

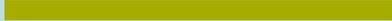
# Strategic Plan 2017 – 2021

Brampton  
Library



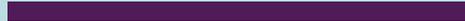
# Our Vision

## Inspiring Connections



# Our Mission

**Brampton Library is a world-class destination that creates opportunities for everyone to discover their full potential by fostering literacy, inspiring learning and building community.**



# Our Values

## Innovation



We believe in ideas brought to life.

## Dedication to Learning



We believe learning is a life-long endeavour.

## Collaboration



We believe we accomplish more by working together.

## Curiosity



We believe in asking questions and challenging the status quo.

## Accountability



We believe you should always be able to count on your library.

## Courage



We believe in being bold and taking risks to achieve great things.



# Our Commitment

**Our work in developing the 2017-2021 strategic plan was wonderfully collaborative.**

Through the combined efforts of Brampton Library Board members and Library staff, we met you and talked about what makes your Library meaningful and relevant.

Our street teams were active at outdoor markets and seasonal celebrations, in shopping malls and city parks. We talked about community and where you enjoy spending your time.

We have a new vision statement: inspiring connections and a new logo that links Brampton and Library together. The open lines below these words express our layers of services, resources, and experiences.

Our branches are a safe community space to learn, grow, and connect.

This strategic plan is our commitment to you.

**Patty Waters**  
**Library Board Chair**



**We are living in exciting times for public libraries.**

The past 10 years have seen incredible growth and change. Sure, everything is online, but are you finding what you need?

We love the fact that the Internet is free. After all, the Library is free too, but we come with instructions. Our friendly staff is here to help you navigate all that information.

Our branches in many Brampton neighbourhoods offer countless items to borrow and our website opens up a world of digital downloads and online adventures.

Librarians are knowledge experts. Our greatest satisfaction is in helping you find what you need to do what you want.

Rediscover your Brampton Library today!

**Rebecca Raven**  
**Chief Executive Officer**





**“I like how knowledgeable staff are about what the library offers and about the community around the library.”**

**“A place where  
people love to  
meet...where  
everybody  
feels welcome.”**



# Our Goals

## A strong community presence



I know about the library and what it has to offer—I hear news about library events often. It's easy for me to get to my local library. The library is an integrated part of my life and a strong presence in my community.

## A neighbourhood champion



My library understands my neighbourhood's needs and provides services that are responsive to those needs. The library is a starting point for information about my neighbourhood and a place I can go to get involved in my community.

## A place for belonging



My library is the hub for belonging, opportunity, and connection to the community. It is a place where everyone can feel welcomed and supported. The library is a space for celebrating the diversity of Brampton.

## A great service experience



I can count on my library for great products and services. I can tell that the library is a good work environment, that staff are well-trained, and that everything happening behind the scenes supports an excellent customer service experience for me.

## A respected leader



My library is a reputable leader in the library community and the Brampton community. By supporting the people of Brampton in developing multiple literacies, the library contributes to the economic, social and cultural life of our community.

# BramptonLibrary.ca

