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| **Strategic Plan Focus** | **Outcome** |
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| Vibrant Physical and Virtual Space | new Worthington Street entrance 2024 |
|  | transition to hybrid curbside/partial physical service-pandemic necessitated 2021 |
|  | repair/rehabilitation of McIntyre entrance, including floors and doors 2023 |
|  | roof renovations mezzanine and children 2021 |
|  | new purpose built genealogy area ground floor 2021 |
|  | new mezzanine meeting space 2021 |
|  | board room refurbishment 2022 |
|  | board room technology upgrades 2023-2024 |
|  | new public print materials area ground floor 2021 |
|  | ACM abatement of main and mezzanine tile floors 2022 |
|  | new mezzanine teen print materials area 2021-2022 |
|  | ACM abatement of lower level staff area (kitchenette and staircase ) and installation of new flooring 2022 |
|  | ACM abatement of lower level public area (outside BR, washrooms, auditorium) and installation of new tile flooring 2022 |
|  | new exterior cladding solution to mitigate McIntyre entrance brick porosity issues 2020 |
|  | expansion of security camera system to increase coverage of interior and exterior of building 2021 |
|  | installation of smoke alarms in washrooms-inhibit substance abuse issues 2022 |
|  | initiation of seasonal and continuance of client appreciation days with refreshments 2021- |
|  | post covid expansion of security coverage from coverage of 66% of open hours to 100% 2021 |
|  | new gas pipe installation 2022 |
|  | demolition of legacy loading dock (50/50 cost sharing with Enbridge energy) 2022 |
|  | enhancement/rationalization of service hours 10:00-21:00 M-TH, 10:00-18:00 F, 10:00-16:00 S 2022 |
|  | security enhancements to deter after hours congregation of challenging clients on NBPL property including elimination of wi-fi after hours, removal of exterior electrical outlets 2022 |
|  | Braille signage and buttons for elevator installed 2023 |
|  | installation of book themed illustrations on stair risers, both adult and children titles featured 2024 |
|  | seasonal emergency mitts/hats for clients in need 2023- |
|  | no cost feminine hygiene products dispenser 2025 |
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| Informative, Timely, Accessible Communication | new digital exterior signage 2024 |
|  | digital interior signage monitor (65 inch) installed 2023 |
|  | new publicity and promotions hire to coordinate web and social media communications 2023 |
|  | new content management software to streamline library content on online platforms/social media accounts 2024 |
|  | curbside side delivery model for library materials access during pandemic lockdown 2021 |
|  | installation of additional library catalogue stations 2022 |
|  | implementation of online library space reservation system 2023 |
|  | replacement of portion of legacy lighting in children public area with energy efficient LED array 2023 |
|  | cyclical replacement of public access web computers (in the pods) 2023 |
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| Resources Reflecting the Diverse Interests of the Community | completion of new, to code, accessibility ramp for Worthington Street entrance 2024 |
|  | strengthening of French and aboriginal materials to collections 2021- |
|  | Braille signage and buttons for elevator installed 2023 |
|  | maintenance of a diverse magazine print collection in two languages 2021- |
|  | initiation of cooperative meetings with local Francophone groups to enhance outreach of library services/products 2021 |
|  | NBPL-WKP gallery cooperative public art project mural 2025 |
|  | Mariupol photo exhibition 2025 |
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| Engaging Programming for Adults, Youth And Children | Waubgeshig Rice indigenous author visit/lecture 2024 |
|  | Judi Merle indigenous author event 2022 |
|  | TD summer reading programs for children 2021- |
|  | variety of summer and school break programs for children (science, crafts, activities etc) 2021- |
|  | variety of adult programs (puzzles, crafts, wills, estate planning, book clubs, games nights etc.) 2021- |
|  | increases in programs from 31 programs 2020 to 202 programs in 2023 |  |  |
|  | increases in program attendance from 278 attendees 2020 to 10229 attendees 2023 |
|  | implementation of online library space reservation system 2023 |
|  | grant award CNB Centennial Legacy project program 2025 |
|  | grant award healthy Aging project program 2025 |
|  | The Board presented at City Council regarding programming and resources available at the library. |
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| Exemplary Governance Practices | cyclical replacement of staff computers 2021 |
|  | new staff work room area ground floor 2021 |
|  | personal security fobs for staff alone in public areas 2022 |
|  | Establishment of “safe space” in stacks for emergency shelter in place for staff 2021 |
|  | The Board conducted a thorough review of outdated policies and developed new ones. Additionally, a new policy template was created to ensure a consistent format. |
|  | The Board appointed a representative to engage with the Ontario Library Service, ensuring the library's interests are represented in provincial discussions and supporting fellow library board colleagues |
|  | The Board participated in training sessions to enhance governance practices. |
|  | The Board analyzed methods to facilitate receiving charitable donations and is currently pursuing charitable status. Additionally, a community partnership was developed to support receipting, making the backend process more cost-effective. |
|  | The Board ensured financial resources were well managed and developed a budget that aligned with the City's expectations. |