

SUNDRE MUNICIPAL LIBRARY
PLAN OF SERVICE, 2017-2020

Approved by the Town of Sundre Library Board
February 15, 2017

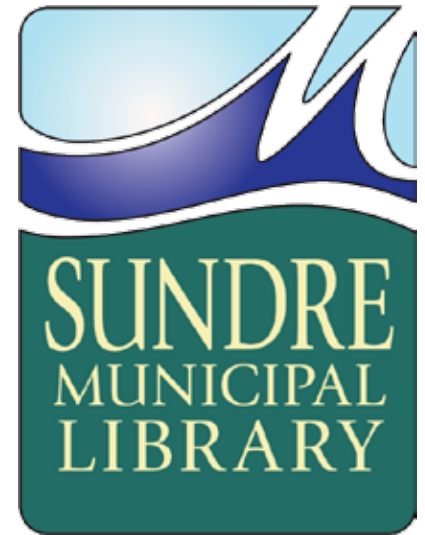




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HISTORY OF THE SUNDRÉ LIBRARY

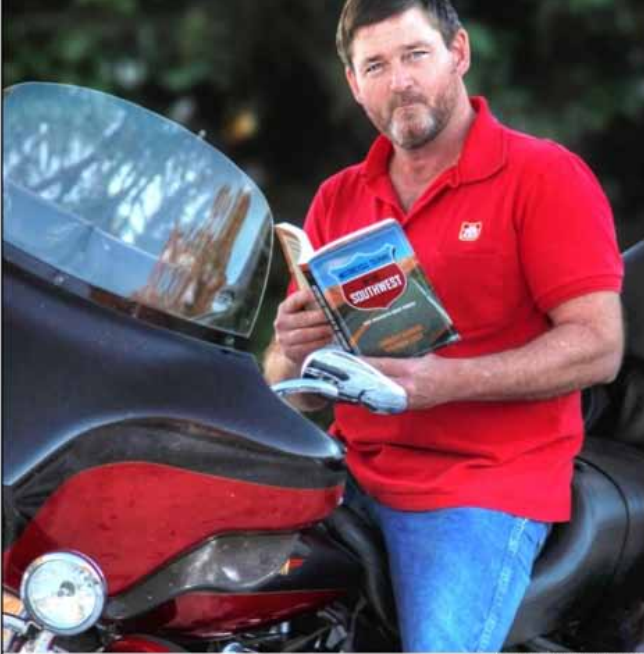


Photo: Leske Weatherbee

My name is Les. I read books.

Les Hengen, Sundre Home Hardware Building Centre

Literacy at the Library
We have something for you.



403 638-4000

sundre.pr1.ab.ca/1ReadBooks
sundrelibrary@pr1.ab.ca

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The Sundre Municipal Library was established in 1949, and was first housed at the Women's Institute Hall. Library volunteers at that time took a three-day course, which qualified them to serve as librarians. In its early years, the Library was open only one day per week, and it was closed during July and August.

By 1956, the library collection had expanded to over 4,000 books, and 500 more were being added every year. When the Library outgrew its space, it moved to a building by the elementary school. Unfortunately, the shelves collapsed under the heavy load of books, and some fell through the floor. The Library was then moved into a small space in the fire hall.

In 1976, a new Library was created in the basement of Wild Rose Court, the town's first government-sponsored residence for seniors. Library supporters raised the \$30,000 necessary for this project by selling "bricks." Sundre joined the Parkland Regional Library System in 1980, resulting in increased funding for the Sundre library, as well as access to a wider range of books for patrons. With PRL membership came provincial funding in the amount of \$3 per capita.

The Friends of the Sundre Municipal Library Society was established in 2005 with the purpose of aiding the Library in fund-raising and financial support, especially with regards to capital purchases. In 2006, the Library moved to its current home in the Sundre Community Centre. New features of this facility included a spacious children's area, an expanded adult section, and public computer stations.

Our Library currently employs one full-time Library Manager, two part-time Library Assistants (one of whom is the Library Programmer) and one or two casual workers depending on the Library schedule and requirements. The Library also hires a full-time Summer Reading Club Coordinator each year, from mid-June through August.

The success of the Library is in large part due to our regular, dedicated volunteers who, in 2016, spent well over 1,000 hours at the Library.

