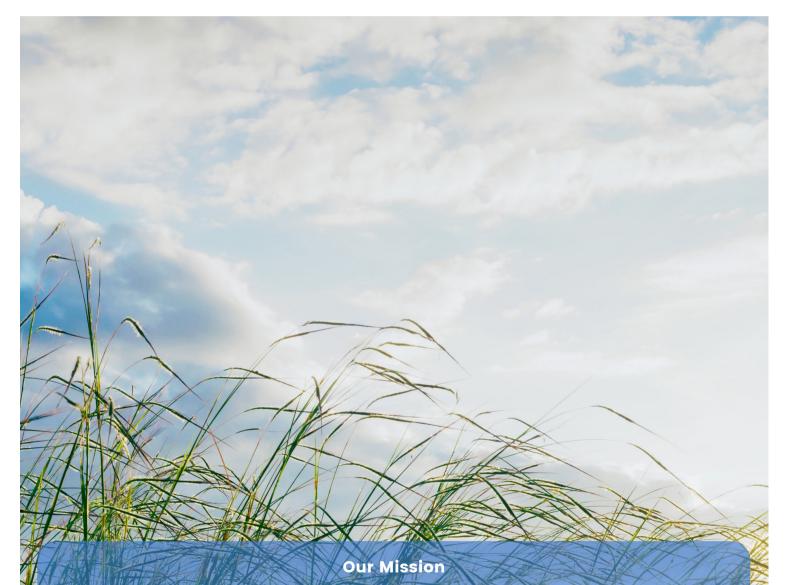# Peace Library System

2022-2024

PLAN OF SERVICE

Our Mission

Connecting libraries, people and resources through teamwork, technology and training

Our Vision

All residents of northwestern Alberta will have equal access to excellent library service.

MESSAGE FROM OUR CHAIR

Welcome to the 2022-2024 Plan of Service for the Peace Library System. We know that this has been a time of great change, in our practices and processes, in the way we do everything from the smallest daily tasks to big life events. In that vein, Peace Library System is evolving with the times and as the needs of our member libraries grow and change, so does Peace Library System. The past two years have shown us that libraries can continue to make a difference in their communities and can continue to serve their patrons no matter how those services have to be delivered. Changes in service delivery are only a part of what Peace Library System supports and will continue to support going forward.

Training and professional development are necessary to adapt and learn new ways to work, and one of the main foundations of Peace Library System's work is to provide library managers with the tools and knowledge to do their work effectively. Another foundation is to provide those "behind the scenes" technical services that keep a library running. In the coming weeks and months how those services are performed may yet change again to adapt to the needs of the libraries we serve. But rest assured, those foundations will not go away.

I look forward to seeing what the future brings and how it will integrate into what we do now. I know that it will be an exhilarating time to be in the library world.

CAROLYN KOLEBABA

BOARD CHAIR

LAND ACKNOWLEDGEMENT

Peace Library System acknowledges that we are located on the Treaty 8 territory of the Cree, Beaver, and Dene people, and Region 6 of the Métis Nation of Alberta. We are grateful to live, work, and learn together on this land which has been home to many First Nations, Inuit, and Métis peoples since time immemorial. We recognize this land as an act of reconciliation, and we also commit to supporting and celebrating our local Indigenous communities while working to break down institutional barriers to make our libraries equitable and accessible.

MESSAGE FROM OUR CEO

Planning
The engagement with our libraries and stakeholders for this Plan of Service cycle was not the same as in previous years, for obvious reasons. We were limited this year to remote, electronically mediated engagement sessions, which unfortunately do not encourage the kind of brainstorming and free-form thinking that makes for a creative group project. That being said, we were still able to engage with a number of our library managers and Board representatives in four Zoom sessions, held at various times and on various days in April. After reflecting on those conversations, a satisfaction survey and a Plan of Service "wishlist" survey was sent out to member libraries for libraries to complete, keeping in mind the needs of their patrons, staff and Board. Additionally, we also reviewed the plans of service for our member libraries to see where we could support them in their goals. Based on the results of those surveys and the engagement conversations, we determined the areas in which we should concentrate our efforts going forward.

