



# Strategic Plan 2023–2028

## Vision

To be Parliament’s preferred and trusted source of information and knowledge.

## Mission

The Library of Parliament contributes to Canadian parliamentary democracy by creating, managing and delivering authoritative, reliable and relevant information and knowledge for and about Parliament.

## Guiding Principles

### Agility

We embrace change, foster innovation and optimize resources to meet the evolving needs and priorities of Parliament.

### Collaboration

We build and maintain positive and constructive relationships across and beyond the Library, and we work together to deliver on our mission, recognizing and leveraging one another’s strengths, and listening and learning from one another.

### Excellence

We deliver authoritative, reliable and relevant information and analysis, and provide innovative and high-quality products and services.

### Impartiality

We provide information, analysis and services without regard to political or institutional affiliation, opinions or beliefs.

### Inclusion

We value diverse perspectives and foster a work environment that is barrier-free, non-discriminatory and inclusive.

## Strategic Pillars

### Provide an outstanding parliamentary client experience

Provide products and services that meet the evolving and emerging needs of parliamentary clients.

Improve the client experience in our physical and digital spaces.

Take a coordinated and whole-of-Library approach to client experience management.

Increase the visibility of our products and services for parliamentarians through effective communication, outreach and promotion.

### Offer expanded public access

Expand online public access to Library content.

Offer an enriched and barrier-free in-person visitor experience of Parliament.

### Foster an inclusive, healthy and safe workplace

Cultivate an inclusive workplace in which employees value and respect one another and feel connected to their work.

Provide a physically and psychologically safe and healthy work environment.

Be a workplace of choice that attracts and retains people from diverse backgrounds.

### Demonstrate organizational excellence

Foster effective internal governance and informed decision-making.

Leverage sustainable and robust systems and processes.