique offerings (i.e., live author events).
	2.14	Expansion of library services to under-served sectors.
	2.15	Development of patron-sponsored events.
<b>Performance Measures</b>	PM 2.1	CEO reports monthly to Board, including statistics on number of new users, circulation statistics and record of attendance numbers for specific events.
	PM 2.2	CEO reports on revenues generated by events, including donations.
	PM 2.3	Collections reflect demographics of the community.
	PM 2.4	Annual survey of patrons and community to gauge interest in programs and specialty months.
	PM 2.5	Communications plan for annual goal-setting and recording of progress on a regular (monthly) basis.

<b>STRATEGIC PRIORITY 3</b>		
<b>Collections and Technology</b>		
<b>Goal</b>	The Library is the center of a well-informed and critical community; a place to learn, share and heal.	
<b>Objective</b>	<p>Promote the value of literacy, innovation and creativity.</p> <p>Sioux Lookout Public Library website is used easily and frequently by the public.</p> <p>Maintain a well-rounded and current collection that reflects and appeals to our diverse community.</p>	
<b>Action Plan</b>		
<b>In the next year</b>	3.1	Work on the Pelican Falls Residential School archives project – a history and legacy of the residential school system.
	3.2	Make record holdings related to residential schools available to the public.
	3.3	Continue to use social media sites to promote the library and its programs.
	3.4	Promote the use of inter-library loans to expand our library's offerings.
	3.5	Upgrade the library's website to enable greater interactivity and accessibility.
	3.6	Promote, exhibit and curate artifacts, local photography and local artwork.
<b>Within 5 years</b>	3.7	Develop opportunities to access potential collections of art, artifacts and museum exhibits.
	3.8	"Maker" groups to follow the lead of Digital Creator North in demonstrating digital media literacy techniques.
	3.9	Expand 'collections' to include unique-to-NWO items on loan such as fishing gear, paddling gear, toolboxes, toys and technologies etc...



	3.10	Mini-courses to teach new literacy techniques, in partnership with other community organizations and services.
	3.11	Indigenous story-teller in residence.
<b>Performance Measures</b>	PM 3.1	Review and report on progress made on the Pelican Falls Residential School project.
	PM 3.2	Track and report the statistics for usage of the SLPL website.
	PM 3.3	Annual survey from Priority 2 used to gather comments about usability of the SLPL website.
	PM 3.4	Borrowing statistics to determine the relevancy/interest of the collection to our patrons.
	PM 3.5	Gather inter-library loan data.
	PM 3.6	CEO's monthly report templates to capture information about learning events, visiting speakers, exhibitions, including the number of attendees.

STRATEGIC PRIORITY 4		
Staffing and Human Resources		
<b>Goal</b>	<p>Staff and Trustees develop their full potential to enable the library to flourish.</p> <p>Volunteer members of the community work in and for the library.</p>	
<b>Objective</b>	<p>Canvass staff about their expectations and needs and respond with training and other support with designated funding in the budget.</p> <p>Positive working relationships between Municipal council and the Library Board.</p> <p>Community sees library staff as indispensable.</p>	
<b>Action Plan</b>		
<b>In the next year</b>	4.1	Ongoing recruitment of new SLPL Board members to ensure an ongoing dynamic, diversified and engaged Board.
	4.2	Training for staff for best library practices. For example: technology training, mental health and addictions training.
	4.3	Review staff job descriptions and revise as necessary.
	4.4	Review advice given by the CFLA (Canadian Federation of Library Associations) on how to respond to the Calls to Action in the Truth and Reconciliation Commission report.
	4.5	Enable staff interested in outreach to be involved with presentations to community groups, as per strategic priority 1.
	4.6	Regular meetings between the CEO and the CAO and between the Library Board and Council.
	4.7	Seek opportunities to showcase our skills and technologies to Municipal staff and Council.



