Fort Saskatchewan Public Library

Plan of Service 2019 – 2023

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Message from the Board Chair

Throughout the planning stages for our Plan of Service for 2019-2023, one thing that is continually in the Board's sights is the needs of the Fort Saskatchewan community. From all of our meetings, surveys, and anecdotal conversations with patrons, citizens and families, the Board is confident that the Fort Saskatchewan Public Library is an integral place and hub of this vibrant community we call home.

This four-year plan is a living document that is reviewed annually by the Board of Trustees. This document outlines our priorities and goals for performance measures and targets for improvement. Like any responsible and invested organization, the Library Board seeks to ensure that the Fort Saskatchewan Public Library targets its service delivery to remain proactive and responsive to this growing city.

Our continued commitment, influenced by and identified as community need, is focused in the following areas: encouraging and supporting literacy in all its forms, accessibility and safety to any and all patrons, providing a fundamental community connection for citizens and organizations, and inspiring creativity and growth as individuals and as a community.

Renetta Peddle, Chairperson
Fort Saskatchewan Public Library Board

Overview of Planning Process

We used and adapted the planning process outlined in Sandra Nelson's Strategic Planning for Results, as recommended by the Public Library Services Branch (PLSB) of Alberta Municipal Affairs. Four community needs assessment and planning tools were applied:

Community Surveys

Surveys were made available to the community online (FSPL website and social media), and in the Library from August 20 – September 16, 2018. 159 surveys were completed. The surveys were comprised of a balanced mixture of ranked and open-ended questions in the areas of customer service, programs, and collections.

Community Planning Meeting

On September 20, 2018, we hosted a community planning meeting. The primary objectives were to develop a vision for the future of Fort Saskatchewan, identify community needs, and determine how the Library may be able to play a role in addressing those needs. There were sixteen community members in attendance, each individually selected for their unique perspectives and community ties, along with two facilitators from the PLSB, the Library Director, and the Library Board Chair. Participants engaged in a series of activities in order to achieve the meeting objectives.

Staff Workshop

All staff members participated in a workshop on June 01, 2018 facilitated by the Library Director. Staff members were asked to bring ideas and challenges in the areas of space/building, technology, programming/events, and collections, as well as to prioritize these areas for focus over the next four years.

1. Technology
2. Collections
3. Programming/Events
4. Space/Building

Board and Management Retreat

Facilitated by a library consultant from PLSB, all trustees of the Library Board and Management convened for a strategic planning workshop on September 29, 2018 at West River's Edge. Attendees reviewed the results of the community survey and community planning meeting. They were asked to look for trends, and identify needs in the data that the Library may be able to address. After considering the results, the group identified the following four areas of strategic priority for the 2019-2023 Plan of Service.

1. Foster Literacy
2. Visit a Welcoming, Comfortable, and Accessible Place
3. Connect With Your Community
4. Inspire Creativity and Curiosity

Approval of Plan

The Fort Saskatchewan Public Library (FSPL) Board approved the Plan of Service 2019-2023 on November 19, 2018.

January 10, 2022 the Fort Saskatchewan Public Library Board approved a motion to extend the Plan of Service to 2023.

Fort Saskatchewan Public Library Vision, Mission, and Values

Vision
We are the heart and center of an informed, inclusive, connected, and vibrant community.

Mission
We enrich our community by fostering learning, inspiring creativity, and creating connections through sharing spaces, experiences, and ideas.

Values
We are committed to:

- **Intellectual Freedom**
  Providing access to all expressions of knowledge and creativity in accordance with the Canadian Library Association's Statement of Intellectual Freedom.
- **Literacy and Lifelong Learning**
  Sharing a passion for reading and learning. Embracing the forms and approaches to literacy and learning.
- **Innovation and Technology**
  Continually adjusting and capitalizing on ways to grow.
- **Community**
  Valuing teamwork, partnerships, and reaching out to the community. We are committed to a strong and healthy Fort Saskatchewan.
- **Free and Equitable Access**
  Removing barriers so that everyone has equal access to library services and resources.
- **Diversity and Inclusion**
  Striving to be a safe, welcoming, place for all.
- **Excellent Service**
  Providing friendly, warm, kind, caring service that is respectful and responsive to the needs of our community.
- **Accountability and Integrity**
  Ensuring that our services are vital and relevant, conducting business in an ethical and transparent manner.

Approved by FSPL Board / 2018 Oct 15

FSPL Service Responses 2019-2023

Foster Literacy

"It is a healthy family friendly environment for the entire family to enjoy and learn together."
- comment from the 2018 Community Survey

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

Objective 1.1

By 2023, we will increase programs and services that encourage early literacy skills for families with children between the ages of 0-5 by 20%.

