



CALGARY PUBLIC LIBRARY

STRATEGIC PLAN

2027 – 2030



A BETTER
TOMORROW
THROUGH
STORIES



CALGARY
PUBLIC
LIBRARY





LAND ACKNOWLEDGEMENT

With gratitude, mutual respect, and reciprocity, we acknowledge the ancestral home, culture, and oral teachings of the Treaty 7 signatories which includes the Siksika Nation, Piikani Nation, Kainai Nation, the Îethka Stoney Nakoda Nation, consisting of the Chiniki, Bearspaw, and Good Stoney Bands, and the people of the Tsuut'ina Nation. The City of Calgary is also homeland to the historic Northwest Métis and to the Otipemisiwak Métis Government, Métis Nation Battle River Territory, Nose Hill Métis District 5 and Elbow Métis District 6.

At Calgary Public Library we celebrate stories: the stories of the community and the land that we live on. We serve the community on Wicîspa, Guts'ists'i, and Moh'kinstsis, which describes the gathering place where the Bow and Elbow rivers meet. We respect all people who share, celebrate, and care for the Treaty 7 territory of southern Alberta and we honour the original caretakers of the land who remind us of the ongoing histories that precede us. We recognize our shared responsibilities going forward to help bring everyone together on this journey of Truth and Reconciliation.

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PURPOSE

a
better
tomorrow
through
stories



SARAH MEILLEUR

CEO

Calgary Public Library

A new
transformational
chapter at
Calgary Public Library
begins today



People understand the world through stories. They are where we find purpose, delight, and hope. Stories also help us build a better future.

For over a century, Calgary Public Library has helped shape our city by celebrating and supporting your story. A story that includes your family, your first job, your career, your homework, and even your first words.

Today, we are starting a new, transformational chapter as we invite you to help us write the story of the Library of 2040. Building the future of our Library means imagining the city in which we wish to live together — and bringing it to life.

I want every Calgarian to be a reader because reading is where every great story — *your story and our story* — begins.

Our plans are ambitious and they are rooted in measurable community impact for every Calgarian. Our community deserves beautiful, welcoming spaces and new ideas that challenge and inspire, with fun and joy along the way.

We are proud to be your public library. With our 2027 – 2030 Strategic Plan, we are taking big steps towards 2040 by responding to the needs of today and collaborating with our community to create a better tomorrow. To do that, Calgary Public Library must grow. We need more spaces, more technology, and, most of all, more books.

I want every Calgarian to be a reader because reading is where every great story — *your story and our story* — begins.

Big dreams start with community. You've been part of our past and present, now join us for what comes next.

Sarah Meilleur

TRACY JOHNSON

CEO

Calgary Public Library Foundation

Philanthropy
+ strategy
= real impact



At Calgary Public Library Foundation, our role is clear: we connect and inspire donors to write what's next for our Library.

Our donors help us reimagine what's possible by supporting the enhanced programs, services, and spaces that make the Library an inspirational pillar of our community. We are the ellipses — the bridge between an exciting dream and impactful reality.

When the Library dreams, I see opportunity — a chance for donors to create the stories that move our community forward.

The Library Foundation empowers our community to invent the future of libraries. Since 2013, donors have entrusted the Library Foundation with more than \$95 million in generous gifts. Because of donors, kids are becoming readers, newcomers feel at home, literacy rates in the city are high, and we all have the opportunity to dream.

The Library's Strategic Plan is an outline for a transformational next chapter. Our community's generosity will write between the lines, building out support for the Library's vision and helping it go further, faster.

Philanthropy works alongside strategy to create real impact. To help the Library build a better tomorrow through stories, we need to write those stories together. Stories of shared purpose, innovation, and impact. I hope you'll join us.

Tracy Johnson

When the Library dreams, I see opportunity — a chance for donors to create the stories that move our community forward.

VALUES

CURIOSITY

Social connection and understanding begins with curiosity. We embrace diversity of thought to challenge assumptions, hear new voices, and bring creativity to our work.

We seek to know the needs and dreams of our community.

COLLABORATION

Collaboration begins with listening to our members, partners, teams, and peers. Meaningful engagement ensures that we deliver impactful public service.

We build trust and credibility through collaboration.

EQUITY AND BELONGING

Equity in opportunities, resources, and treatment will lead to dignity and belonging for all. We recognize and honour our differences by acting with integrity, reducing barriers, and creating welcoming spaces.

We must know our past so we can build a better future that benefits all.

COMMITMENTS

INTELLECTUAL FREEDOM

Our obligation is to protect your intellectual freedom. We have a professional responsibility to provide you with the resources, tools, and spaces to access information freely while respecting your choice and privacy.

TRUTH AND RECONCILIATION

By listening to, learning from, and building reciprocal relationships with Indigenous communities, we strive to share and celebrate Indigenous culture, knowledge, and stories. We have a responsibility to tell the history of Residential Schools in Canada and hope to honour First Nations, Inuit, and Métis peoples in our work.

