



La Bibliothèque Dentinger

# **Falher Regional Intermunicipal Library Board**

## **Strategic Plan of Service**

### **2017 – 2021**

Approved by the Board of Directors January 3, 2017

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## Introduction and Message from the Chair

The Falher Library / Bibliothèque Dentinger is dedicated to providing French and English literary resources and programming to support the needs of our vibrant, bilingual communities and the surrounding Smoky River region.

Municipal participation in the Peace Library System allows us to provide the residents of Donnelly, Falher, Girouxville & the M.D. of Smoky River access to extensive library resources Alberta-wide using interlibrary loans and shared e-resource licensing.

We are definitely much more than books.

Patrons of all ages have enthusiastically embraced new technology and the ability to access resources online - we truly are a **BiblioTECH**.

In 2016 we expanded our staff and dedicated a portion of the Library to provide contract services for Alberta Human Services, Alberta Works, as the Falher Library Career Resource Centre. We help people find work, and build skills and connections with local employers and their community.

We are a friendly, free, safe and comfortable public meeting place, where everyone is welcome, and encouraged to enjoy our facility and use **Their library, Their way** (by using public computers, getting assistance for looking for employment or a community service, using WIFI in our Friends' cozy coffee corner, enjoying a program, reading to a child, or by using their FREE local library card to borrow items from our collection), supported by excellent customer service provided by our bilingual staff.

Starting in April, 2017, we will be open every Thursday from 5:00 – 8:00 pm, to provide increased access to the Library. These evenings will be **Unplugged Family Nights**; to encourage the love of reading and learning with family and friends (new & old).

For those unable to make it to us, we plan to increase ways to bring the Library to them, working with community partners, the Friends of the Falher Library and outreach volunteers.

We continue to seek input from our patrons and communities, and look for ways to collaborate with other non-profit organizations to enhance the quality and availability of literary resources, programs and services to all residents in our region.

Our Strategic Plan will be reviewed each year to ensure that goals are still relevant and prioritized to meet new challenges and opportunities as they arise.

Jackie Hockey, Chair  
FALHER REGIONAL INTERMUNICIPAL LIBRARY BOARD

***We are YOUR library, and are much more than books! We are THE place to BEE....***



La Bibliothèque Dentinger

2017 will be the 71<sup>st</sup> year of library history in our region - see Appendix I.



## Results of Our Last Plan of Service (2014-2016)

Our focus for this plan was to build on the infrastructure we put in place in 2009 - 2013, and work with other community groups to help meet the needs of our vibrant community together.

We wanted to increase our patronage and volunteer base, while encouraging all residents and visitors to our municipality to take full advantage of all the services we were able to offer as part of the Peace and Alberta Library systems.

By enriching our library materials, technologies and community involvement we planned to ensure that the library provided an increasingly beneficial service within our communities. We partnered and worked together with other organizations to increase the both the quantity and quality of programs available to the communities we serve.

### **Summary of COMMUNITY NEEDS Identified at November 5, 2013 Community Input Session Updated with 2016/12 Results Status:**

(Needs highlighted in yellow were the ones we planned to help meet.)



**Library Helped Meet Community Need**



**Community Need Not Met**

Economic development	Awareness	Community	We are one	Education
Support local market 	Recruitment awareness	Social and family support system Adopt a senior Big brothers Big sisters 	Promote community (entire region) 	Greater emphasis on education 
Economic development 	Job fair for youth 	Acceptance of newcomers 	One local government entity	Post-secondary opportunities
		Inclusive and welcoming events 	Community cohesiveness	
New & vibrant infrastructure		Community spirit	Regional unity	
		Strong volunteer base 	Collaboration from all communities 	
		Honoring our diversity 	Leisure – cultural – physical center	
		Community support 		

We met or exceeded our goals, except in the area of Economic Development.

For this community need, we had anticipated that public videoconferencing technology would be used by local government and business for promotion, staff recruitment and training. Although it was recognized that this technology afforded opportunities to reduce travel and costs, the increases in webinar technology and the availability and reliability of high-speed internet in our region reduced this need. Effective January, 2017, we have withdrawn from active membership in the RISE Videoconferencing Network. We will retain the infrastructure we put in place in 2013 to revisit this decision if our community needs change.

