



Fort Saskatchewan Public Library

2019 – 2022

Plan of Service

2020 Progress Report

10011 – 102 Street Fort Saskatchewan, AB T8L 2C5
780-998-4275 | fsasklib.ca | fspl.ca

My City • My Library • My Card

2020 Progress Report

Service Response: Foster Literacy

Goal #1: Families, teens, and adults will have programs and services designed to promote and encourage literacy.

Objective 1.1

By 2022, we will increase programs and services that encourage early literacy skills for families with children between the ages of 0-5 by 20%.

Proposed Actions	Indicators / Date Completed
Other Key Activities	
Continued to provide Early Literacy Bags to families with newborns in partnership with the Fort Sask Baby Welcome Wagon. Also, formed a new partnership with the Fort Hospital to assist with the distribution of bags.	Distributed 70 bags (Jan-Mar). Total # of bags distributed from the start of the program (Sept/18) is 524. Started distribution from Fort Hospital in February.
Continued to provide picture books for Bed in a Bag Project in partnership with the Fort Furniture Bank	25 picture books donated to young families facing housing issues/Nov
Offered Snacks in the Stacks (an afterschool free snack program sponsored by Scotford Shell) to families with children.	14 sessions/461 participants/Jan-Mar
Created monthly Storywalks in the Library for families with preschool children to read together featuring a new story each month.	Started in September
Offered a new weekly Sensory Storytime for families with autistic children 3 years and older.	Jan-Mar
Offered 1000 Books Before Kindergarten Reading Challenge for families with children ages 0-5 using new online platform Beanstack	July

2020 Progress Report

Service Response: Foster Literacy

Goal #1: Families, teens, and adults will have programs and services designed to promote and encourage literacy.

Objective 1.2

By 2022, we will increase our collection for children between the ages of 0-5 by 20%, and enhance the accessibility of resources to educate and support families.

Proposed Actions	Indicators / Date Completed
Review the collections for children and parents and increase the number of materials.	Increased children's collection budget by 20% for 2021. Increased the collection of picture books highlighting diversity in cultures by 15%.
Redesign the children's area to make parenting resources and materials more accessible.	Relocated children's magazines to increase visibility. Further designs slated for 2021.
Other Key Activities	Indicators / Date Completed
Fines eliminated on all materials including parenting/adult.	Started in March due to Covid-19 and made official in November.

2020 Progress Report

Service Response: Foster Literacy

Goal #1: Families, teens, and adults will have programs and services designed to promote and encourage literacy.

Objective 1.3

By 2022, we will increase the attendance of early literacy programs for families with children between the ages of 0-5 by 25%.

Key Activities	Indicators / Date Completed
Continued to offer the following weekly early literacy programs in person: <ul style="list-style-type: none"> • Baby Rhyme Time (ages 0-24 months) • Toddler Play Time (2x) (ages 1-3) • Daycare Storytime (ages 3-5) • Family Storytime(ages 2-5) • Read, Sing, Play and Learn (6-24 months) • Alphabet Soup (ages 3-5) Continued to offer special storytimes monthly (ages 3-5)	71 sessions/1058 attendees/Jan-Mid Mar
Offered online versions (Facebook Live, YouTube) of these early literacy programs, including puppet shows.	126 sessions/19,983 views/Mid Mar - Dec
Continued to work with partnering agencies in offering early literacy programs. Celebrated Physical Literacy Month with Families First Society encouraging young families to stay active.	107 passport entries filled out/Feb
Offered an online "Reading with Royalty" storytime during Pride Week. In partnership with FCSS.	1 session/927 views
Offered Parent Child Mother Goose for ages 6-24 months in partnership with Families First Society.	7 sessions/84 attendees/Jan-Mid Mar

2020 Progress Report

Service Response: Foster Literacy

Goal #1: Families, teens, and adults will have programs and services designed to promote and encourage literacy.

Objective 1.4

By 2022, we will increase the number of programs for teens by 50%.