Actions:

- 📖 Redesign the children's area incorporating the five early literacy practices of read, sing, play, talk, move, and write as outlined in the American Library Association's "Every Child Ready to Read". *(Year 1)*
- 📖 Hire a part time Programmer/Library Assistant. *(Year 1)*

Early Literacy – *What children know about reading and writing before they actually read and write. Early literacy skills are best developed through talking, writing, singing, reading, playing and moving.*

Programs – *Planned events (presentations, training sessions, and other activities) delivered by library staff or by a contracted instructor.*

Objective 1.2

By 2023, 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.

Actions:
- Redesign the children's area to make parenting resources and materials more accessible. *(Year 1)*
- Review the collections for children and parents and increase the number of materials. *(Year 2)*

Objective 1.3

By 2023, we will increase the attendance of early literacy programs for families with children between the ages of 0-5 by 25%.

Actions:
- Evaluate and increase program offerings for families with children between the ages of 0-5. *(Year 1)*
- Continue to work with partnering agencies in offering early literacy programs. *(Year 1)*
- Review and evaluate programming schedule, and similar community offerings. *(Year 1)*

Objective 1.4

By 2023, we will increase the number of programs for teens by 50%.

Actions:
- Evaluate and increase program offerings for teens. *(Year 1)*
- Explore and promote different opportunities and forms of literacy to engage youth. *(Year 1)*
- Continue and build relationships with partnering agencies who work with youth. *(Year 1)*

Objective 1.5

By 2023, we will increase the number of programs for adults by 20%.

Actions:
- Explore and promote different forms of literacy. *(Year 2)*
- Offer programming specifically designed for seniors. *(Year 2)*
- Collaborate with community groups to conduct programming and increase awareness of library services. *(Year 2)*

"The library is a great resource for reading material and an essential part of a healthy community."
- *comment from the 2018 Community Survey*

Visit a Welcoming, Comfortable, and Accessible Place

"Libraries are the foundations of literacy, which in turn is the foundation of citizenship and democracy."
- comment from the 2018 Community Survey

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 2023, 90% of library patrons surveyed will feel welcomed, and are satisfied with the service provided by staff.

Actions:

📖   Explore ways to enhance and improve customer service. *(Year 1)*

Objective 2.2

By 2023, 90% of those surveyed will feel that the library is a comfortable and safe space.

Actions:

📖   Investigate and implement design features in the library to make it comfortable and welcoming. *(Year 1)*

📖   Improve the study/work and leisure spaces in the library. *(Year 1)*

"Having a public library gives me and my community affordable access to information and entertainment. Having a public library to visit allows community members a place to be social, feel welcomed, and gain valuable resources."
- comment from the 2018 Community Survey

Objective 2.3

By 2023, 90% of those surveyed will find that the library services are easily accessible and barrier free.

Actions:
- Explore and implement an off-site book return. *(Year 1)*
- Find and secure a location for a satellite service point, pilot the service, and assess its effectiveness. *(Year 2 and 3)*
- Investigate a permanent branch on south end of the city. *(Year 4)*

Objective 2.4

By 2023, 90% of those surveyed will be satisfied with the library's online presence, and are confident locating information about library services online.

Actions:
- Maintain and enhance social media presence. *(Year 1)*
- Review the functionality of the website, and ensure a responsive design. *(Year 2)*
- Monitor eResource access, program registration use, and function. *(Year 2)*

Connect With Your Community

"The library is a common shared resource that brings citizens together in pursuit of shared knowledge and shared experiences, which results in a much stronger interconnected society."
- comment from the 2018 Community Survey

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 2023, we will increase programs and/or services with partnering community groups by 20%.

Actions:

- Investigate partnering with industry services/community businesses. *(Year 1)*
- Continue partnering with the business community, and build on services being offered. *(Year 1)*
- Work with community partners to expand outreach service to seniors living in seniors homes and centres. *(Year 2)*
- Meet with Community Planning members annually to review the Plan of Service. *(Year 2, 3, and 4)*

Objective 3.2
By 2023, we will increase the number of outreach programs and events by 20%.

Actions:
- 📖 Explore other venues to raise awareness of library services, programs and resources. *(Year 1)*
- 📖 Continue to visit schools, daycares, and community events. *(Year 1)*

"The library provides a lifeline to families and seniors."
- comment from the 2018 Community Survey

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 2023, we will increase our circulation of print and online materials for adults by 10%.

Actions:

- Explore other formats and methods to enhance the browsing and user experience of the collection. *(Year 1)*
- Use new reporting tools, and explore efficiencies to monitor and respond to community requests and needs for materials. *(Year 2)*
- Review the collections for adults and increase the number of materials. *(Year 2)*

Objective 4.2

By 2023, 90% of those surveyed are inspired to create and explore in the library

Actions:

- Be responsive to new technologies. *(Year 1)*
- Increase awareness of services and programs that inspire creativity and curiosity. *(Year 1)*
- Investigate approaches to assisting community members with technology. *(Year 2)*
- Host a Maker Faire in the library to "celebrate arts, crafts, engineering, science projects, and the Do-It-Yourself mindset". *(Year 3)*