

Inspire

Connect

Create

Learn



Oakville
Public
Library

Truth & Reconciliation

Oakville Public Library is situated on Treaty #14 and Treaty #22 lands and territory of the Mississaugas of the Credit First Nation and the traditional territory of the Huron-Wendat and the Haudenosaunee. Oakville is currently home to many different First Nations, Inuit and Métis peoples.

Regardless of where we come from, we are all interconnected through the land that we live on, water that we use and air that we breathe.

We are committed to a continuous learning journey in allyship. We seek to elevate Indigenous voices and lived experience to cultivate reconciliation in Oakville.



The mural represents humans who gather to learn at the library through the medicine of the trees, and plants who are our original teachers. The mural depicts the Mother Bear (Makwa), who is the medicine teacher and her role is to help her little ones learn.

Photo credit: Mother Bear Medicine - Nooshay Mukwaa Maashkikii (Northern Woodland Anishinawbe Dialect)
By Johl Whiteduck Ringuette, Ren Lonechild and Angela Aula of Red Urban Nation Artist Collective
As seen at Central Branch, Oakville Public Library

Welcome to our new Strategic Plan



Libraries continue to be a transformative force within our communities—we shape, impact and enrich the lives of hundreds of Oakville residents each and every day. OPL aspires to be the destination in Oakville to learn, create, be and work. The 2022–2024 Strategic Plan and updated mission, vision, and values will help us get there.

The world has fundamentally changed and, in response, OPL’s new Strategic Plan will guide how we address the digital divide, remain a reliable source of information, provide educational supports, and offer a place in which to experience culture and recreation. With the library as an important anchor in the community, Oakville residents will experience greater awareness, access, and use of library services in ways that uniquely serve their needs.

Thank you to the community members who shared their feedback through the public consultation process, on how they want to see OPL best serve them. We heard you and will continue to remain a welcoming space for everyone—one that provides equitable and barrier-free access to library services, meaningful customer experiences, engaging programming and events, increased access to technology and accessible services, and specialized resources that cater to our population of diverse cultures and abilities.

For over 125 years, OPL has built community connections, and our values of fostering discovery, creativity and providing access to literacy and information still hold as true today as they did upon their inception. We also recognize our responsibility in Truth and Reconciliation and are committed to a continuous learning journey in allyship. As we look ahead, we will continue to innovate, build strong intergenerational relationships within the community, and encourage lifelong learning to ensure everyone can reach their full potential. This new Strategic Plan provides guidance on how OPL will better inform, engage, and connect with Oakville residents within the four identified Pillar priorities. Oakville residents will experience greater awareness, access, and use of library services in ways that uniquely serve their needs.

Councillor Jeff Knoll
Chair

Oakville Public Library Board
Councillor Jeff Knoll, Chair
Steven Bright, Vice Chair
Councillor Janet Haslett-Theall
Pankaj Sardana
Bill Smith
Susan Fanelli
Andrew Cashman

Vision

Connecting people to what inspires them.

Mission

We bring together people, information and ideas to enrich lives and build healthy communities.

Values

Equitable Access

Curiosity

Belonging

Lifelong Learning

Intellectual Freedom

Exceptional Service



Strategic Pillars

OPL will connect people to what inspires them by focusing on four strategic pillars. These areas of focus will guide our planning and priorities to better inform and engage with Oakville residents.