Proposed Actions	Indicators / Date Completed
Other Key Activities	
Offered a monthly in person teen night featuring different themes and activities such board games, chainmail, movies, and crafts	3 sessions/28 attendees/Jan-Mar
Offered an online book club "Book Binge" via YouTube.	7 sessions/48 views/Apr-Jun
Offered a summer reading challenge for all ages including teens using Beanstack.	184,372 minutes of reading by 120 participants/Jul-Aug
Presented YRCA books virtually	8 schools/54 classes with 1,209 students/October
Provided Christmas Cheer Bags with activities and treats using curbside pickup/takeout service.	25 activity bags/December
Offered various online activities and promotion (via Teen Instagram) including Let's Make It crafts and trivia.	Jan-Dec (125 followers on Teen Instagram)

2020 Progress Report

Service Response: Foster Literacy

Goal #1: Families, teens, and adults will have programs and services designed to promote and encourage literacy.

Objective 1.5

By 2022, we will increase the number of programs for adults by 20%.

Proposed Actions	Indicators / Date Completed
Explore and promote different forms of literacy.	Slated for 2021
Offer programming specifically designed for seniors.	
Offered a variety of in person senior's programs including Tech Help, Golden Age Art, Get More From Your Doctor, Me and My Money, and Social Hour.	62 sessions/94 participants/Jan-Mar
Starting in June offered Living Classics Activity Kits and Christmas Cheer Activity Bags via curbside/in library pick up.	338 participants/Jun-Dec
Collaborate with community groups to conduct programming and increase awareness of library services.	
Other Key Activities	Indicators / Date Completed
Offered a variety of in person adult programs including Yoga, Functional Fitness, DIY Nights, Jazz Performance, Using Natural Products, and Gardening.	122 sessions/349 participants/Jan-Mar (includes seniors programs)
Offered a variety of virtual programs for adults including Book Binge and Let's Make It via YouTube, How's It Growing via Zoom, trivia via our website, and take Out DIY Christmas Cards via curbside/in library pickup.	14 sessions/163 views/Apr-Jun (Book Binge)

2020 Progress Report

Service Response: Visit a Welcoming, Comfortable, and Accessible Place

Goal #2: Community members of all ages will have barrier free access to a safe, welcoming, and comfortable physical and virtual space.

Objective 2.1

By 2022, 90% of library patrons surveyed will feel welcomed, and are satisfied with the service provided by staff.

Key Activities	Indicators / Date Completed
Servers and Public/Staff Computers replaced with more memory. Adult and children's computers separated.	March
New ILL System implemented by PLSB Relais, trained staff and launched to public.	February
Created/designated an area in the Library especially for seniors. Purchased comfy chairs and round table to encourage conversation and collaboration.	January

2020 Progress Report

Service Response: Visit a Welcoming, Comfortable, and Accessible Place

Goal #2: Community members of all ages will have barrier free access to a safe, welcoming, and comfortable physical and virtual space.

Objective 2.2

By 2022, 90% of those surveyed will feel that the library is a comfortable and safe space.

Key Activities	Indicators / Date Completed
Implemented COVID-19 Safety Measures and a Rapid Response Protocol for when a staff member or patron contracts COVID-19. Received grant for purchasing safety tools (plexi glass guards, face masks and shields, signs, stanchions)	March
Revamped/updated hazard assessment and other OHS documents. OHS Committee met weekly and returned to monthly meetings and inspections.	March - December
Adapted programs and services using a blend of takeout, contactless curbside pickup of materials, in library and online venues in order to meet the safety standards implemented by Alberta Health Services.	March - December

2020 Progress Report

Service Response: Visit a Welcoming, Comfortable, and Accessible Place

Goal #2: Community members of all ages will have barrier free access to a safe, welcoming, and comfortable physical and virtual space.

Objective 2.3

By 2022, 90% of those surveyed will find that the library services are easily accessible and barrier free.