DESCRIPTION OF COMMUNITY ENGAGEMENT PROCESS



We consult our community regularly through user feedback forms, surveys, and conversations. In preparation for the current Plan of Service, we held a community engagement event on October 22, 2016 for the purpose of determining what aspects of a healthy and vibrant community are most important to residents. Using an “Open Space” process [openspaceworld.org] twenty-five participants spent a full day discussing issues which they raised related to the following questions:

- what kind of community do you want to live in?
- why does that matter to you?
- how is that different from what you see now?
- what would need to happen to make that come true? [ala.org/transforminglibraries]

In the months following the event, a task group drawn from Library Trustees, staff, and community patrons considered the responses we received, and worked towards determining which were most appropriate for the Library to adopt. We considered physical space, staffing, funding, and our desire to maintain existing Library programs known to be successful. The group also updated and clarified the Library’s Vision and Mission.

Service responses were selected from the Strategic Planning for Results workbook supplied by Alberta Municipal Affairs, then edited to fit our priorities. For each service response, strategies, outcomes and timelines were identified by the Library Manager, Library Programmer and other Library staff.

This document was presented to the Town of Sundre Library Board on February 15, 2017, and adopted at that meeting.

Plan of Service working group

Robert Griebel
Mike Kapiczowski
William Knelsen
Anton Walker
Karen Tubb (Library Programmer)
Jamie Syer (Library Manager)



VISION

The Sundre Library is a welcoming, inclusive centre for literacy, leisure, creativity and lifelong learning.

MISSION

To provide materials, services, programs and information which help the citizens of Sundre and area to flourish in the world of the 21st century.

STATEMENT OF VALUES

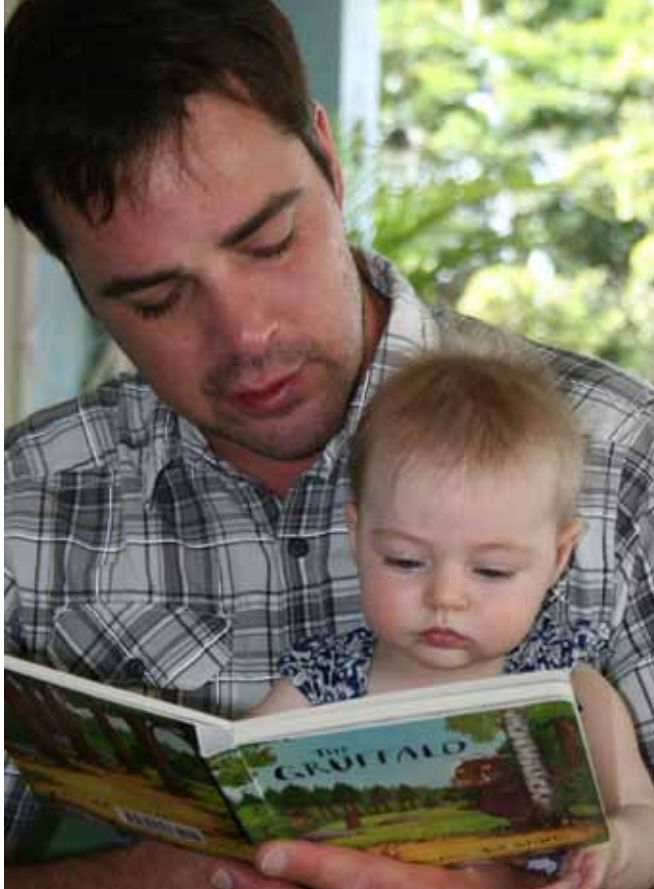
We know the Library has an important part to play in fostering and supporting a healthful, vital community. The Library is a place where citizens may exercise their imaginations and find the resources to thrive in a challenging and fast-changing world.

The **facilities** of the Sundre Municipal Library are open to everyone, and are available for the use of local clubs, groups and non-profit organizations.

The **materials** of the Sundre Municipal Library (print, audio, video, digital, realia) are chosen to appeal to the widest possible range of patrons. We take special care to include materials for those who may have a disability that makes reading difficult or impossible. Library materials include those available digitally or online to Library patrons through subscriptions maintained by Parkland Regional Library.

The **staff** of the Sundre Municipal Library are dedicated to providing the highest possible level of Library services, and assisting patrons with accessing the materials and programs offered by the Library. Staff are also committed to helping develop, organize and deliver appropriate activities and events to meet existing and emerging community needs. Manager and staff are also responsible for engaging Library users of programs to determine effectiveness of programs, as well as collect and evaluate statistics on program participation.