INTENTIONAL INNOVATION

Our culture of innovation ensures that people and place are always at the centre of what we do. We deliver bold local solutions that make us a leader for public libraries. We improve, transform, and grow by bringing innovation — big and small — into our work every day.



You can help write the Library's story.

Calgary Public Library Foundation works with generous, philanthropic-minded Calgarians to support Calgary Public Library's programs, services, and spaces beyond their core funding. Our donors' generosity transforms the Library's dreams into reality — making a tangible impact on Calgarians.

As we stand at the threshold of the Library's next era and its vision for 2040, more than ever we'll need partners who believe stories, learning, and belonging are essential infrastructure for a world-class city.

Since 2013, our visionary donors have empowered the Library to become more responsive to our community's needs. Through stewardship of more than \$95 million in giving, the Library Foundation has been instrumental in removing barriers to access, enhancing services, and expanding the Library's impact in our community.

We're proud of what we've helped donors accomplish for the Library and its patrons — increasing access by eliminating late fines and membership fees, fostering belonging by establishing the Wellness Desk and the Job Desk, and creating early learning opportunities with My First Bookshelf, and indoor and outdoor Early Learning Centres. These bold innovations, among many others, have made the Library a global leader in resources and programming.

Just as it has since the Library Foundation's story began, donor support will transform the goals outlined in the pages of this Strategic Plan into reality: more spaces, more services, more innovations, and more access for every Calgarian.

WHERE PHILANTHROPY MEETS STRATEGY

The future of libraries is being written in Calgary, and our donors are holding the pen — **will you join us?**



FOLLOW ALONG
and see stories unfold!

libraryfoundation.ca
@libraryfdnyc

DONOR IMPACT TOUCHES REAL LIVES THROUGH THE LIBRARY

Four-year-old Olivia and three-year-old Logan are building their first home library, thanks to the donor-supported program My First Bookshelf. Research shows that having even 20 books at home fosters a love of learning, and My First Bookshelf delivers free books through the mail every month up to a child's fifth birthday. In the first five years of the program, we delivered 204,297 books to 8,321 kids across the city. Olivia and Logan's mom sees firsthand how important this program has been to her family.

"We sit together, we share together, we spend time together. It's not just reading, it's a whole teaching moment. That opportunity is the most important thing because that's the key to a good start in life."

SERVICE MANDATES

*Your Library delivers the greatest impact through these areas.
With ambitious goals and corresponding investment, we are creating
a roadmap to 2040, and beyond.*

COLLECTIONS

Our Collections are our most used and impactful service. Calgarians will use Library Collections as a primary source of information and learning that generates deeper community engagement and empathy.

Members will have access to increasingly diversified resources, growing to a minimum of two items per capita. With projected population growth, total circulation approaches **30 million** by 2040.

EXPERIENCES

Experiences create community and inspire you to realize your potential. Library-curated experiences focus on literacy, creativity, skill building, equitable access, and supporting youth.

Additional event and program capacity, population growth, and higher patron engagement results in annual visits approaching **18 million** by 2040.



**By 2030
the Library will**
grow physical and
digital collections
alongside the City's
growing population.



**By 2030
the Library will**
advance our role
as a trusted leader in
reading, literacy, and
civic engagement.

**By 2030
the Library will**
strengthen staff
expertise and skills
to meet evolving
community needs.



**By 2030
the Library will**
evolve our spaces to
be more welcoming,
flexible, and
biophilic.



**By 2030
the Library will**
enhance patron access,
experience, and
engagement through
technology.



EXPERTISE

Library staff are motivated by helping others. We are skilled in information navigation, critical thinking, technology troubleshooting, and possess strong cultural competency.

We engage visitors in a multilingual environment that reflects the diversity of Calgary.

SPACES

Library spaces are intentional and create a supporting atmosphere for our services. Calgarians will experience our spaces as welcoming, flexible, and biophilic.

A minimum of **40%** of space supports collaboration and learning activities.

By creating at least 200,000 net new square feet of library space, the goal of operating **0.3 square feet per capita** will be met by 2040.

TECHNOLOGY

Technology services are powerful in building skills and knowledge but are more critical, indeed essential, in facilitating equitable access to resources and in connecting to other community service providers.

We will engage with and steward emerging technologies purposefully to benefit our work and the needs of our users. Library technology will be immersive and adaptive, and our work will drive digital equity and literacy.

A GROWING LIBRARY

FOR A GROWING CITY



We are building a Library not just for today and tomorrow, but for years to come. Calgary is evolving into a modern, globally connected city and the Library is growing and innovating right alongside it, ensuring that no one is left behind.

