



Forestburg Library

FORESTBURG PUBLIC LIBRARY

PLAN OF SERVICE

2016 - 2020

Approved by Forestburg Public Library Board - November 20, 2015

Plan of Service Purpose and Process

The Plan of Service sets out the goals and objectives for programs and services to be offered by Forestburg Public Library over the next five years. A provincially legislated requirement, it is an opportunity for the Board to review the current role of the library within its community and to look to the future.

Most importantly, there is community input to the plan, as the public library exists to serve its community. The Board must know what the needs of the community are if services are to be offered to meet those needs.

A Community Needs Meeting was held on May 13, facilitated by Karyn Goodwillie and Lindsay McFarlane of Parkland Regional Library. Seven people attended, representing non-profit organizations, the school, Village Council and administration, Library Board and staff, and seniors.

The Community Needs Assessment was completed in one session.

Forestburg Public Library Mission Statement

READ

LEARN

CONNECT

Forestburg Public Library Values

The Library Board and Staff are committed to:

Accessibility:

We provide barrier-free access to facilities, resources and programs.

Accountability:

We are accountable to our community for the services we provide.

Creativity and Innovation:

We encourage and support creative approaches and innovation in all that we do.

Quality:

We value excellence in our customer services, collections and programs.

Collaboration and Partnership:

We believe in working with others to serve our community.

Information and Literacy:

We believe in the importance of an informed and literate community.

Intellectual Freedom:

We encourage the free exchange of information and ideas.

Diversity:

We value and celebrate the diversity of interests, perspectives and cultures in our community. We treat all people with respect and dignity.

Love of Reading:

We nurture the joy of reading for community members of all ages.

Community Needs Assessment

The meeting participants identified eleven needs in the community. They prioritized the needs and zeroed in on the four that they felt were most important.

1. We need to promote lifelong learning and literacies.
2. We need a place for the youth to go and engage in programming/activities.
3. We need to communicate information about the village and its services and activities.
4. We need to sell our community and everyone needs to buy into it.

Forestburg Community Profile

Forestburg, a village of just less than 1000, is located in the heart of east-central Alberta. Its industry base is agriculture, electrical power generation, coal mining and oil and gas. Because of the jobs in the area and our K-12 school, the community has a higher proportion of young families than some rural communities. But like the rest of Canada, the proportion of the population 65 and older will be increasing as the baby boomers become seniors, and the proportion of youth 19 and under decreasing. The local industries mean a skilled workforce and a higher level of education, but there are also a lot of people moving in and out of the community.

The community has a wide variety of services, businesses and recreational and cultural groups. Many medical and support services are available locally one or two days per week. There is high speed internet access throughout the community and in most of the surrounding rural area.

Forestburg Public Library Statistics

Usage of the library has been steadily decreasing. The number of borrower cards has decreased by 18% since 2010, and circulation has gone down 22%. Interlibrary loans decreased 28% with 2,300 items lent and nearly 2,249 borrowed (a decrease of 44%). More people request their materials online, with nearly 1800 catalogue visits. The number of program participants has tripled to nearly 3031 in 2014. Use of online resources such as E-readers and E-Magazines is steadily increasing. Music and audio book use has stayed the same while use of DVD's has increased 82% since 2010.

Opening hours are 33 hrs/week, down from 35 hrs. Total staff hours have increased 1,830 in 2010 to 2,076 in 2014. We have five public internet use stations, plus the circulation desk computer. The library building is in good shape, requiring only regular maintenance and upkeep. Financial resources have been improving, due to increased municipal funding, more grants accessed and an active Friends of the Library group.

Governance and Administration

Forestburg Public Library Board has seven members, all appointed by Village Council for three-year terms with the exception of the Council Representative who is appointed yearly. There are two Library Co- Managers, and a circulation assistant, and a programmer, all permanent part-time staff. There are nine regular circulation desk volunteers helping keep the library open an additional five hours per week.

