



BC Libraries
COOPERATIVE

BC Libraries Cooperative 2025-2028 Strategic Plan

We respectfully acknowledge that our life, learning, and work takes place on the unceded lands of many Indigenous peoples. This includes the lands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səɫɪlwətaʔt (Tsleil-Waututh) Nations, as well as the Songhees and Esquimalt Nations of the ɬəkʷəŋən (Lekwungen) Peoples, where our offices are located. Our staff and members are situated on Indigenous lands across many diverse First Nations, Inuit, and Métis communities. We honour the deep connections that these nations have to the land, waters, animal, and plant life, and are committed to acknowledging their enduring stewardship and rich cultural practices. We strive to support the ongoing work of reconciliation and to foster respect and understanding for Indigenous rights and perspectives.

Helping libraries help people

Since our beginning in 2009, members have counted on the Co-op to support their work in communities across Canada. Working collaboratively at scale, we provide cost-effective services and content to libraries, which pair these tools with their expertise to build literacy, lifelong learning, scholarship, and deep community impact.

Our members

138 Public Libraries
26 Academic Libraries
20 School Libraries
17 Government Libraries
17 Literacy Organizations

The Co-op offers a number of key services to members, including the Sitka Evergreen ILS, LibPress websites, the National Network of Equitable Library Services (NNELS), digital licensing and more. This work is made possible through the dedication of Co-op staff, who engage with members daily to provide support, coordinate services, and advance shared goals.

We are a source of support and continuity for members as we navigate social, technological, and sector changes. To ensure that the Co-op remains a strong, reliable, and responsive partner, we will focus on **four key goals**. These four goals **form a virtuous circle, each goal enhancing and reinforcing the others**.

By 2030 the BC Libraries Cooperative will be a more resilient organization, supported by a strong financial framework and robust platforms and services. Driven by a deeper understanding of members' interests, we will assess opportunities and make thoughtful investments in new features and services.

The goals and actions in this plan will guide our work over the next three years. In early 2028, we will identify new actions to build on what has been accomplished and continue progress toward our goals to 2030.

Thank you to the many Co-op members, staff and Board members who contributed time and knowledge by participating in workshops, interviews, and planning activities. This process began in January of 2025, reviewing core documentation and reports, holding staff and board workshops, hosting member library focus groups, and working with the Board in the following months to form a strategic plan that will benefit the Co-op, our members, our services and the broader library sector in Canada.



We commit to working in good relations with Indigenous peoples. We aspire to humbly learn and integrate decolonizing practices into our work. Within these goals, we will seek new ways to leverage our resources to work towards reconciliation.

1 Strengthen the Co-op's financial and organizational resiliency

To ensure the Co-op is an equitable, sustainable, financially sound, and resilient organization, we will:

- Implement the operational and governance recommendations from our recent diversity, equity, inclusion and accessibility review
- Engage in risk assessment and fiscal scenario planning
- Measure the true cost of services and review member fees
- Undertake business development planning
- Pursue new sources of funding to support incubation and emerging member needs
- Enhance staff succession planning

2 Mature the Co-op's platforms and services

To ensure a strong foundation for future growth, we must invest in the products our members rely on and the platforms and processes that underpin our services. We will:

- Articulate a vision for Sitka to guide future platform and development decisions
- Build capacity for increased licensing
- Launch an enhanced website service for member libraries
- Increase alternate format reading materials across Canada
- Ensure that the collections we build, produce, and license reflect the lived experience, history, perspectives and languages of Indigenous people
- Support decolonization by advancing respectful Indigenous description in our shared catalogue
- Work toward the long-term sustainability of NNELS
- Develop and implement a user authentication strategy and cross-service improvements



Deepen member engagement and communication

Members are the heart of everything we do. To ensure that our work is informed by member input, we will:

- Develop a member engagement strategy
- Launch an annual member survey to guide our decision-making and measure our progress
- Demonstrate and share the Co-op's financial and social impact
- Clarify the purpose and role of business function groups and advisory committees
- Establish a performance measurement framework for Co-op services



Support emerging member needs

Changes in members' operating contexts, technological advancement and global disruption have resulted in a rapidly changing environment. To support members' emerging needs, we will:

- Build a framework to evaluate and prioritize member needs
- Enhance cyber-security for Co-op services and members
- Identify and implement tools to give BC public library members greater control over digital content selection, discovery, and cost
- Provide up-to-date accessibility and privacy information for all licenced products
- Enhance the accessibility of all Co-op services
- Incubate and support sector learning in priority areas, including artificial intelligence (AI)

The Co-op gratefully acknowledges the core funding provided by the Province of British Columbia through the Public Libraries Branch (PLB) of the Ministry of Housing & Municipal Affairs.

We thank our funders for recognizing the value of collaboration and cooperation. Their continued support affirms the importance of working together—an approach that remains essential as we move forward. This investment in collective infrastructure empowers the Co-op to deliver meaningful, sustainable services to our members and the communities they serve.