Proposed Actions	Indicators / Date Completed
Find and secure a location for a satellite service point, pilot the service, and assess its effectiveness.	
Met with City Manager, Councilor Ed Sperling to discuss future satellite /branch library	January
Spoke to Jeff Spady from EIPS to propose the concept of a joint public library/school	April
Exchanged a memorandum of agreement for a public satellite library in the new high school	July
Other Key Activities	Indicators / Date Completed
Offered a drop box located at the DCC for patrons to return their materials	Sept-Dec/3562 items returned (Bookdrop open every Saturday)
Went fine free (no fines on overdue materials)	Started September
Purchased Software called Zoho to assist patrons at the public computers remotely due to COVID-19	September

2020 Progress Report

Service Response: Visit a Welcoming, Comfortable, and Accessible Place

Goal #2: Community members of all ages will have barrier free access to a safe, welcoming, and comfortable physical and virtual space.

Objective 2.4

By 2022, 90% of those surveyed will be satisfied with the library's online presence, and are confident locating information about library services online.

Proposed Actions	Indicators / Date Completed
Review the functionality of the website, and ensure a responsive design.	Slated for 2021
Monitor eResource access, program registration use, and function.	Slated for 2021
Other Key Activities	Indicators / Date Completed
Monitored and maintained website and social media activity via Facebook, Twitter, Instagram, and YouTube	<ul style="list-style-type: none"> -Website visits for 2020 (166,906) increased by 8% compared to last year. -889 Followers and 91 Posts on Instagram -182 Followers and 67 Posts on Teen Instagram -1999 Followers and 464 Posts on Facebook -1834 Followers and 335 Tweets on Twitter -46 Subscribers, 149 Videos, and 3152 views on YouTube

2020 Progress Report

Service Response: Connect With Your Community

Goal #3: Community members of all ages will be engaged, and have more enhanced library services as a result of library and community partnerships and collaborations.

Objective 3.1

By 2022, we will increase programs and/or services with partnering community groups by 20%.

Proposed Actions	Indicators / Date Completed
Work with community partners to expand outreach service to seniors living in seniors' homes and centers.	
Invited the Director and Recreation Coordinator of Dr Turner Lodge and the Senior's Coordinator for FCSS to speak at staff meeting to talk about the needs of seniors.	Jan and Feb
Delivered Living Classics Activity Kits to Dr. Turner Lodge and Southfort Gardens.	Sept -Dec
Offer Computer Training to seniors at Pioneer House.	Cancelled due to COVID-19
Meet with Community Planning members annually to review the Plan of Service.	Postponed/cancelled due to COVID-19
Other Key Activities	Indicators / Date Completed
Partnered with Shell Scotford and Fort Sask Pentecostal Church to provide Snacks in the Stacks and sandwiches	Jan-Mar
Partnered with the Fort Sask Distillery to provide a Nerd Trivia Night	February

Hosted a special visit and provided a library tour to Former Lieutenant Governor Lois Mitchell and MLA Jackie Armstrong-Homeniuk.	February
Partnered with FCSS on Seniors Program – Living Classics Activity Kits	February
Offered Functional Fitness with Fitness Trainer Barb Bouwman and yoga with Tanya Pollard from Pure Yoga Studios	February
Partnered with Families First Society, FCSS, Fort Saskatchewan Victims Services to raise awareness about Family Violence Prevention month	November
Partnered with Cree-A-tive Designs to make and dispense Red Dress pins in awareness of MMIW	November
Partnered with Fort Saskatchewan Artists Society to create a Community Mosaic	November
Partnered with Fort Saskatchewan Furniture Bank to provide picture books for Bed in a Box Project	November
Partnered with MCG Careers to create awareness of the job seeking services	March
Partnered with the City's Culture Services Department to participate in a 3 day virtual Family Festival	June/July
Partnered with SCL, St Albert, EPL to offer Writer in Residence service	March
Partnered with Fort Saskatchewan Multicultural Association to lend out one of our sewing machines to sew protective masks due to COVID-19	April
Partnered with OLA Elementary. Reading stories at their story time for Every Child event	March
Partnered with Fort Saskatchewan Hospital to provide Baby Literacy bags to families of newborns to further extend the distribution and continued	March