The Library's Bylaws were updated in the fall of 2010. The Policies are updated on an ongoing basis, the last time being May 2015.

Programs and Services

In 2015, Forestburg Public Library offered a variety of programs and services.

Ever Active - alternating Fridays for ages 0-6 with a parent

Forestburg Play for Me and You - alternating Fridays for ages 0-6 with a parent

Rural Play - for ages 0-6 with a parent

Jungle Jam - every Wednesday morning.

Summer Reading Program - Preschool to Grade 5

Genealogy Club - once per week

Literacy in Motion - once per week for 6 weeks.

Community Christmas Participant - used book sale & promo table at market

Friends of the Library - read to school classes for Canadian Library Month

Technology Help - one-on-one basis in the library and at seniors' lodge

Readers' Advisory - assisting patrons with finding something they want to read

Books to Home Service - for those who can't get out

Meeting Space - Bus Parents Group, Communities in Bloom

Courses - partner with Flagstaff Adult Learning - English language/writing courses

Exam Supervising - for students taking online or correspondence courses

Adult Colouring - every Friday afternoon

Evaluating the Needs Assessment

The Library Board reviewed the Community Needs Committee work at their meeting on October 20, 2015. They were in agreement with the priorities assigned to the four defined community needs.

- 1. Create young readers.**
- 2. Satisfy curiosity.**
- 3. Visit a comfortable space.**
- 4. Know your community.**

After evaluating the needs and the recommended service responses from the Community Needs Committee, the Board and Staff decided upon four **Priority Library Service Responses** to best meet these needs.

A strategic framework of goals and objectives was then developed based on the four Priority Service Responses. The following provisos are noted:

- ❖ Implementation of the Service Responses will be staged during 2016-2020. (Everything does not have to be done in Year 1).
- ❖ The recommended priorities are broad in nature and give scope for openness and change.
- ❖ Future resources are unknown. The power of defining Priority Service Responses is that they enable the Library to direct energy and resources as they are available.

Priority Service Responses **for 2016 - 2020**

Create young readers: early literacy

Satisfy curiosity

Visit a comfortable space

Know your community

Create Young Readers: Early Literacy

Children from birth to age five will have programs and services designed to ensure they will enter school ready to learn to read, write and listen.

Goal:

Preschool children will have opportunities to enhance the development of literacy, social, and motor skills. (for future success)



Objectives to Meet this Goal:

- ❖ Sustain the current number of programs offered (on an as needed basis).
- ❖ Attendance numbers will be maintained.

Goal:

Parents and caregivers will gain the skills they need to support early literacy.

Objectives to Meet this Goal:

- ❖ 80% of caregivers will indicate that the program enhanced their child's early learning.

Satisfy Curiosity: Lifelong Learning

Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

Goal:

Community members will have the support to explore and expand their personal interests and learning endeavours.

Objectives to Meet this Goal:



The library will offer at least two general interest programs each year.

- ❖ Continue to work with local agencies/organizations to help meet residents learning needs.
- ❖ By 2020, 75% of surveyed participants in lifelong learning programs will indicate an increase in their personal knowledge as a result of participating in the program.

Visit a Comfortable Space: Physical and Virtual Spaces

Residents will have a welcoming space to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support social networking.



Goal:

- ❖ The library will be a welcoming and comfortable space for youth.

Objectives to Meet this Goal.

- ❖ The library will offer a number of programs aimed at youth.
- ❖ There will not be a decrease

in number of teens who come to use the library.

Know Your Community: Community Resources and Services

Residents will have a central source for information about the wide variety of programs, services, and activities provided by community agencies and organizations.

Goal: Residents will have access to information about services available, programs offered, and volunteer opportunities.

Objectives to Meet this Goal:

- ❖ Maintain a job board to ensure information is current and accurate.
- ❖ Post posters for organizations re: services / activities and promote events / programs through social media.