We also supported a Community Need we had not highlighted, and helped provide [greater emphasis on education](#) through partnerships with our local schools, to promote family literacy and access to more resources (especially e-Resources through TRAC & TAL) for students.

This has grown significantly in the last year, due to the success and support of our initial (2012) and ongoing partner – Georges P. Vanier (Grades 7-12 in Donnelly). One year trial partnerships are now also in place with École Héritage in Falher (Grades 10-12), and École Routhier in Falher (Grades K-6), to provide public library cards for their students / families.

[A key factor to the growth in this support was the decision by the Village of Girouxville to become a member of the Peace Library System; which ensured ALL school students, regardless of where they lived, were eligible to realize the same benefits.](#)

We started this Plan of Service as the Town of Falher Library Board.

In January, 2015, the Board recommended that the Town of Falher consider the formation of an intermunicipal library board, recognizing that we served a much larger population than just the Town of Falher (which comprised < 40% of library cardholders).

In December, 2015, The Town of Falher and Village of Donnelly entered into an agreement to establish an intermunicipal library board (The Falher Regional Intermunicipal Library Board), with support from the Peace Library System and Public Library Services Branch. Ministerial approval was received in February, 2016.

The new Library Board adopted the existing 2014 - 2016 Town of Falher Plan of Service.

This report reflects the combined results for both Boards, operating as the Falher Library / Bibliothèque Dentinger.

For additional details on our 2014 - 2016 plan of service, please refer to:

APPENDIX II

Falher Library Service Priorities Report Card 2016/12



## **Planning Process**

We followed a Strategic Planning for Results process as follows:

### **1. Identify Community Needs**

We invited leaders from outside the library to participate in a Community Planning Session, facilitated by Alberta Culture on June 8, 2016 to:

- Describe the ideal future for Falher, Donnelly and the surrounding region the library serves
- Identify the current regional strengths and weaknesses, and potential opportunities or threats that might affect achievement of an ideal future
- Identify needs that must be addressed to reach this ideal future
- Develop an understanding of the Falher Library / Bibliothèque Dentinger as it is now
- Make a preliminary selection of future library service priorities.

To ensure we met the needs of our communities and region, people with varied backgrounds, ages and library exposure were invited. Participants' age & life experience ranged from recent high school graduates to retirees and included:

Municipal Representatives	6
Representatives of Other Service Groups	4
Library Staff	2
Library Board	2
Friends of the Falher Library	1
Other	2

The 17 participants also reflected the regional base that we serve:

Town of Falher	4
Village of Donnelly	2
M.D. of Smoky River	7
Village of Girouxville	3
Other	1

See Appendix III for the resulting Vision Statements, SWOT Analysis and Community Needs identified by the Group.

See Appendix IV for the Library and Service Response Overview presented to the Group.

The final step was a preliminary selection of future library service priorities completed by the group. (Appendix V).

### **2. Board Review of Planning Session Results and Recommendations**

The results and recommendations from this session were reviewed by the Board, to confirm that we agreed that the library is suited to meet the need, and to identify the impact of how adopting different service responses would impact current library services and resource allocation.

Other information, including the Peace Library System M.D. of Smoky River 2016 Library Survey and the 2016 Falher Community Survey Report were also reviewed.

### **3. Final Service Response Selection**

After consideration, and consultation with staff, to determine the impact of changes on library services, a final decision on which community needs and service priorities the library would include in the next Plan of Service was completed.

A summary of that review and library service response selection was returned to the community input session participants (see Appendix VI).

### **4. Detailed Plan of Service Developed & Approved**

Detailed goals, outlining community benefits, and objectives to track five-year progress towards those goals were then developed, including reviewing and updating our mission to ensure it reflects our 2017-2021 strategic plan.

### **5. Communication**

The detailed approval Plan of Service will be submitted to our municipalities, reviewed with our staff, and available for public reference upon request.

A summary pamphlet will be distributed to our participants and partners, and will be posted to our website at [www.falherlibrary.ab.ca](http://www.falherlibrary.ab.ca). (See Appendix VII)

This pamphlet includes acknowledges and recognizes our all the participants to this process; we have a great roadmap due to all their efforts, and the ongoing support of our municipalities, the Peace Library System, and the Public Library Services Branch of Alberta Municipal Affairs.