The Sundre Municipal Library is a member of the Parkland Regional Library system, and fully subscribes to best practices in Library procedures and services as established by the Public Library Services Branch (Alberta Municipal Affairs), library consultants at PRL, and the Library Association of Alberta.



**I. Nurture Young Learners through Early Literacy.
Children under 5 will have programs and services designed to equip them with skills necessary to begin a successful school career.**

Strategy 1

Maintain our current programs for children and their caregivers, combining singing, rhyming, story-time and other activities that promote reading readiness. Develop new programs, Library centred as well as in collaboration with Sundre ParentLink, to meet emerging needs and as numbers demand.

Outcome

A growing number of children and their families participate in our early literacy programs. Parents have a broad range of skills to promote literacy at home. Elementary school teachers notice that children who have participated in our programs are well-prepared for school.

Timeline

Throughout the course of this Plan of Service.

Strategy 2

Ensure that Library staff delivering these programs have time and financial support for program preparation, as well as professional development to further their knowledge and skills.

Outcome

Our early literacy programs reflect best methodology and current practice in the subject.

Timeline

Throughout the course of this Plan of Service.





2. Be an Informed Citizen: Local, National and World Affairs.
Residents will have information to assist them in fulfilling their civic responsibilities at the local, provincial and national levels, and to fully participate in informed decision making.

Strategy 1

In addition to the availability of digital and print media, the Library will seek out opportunities to encourage the involvement of residents in local, provincial and national issues. Partners in this strategy may include councillors and administrators of the Town of Sundre and the County of Mountain View, MPs and MLAs in our constituencies, journalists, and members of other public or private bodies.

Outcome

The Library is known as a place that offers up-to-date information on civic issues, and a neutral location for respectful and informed discussion.

Timeline

As required by emerging issues, election cycles and commemorative events (e.g. Canada 150).

Strategy 2

Provide materials and programs to build awareness of the histories, traditions and worldview of all the people who make up the evolving Canadian mosaic, with special attention to First Nations' history and culture..

Outcome

Greater understanding and appreciation of the diversity of our local and wider communities.

Timeline

Throughout the course of this Plan of Service.

ELECTION CONNECTION FORUMS
at the Library
Meet your candidates in
Red Deer – Mountain View

October 1, 6:30pm
EARL DREESHEN

Liberal October 8, 6:30pm
CHANDRA KASTERN

LIBERTARIAN October 10, 1:00pm
JAMES WALPER

NDP October 15, 6:30pm
PAUL HARRIS

green October 17, 1:00pm
SIMON OLENY



Questions. Issues. Conversations.



3. Express Creativity, Explore Literacy, Pursue Lifelong Learning. Residents will have the services and support they need to develop their imagination through creative activities; to explore the widest meaning of the word 'literacy'; to pursue topics of personal interest that promote continuous learning throughout their lives.

Strategy 1

The Library will create and deliver programs that offer patrons of all ages opportunities to explore arts, crafts and other creative activities. The library will welcome suggestions from patrons and the community at large, and will strive to either:

- provide courses, programs, or presentations to accommodate their interests;
- direct residents to other agencies offering such programs;
- collaborate with individuals and organizations who may be interested in designing such services and offering them at the Library.

Strategy 2

Through programs and activities, such as the Summer Reading Club, the Library will help create and support a literate community. This may include not only reading, but also numeracy, financial literacy, cultural and civic literacy, tech literacy (e.g. coding for teenagers; coaching adults on using computers and other devices), and other topics in response to emerging needs and interests.

Outcome

Participation in Library programs continues to increase as residents come to appreciate the Library as an important source for gaining competence in a variety of literacy-related skills.

Timeline

Throughout the course of this Plan of Service.



**4. Know Our Community: Community Resources and Services.
Residents will have at the Library a reliable source of information for the wide variety of programs, services and activities offered in our community.**

Strategy

The Library will continue to collaborate and support other community organizations and service providers, especially Greenwood Neighbourhood Place, in order to assist in making community information more easily available to a larger number of residents.

Outcome

Town and County residents will know where to find the resources they need for health, education and leisure services.

Timeline

By mid-2017, a clear procedure with GNP towards ongoing sharing of information for the benefit of local residents.