Expanding our reach



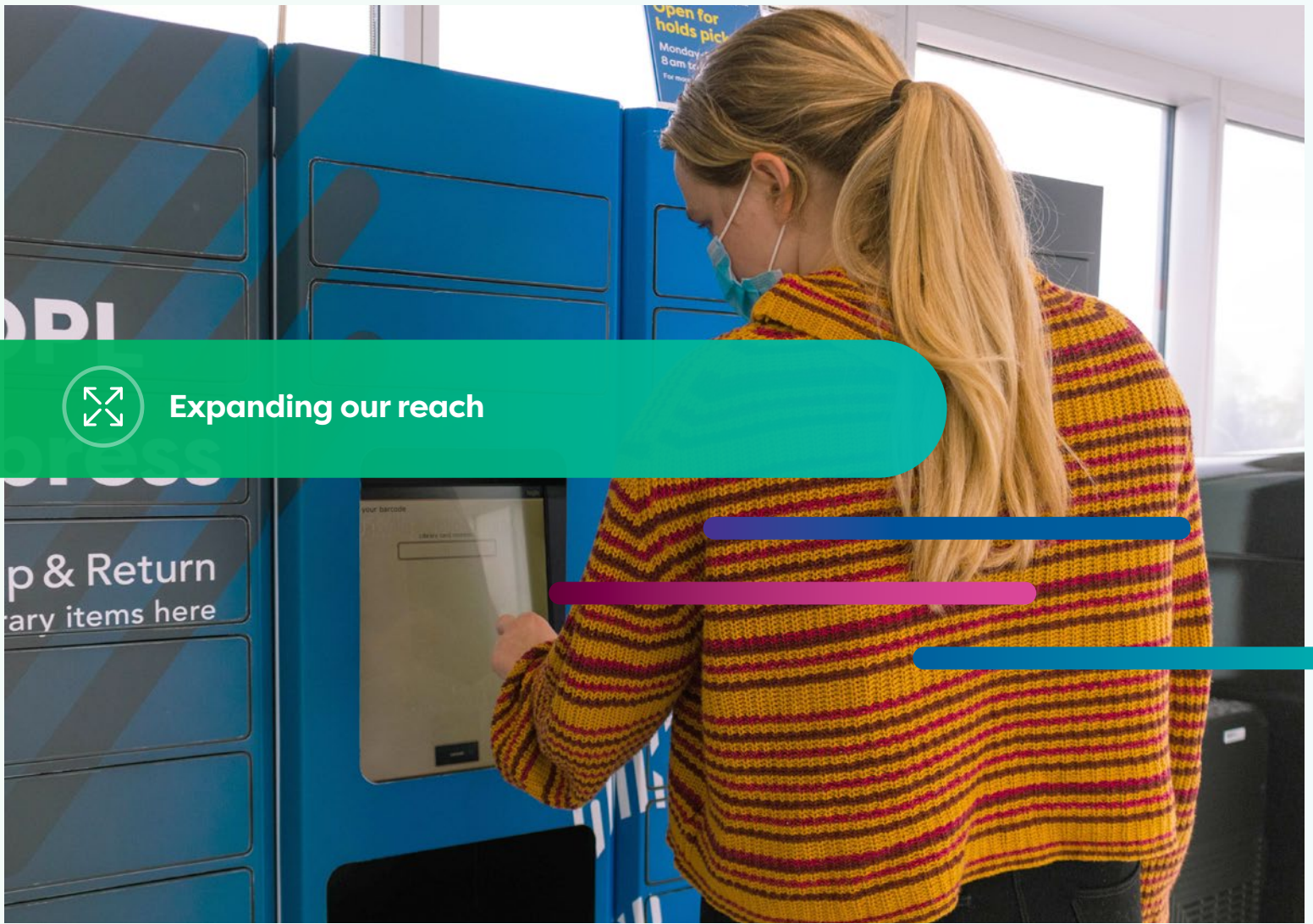
Promoting digital discovery



Investing in staff to deliver exceptional customer experiences



Enriching lives and building healthy communities



Expanding our reach

OPL will put actions in place to actively inform the Oakville community about its variety of services and programs, and encourage new users to join the library. We will focus our outreach efforts to support the needs and interests of our diverse communities.

WAYS WE WILL ACHIEVE THIS PILLAR INCLUDE:

- Strengthening stakeholder relationships and advocacy.
- Creating a customer retention plan.
- Increasing awareness of OPL programs and services.
- Extending our presence in the community by reimagining and creating alternative service points.
- Exploring new and more flexible ways to deliver services such as express kiosks and Wi-Fi hotspots.



Promoting digital discovery

OPL will continue to promote and build digital literacy across Oakville, ensuring all community members have access to technology and the skills to use it.

WAYS WE WILL ACHIEVE THIS PILLAR INCLUDE:

- Fostering digital literacy skills by enabling ongoing participation in the evolving digital world.
- Offering programs and training to support users in content discovery.
- Collaborating with community partners to promote the library's digital resources to diverse, marginalized, and under-served groups.
- Following best practices for description, discovery, and preservation to improve access to our collections and services.
- Reducing social isolation and providing equitable access to the digital world.

