

Commitment: We nurture connection and belonging for staff and the community. We reflect and respect the diversity in our community, and embed equity, inclusion, accessibility and the principles of reconciliation in our decision making, spaces, services, and programs.

Pillar	Description	Outcome (so that...)	Goals
Governance	Governance includes the Library's purpose (mission, vision), strategic priorities, policies and decision-making as well as Library Board activities and relations with other levels of government.	Diversity, equity, inclusion, accessibility and reconciliation are consistently considered in decision-making and relationships, and Board meetings are inclusive of diverse voices.	Support Library Board Trustee knowledge and skills with respect to diversity, equity and inclusion.
			Ensure Library Board meetings and activities are inclusive of diverse voices.
			Support diversity and representation on the Library Board.
			Embed diversity, equity and inclusion in strategy, policy and decision-making.
			Include Indigenous rights, relations and perspectives in planning and policy.
Staff	Staff includes training and development, hiring and transitions, HR processes, supervisory approaches, organizational culture, health and safety, internal communication and conflict resolution.	Staff feel skilled, empowered, heard and valued, have respectful and collaborative relationships, and feel a sense of inclusion, well-being and belonging at work.	Develop staff and supervisory skills, capabilities and capacity with respect to diversity, equity and inclusion.
			Support increased peer-to-peer and cross-team interactions, support, and mentorship.
			Ensure Human Resource practices and processes support a diversity of lived identities.
			Uphold a culturally safe workplace for Indigenous staff
Operations	Operations includes physical and digital spaces for staff and customers, wayfinding, technology, furniture and equipment, routine processes and procedures, and security.	Diverse community members and staff can navigate and access library spaces and services in person and online with ease and a sense of welcome and belonging.	Ensure operational processes, procedures and decision-making are inclusive, culturally safe and trauma-informed.
			Increase accessibility in the library facility, including physical, sensory and linguistic accessibility.
			Improve accessibility of digital spaces, resources and documents.
			Facilitate a sense of community connection and belonging in library spaces.
			Honour Indigenous voices, knowledge and cultures in library space and service provision.

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Programs & Services	Programs & services include physical and digital collections, programming for all ages, and customer and information services.	Members of the community in all their diversity feel reflected, respected, welcomed and included in library services, collections and programs, and see the library as a trusted source for information.	Continue and increase programming that amplifies diverse voices and promotes belonging and inclusion.
			Reduce barriers to access in library programs and services.
			Increase access to community social supports within the library setting.
			Continue to provide and highlight diverse collections.
			Continue to support programming and awareness aligned with the principles of reconciliation.
Community Connections	Community connections includes partnerships, communications, engagement and outreach.	Community members connect with a network of supports and services through the library, and feel invested and engaged in the work of the library.	Increase the reach of library communications to target communities.
			Continue to amplify and collaborate with community partners to support community needs.
			Increase opportunities for community members to be involved with the library.
			Strengthen relations with Indigenous community members and with organizations serving Indigenous people.