### **6. Annual Review**

Our Plan of Service is our roadmap for measuring progress towards achieving our goals and addressing community needs. We will review this annually as a Board.

Appendix VIII shows an overview of our plan, key measurements, and timelines.



La Bibliothèque Dentinger

# **Falher Regional Intermunicipal Library Board**

## **Strategic Plan of Service**

### **2017 - 2021**

Approved by the Board January 3, 2017

***Our strategic plan outlines the ways we will meet our Mission.***

## **OUR MISSION**

The Falher Library / Bibliothèque Dentinger is a vibrant learning and social centre that is much more than books.

Our technology allows people to explore the world from their own community.

We are "the Place to BEE" in the Smoky River Region, and aspire to be the vibrant heart of our bilingual communities.

### **Our Service Response priorities for this Plan of Service**

Create Young Readers

Stimulate Imagination

Connect to the Online World

Visit a Comfortable Space

Make Career Choices





## La Bibliothèque Dentinger Priority Service Response

### **Create Young Readers: Early Literacy**

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

*We will support our Regional Needs for Education and more Community Programs by:*

Goal 1	Our goal is to expose more young children and their parents to reading and the library.
Our Objective	<p>Pre-school children and their caregivers will enjoy going to the library, and participating in reading and learning activities, including Story Times.</p> <p>1. We will offer at least one multi-week program per year with a literacy partner.</p> <p>In 2017, we will partner with the Smoky River Adult Learning Council to offer a pilot Rhymes That Bind program.</p> <p>2. Story Times will be offered routinely in conjunction with Family Night, using volunteer, student (legacy hours) readers or guest readers from our community partners.</p> <p>By 2018, we will offer drop-in Story Times 4 times per year.</p>
Goal 2	Young children will discover the joys of reading.
Our Objective	<p>Parents and caregivers will take home more board books and also increase their use of electronic literacy and ATB Children's Corner learning tools to enjoy reading with their children.</p> <p>1. More picture books (French &amp; English) will be signed out to enjoy at home.</p> <p>2. TumbleBooks and in-house learning tools usage will increase.</p>





## La Bibliothèque Dentinger Priority Service Response

### **Stimulate Imagination: Reading, Viewing and Listening for Pleasure**

*Residents who want materials to enhance their leisure time will find what they want when and where they want them and will have the help they need to make choices from the options.*

*We will support our Regional Need for more Community Programs by:*

Goal 1	We connect our communities to all Alberta libraries and provide access to a wide range of entertainment choices and learning opportunities for all ages and interests.
Our Objective	<p>1. More people will borrow library materials.</p> <p><u>Collection Management</u> We enhance our popular local collection items to meet the needs of our bilingual communities, so adults, children and teens will be able to find what they want to enjoy during their leisure time.</p> <p><u>We Remove Barriers to Borrowing</u> FREE local library cards are available to all residents of Falher and Donnelly; the M.D. of Smoky River and the Village of Girouxville.</p> <p>FREE Three month trial memberships are provided to our municipalities to welcome to newcomers.</p>
Our Objective	<p>2. We take the library to people who can't come to us.</p> <p><u>Outreach Services</u> are offered for those who cannot make it to the Library. 2017 - CELA promotion Villa Beausejour</p> <p>2018 - Consider expanding if need exists.</p> <p><u>Community Awareness</u> Annual in-community sessions will be held in Donnelly and Girouxville. If there is a demand, M.D. hamlets may also be included.</p> <p>2019 – Consider other options (e.g. Free Little Library / Book Exchanges in these communities)</p>