	4.8	Increase the volunteer pool, with added emphasis on involving student volunteers. Seek out volunteers with expertise and interest in the following areas of service: management mentorship, natural landscaping and traditional medicines, mental health and wellness, outreach etc....
	4.9	Develop a Governance policy outlining the Board-CEO partnership.
<b>Within 5 years</b>	4.10	Allow staff to create their own targeted learning objectives, promoting staff satisfaction and retention.
	4.11	Develop an 'on-call' pool of reliable, one-time event or task-specific volunteers.
	4.12	Review and update job descriptions to reflect the library's priorities.
	4.13	Expand access to {specific} training and train knowledgeable volunteers to enable delivery of a wider range of programs and services.
	4.14	Nurture a culture of volunteerism that benefits the library and community in general. Seek opportunities to engage seasoned library patrons to connect with and recruit young readers.
	4.15	Promote the unique skillsets of library staff within the region by attending and presenting at conferences and hosting regional events.
<b>Performance Measures</b>	PM 4.1	Staff satisfaction surveys completed.
	PM 4.2	Staff certificates/diplomas for completed courses, workshops, training.
	PM 4.3	Projects completed by volunteers.
	PM 4.4	Adequate annual Library funding, including Municipal transfer grant, allows for continued growth in staffing, services, collections and programs.
	PM 4.5	Expand library membership.

## BLUE SKY

After looking at what we believe to be practically possible for the Library,  
we looked to the future.

We invite you to join us in imagining what the library of the future might be like.

### STRATEGIC PRIORITY 1

#### **Hospitality and User Experience**

Create library outposts ("little libraries" or satellites).

Expand library to physically permit a broader range of activities in parallel schedules  
to allow more inclusivity and diversity of use.

Expand services into multiple languages.

### STRATEGIC PRIORITY 2

#### **Outreach and Community Engagement**

Create fully-automated library operations to allow more  
staff-patron engagement.

A library that is run by the public.

### STRATEGIC PRIORITY 3

#### **Collections and Technology**

Residencies for artists, authors and researchers.

### STRATEGIC PRIORITY 4

#### **Staffing and Human Resources**

Artificial Intelligence allows Library operations to run without staff involvement,  
freeing staff to fully engage with the public and enhance the user experience.



## Strategic Priority (Header-Title)

↳ Goal (Broader Descriptive Goal)

↳ Objective (Specific End Result)

↳ Action plans (Specific Actions to attain results, deploy resources or assign tasks/duties).

↳ Performance Measures (Capture Quantitative or Qualitative Data to support the success or failure of a

## This document was created by the Sioux Lookout Public Library Board of Directors and Staff

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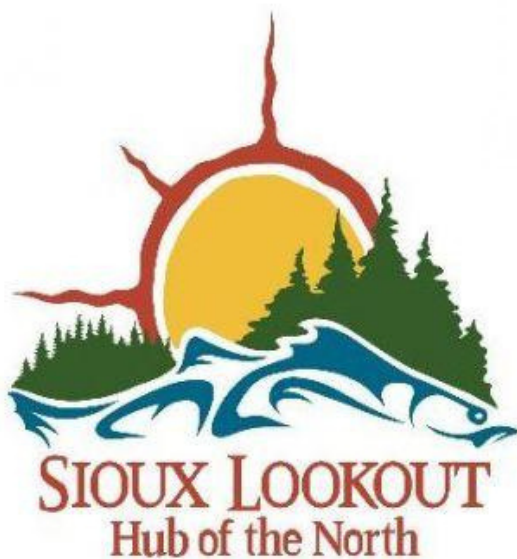
A public library is governed by a Board of Directors granted authority to make policy and to govern the library's affairs under the *Public Libraries Act*, RSO 1990, c. P.44.

There are currently no vacancies on the Sioux Lookout Public Library Board. However, if you are interested and would like to serve as a Trustee on the board, please contact us.

For more information about public library boards and the Public Libraries Act, please consult the website of the Ontario Ministry of Tourism, Culture, and Sport.

# SUPPORT

Thank you to all our sponsors, partners and patrons  
for your continued support.



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TRILLIUM  
FOUNDATION**



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