Satisfaction Survey Key Outcomes
The survey responses to service statements were on a four-point scale, one being 'strongly disagree' and four being 'strongly agree', with additional fields for free-text responses. In almost all areas the results were positive, a majority of 'strongly agree' responses. The only exceptions to that were a question about story time kits, where the majority was 'n/a', meaning that most libraries do not take advantage of the kits, and a question about the speed of cataloguing services, where the majority answer was 'agree' (but not strongly), pointing out a technical services issue of which Peace Library System was previously aware and is currently taking steps to correct.

Areas for Concentration Going Forward
One over-arching priority will be to engage an Organisational Consultant to review the methods and workflows for the tasks that we do to look for efficiencies, both in time and cost, modernise the things we do to take advantage of current trends and technology, and look to improve customer service and service standards for our members. We will continue to create and circulate programming kits, audio blocks, and book blocks. We will continue to enhance our own cyber security with training and technology plans. We will diversify our training offerings to include topics relevant to those who serve Indigenous, rural, immigrant, and vulnerable populations. We will continue to expand our services to First Nations reserves and Métis settlements through the use of the Indigenous Services grant. And last but not least, we will continue to provide the foundational services to member libraries that enable them to serve their patrons and communities.

LOUISA ROBISON

CEO

GENERAL OPERATIONS

Our Objective

To provide and enhance services to local public libraries, enabling them to extend the best service to their patrons.

Our Goals

- Review existing foundational services for relevancy and currency.
  - Engage an external consultant to conduct an Organisational Review to look for redundancies, efficiencies, modernisation opportunities, etc.
- Review service agreements and discuss responsibilities with local societies and service point managers.
  - Meet with the Service Point managers and local societies to review the service agreements and ensure mutual understanding of the delineation of responsibilities.
- Review and assess the viability of the Core consulting package for schools and the targeted school library stream for the Rural Libraries Conference.
  - Conduct a thorough review of the Core package viability and appeal, and re-align the school library learning stream at the Rural Libraries Conference to coincide with the school libraries' ability to participate.

STEPS TO RECONCILIATION

Our Objective

To offer training and support to member libraries so they can offer high quality, inclusive, and equitable service to their Indigenous community members.

Our Goals

- Provide professional development opportunities to library staff.
  - Offer or direct staff to cultural awareness training opportunities in our region and online.
  - Collaborate with the Sixties Scoop Indigenous Society of Alberta for a series of presentations at libraries throughout the region.
- Update or create in-house procedures which foster inclusion and diversity.
  - Update current PLS land acknowledgement statement and bring to the board for official adoption.
  - Create a statement of diversity for hiring at PLS.
  - Promote adoption of inclusive language in cataloguing and shelving.
- Support outreach workers in offering services to reserves and settlements.
  - Provide funding for programming supplies.
  - Continue to build an in-house repository of books to be dispersed among Take a Book/Leave a Book collections on reserves.

TRAINING & PROFESSIONAL DEVELOPMENT

Our Objective

To offer high quality, convenient training and professional development opportunities for headquarters and member library staff.

Our Goals

- Provide library managers with a chance to connect and share their knowledge with each other.
  - Explore a possible mixed in person/virtual PLS conference.
  - Host monthly Coffee Chats to allow library managers an opportunity to discuss important topics with each other and with PLS staff and to provide updates on PLS activities.
  - Provide rough agenda and summary of discussion in Coffee Chats.
- Support professional development in a wide variety of formats and topics to meet the diverse training needs of library managers and their staff.
  - Promote and potentially subsidise local and external training opportunities.
  - Collaborate with the TRAC PSG initiative to coordinate new library staff onboarding training on Niche Academy.
  - Offer shorter focused orientation and training sessions for new library managers.
  - Develop tools that support member library staff in helping patrons access eResources.
- Continue building our library of documentation and training resources.
  - Develop website resource pages on library management topics.
  - Promote LibraryAware and provide training.
  - Update website documentation, including the Website Management Manual and tutorials on Niche Academy.

TRAINING & PROFESSIONAL DEVELOPMENT CONT.

Our Objective

To offer high quality, convenient training and professional development opportunities for headquarters and member library staff.

Our Goals

- Support library boards with the resources and education to best serve their libraries and their communities.
  - Foster board/library manager relationships by promoting ALTA training opportunities and board recruitment initiatives.
  - Create a landing page on Niche Academy to help with orientation for a new library board.
  - Update and post Library Manager job description to PLS website for use by boards.
- Foster a culture of safety in the PLS headquarters building and within our member libraries.
  - Continue to offer staff training opportunities and ergonomic assessments for headquarters staff as needed.
  - Provide training opportunities to member library staff.
  - Continue to develop the Occupational Health and Safety policies as required by legislation.

