

Valleyview Municipal Library

Plan of Service

2020—2023



P.O. Box 897

Valleyview, AB T0H 3N0

Phone: (780) 524-3033

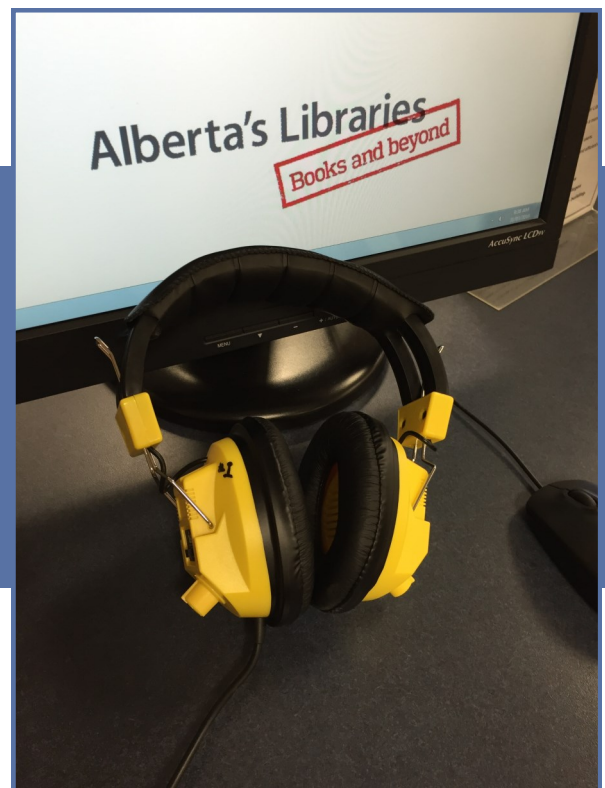
librarian@valleyviewlibrary.ab.ca

<http://www.valleyviewlibrary.ab.ca>

<https://www.facebook.com/ValleyviewMunicipalLibrary>

Table of Contents:

Message from the Chair.....	3
Statement of Accountability.....	3
Acknowledgements.....	3
Approval of Plan of Service.....	3
Vision, Mission, Values.....	5
Library Profile.....	6
2018 Annual Report.....	7
Plan of Service Process.....	8
Community Needs Assessment.....	9
Plan of Service Areas of Focus:	
Service Response #1: Visit a Comfortable Space.....	10
Service Response #2: Simulate Imagination/Satisfy Curiosity.....	11
Service Response #3: Information Fluency/Making Informed Decisions....	12
Service Response #4: Literacy and Life Skills for Children and Youth.....	13
Service Response #5: Celebrate Diversity.....	15



Message from the Chair:

MESSAGE HERE

“The library card is a passport to wonders and miracles, glimpses into other lives, religions, experiences, the hopes and dreams and strivings of ALL human beings, and it is this passport that opens our eyes and hearts to the world beyond our front doors, that is one of our best hopes against tyranny, xenophobia, hopelessness, despair, anarchy, and ignorance”

-Libba Bray



ACKNOWLEDGMENTS:

The Town of Valleyview Library Board would like to acknowledge the individuals and organizations that provided assistance and support throughout our planning and community consultation processes, including:

- ♦ Community members and organizations who graciously gave their time and input at our community consultation sessions;
- ♦ Our Library Manager, Kerri Danner, and staff for their service and expertise in hosting these sessions and for providing input into the plan, and;
- ♦ Alberta Culture & Tourism, Community Development Unit, Northern Region, Grande Prairie, Miriam Mahnic, Community Development Officer for facilitation during sessions.

STATEMENT OF ACCOUNTABILITY

This strategic plan for the three years commencing January 1, 2020, was prepared under the direction of the Town of Valleyview Library Board in accordance with Alberta Libraries Regulation (AR 141/98). The Board and staff of the Valleyview Municipal Library are committed to achieving the planned results outlined in this plan.