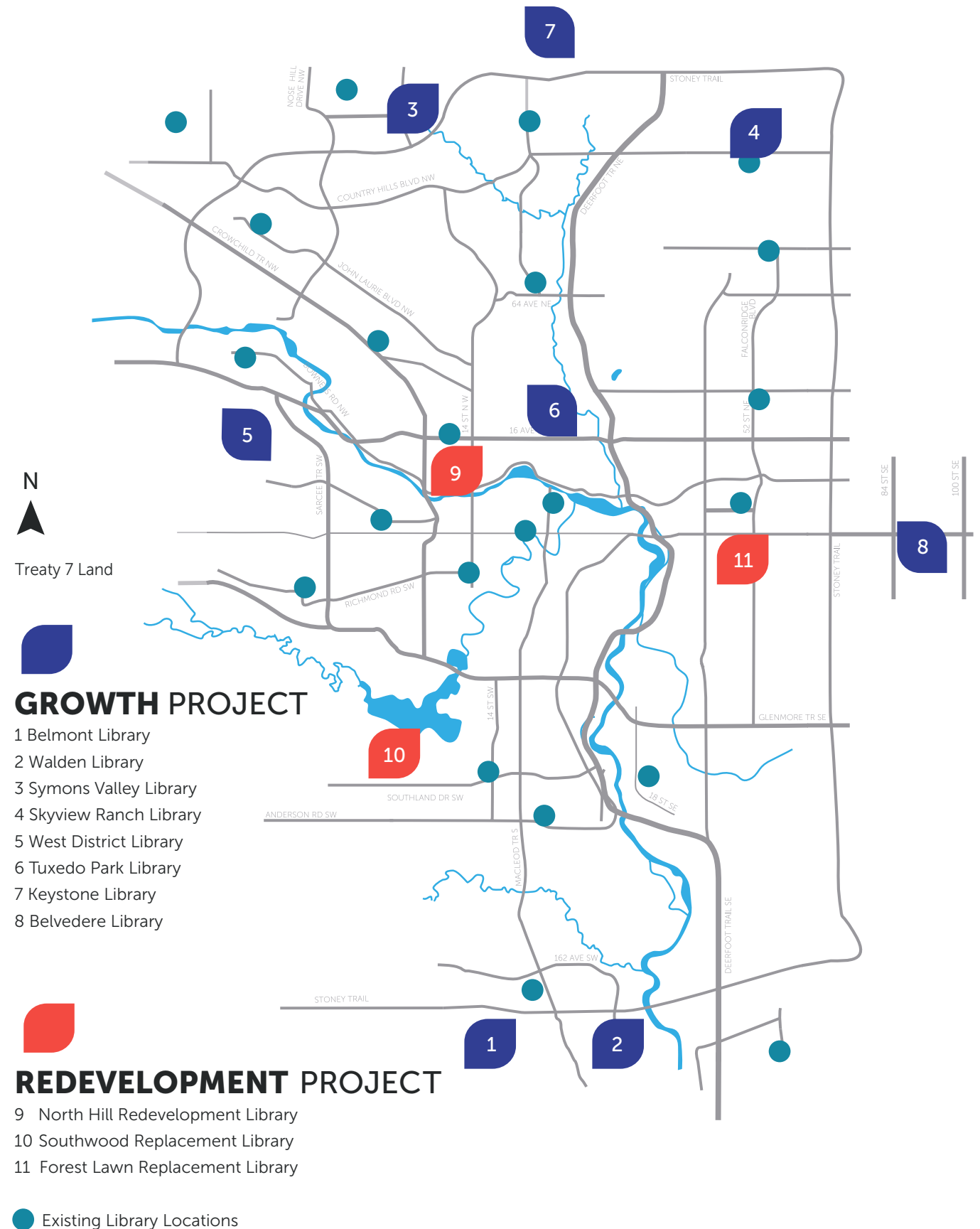
When we imagine the future of our Library, we are thinking of the city in which we wish to live together. That means creating spaces where we can challenge each other and even disagree, with respect at the centre. It's about building connection points that deliver lifelong learning, digital equity, and community connection.

A future-ready Library network is created through smart, sustainable growth that connects and evolves as our community needs change. That means working with the City and other community partners to find better ways to serve our communities.

Based on North American benchmarks, The City of Calgary is far below public library space allocation based on population. To meet minimum standards (0.3 square feet of community library per capita), Calgary Public Library needs to add an additional 200,000 square feet of space.

That means more libraries in more communities with more service and support for everyone who lives here.

We are growing your public library system to meet the needs of Calgarians now and in the future.



By 2040
Three out of every four Calgarians
choose the Library



THANK YOU to the staff, partners, volunteers, supporters, and donors that enable us to serve our community.
Let's build a better tomorrow, through stories, together!



Thank you to the Calgary Public Library Board for their leadership

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|-----------------------------|---|---------------------|------------------|------------------------------|
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