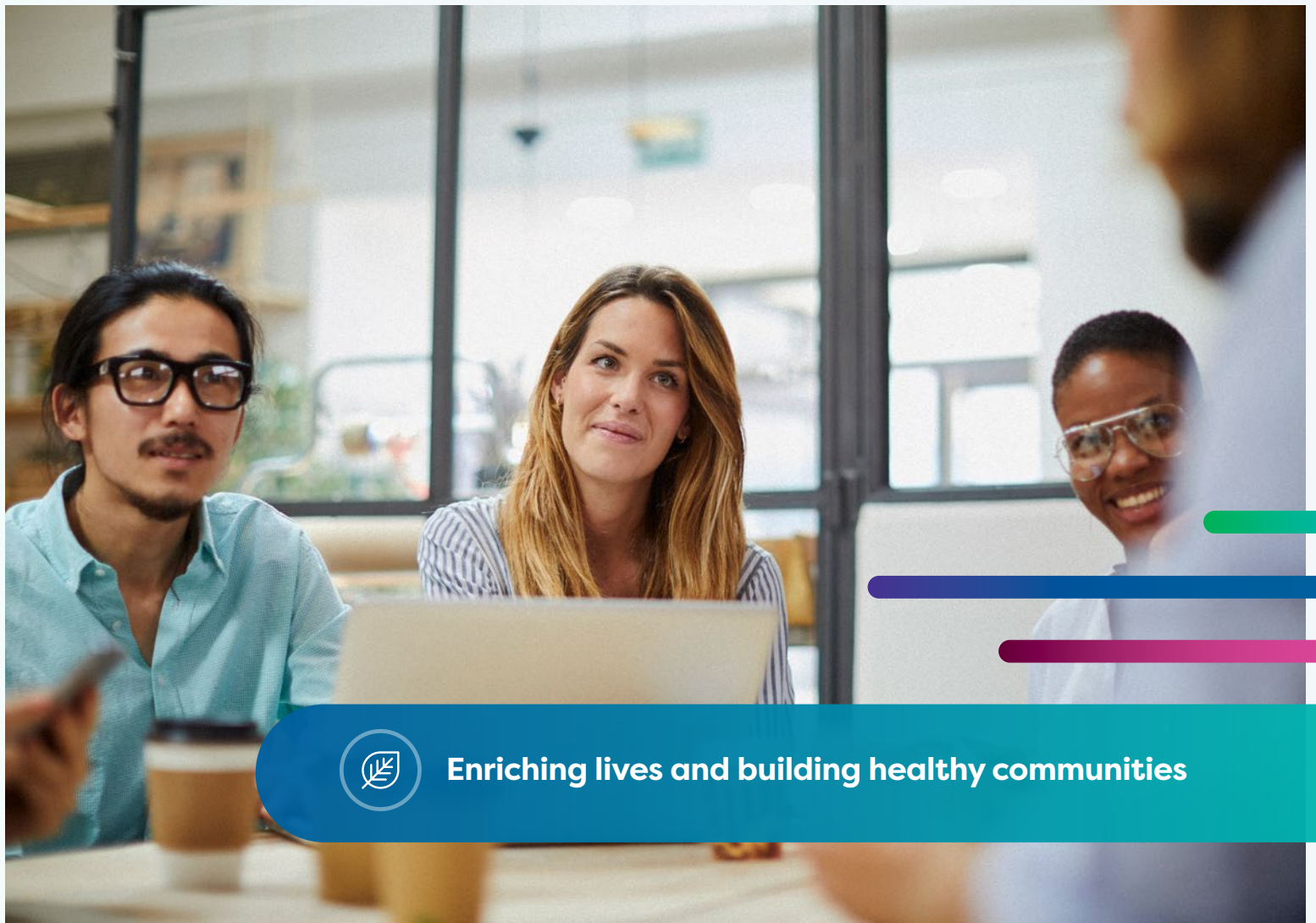


Investing in staff to deliver exceptional customer experiences

OPL will continue to collaborate with staff on exploring new and innovative ways to learn, providing them with resources and tools to deliver excellent customer service.

WAYS WE WILL ACHIEVE THIS PILLAR INCLUDE:

- Developing the library's workforce to meet the current and future needs of the organization and the community.
- Enhancing efficiency and service through continuous system improvements.
- Providing training and resources for staff that enable them to meet the changing needs of library customers and our transformed work environment.



Enriching lives and building healthy communities

OPL will work with our community partners to help Oakville residents better engage in thoughtful discussions on social issues and polarizing topics. Whether working to overcome misinformation or offering social services to support vulnerable populations, OPL will create a community that celebrates diversity, tackles difficult conversations, and helps build meaningful connections.

WAYS WE WILL ACHIEVE THIS PILLAR INCLUDE:

- Encouraging the understanding of Truth and Reconciliation and celebrating Indigenous cultures through programs and events.
- Developing partnerships with community-based organizations to connect vulnerable populations to impactful materials and services.
- Engaging and celebrating the diverse cultures and languages of Oakville.
- Continuing our work to reduce discrimination and misinformation.

Our Process

This Strategic Plan is the culmination of an extensive, months-long community engagement process that included a wide-reaching survey, dozens of interviews, workshops, and focus groups.

Our goal is to always engage with our customers, and continually improve our service and reach for all Oakville residents. When we set out on this journey, we also looked at ways we could engage with residents who do not use the library and those who are under-served.

We are committed to keeping the Oakville community at the heart of everything we do.





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