



Section of Policy Manual: Governance	Policy No. : GOV-13
Subject: Planning	Policy Approval Date: October 12, 2017
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The library board shall maintain an effective planning process for the library in order to fulfill its mandate under the **Public Libraries Act**, RSO 1990, c. P44, s. 20(a): “A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs”. This policy establishes a formal planning process.

1. The planning process ensures that:
 - a) the vision of the library board is realized
 - b) the library is able to respond to changing needs and trends in the community
 - c) key decision makers in the community make a long-term commitment to library services
 - d) services available elsewhere in the community are not unnecessarily duplicated
 - e) library funds are responsibly expended in a deliberate and accountable manner
 - f) continuity of services is maintained regardless of personnel changes in the board or employees
2. To this end, the library board shall:
 - a) in the second year of its four year term, develop a formal planning document that includes the mission and vision statements, and priorities
 - b) develop a cycle for reviewing and assessing:
 - i. client needs in the community served by the library
 - ii. the services of the library in the light of client needs and feedback



- iii. the priorities of the municipality
 - iv. current board strategic planning documents: mission statement, goals and objectives
- c) report to the community on the library's progress in fulfilling its plan by means of:
- i. distribution of an annual report
 - ii. presentations to Council, service groups and community organizations
- d) ensure public information and communication about the planning process and the plan are accessible to persons with disabilities.
3. Reviewing and assessing the library's current environment will be addressed through a situational analysis which may include:
- a) **Community analysis** - A range of community-related information with possible implications for library service, including demographic data, municipal planning documents, and information on local agencies and services, is gathered and formally analyzed at least once every four years, and the results used in the planning of library service.
 - b) **Consultation with users** - Library users are consulted regularly concerning library service (e.g. by means of surveys, focus groups, formal and informal interviews, open houses, suggestion box, website, etc.). The Library ensures that the invitation to comment and the feedback process are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.