



SURREY LIBRARIES
discover·connect·inspire

STRATEGIC PLAN

2024–2028



LAND ACKNOWLEDGEMENT

Surrey Libraries recognizes that our work takes place on the ancestral, traditional, and unceded territories of the SEMYOME (Semiahmoo), q̓ícə́y̓ (Katzie), k̓wík̓wə́łəm (Kwikwetlem), q̓ʷɑ:ńłəń (Kwantlen), q̓iqéyt (Qayqayt), x̓məθk̓ə́y̓əm (Musqueam) First Nations and on the ancestral and traditional territory of the s̓cəwaθən məsteyəx̓ʷ (Tsawwassen) First Nation.

MESSAGE FROM THE BOARD CHAIR AND CHIEF LIBRARIAN

We are excited to present Surrey Libraries' new strategic plan, spanning 2024 to 2028.

Our planning process began early in 2023, as the world was recovering from the global pandemic.

The pandemic altered the landscape in which the Library operates and prompted us to reevaluate our service models. The ways in which people access and consume information has also changed significantly and Surrey continues to grow rapidly. The City is home to the largest school-age population in British Columbia, a fast-growing urban Indigenous population, and attracts many newcomers. This brings about both opportunities and challenges and the new plan will ensure we can effectively serve our expanding and diverse community.

We extend our sincere appreciation to everyone who helped in creating the plan. This includes our trustees, whose steering of the process and overall guidance was invaluable. The operational expertise of our staff ensured that our plan is realistic and achievable. And insights from our community partners enriched our understanding of the Library's broader impact.

Thank you also to the City's senior management team and the Mayor and Council, for their input to ensure the plan aligned with broader municipal objectives. The enthusiasm and dedication of all those involved helped to create a plan that aims to make a positive impact and to improve the lives of individuals in our organization and the community.