Goal 2	We work with community partners to offer a variety of programs to entertain and educate.
Our Objective	<p>To provide community programs for all ages, partnering and using volunteers where it makes sense to provide as many options and variety as possible to help support increased quality of life and opportunities for learning for all the residents of our region.</p> <ol style="list-style-type: none"> <li>1. <u>Our focus is on offering programs where we have unique resources or expertise:</u> <ul style="list-style-type: none"> <li>• Library e-Resource Training (Mango Languages, Zinio, Hoopla, Tumble Books, etc.)</li> <li>• Author tours, book clubs</li> <li>• School support (Story Time kits, Library Visits, Tween Events, Legacy Hours)</li> <li>• Public movie showings (with theatre popcorn)</li> <li>• Free evening family-friendly events (Story Time, Family Game Night, etc.)</li> <li>• Accessing adult program content / speakers by Webinar / Skype</li> </ul> </li> <li>2. <u>We partner with other local groups to offer additional programming to:</u> <ul style="list-style-type: none"> <li>• Offer more content</li> <li>• Meet shared objectives</li> <li>• Showcase local groups and expertise</li> <li>• Be able to offer more programs, by sharing costs and volunteers</li> </ul> </li> </ol> <p style="text-align: center;"><u>More programs + more people = more needs met.</u></p> <p>Programs may be scheduled outside of normal operating hours to be able to provide age-appropriate content without disturbing other library users.</p>
Goal 3	We help connect people in our communities to each other.
Our Objective	<ol style="list-style-type: none"> <li>1. Community Profiles will be used as our e-Bulletin Board to help connect people with local events &amp; expertise.</li> </ol> <p style="text-align: center;"><u>Local community groups will be offered free access and training.</u></p> <p><u>Anyone can search and access this information</u> from <a href="http://www.tracpac.ab.ca">www.tracpac.ab.ca</a> using a public computer – no library card or personal social media accounts (Facebook / Twitter / Pinterest, etc.) are required.</p> <p>2017 - We will work with Smoky River Economic Development to try to streamline linking TRACpac events to their Upcoming Events Calendar.</p>



## La Bibliothèque Dentinger Priority Service Response

### **Connect to the Online World: Public Internet Access**

*Residents will have high-speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet.*

*We will support our Regional Needs for Stronger Support and Education by:*

Goal 1	We provide FREE high speed public internet and WiFi in a safe, supportive environment.
Our Objective	Keep current and effective by routinely upgrading public stations and adding additional ones to meet demand.  Longer-term, work with Peace Library Systems to increase our bandwidth.
Goal 2	We are a BiblioTECH that encourages patrons to use Library e-Resources and databases, and provide training and assistance in how to use library tools to access materials that meet their needs.
Our Objective	<u>More people will refer to our website Training Toolkit and attend drop-In BiblioTECH training.</u>  <u>Awareness and usage of e-Resources will increase for:</u>  <u>items that can be borrowed (e-Books, audiobooks, magazines, newspapers and movies) and for online databases (Mango Languages, Financial Planning, Health and Wellness), and much more....)</u>
Goal 3	We connect our communities via the SuperNet to services that are not available locally.
Our Objective	We use our videoconferencing equipment and SuperNet connection to provide additional affordable programming and training opportunities to our region, using Webinars, Skype, and other networks and technologies.





## La Bibliothèque Dentinger Priority Service Response

### **Visit a Comfortable Space: Physical and Virtual Spaces**

*Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.*

*We will support our Regional Need for Stronger Support by:*

Goal 1	We are a welcoming and safe space for people of all ages and backgrounds to meet, interact and use library services.
Our Objective	<p>1. Our amazing staff and volunteers provide <u>friendly, knowledgeable, bilingual service</u> to make everyone feel welcome – it doesn't matter where you live, or whether you are a library patron.</p> <p>Staff, volunteers and visitors to our library are treated with courtesy and mutual respect. We are a small <u>kid-friendly place where neighbours support each other.</u></p>
Goal 2	We provide convenient access, hours, and enjoyable spaces to meet the varied needs of our library clients.
Our Objective	<p><u>More people will be able to access the Library, and be very satisfied with our Hours of Operation, Facility and Services.</u></p> <p>1. Increase public hours.</p> <p>Proposed: (Starting in April, 2017) The Library will be open Thursday evenings from 5 – 8 pm for Family Nights.</p> <p>WiFi will be available, but public computer stations will be “unplugged” to encourage family engagement &amp; activities (e.g. reading, Story Times, playing board games, etc.)</p> <p>A paid staff member will be available for routine library operations, but volunteers / partnerships will need to be coordinated in order to be able to offer evening programming.</p> <p>2. Review the Use of Our Existing Space (2017)</p> <p>a. Explore reconfiguring our existing space to create more quiet space for adults to search for work opportunities, meet, study or read as far removed from children's programming as possible.</p>

