Public Library
NIAGARA-ON-THE-LAKE

2026-2028

Strategic Plan













Our Vision

To be the welcoming heart of the community where all come to learn, connect, discover and create.

Our Mission

To provide programs and services that bring people together, foster creativity and encourage lifelong learning. We preserve our rich past, enrich present lives and prepare for an ever-changing future.

Our Values

Welcoming

We create a friendly, inclusive, and approachable environment where all community members feel comfortable, respected, and supported.

Connected

We build meaningful relationships within our team and across the community, fostering a strong sense of belonging and collaboration.

Curious

We embrace learning, exploration, and new ideas, encouraging both staff and community members to discover, grow, and engage with the world around them.

Vision

Mission

Intellectual Freedom Lens

Deliver Future-Ready Collections, Programs & Services

Strengthen the Library as Essential Community Infrastructure

Meets Community Needs Through Inclusive Outreach

On a Foundation of Operational and Service Excellence





Deliver Future-Ready Collections, Programs & Services

- Advance community-wide digital literacy and equitable access, preparing residents and staff for the demands of tomorrow.
- Build dynamic collections that reflect Niagara-on-the-Lake's diversity, rich history, and evolving interests, while promoting literacy and supporting discovery.



Strengthen the Library as Essential Community Infrastructure

- Build staff capacity, skills, and well-being to enhance Customer Service consistency.
- Strengthen awareness, perceptions, and support for the Library.



Meet Community Needs Through Inclusive Outreach

- Broaden inclusive engagement efforts, focusing on underserved populations and those new to Niagara-on-the-Lake.
- Maintain strong partnerships and actively pursue new collaborations to meet evolving community needs.

Here's what NOTL had to say about the library in 2025.

Rave Reviews from Patrons

"I'm very happy to have access to services like tech support, and enjoy coming to programs like Learn & Live along other lectures and programs."

"The summer reading program was our favourite last year and it really pushed the kids to read and now they both have a love for reading and are well advanced for their age."

"NOTL Public Library has always been and continues to be an important community resource. I have used the library from elementary school through to retirement and greatly appreciate the services it provides. Thank you."

Top Uses of the library

1. Borrowing Materials
2. Attending Programs
3. Access to technology

Valued Roles of the library

1. Access to Books and Media
2. Educational Support
3. Community-Building





Contact Us

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