



2020-22 Business Plans

MOVING FORWARD TOGETHER

waterloo.ca

THE CITY OF 
Waterloo



Waterloo Public Library

Our goal is to be a transformational force in the development of Waterloo and its citizens.

SERVICES

- Support and fulfill the multiple literacy needs of our community, including digital literacy
- Offer access to information to all Waterloo citizens
- Provide a safe public space that welcomes everyone
- Create an environment that encourages discovery, innovation, lifelong learning and collaboration
- Partner to provide crucial settlement services for newcomers



Waterloo Public Library

KEY INITIATIVES FOR 2020-2022

- East Side Branch Library 



MEASURING PROGRESS

- Total visitors
- Number of new library cards issued
- Number of items circulated
- Programs and attendance numbers
- Computer and WIFI users



COMMUNITY IMPACT

- The Waterloo Public Library plays an invaluable role in the social infrastructure of our City, acting as a buffer against loneliness and isolation while providing a place for collaboration and innovation.
- It is a space that welcomes all, creating a sense of belonging and community, while offering equitable access for everyone.

Questions?