

Strategic Plan 2021-2023: Future State as of December 2023



- Change hours of operation (open Sunday and increase Saturday hours)
- Consider eliminating fines
- Standard protocol for accessing PIN # over phone and consider installing barcode scanners compatible with phones
- Place large floor plan on wall below television. Adjust signs and replace with new signs on ends of collection shelves. Category signs more visible. Dewey Decimal system guideline posters in adult and junior non-fiction
- Set up focus group to look at feasibility of satellite location of book vending machine on north side of Garrison or some type of book delivery system if permission received from Canadian Forces
- Tablets for patrons to use to browse collection (easier to sanitize during times of pandemic) and easier for circulation desk staff to show patrons on-line resources.
- Consider installing electronic payment system (tap) to allow ease of payment for patrons



- More sponsorships with businesses
- More partnerships with service clubs
- Strengthen connections to base and PMFRC

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- Ensure computers are no more than 5 years old
- See if newer ILS is feasible
- Investigate the feasibility of adding Macs
- Introduction of tech-related programs (after research to determine specific community interests)
- If staffing allows, purchase 3D printer/other complex makerspace technology
- Have staff attend technology courses
- Device lending program
- Replace server



- Open, communicative workplace with high level of trust
- Well-trained, extremely knowledgeable staff
- Staff feels appreciated and content with work
- Board feels knowledgeable and confident in their roles

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- Thank you cards/gift on renewal (2 years)
- Continue to send program flyer to schools
- New Year's card
- Continue curbside pick-up after Covid for patrons
- Schedule for social media
- Increasing door count
- Text reminders
- Direction and signage on roads and Civic Centre signs
- Pamphlet mailed out/added to papers and community guide
- Poll community members on programs every 6 months to evaluate



- Welcoming environment
- Space is well-utilized which expands our services, increases traffic and meets more needs