partnership with Fort Saskatchewan Baby Welcome Wagon	
Partnered with Jazz Forte local band to offer a Jazz Night	March / 44 Attendees
Partnered with Chamber of Commerce – Support the Fort – updates on Services during COVID-19	March
Continued to partner with CALLS to offer One on One Computer Training and English Classes	Jan-Mar
Continued to partner with EISA to offer Settlement Services for new immigrants.	11 sessions/32 participants/Jan-Mar
Continued to partner with Families First Society to offer Community Connector services for low income residents/families.	Jan-Mar
Partnered with the City of Fort Sask to participate in the Enchanted Forest Event.	Nov-Dec
Partnered with various sponsors including Sawmill, Panago, Pure Yoga, and GoodLife Fitness to provide prizes for programs and events.	Jan-Dec
Partnered with Robin Hood Society to provide activity kits using curbside pickup.	Nov-Dec

2020 Progress Report

Service Response: Connect With Your Community

Goal #3: Community members of all ages will be engaged, and have more enhanced library services as a result of library and community partnerships and collaborations.

Objective 3.2

By 2022, we will increase the number of outreach programs and events by 20%.

Key Activities	Indicators/Date Completed
Partnered with Families First Society, Active for Life based in Calgary, and City of Fort Saskatchewan Parks and Rec to celebrate Physical Literacy Month / Passports	February
Presented "A Year of Kindness" at the Yellowhead Conference. "Stronger Together" Partnership with Yellowhead Regional Library, Parkland Regional, Peace Library System and the Alberta Library	October
Partnership with FCSS to assist with Curbside Pickup/Delivery & Used Book Bags (in lieu of Annual Booksale)	June / July / August

2020 Progress Report

Service Response: Inspire Creativity and Curiosity

Goal #4: Community members of all ages will have the resources they need to create, learn, and explore throughout their lives.

Objective 4.1

By 2022, we will increase our circulation of print and online materials for adults by 10%.

Proposed Actions	Indicators / Date Completed
Use new reporting tools, and explore efficiencies to monitor and respond to community requests and needs for materials.	Slated for 2021
Review the collections for adults and increase the number of materials.	Acquired/increased adult/child collection in the area of Indigenous Culture – Started January 1/20
Other Key Activities	Indicators / Date Completed
Purchased a number of new e-resources to replace expired/low usage ones, including Beanstack (summer reading challenge), Creativebug (DIY for crafters and makers), Prairie E-Books including an Indigenous collection in partnership with PLSB, and Brainfuse (homework and job help) in partnership with SCL.	Usage for e-resources in 2020 (51,285) increased by 36% compared to 2019
Reintroduced BookMyne Mobile App (to help patrons keep track of their materials) and set up e-commerce for patrons to pay for fines/lost material	February
Rearranged adult fiction genres (mystery, science fiction, general fiction) for easier access in locating materials.	June and July

2020 Progress Report

Service Response: Inspire Creativity and Curiosity

Goal #4: Community members of all ages will have the resources they need to create, learn, and explore throughout their lives.

Objective 4.2

By 2022, 90% of those surveyed are inspired to create and explore in the library

Proposed Actions	Indicators / Date Completed
Investigate approaches to assisting community members with technology.	
Partnered with Pioneer House to offer computer training for small groups and individual seniors.	Cancelled due to COVID-19
Offered one-on-one tech help including e-resources via phone for seniors.	March-June
Other Key Activities	Indicators / Date Completed
Offered a number of DIY In Library/Take Out/Curbside Pickup activities/crafts for all ages.	29 activities/1424 participants/Jan-Dec
Produced a number of pre-recorded promotional and program videos on YouTube including Science with Sam and Stacy, Camp Time, Craft Cabin, Let's Make It, LEGO Challenge, Junior and Senior Art, Red Dress Pins	47 videos/5991 views