	<p>b. Investigate alternate collection storage methods as a way to increase both our collection size and seating space within our existing library.</p> <ul style="list-style-type: none"> <li>- Angled shelving to increase usability of existing shelving (lower shelves)</li> <li>- Store some collections on library e-readers</li> </ul> <p>3. Increase the Accessibility and Usability of the Library (2018 – 2021)</p> <p>a. Obtain bids, and conduct an assessment on the costs to repurpose the current kitchen and storage areas into a multipurpose room for staff, meetings, training and programs.</p> <p>This room would need to have:</p> <ul style="list-style-type: none"> <li>- a separate, lockable interior door</li> <li>- access to the public washroom (without needing to enter the main library)</li> <li>- and possibly a separate external entrance (to allow this space to be rented / used by partners or private groups without the need for staff or directors to be present.)</li> </ul> <p>b. Obtain bids, and conduct an assessment on the costs / feasibility of providing barrier-free access to the Library in our current location:</p> <ul style="list-style-type: none"> <li>- Automated front entry doors</li> <li>- Update our washroom to current Barrier-free standards</li> <li>- Update doorways, corridors, entrance ramp to comply with Barrier-free standards</li> <li>- Expanded parking area / dedicated handicapped parking access</li> </ul> <p>c. In 2018, review current space usage and accessibility, future needs and CRC co-location as part of the three year review of our Intermunicipal Agreement and contract with Alberta Works Human Services to house the Falher Library Career Resource Centre.</p> <p>Consider whether repurposing, expansion or review of services is warranted.</p> <p>Based on community needs, create project and capital plan and request municipal approval and support. Expected funding sources (Friends, Grants, Other to be identified as part of this process). (2019+).</p>
Goal 3	New residents will have a warm and welcoming environment to relax and obtain information about the community.
Our Objective	<p>We provide people with the tools and space to search for the information they need:</p> <p>Community Profiles – in place of a Community Bulletin Board, we will provide a dedicated workstation to find community information and opportunities. On our website, we also provide links to other organizations.</p> <p>Free trial 3 month library memberships are provided to all the municipalities we serve (Falher and Donnelly, the M.D. of Smoky River and Girouxville) to help welcome newcomers.</p>





## La Bibliothèque Dentinger Priority Service Response

### **Make Career Choices: Job and Career Development**

*Adults and Teens will have the skills and resources they need to identify career opportunities that suit their individual strengths and interests.*

*We will support our Regional Need for Stronger Support by:*

Goal 1	We support local employers and people looking for jobs.
Our Objective	<p>1. The Library will provide a regional Career Resource Centre, under contract with Alberta Works Human Services.</p> <ul style="list-style-type: none"> <li>- Basic services include a Job Board, accessing online and written ALIS resources, Resume Preparation and Job Application assistance, assistance with computer basics, free job-related phone, fax and printing services.</li> <li>- The contract is reviewed annually, and will be subject for rebid in April, 2019.</li> </ul> <p>2. The CRC will host monthly Career / Skill Workshops.</p> <p>These workshops may be completed in partnership with other agencies, and may also be open to the public, to help address common knowledge gaps and local training needs.</p>
Goal 2	In conjunction with our local high schools, we provide job and career resources to support teens.
Our Objective	<p>The Career Resource Centre Coordinator provides support for students, including:</p> <p>1. <u>Class in-service sessions on job / career topics:</u> These sessions are completed at the request of the school, and may include - How to Access / Use ALIS, Awareness of the Impact of Social Media when you apply for work, etc.</p> <p>2. <u>In-CRC assistance</u></p> <ul style="list-style-type: none"> <li>- Help identifying their skills to prepare their resume and apply for work.</li> <li>- Connecting teens to paid / volunteer opportunities to build their skills and resume.</li> <li>- Exam Supervision</li> </ul>
Goal 3	Our goal is to support Smoky River Economic Development, and partner to assist with a regional biennial job fair to help students (and the general public) gain knowledge of what local jobs and employers require.
Our Objective	Assist with the 2018 Job Fair.