*Marilyn Herrmann, Board Chair
Surinder Bhogal, Chief Librarian*

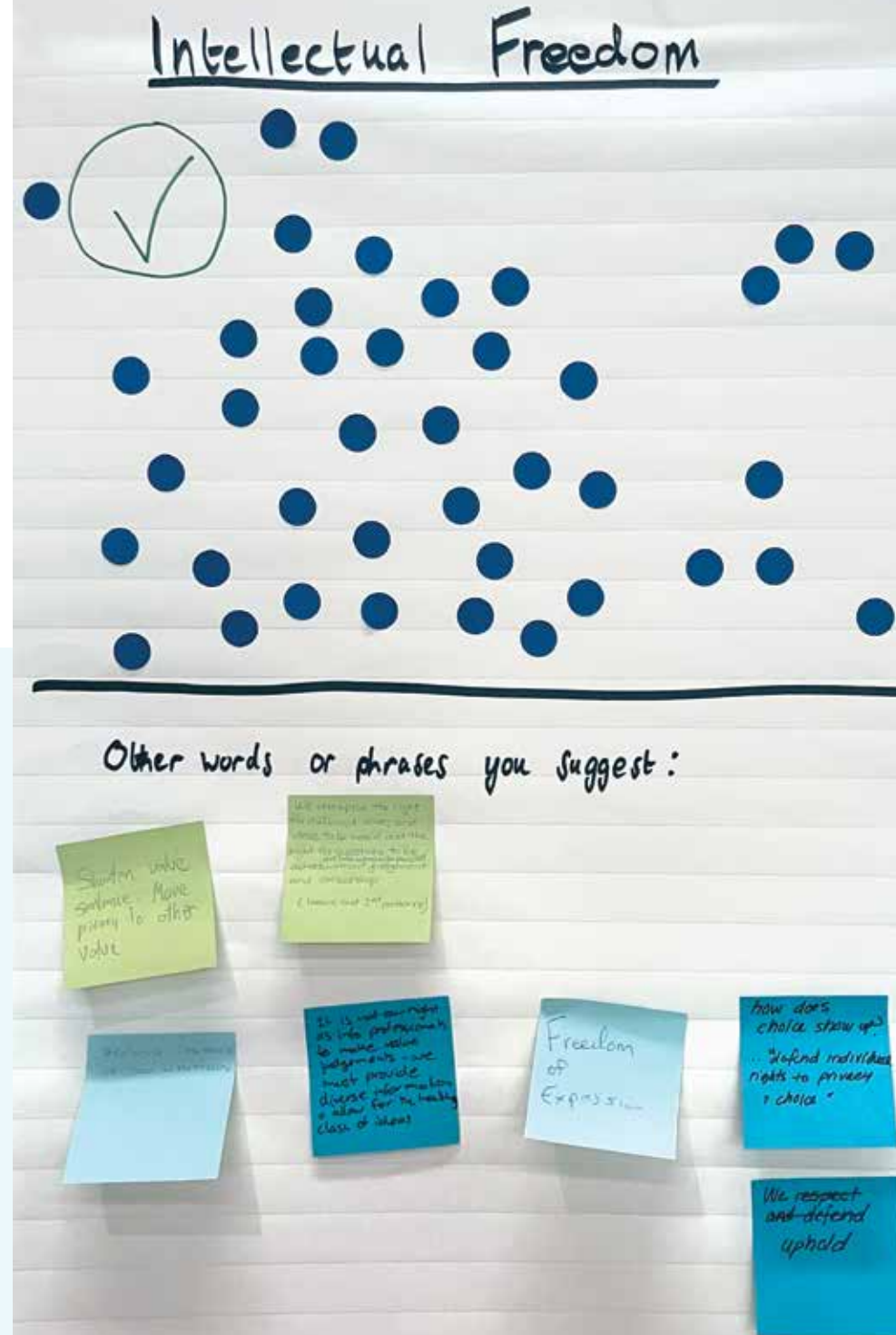
Planning Process

In developing the plan, we consulted a broad range of people to ensure diverse perspectives were reflected for a well-rounded strategy.

Consultants facilitated a series of workshops for the Library Board, staff, and community partners. Community partner workshops included members from the City, education sector, business sector and the many non-profits that the Library works with. We also engaged with Skookum Surrey to understand perspectives from Indigenous peoples in Surrey. Surveys were used to gather input from both our community and staff, and interactive activations at each library branch ensured patrons' perspectives were heard.

IN SUMMARY:

- ▶ **100+ participants at four community partner focus groups, including one for Indigenous community**
- ▶ **1,790 public survey respondents**
- ▶ **118 staff at three World Café sessions**
- ▶ **129 staff survey respondents**
- ▶ **10 in-branch activations**



Vision

The vision sets out the ideal future the Library aspires to realize and helps drive our work both in the community and within our organization.

A literate, inclusive, thriving city.

Mission

The mission reflects the Library's core purpose and how we will work towards supporting the vision.

We connect people, spark curiosity, and inspire lifelong learning to enhance the lives of Surrey residents.

Through the caring work of our staff and in collaboration with our city and community partners, we do this by:

- Supporting people's needs by connecting them with the right resources at the right time
- Building community through programs and services that strengthen social connections
- Creating accessible, inclusive, and welcoming online and physical spaces

Our Values

Values serve as our guiding principles, shaping our culture and behaviour. They help define our identity and purpose, influencing decision-making and actions. By aligning with these values, the Library creates a cohesive and ethical environment, fostering long-term success.

Intellectual Freedom

We champion the right for different voices and ideas to be heard, and the right for questions to be asked without censorship.

Community Focus

We care about the well-being of our community and work to foster a sense of belonging and connection.

Equitable Access

We strive for our services to be accessible to all members of our community.

Innovation

We continuously explore and pursue new ideas to improve services, remaining flexible to find creative solutions.

Collaboration

We work with each other, our city, our community, and our patrons to support common goals and provide excellent service.

Sustainability

We strive to be a leader in environmentally sound, socially equitable, and economically feasible practices.