**5. Provide a Comfortable Place: Physical and Virtual Spaces.
Residents will have a safe and welcoming place for relaxation and enjoyment.**

Strategy I

Upgrade Library entrance and coffee area for comfort and attractiveness.
Upgrade north-east corner of the Library as a multi-use area appropriate for individual or group use.

Outcome

Patrons will notice a more welcoming feel to the Library entrance. Teens and adults will notice and make use of the remodelled multi-use area.

Timeline

Upgrades (furniture, painting) to be completed by mid-2017.



Strategy 2

With the assistance of Library Manager and staff, Trustees will develop a plan for further upgrades of the Library's physical space, to be completed as funds allow.

Outcome

The Library will continue to ensure that its physical spaces are welcoming, attractive, and responsive to patrons' needs. At the Library, patrons can meet and interact with others, work and study, or quietly sit and read.

Timeline

Upgrade plan to be completed by mid-2018

Strategy 3

As funds allow, installation of high-speed wi-fi to complement the SuperNet service provided by PRL.

Outcome

The Library continues to provide fast internet access. Patrons have wi-fi bandwidth suitable to their needs for purposes such as system upgrading of computers and other devices, video downloading from Hoopla, and other requirements demanding high wireless bandwidth

Timeline

Early 2017, maintained through the course of this Plan of Service as funds allow.

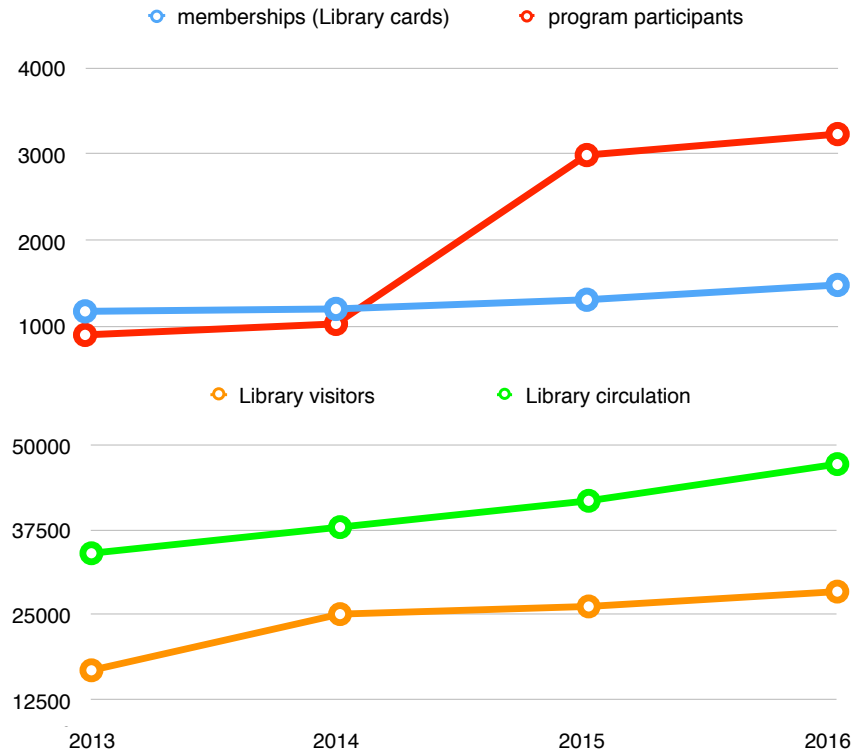


APPENDIX: PLAN OF SERVICE RESULTS 2013-2016

The Library's previous plan of service identified the following service responses:

- Create Young Readers: Early Literacy
- Satisfy Curiosity: Lifelong Learning
- Stimulate Imagination: Reading, Viewing and Listening for Pleasure

The photos throughout this new Plan of Service are from some of the events and programs at the Library over the past four years. Since 2013, the Library has seen the following change in visitors, circulation, memberships and program participants:



For detailed statistics, see the Library's Annual Reports to Alberta Municipal Affairs, Public Library Services Branch, 2013-2016.

photo credits:
 Simon Ducatel *Sundre Round-Up*, Centre for Family Literacy, Tanner Grunau, Karen Tubb, Jamie Syer, Eliza Kelway, Jolene Fluet, William Knelsen, Emily Ritson-Bennett, Leslie Weatherbee.