For libraries in Alberta, planning is mandated under the Libraries Regulation, Section 13, which states:

- (1) In managing and controlling a municipal library, a municipal board shall: a) within three years of being established, develop and file a Plan of Service with a Mission Statement, goals and objectives based on a needs assessment of the municipality, and b) Annually review its Plan of Service.
- (2) A municipal board shall file with the Minister a copy of its current Plan of Service with goals and objectives not less frequently than every five years following the date on which the plan was previously filed with the Minister.

Source: AR 141/93, s13; 193/2003; 172/2007

APPROVAL:

“At the DATE meeting of the Town of Valleyview Library Board, Trustee Name made a MOTION to adopt this Plan of Service for the years 2020 to 2023. Motion seconded by Trustee Name. All in favour. Motion carried.”

Board Chair

Date

OUR VISION:

To be a dynamic social, cultural, learning and information centre for our community.

OUR MISSION:

To provide access for all community residents to Library Resources, as a source of information, learning and literacy, inspiration, enrichment, cultural awareness and entertainment.

OUR VALUES:

The Town of Valleyview Library Board and Valleyview Municipal Library support the following principles for equitable public library service:

Accountability

Barrier-free Access

Celebrating Diversity

Commitment

Innovation

Integrity

OUR COMMITMENT:

To be a gateway to the world for our community, providing:

- Highly responsive service reflecting the needs of the community
 - Prompt, courteous and efficient service
- A diverse and balanced collection reflecting current community interests and needs
 - Careful stewardship and efficient use of funding

LIBRARY PROFILE:

HISTORY:

The Town of Valleyview Library Board was formed on October 5, 1970 through Bylaw # 21-70 by the Town of Valleyview Council. RESEARCH MORE INFO FOR HISTORY

GOVERNANCE:

The Valleyview Municipal Library is governed by the Town of Valleyview Library Board. In 2019, the Board Trustees are: Adam Norris, Chair; Debbie Stewart, Vice-Chair; Kelli Reimer, Secretary; Marilyn Douglas, Treasurer; Tanya Boman, Town of Valleyview Council; Shawn Acton, MD of Greenview No. 16 Council; Scott Biggin; Louis Joseph, and Debbie Wedel.

COMMUNITY:

The Valleyview Municipal Library (VML) serves all sectors of the community for the Town of Valleyview, portion of MD of Greenview No. 16 and Sturgeon Lake Cree Nation.

UPDATE POPULATION NUMBERS

PROGRAMS & SERVICES:

The Library offers a wide variety of programs of interest to the community.

Programs include: Summer Reading Club; Child/Youth programs; adult programs; author visits, crafting, and general interest programs.

In partnership with Valleyview Community Learning Council (VCLC), the Library provides spaces for children's programs like Rhyme Time, BOOKS, Books for Babies, Literacy and Parenting Skills (LAPS).

The Library also provides spaces and partners with community organizations such as ParentLink by sharing resources and library spaces for programs and events.





Valleyview Municipal Library

Annual
Report
2018



The library had 1,783 open hours in 2018!



1,470 people have a card at our library



24,049 people walked through our doors last year



In addition to 3,050 website visits



The library added 1,423 new items last year



Bringing the total collection to 23,662



There were 2,263 downloads of e-Content



Contributing to a total of 17,790 checkouts!



We lent our items to libraries outside of our system 5,116 times



Our service is delivered by 7 dedicated staff



And 3 amazing volunteers



The library has 6 public computers



And brought in 6,839 items upon patron request

In 2018, we began offering **FREE MEMBERSHIPS** to provide barrier-free access to our entire community!



They were in use for a total of 4,392.00 hours!



We offered 48 programs for kids



30 for adults and seniors



And 10 for families



1,729 people attended in total!