Goals

1 A Connected Community

Individuals are connected to information, ideas, and each other, both within the Library and outside in the community. Local culture is showcased and celebrated, and social connections are made to reduce isolation. Decisions are made considering diverse perspectives from staff, the community, and informed by data. Community partners are engaged to leverage resources and create meaningful impact.

2 Welcoming Learning Spaces

Spaces, both physical and online, are welcoming and inclusive, catering to different learning styles—from vibrant families gathering, to youth studying together, to people seeking solace and inspiration. Local Indigenous history and culture are reflected, as are the different community members that call Surrey home.

3 Empowered People

Resources, whether collections, technology, or highly trained staff, are available to help individuals succeed in life and be active contributors to society and the economy. Employees are supported to be continuously learning, healthy and productive, offering excellent service.

4 A Resilient and Strong Organization

The Library's policies, processes, and procedures are continuously improved to provide excellent service and address the needs of a growing city. Our impact on the environment guides our work and decision making.

Objectives

- 1.1 Broaden Library usage and membership
- 1.2 Diversify and deepen relationships with community partners
- 1.3 Assess and prioritize services based on data, staff, and community input

- 2.1 Align services, spaces, and collections to reflect Surrey's diverse community, with a focus on newcomers, youth, seniors, and Indigenous peoples
- 2.2 Improve patrons' experience in physical branches and online, and plan for new branches
- 2.3 Provide technological tools and training for the community

- 3.1 Provide programs and services to support our residents' ability to succeed in life
- 3.2 Support employee professional development and learning
- 3.3 Promote employee health and wellbeing

- 4.1 Continuously improve processes for service excellence
- 4.2 Adopt sustainable practices
- 4.3 Spend funds responsibly and plan for growth

**DESCRIBE
SURREY LIBRARIES
IN ONE WORD**



Measuring Success

Quantitative and qualitative measures have been developed to measure the progress of the plan. Measures include outputs such as library usage data and outcomes such as the impact created. Outcomes will be captured through community and employee surveys.

Measures will be monitored to assess where improvements and changes to approach may be required. They will also be important to recognize and celebrate accomplishments. Measures will be assessed annually to ensure they are still suitable to monitor the success of the plan.



THANK YOU

To the many community partners who helped shape our strategic plan

ALEXANDRA HOUSE
BC MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
BRELLA COMMUNITY SERVICES SOCIETY
CANADA REVENUE AGENCY
CENTRE FOR CHILD DEVELOPMENT
CHETNA ASSOCIATION
CITY OF SURREY
CLOVERDALE BUSINESS IMPROVEMENT ASSOCIATION
DIVERSECITY COMMUNITY RESOURCES SOCIETY
DOWNTOWN SURREY BUSINESS IMPROVEMENT ASSOCIATION
EDUCACENTRE COLLEGE
ELIZABETH FRY SOCIETY
FLEETWOOD BUSINESS IMPROVEMENT ASSOCIATION
FLEETWOOD COMMUNITY ASSOCIATION
FRASER REGION ABORIGINAL FRIENDSHIP CENTRE ASSOCIATION
KWANTLEN NATION
LOOKOUT HOUSING AND HEALTH SOCIETY
MOVING FORWARD FAMILY SERVICES
NEWTBC

OPTIONS COMMUNITY RESOURCES SOCIETY
PHOENIX SOCIETY
PROGRESSIVE INTERCULTURAL COMMUNITY SERVICES (PICS) SOCIETY
QAYQAYT NATION
READ SURREY/WHITE ROCK SOCIETY
SARDIS GENEALOGY GROUP
SIMON FRASER UNIVERSITY
SKOOKUM SURREY
SUCCESS
SURREY LOCAL IMMIGRATION PARTNERSHIP
SURREY OVERDOSE RESPONSE COMMUNITY ACTION TEAM
SURREY SCHOOLS
SURREY URBAN INDIGENOUS LEADERSHIP COMMITTEE
TZU CHI FOUNDATION
UMOJA OPERATION COMPASSION SOCIETY
UNITI
UNIVERSITY OF BRITISH COLUMBIA
WACEYA METIS SOCIETY

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