

2012 FVRL ANNUAL PLAN

Our Mission	To connect people to the world of information and ideas					
Our Vision	To be an innovative organization that is recognized as a vital community destination and resource for literacy, recreation, and informed decision-making					
Our Directions	DIRECTION ONE Plan, provide and promote library products and services that meet the needs of customers	DIRECTION TWO Optimize technology to improve the customer's library experience and access to variety of information	DIRECTION THREE Conduct annual strategic planning	DIRECTION FOUR Attract, develop and retain qualified employees who are dedicated to meeting the needs of customers	DIRECTION FIVE Seek collaborations and partnerships to better serve our customers and communities	DIRECTION SIX Further FVRL's mission by working closely with the library board and member municipalities
Our Initiatives	<p>1. Investigate, recommend, plan, and implement new community outreach.</p> <p>2. Build the brand: plan consistent, branded methods of delivering great customer service.</p> <p>3. Prepare for the opening of three new libraries.</p> <p>4. Expand the library collection, including new formats.</p>	<p>1. Implement the three Radio Frequency Identification (RFID) pilots and plan for future system-wide implementation of RFID.</p> <p>2. Plan and implement the Integrated Library System from Millennium to Sierra.</p> <p>3. Investigate and report on possible enhancements to system-wide bandwidth to improve customer and staff experience using library computers.</p>	<p>1. Work with municipal contacts to plan for future library services in the community.</p> <p>2. Review and investigate options re space requirements for the Administrative Centre.</p>	<p>1. Review and report on Human Resources software options.</p> <p>2. Develop a recruitment strategy and processes.</p> <p>3. Build employee engagement.</p> <p>4. Investigate and report on future staff training needs.</p>	<p>1. Plan and build donor relations function at FVRL.</p> <p>2. Investigate, recommend, plan and implement new community outreach.</p>	<p>1. Amend the Operating and Service Level Agreements and include the Library Managers Protocol.</p>

To fulfill our mission of *connecting people to the world of information and ideas*, Fraser Valley Regional Library (FVRL) management and staff are committed to the Service, Management, and Directions described below.

DIRECTION ONE: PLAN, PROVIDE AND PROMOTE LIBRARY PRODUCTS AND SERVICES THAT MEET THE NEEDS OF CUSTOMERS

- Investigate, recommend, plan, and implement new community outreach.
- Build the brand: plan consistent, branded methods of delivering great customer service.
- Prepare for the opening of three new libraries.
- Expand the library collection, including new formats.

DIRECTION TWO: OPTIMIZE TECHNOLOGY TO IMPROVE THE CUSTOMER'S LIBRARY EXPERIENCE AND ACCESS TO VARIETY OF INFORMATION

- Implement the three Radio Frequency Identification (RFID) pilots and plan for future system-wide implementation of RFID.
- Plan and implement the Integrated Library System from Millennium to Sierra.
- Investigate and report on possible enhancements to system-wide bandwidth to improve customer and staff experience using library computers.

DIRECTION THREE: CONDUCT ANNUAL STRATEGIC PLANNING

- Work with municipal contacts to plan for future library services in the community.
- Review and investigate options re space requirements for the Administrative Centre.

DIRECTION FOUR: ATTRACT, DEVELOP AND RETAIN QUALIFIED EMPLOYEES WHO ARE DEDICATED TO MEETING THE NEEDS OF CUSTOMERS

- Review and report on Human Resources software options.
- Develop a recruitment strategy and processes.
- Build employee engagement.
- Investigate and report on future staff training needs.

DIRECTION FIVE: SEEK COLLABORATIONS AND PARTNERSHIPS TO BETTER SERVE OUR CUSTOMERS AND COMMUNITIES

- Plan and build donor relations function at FVRL.
- Investigate, recommend, plan and implement new community outreach.

DIRECTION SIX: FURTHER FVRL'S MISSION BY WORKING CLOSELY WITH THE LIBRARY BOARD AND MEMBER MUNICIPALITIES

- Amend the Operating and Service Level Agreements and include the Library Managers Protocol.