Caledon Public Library Board

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The Board and Staff of Caledon Public Library are passionate about library services and the Library’s role within the community. Over many years, this role has expanded from a warehouse of books to a vibrant meeting place that supports the community’s recreation, information and learning needs. This transition is not over. Trends in library services continue to shift and these changes can happen rapidly. Caledon Public Library recognizes our responsibility to plan effectively and proactively so that we can remain relevant and responsive within a growing Caledon.

Early in 2016, Caledon Public Library Board adopted a formal planning policy, confirming our commitment to effectively and efficiently respond to these evolving library services and shifting community needs. Much of the year that followed was dedicated to pursuing the established planning process. In tandem with our Service/Facility Review and Master Plan we engaged staff and surveyed Caledon residents. We hosted focus groups and a special meeting of Town Council to clarify community needs and confirm municipal priorities. We also completed an additional survey to measure the impact of and demand for connectivity and technology. We were heartened to learn that Caledon Public Library is a valued institution, but we also know that we can do more…and we will.

We are incredibly proud of the resulting plan and are confident that it offers a thoughtful, proactive and achievable road map for the next four years. It confirms our intent to work with Council, community partners and, most importantly you, to guide the future of library spaces and services. We are committed to “Building the Future” of your public library by improving our branches, supporting our staff, strengthening our relationships with key community stakeholders and encouraging creativity and lifelong learning. First and foremost, we will work diligently to ensure that we consistently provide outstanding customer service. We are also committed to assessing our efforts and welcome your continued insights as we build the future of Caledon Public Library.

Sincerely,

Janet Manning
Board Chair

Colleen Lipp
CEO | Chief Librarian
What’s Influencing Our Future

In order to build the future, we must first identify what the future might hold. We must also confirm our starting point and how we might best navigate to our vision of a relevant, responsive and highly valued public library.

A Growing and Changing Caledon

Caledon is spread across nearly 700 square kilometers, and is home to a mix of small rural villages and quickly growing urban neighbourhoods nestled between the Hills of the Headwaters, Oak Ridges Moraine and Niagara Escarpment. Each village, hamlet and neighbourhood offers a distinct character, contributing to a true community of communities.

This vast geography greatly influences not only how and where residents work, learn and play but where and how we provide library services to Caledon. According to a recent community survey completed on behalf of Caledon’s Exchange collaborative, many residents have identified a lack of community supports and activities for youth, seniors, newcomers and those with disabilities. This perception, along with the lack of public transportation and a sense of isolation frequently referenced in the survey, highlights the demand for library spaces and services across the municipality and confirms the need to raise awareness of new and existing library programs.

As Caledon grows, we are experiencing an exciting shift in the demographic and cultural makeup of the community. As identified in our tag line, CPL strives to serve all residents “for all reasons”. We are energized by this opportunity to grow our facilities, collections and services to meet the evolving needs and expectations of all who call Caledon home.

Caledon is a unique mix of rural and urban communities.

With a population of 66,502 counted in the 2016 Census, Caledon’s population grew by 12% from 2011.

Of communities with populations over 50,000, Caledon has the third fastest growing population in Ontario and is projected to grow by more than 60% in the next 15 years.

Prompted by this growth, Caledon’s population is becoming increasingly culturally and demographically diverse.

Trends and Technology in Libraries

With the rapid rate of advancements and innovation, it’s challenging to predict the future of technology, much less its effects on public libraries. That said, we recognize that we must remain flexible, reactive and resilient in our efforts to keep pace with these changes and provide library visitors with tools that support their efforts to learn and grow.

This means that the role of public libraries continues to evolve. Again this shift prompts our efforts to address “all reasons” and the acknowledgment that each reason is as unique as each individual library member. Admittedly, this can pose a challenge as we strive to meet divergent needs – to provide a quiet space to study and a vibrant spot to share stories, to share a comprehensive collection of print material as well as online tools and downloadable eBooks or to offer a vibrant space where you want to spend time and a virtual branch that you can access from your phone.

One core commitment that remains constant is the role of public libraries in mitigating the impact of the digital divide by limiting barriers to technology and online information regardless of education, income or location. This is particularly true in Caledon where many living in rural areas have limited or no access to high speed Internet.

Despite, or perhaps because of these constant changes, we will align ourselves with trends and best practices in public libraries. This includes support for lifelong learning and digital literacy as well as the provision of tools that support, not only the receipt of information, but the creation of content and the sharing of knowledge.

