



IDEA | EXCHANGE[®]

2024–2027

STRATEGIC PLAN





A MESSAGE FROM OUR BOARD OF TRUSTEES

Thank you to the citizens of Cambridge for the trust, support, and encouragement you continued to show Idea Exchange in 2023. Our membership continues to grow, our programs are thriving, and our managers and staff are embracing new training programs to enable department and individual growth. As well our CEO, Chrissy Hodgins, has jumped into her new role with both feet and began running on her first day!

We are pleased to share our Strategic Plan for 2024 through 2027 so that each of you has a clear understanding of what we will strive to achieve during this exciting time. To mitigate the chance that we “missed the target”, we chose Intent Consultants to question, engage, challenge, and solidify our decisions and our decision-making process. Intent Consultants spoke to each and every member of the Board of Trustees, the CEO, the senior management team, various staff members, volunteers, and members of the public to understand their concerns, definitions for the criteria for success, and “wish lists”.

In summary, on behalf of the Board of Trustees, I look forward to moving forward with you in a sensible, well-thought-out manner to achieve these important goals.

In Your Trust

Thomas Sandor
Chair, Board of Trustees



A MESSAGE FROM OUR CEO

We are excited to launch our new 2024 – 2027 Strategic Plan which will serve as our roadmap to deliver exceptional library services that resonate with our community. We consider this plan our call to action to reduce barriers to literacies in all their forms by creating opportunities for every member to explore ideas and expand their imagination, while providing a space where community comes together.

The last four years were disruptive to say the least, and we spent this time rebuilding familiar services and community partnerships. Grounded in the present and looking to the future, we envision a public library that contributes to civic pride and acts as a positive force for change in the lives of every citizen of Cambridge.

Our collective future is bright because hope and potential abounds from every individual who works here, and in every individual who passes through our doors.

Through collections, programs and events, services, makerspaces and art galleries, we are honoured to steward to the ideas and stories of the world, and help each of you write your own. And as we see it, we’re not creating history we’re forging our future. A future for all.

With Your Support

Chrissy Hodgins
CEO



STRATEGIC PRIORITY 01

INSPIRE THROUGH EXPERIENCES

Creating opportunities to explore and learn together.

- We will improve existing spaces (and open our newest facility!) to meet evolving community needs while not losing sight of the things that we do best.
- We will provide meaningful programs and events that open minds and ignite passion in the hearts of attendees.
- We will deliver services and collections that bring surprise and delight.



STRATEGIC PRIORITY 02

CONNECT THROUGH COMMUNITY

Inviting people and partners to create positive change.

- We will engage new and existing partnerships and leverage their expertise to better meet the needs of our members.
- We will share our story as a community builder and help others succeed.
- We will create opportunities to bring ideas and people together.



STRATEGIC PRIORITY 03

EMPOWER THROUGH LEARNING

Embracing knowledge that inspires people to unlock their potential.

- We will foster civic engagement and celebrate the diversity of all lived experiences.
- We will continue to work to reduce barriers to literacy in all its forms.
- Lastly, and most significantly, our staff will have opportunities for education and training to exceed community expectations, while committing to one another's success.

IDEA|EXCHANGE[®]

Queen's Square 1 North Square

Clemens Mill 50 Saginaw Parkway

Hespeler 5 Tannery Street East

Old Post Office 12 Water Street South

Preston 435 King Street East

519-621-0460 | ideaexchange.org

