London Public Library

MONTEITH BROWN PLANNING CONSULTANTS

London Public Library

Final Draft Strategic Plan

Presentation to the Library Board

October 22, 2026



Purpose, Vision & Values (Final Draft)

Purpose

London Public Library builds real human connection, helping Londoners to access the resources, learning and opportunities they need to succeed.

Vision

A London where everyone has the opportunity to learn, connect, and belong.

Pillars

1. **Enable Success through Access & Knowledge**
2. **Be Prepared for the Future**
3. **Stronger Connections, Stronger Community**
4. **Promote a Culture of Excellence & Integrity**

Values

Freedom to Think & Discover

We protect and promote people's intellectual freedom and Londoners' right to seek information, encounter different ideas and to make their own informed decisions.

Support the Journey of Learning

We support learning and literacy, in all their forms, helping people at all stages of life to develop the skills, knowledge and confidence needed to navigate a changing world and pursue their goals.

Everyone Belongs

We respond to diverse needs and lived experiences by removing barriers and creating welcoming spaces, services and opportunities where everyone can participate and feel they belong.

Build Trust Through Excellence & Accountability

We earn the trust of our community through excellent service, responsible stewardship, openness and respect. We invest in our organizational capacity so that we remain sustainable, adaptable and can meet evolving community needs.

Strategic Pillars & Actions (Final Draft)

The Strategic Plan's four Pillars set the priorities for achieving the Library's Purpose and Vision while putting its Values into practice. Each Pillar includes high-level actions that will guide organizational decisions and implementation plans.

1. **Enable Success through Access & Knowledge**

   Our Goal: Make it easier for everyone to access the knowledge, resources, technology and learning opportunities that help people succeed at every stage of life.

a. Help Londoners build a love of reading and learning through collections, programs, and supports.

b. Build responsive and inclusive collections that reflect the interests, experiences and needs of London's diverse community.

c. Deepen partnerships with governments, post-secondary institutions, cultural agencies and organizations whose work aligns with the Library's mandate and strategic priorities, so Londoners can access more services that support their success.

d. Bring London's history to life by modernizing and promoting the London Room Historical Collection through improved technology, spaces, engagement and access.

Strategic Pillars & Actions (Final Draft)

2. Be Prepared for the Future

Our Goal: Create adaptable, sustainable spaces, services and technologies that respond to how London and our world is growing and changing.

a. Build and deliver a digital strategy that addresses public-facing and back-of-house capacity, so Londoners have access to the technology and digital services they need.

b. Create an organizational Artificial Intelligence (AI) strategy that establishes how Library staff will responsibly use, govern and evaluate AI while helping Londoners navigate AI with confidence.

c. Ensure that library branches across London are ready to meet community needs by establishing a multi-year implementation plan for the Library Facilities Master Plan recommendations.

d. Play an active role in shaping the future of Downtown London, by advocating for a reimagined library in the core that serves as a city-wide cultural destination while providing an essential anchor for the neighborhood.

e. Expand the library's impact by proactively pursuing grants and philanthropic funding and responsibly stewarding the resources and relationships that result.

Strategic Pillars & Actions (Final Draft)

3. Stronger Connections, Stronger Community

Our Goal: Bring people together and strengthen neighbourhoods through welcoming spaces, programs, partnerships, outreach and opportunities to participate.

a. Help more Londoners discover what their library offers through outreach, partnerships and accessible service delivery, especially for under-represented audiences, reducing barriers to services that can make a difference in their lives.

b. Deepen relationships with local Indigenous communities and organizations to advance our commitments under the Truth and Reconciliation Commission's Calls to Action.

c. Partner with health and social service agencies to connect people to programs, resources and supports.

d. Deliver programs that respond to both city-wide and neighbourhood needs and demonstrate meaningful community impact.

Strategic Pillars & Actions (Final Draft)

4. Promote a Culture of Excellence & Integrity

Our Goal: Use public resources responsibly, invest in our people, make informed decisions and measure our progress so we can continue to deliver meaningful services to Londoners.

a. Regularly gather and use feedback from Londoners about their library experience to inform decisions and planning.

b. Demonstrate how the Library strengthens London by measuring and communicating its economic, social and cultural impact.

c. Draw on Canada's network of urban public libraries to share successful practices, learn from peers and establish meaningful benchmarks.

d. Take care of the people who make the Library's work possible, building a culture where staff, volunteers and Board members feel valued, connected, engaged and proud of the difference they make.

e. Strengthen the profile of the London Public Library Board as a trusted champion for library services and one that reflects the diversity of the communities and perspectives it serves.