There were also 5,258 connections to our Wi-Fi

PLAN OF SERVICE 2020-2023 PROCESS

The Plan of Service process utilized by the Valleyview Municipal Library included the following elements and timelines:

Phase 1 Preparation for Strategic Planning		Date	Status
Part A	Assessing the reasons for strategic planning, clarifying objectives, establishing planning roles and guidelines	November 2018	Completed
Part B	Designing the planning process	November 2019	Completed
Phase II Developing Planning Framework		Date	Status
Part A	Determining community needs and stakeholder recommendations for library service responses	November 2019 to January 2019	Completed
Part B	Assessing and evaluating needs assessment data	March 6, 2019	Completed
Part C	Clarifying values, mission and mandates	March 6, 2019	Completed
Phase III Creating strategies		Date	Status
Part A	Determining priority service responses	March 6, 2019	Completed
Part B	Creating strategies and implementation plans	March to May 2019	In Progress
Phase IV Implementing plans		Date	Status
Part A	Board Ratification of Plan of Service	TBA	Not completed
Part B	Plan of Service submitted to Alberta Public Library Services Branch, Alberta Municipal Affairs	TBA	Not completed
Part C	Monitoring progress and evaluating results	February, May, August and November	Ongoing
Part D	Annual Review of Plan of Service	November 2021 November 2022 November 2023	Ongoing

COMMUNITY NEEDS ASSESSMENT

Evidence-based needs assessment is a critical part of determining community priorities on which to base Library Plan of Service areas of focus.

The Library Board hosted two community consultation sessions where the public were invited to attend to provide input. In addition, a user satisfaction survey was deployed and input was provided by Library Trustees, the Library Manager and library staff.

The community consultation sessions were facilitated by Miriam Mahnic, Community Development Officer with Alberta Culture & Tourism, Community Development Unit—Northern Region, Grande Prairie Office.

The process was based on the Planning Guide and Workbook designed by Ken Feser, Alberta Municipal Affairs, Public Library Services Branch.

All information concerning the community consultation group sessions, including the process and raw data results is included in this document in Appendix A.

ASSESSMENT AND EVALUATION OF COMMUNITY NEEDS DATA

In a special meeting of the Town of Valleyview Library Board held on March 6, 2019, involving Library Board Trustees and the Library Manager, the results of the community consultations, patron satisfaction survey and other input were assessed and evaluated to determine priority Plan of Service responses.

The following were identified as priority service areas for 2020-2023:

- **Visit a Comfortable Space**
- **Stimulate Imagination and Satisfy Curiosity**
- **Information Fluency and Making Informed Decisions**
- **Literacy and Life Skills for Children and Youth**
- **Celebrate Diversity**



PLAN OF SERVICE

AREAS OF FOCUS

The following pages contain the strategic planning components of the Plan of Service, including all priority Service Response areas with descriptions, target audience determinations, goals/outcomes, strategies and pertinent action plan elements.

The Plan of Service shall be reviewed annually and may be modified to adapt to situational changes, or to take advantage of new opportunities or strategic alliances

Detailed action plans and short-term emergent strategies at the operational level are the purview of the Library Manager, with approval from the Board, and are by necessity adaptive. These are, therefore, not included in this document.



“Libraries store the energy that fuels the imagination. They open up windows to the world and inspire us to explore and achieve, and contribute to improving our quality of life.”

-Sidney Sheldon

Service Response #1

Visit a Comfortable Space

Service Response Description	Residents will have a safe and welcoming place to meet and interact with others and access library services and programs.
Target Audience	All residents of Valleyview and surrounding area
Goal	Maintain the Library space to meet the needs of our users, programs and services
Outcome/Measures	Community members find the Library a welcoming, inclusive space. Positive feedback is received from community members regarding the facility.

