



2016 BOARD WORK PLAN

<p>SERVICES that are customer centric</p>	<p>Act as catalyst for exploration and discovery</p> <p>Provide physical and digital collections that are responsive to customer demands and community needs</p> <ul style="list-style-type: none"> – eContent Advocacy <p>Enhance the customer experience by leveraging best practices and technology</p>
<p>SPACES for community, collections, and creation</p>	<p>Develop an inclusive, dynamic Central library enabling creation and learning</p> <ul style="list-style-type: none"> – Central Library Development Project <p>Sustain collaborative and flexible physical spaces across the library system</p> <ul style="list-style-type: none"> – Facilities Investment and Growth Planning Study <p>Design virtual spaces for creation and sharing</p>
<p>SUCCESS through learning, literacy, and innovation</p>	<p>Strengthen and promote the library's reach and value</p> <ul style="list-style-type: none"> – Library Month Campaign <p>Foster community partnerships</p> <p>Align library services in support of customer needs</p> <ul style="list-style-type: none"> – Alternative Services Framework Implementation

BEST PRACTICES and GOVERNANCE

- Order of Friendship
- Collective Bargaining Mandate