TECHNICAL SERVICES

Our Objective

To order, receive, catalogue, process, and deliver materials to our member libraries as quickly and efficiently as possible.

Our Goals

- Review acquisitions services to libraries for efficiency, currency, and quality.
  - Assess staff responsibilities and tasks to streamline acquisitions workflow.
  - Explore new vendors to increase the variety of items available for member libraries to purchase.
- Review cataloguing services to libraries for efficiency, currency, and quality.
  - Evaluate existing cataloguing tools and investigate new options to assist cataloguers with their output.
  - Examine cataloguing workflow and processes in order to increase efficiency and decrease the time between receiving and delivery.
- Review delivery services to libraries for efficiency, currency, and quality..
  - Survey the volume of items delivered to member libraries to determine if the current delivery schedule meets existing needs.
  - Investigate alternate delivery options for distant libraries.

ADVOCACY & MARKETING

Our Objective

To raise awareness of public library services in northwestern Alberta, and to support member library outreach in local communities.

Our Goals

- Increase regional awareness of public library services.
  - Offer a regional marketing campaign every second year.
- Produce reports on regional library activities.
  - Produce report on COVID-19 impacts on libraries.
  - Produce report on fee- and fine-free libraries.
  - Produce salary survey report.
- Offer training and resources to support member library advocacy and public outreach in local communities.
  - Offer advocacy training in shorter focused sessions.
  - Create a brochure of PLS equipment that can be borrowed for community nights and other outreach events.
- Communicate effectively with member libraries and boards about PLS activities and initiatives.
  - Provide an annual update sharing our Plan of Service progress.
  - Review and update PLS Communications Plan.

IT SUPPORT

Our Objective

To provide technical support and training opportunities for member libraries, while maintaining a robust and secure network.

Our Goals

- Provide training opportunities and materials for IT topics.
  - Update Polaris documentation, creating video tutorials and text instructions.
  - Develop an on-boarding process using Niche Academy for new library staff.
  - Increase resources for IT learning, including basic technology literacy skills like email.
  - Make use of Niche Academy to create Tips and Tricks training materials for library staff.
- Provide purchasing support to member libraries.
  - Investigate grants for system-wide computer purchases.
  - Promote and advertise in-house technology purchasing services.
  - Coordinate the purchase of microphones and cameras to allow library staff to attend virtual meetings.
  - Offer technology planning assistance.
- Provide a secure network for staff and patron use.
  - Review SuperNet bandwidth to ensure needs are being met following the 2021/2022 transition.
  - Provide training on cyber security and phishing.
  - Promote the services and support offered by the IT department and increase awareness of the IT Services Agreement.

PROGRAM SUPPORT

Our Objective

To assist member libraries in meeting community needs through programming.

Our Goals

- Build our collection of kits to help relieve the burden on programming budgets and storage space.
  - Create two high-interest programming kits per year.
  - Maintain the inventory and quality of programming kits in circulation.
  - Evaluate post-pandemic library programming budgets and needs.
  - Investigate new technologies that can be adapted into kit format.
  - Research existing kits at other libraries and library systems to get new ideas for our kits.
- Provide resources, training, and funding to support local programming.
  - Develop Winter Reading Program for kids and adults.
  - Continue to offer author visit subsidies to support local programming.
  - Continue to offer support for the TD Summer Reading Program.

ACCESS TO RESOURCES

Our Objective

To provide library patrons with a wide range of print and digital resources, and to supplement member library collections by providing access to specialized resources.

Our Goals

- Build new book blocks to circulate within the system and supplement local library collections.
  - Create book blocks of seasonal and diverse holiday themes.
  - Continue creating audiobook blocks and large print Western book blocks.
  - Investigate new themed book blocks.
- Continue to build our eResource collection with a particular focus on supporting existing platforms.
  - Focus our eResource budget on building our eBook and eAudiobook collections.
  - Continue to investigate new eResources.
- Support member libraries in building diverse collections.
  - Continue building diverse booklists on PLS website to increase awareness of new high-interest releases.
  - Incorporate a new column in our quarterly newsletter promoting diverse recommended titles.
- Increase support and awareness of existing services for patrons with print disabilities.
  - Highlight accessibility features within our eResource collection and in TRACpac.
  - Promote targeted training to libraries for CELA and NNELS platforms.