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**Libraries play a key role in developing and supporting information and digital literacy skills.**

The CRTC reports that almost three-quarters (73%) of Canadians aged 18 and over owned a smartphone in 2015⁴.

Public libraries of all sizes are introducing media and maker labs where residents can make use of the latest innovations including 3D printers, CNC machines, video and sound editing software and much more.

According to the coalition of Canadian Public Libraries for Fair eBook Pricing, libraries must often pay 3–5 times more for eBooks than consumers⁵.

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Vision, Mission & Values

Vision
Caledon Public Library is a vital service and vibrant community space.

Mission
Caledon Public Library is a hub for discovery, innovation and inspiration. We nurture connections, collaboration and creativity.

Values
Service Excellence
We understand that every decision we make affects how people experience the library. We support staff as they introduce new services and lead change and are committed to making improvements to serve you better.

Lifelong Learning and Literacy
We recognize the importance of literacy and know that the desire to learn and grow is lifelong. We provide the tools to help you achieve your many goals.

Innovation, Intellectual Freedom and Creativity
We encourage intellectual and artistic curiosity and support your right to both seek and receive information from all points of view without restriction.

Community and Partnership
We value teamwork, partnerships and shared successes. We are committed to a strong and growing Caledon.

Diversity and Equity
We appreciate your individual needs, experiences and cultures and provide fair and respectful access to all.

Integrity and Accountability
We respect the need for fiscal and environmental sustainability. We are committed to informed planning and responsible stewardship.
Strengthen Facilities

- Create library spaces that are welcoming, accessible and reflective of the community we serve
- Determine effectiveness and impact of existing facilities and service models and identify enhancements
- Build new branches in support of a growing Caledon, while also encouraging and embracing opportunities for participation in shared Town facilities
- Pursue innovative solutions in support of library services beyond the traditional branch
- Secure funding in support of community growth and master plan recommendations for responsive facilities and services

This Means We Will...

- Open a new branch in Southfields Village
- Review and improve our hours of operation
- Introduce holds lockers in Belfountain
- Refresh and reorganize existing branches
- Prioritize and seek funding in support of the Master Plan recommendations
Invest In People

- Support staff, ensuring they have the skills, confidence and tools required to provide dynamic library service and to reflect organizational values

- Commit to the recruitment, retention and competitive compensation of valued employees

- Continue to build an engaged and informed Library Board that offers a wide array of expertise, while reflecting the community

- Provide technologies, tools, and community space in support of literacy, life-long learning and creative potential

- Anticipate and respond to the shifting demographics of a growing and diverse Caledon

- Champion easy and equitable access to all of the Library’s services and shared space across Caledon

This Means We Will...

- Introduce a new staff learning program

- Develop a comprehensive orientation plan for new members of the Board

- Share multilingual collections that align with Caledon’s shifting demographics

- Support collections, programs and services in support of small businesses and entrepreneurs

- Expand our Visiting Library Services
Build Relationships

- Encourage continued confidence in the Library’s unique governance and the Board’s commitment to working with Council in the best interest of those we serve
- Raise stakeholder awareness of our inherent value to the community
- Actively engage in the pursuit of shared Town objectives and municipal collaborations
- Pursue, develop and grow partnerships in support of the Library’s mission and community need
- Encourage opportunities to invest in the Library
- Raise public awareness of the Library’s services, spaces and staff expertise and our continued and shifting relevance
- Consistently deliver outstanding customer service

This Means We Will...

- Publish an annual report confirming financial transparency and accountability
- Continue to work collaboratively with Town Council and municipal departments
- Provide every student in Grades One and Nine with a library card
- Encourage Friends of CPL in their efforts to raise funds and friends
- Advocate in support of library services on behalf of Caledon residents
Encourage Discovery, Innovation & Creativity

- Share resources that inspire and inform, while reflecting the diverse and evolving needs of a growing Caledon

- Offer programs that entertain, educate, and enhance opportunities for creation and collaboration

- Maximize the flexible use of existing spaces in support of library services and public expectations

- Explore and adopt new and emerging technologies, providing the tools needed to innovate, make and learn

- Ensure that skilled staff are approachable and ready to help

- Reflect and celebrate Caledon’s unique culture, identity and heritage

This Means We Will...

- Introduce a “One Book, One Caledon” initiative

- Improve connectivity and technologies across our branches

- Support STEM based learning and introduce mobile maker technologies

- Promote the work of local authors and artists