Objectives	Strategies	Timeframe
The Library is a welcoming, safe, accessible and inclusive space for all community members and groups to connect.	Ongoing evaluation effectiveness and usage of library spaces for reading, collaboration, relaxation, etc.	Ongoing
The Library will be a vibrant hub for community members and community groups.	Complete an inventory of furnishings and implement a plan for a replacement schedule to ensure furnishings are functional, attractive and comfortable.	2019-2020 Ongoing
	Continue to lobby our municipalities for improvements to the library facility to prevent flooding and extend life of the building.	Ongoing

Service Response #2

Stimulate Imagination and Satisfy Curiosity

Service Response Description	Provide resources, programs and services to enhance leisure time and help community residents explore topics of personal interest.
Target Audience	Residents of Valleyview and surrounding area.
Goal	To provide resources, programs and services which target the interests and needs of the community.
Outcome	Community residents see the library as a go-to source for enhancing their quality of life.

Strategies	Measures	Timeframe
Continue using Collection Development Policy to acquire resources that meet the needs of the community.	Local collection will continue to see steady or increased usage by the community and through interlibrary loans.	Ongoing
Continue offering programs for all ages covering a wide area of topics.	Programs will be well attended with positive feedback from participants.	Ongoing



Service Response #3

Information Fluency/Making Informed Decisions

Service Response Description	Community residents will be provided with assistance in searching, locating, evaluating and effectively using information.
Target Audience	All residents of Valleyview and surrounding area
Goal	To assist community residents with assessing and evaluating information.
Outcome/Measures	Residents can access information and have the skills required to evaluate the information to make informed decisions. Staff will participate in at least two out of four professional development sessions per year.

Objective	Strategies	Timeframe
Ensure that library staff stay up to date on search methods and locating reliable sources of information with training sessions, webinars, and professional development to better assist library users.	Plan professional development sessions to be held on a quarterly basis.	Ongoing
Library staff will have opportunities to attend professional development conferences and training sessions.	Plan/Budget for sending all staff to the Peace Library System Regional Library Conference each Fall.	Annually Fall
	Plan/Budget for at least one staff member and one Board Trustee to attend the Alberta Library Association and Alberta Library Trustee's Annual Alberta Library Conference in Jasper each Spring.	Annually Spring

Service Response #4

Literacy and Life Skills for Children & Youth

Service Response Description	Children and youth with have access to programs and services designed to provide opportunities to enhance literacy skills and other important life skills.
Target Audience	Community children and youth, parents, family members and caregivers.
Goal	To develop and implement programs and services to help children and youth with literacy and life skills.
Outcome	Increased capacity in children and youth to help them succeed in school and in life.

Strategies	Targets	Measures	Timeframe
Design programs targeted at youth/teens to enhance life skills	Run 4-6 programs annually focusing on literacy and life skills.	Aim for 5-10 teens to participate in programs.	Ongoing
Foster a love of reading and creativity	Run two six week sessions of after-school programs between October and June.	Aim for 5-10 children to attend programs.	Ongoing
Offer programs to help kids maintain literacy skills throughout the summer.	Run Summer Reading Program for ages 7-12 in July and August.	Aim for 10-20 children participating in programs throughout the summer.	July and August annually—Ongoing

Service Response #5

Celebrate Diversity

Service Response Description	Community residents will find a respect for diversity at the Library, with programs and services that support appreciation of all forms of diversity found in our community.
Target Audience	Community residents of Valleyview and area.
Goal	Provide a welcoming, inclusive space and develop programs and services which foster acceptance of the diversity in our community.
Outcome/Measures	Diverse audiences feeling welcome and participating in programs and using library services. Community members will feel welcome in the Library and in the community, and will understand their neighbours better.

Objectives	Strategies	Timeframe
The Library will work to ensure that our fiction, non-fiction and audio-visual materials reflect the diversity of our community and our world.	Monitor our collection and identify areas to develop, purchase appropriate materials and resources.	Ongoing
Indigenous Outreach and Programs	Work with Peace Library System and the Provincial Government to continue Outreach programs to Sturgeon Lake Cree Nation.	Ongoing
Provide opportunities, events and programs for community residents to appreciate and celebrate diversity in all its forms.	Plan events and programs that celebrate diversity and inclusion, such as: Alberta Culture Days Celebrations; Pride Week; Differently-abled persons awareness (Vision, physical, hearing; Mental Health Awareness);	Ongoing