FUTURE FOCUSED

PEACE LIBRARY SYSTEM

PLAN OF SERVICE 2019 – 2021

Peace
Library System

TABLE OF CONTENTS

SERVICE AREA	PROGRAM SUPPORT	13
Goals	Assist libraries in meeting community needs through programming.	
	Assist libraries in offering Indigenous-focused programs in the library.	
	Partner with library boards to implement programs in Indigenous communities.	

SERVICE AREA	ACCESS TO RESOURCES	15
Goals	Provide member libraries and patrons with a wide range of print and digital resources	
	Supplement member library collections by providing access to specialized resources.	
	Partner with member libraries to provide access to library materials in Indigenous communities.	
	Provide cost-effective delivery services to member libraries.	

SERVICE AREA	MUNICIPAL LIBRARY SERVICES	17
Goals	Deliver effective library services to rural areas without library boards.	
	Provide municipal library services on a cost-recovery basis.	

INTRODUCTION

Established in 1986, Peace Library System (PLS) serves 45 member public libraries in 38 municipalities and one Métis Settlement across northwestern Alberta. PLS offers a wide range of services to enhance local public library service. These include interlibrary loan services, training, eResources, program support, special collections, centralized IT support, consulting services, and centralized ordering and cataloguing. With support from the Public Library Services Branch, PLS partners with member libraries to reach out to Indigenous communities in the region. These 21 communities previously had little in the way of public library service. PLS also provides contract services to 50 schools in six school divisions and two Indigenous communities.

PLS strives to provide relevant and timely services and remain flexible enough to adapt to the changing needs of its members. The *2019-2021 Plan of Service* includes goals directly arising from the member needs identified in the Needs Assessment. The goals will be met by the allocation of staff and other resources for each budget year.

The Plan of Service Committee and senior staff review this plan annually, document the current year's accomplishments, and add new strategies as appropriate. A progress report is presented annually to the PLS Board. This annual review process should allow the System to easily adjust its course to meet new challenges and opportunities as they arise.

PLANNING FOUNDATION: THE 2018 NEEDS ASSESSMENT

As required by library legislation, PLS conducted a needs assessment (Community Consultation) and subsequently developed goals and strategies for 2019 to 2021. Input was gathered from library boards and library managers by means of facilitated discussions and a satisfaction survey. This built upon the comprehensive data-gathering in 2015 that resulted in valuable input from PLS members.

The Plan of Service Committee and senior staff reviewed the Service Areas arising from the 2015 Needs Assessment and determined that these could remain the key areas of service. This was confirmed at a meeting of the Library Managers' Council, who also reviewed and expanded the areas of focus within each Service Area. Strategies were developed for each Focus Area during a facilitated discussion at the annual Public Library Meeting, and with input from the Satisfaction Survey. Goals and strategies for 2019 to 2021 were subsequently developed under the following five PLS service areas:

1. Training and Professional Development
2. Advocacy and Marketing
3. IT Support
4. Program Support
5. Access to Resources

Two other ongoing services areas – Municipal Library Services and Services to Schools – were added to make a total of seven.

KEY MESSAGES FROM THE NEEDS ASSESSMENT

Library staff emphasized a continuing need for training and help with library management skills and new technologies. They asked for assistance in promoting and marketing their services to the public. Their own Plans of Service highlighted early literacy services, collections and programs as high priorities.

Library trustees would like training on their roles and responsibilities, budgeting and advocacy.

FRAMEWORK FOR GOAL SETTING: VISION, MISSION, AND BELIEF STATEMENTS

The following key statements provide the framework for Peace Library System's goals and activities.

Vision Statement

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

Mission Statement

Peace Library System ~ Connecting libraries, people and resources through teamwork, technology and training.

Belief Statement

WE BELIEVE THAT:　　　　access to library services should be equal and universal.

This is accomplished through sharing and cooperation.

WE BELIEVE THAT:　　　　sharing resources provides efficient use of community resources.

As a library system, we can provide more effectively a pool of knowledge and expertise and organize the sharing of these resources among members.

WE BELIEVE THAT:　　　　a library system is only as effective as its members.

The members are joined together in a federated system, rather than the system existing as a single entity outside the membership. By using the energy, input and support from the local level, each member has a say in the running of the system.

Land Acknowledgement Statement

Peace Library System acknowledges Treaty 8 territory as well as the Métis Nation of Alberta. Peace Library System libraries are located on territory that provided a travelling route and home to many Indigenous peoples.

SERVICE AREA		TRAINING AND PROFESSIONAL DEVELOPMENT
1	**FOUNDATIONAL SERVICES**	- Coordinate training across all service areas - Conduct on-site library visits by consultants and IT staff - Provide technology training for member library staff - Provide technology training for System staff - Provide new library manager training - Deliver professional development opportunities on topics of interest to libraries - Train and assist library managers in submitting Annual Report to PLSB - Host premier two-day annual conference - Schedule training webinars on a regular basis - Assist library boards in developing results-oriented Plans of Service - Participate in provincial training initiatives - Offer social media training - Maintain website repository of programming ideas
2	**GOALS**	Offer high quality, convenient training and professional development opportunities for member library staff so they can meet the needs of their patrons. Assist member libraries in connecting to community services and resources. Provide basic training for library boards to help them function effectively as a board.
3	**OUTCOMES**	Library staff members confidently and effectively manage local library service. Library staff members have the expertise to assist patrons. Libraries engage and partner with local community groups. Library boards govern effectively.

FOCUS AREAS		STRATEGIES	RESPONSIBILITY	TIME FRAME
4	**PD FOR LIBRARIES**	Provide library management skills training on topics identified by library managers	Consulting Department	2019 2020 2021
		Create a quarterly training newsletter to make libraries aware of relevant PD opportunities	Digital Learning & Outreach Librarian	2019 2020 2021
		Create an annual calendar/list of regularly occurring events, meetings, and deadlines	Consulting Department	2019 2020 2021
		Create a glossary of library terms and acronyms	Consulting Department	2019
		Provide webinar training on weeding	Consultant Librarian	2019
		Provide focused training on TRAC procedures	Consulting Services Manager	2019 2020 2021
		Develop website resource pages for specific demographics and interests as needs are identified	Consultant Librarian; Digital Learning & Outreach Librarian	2019 2020 2021
5	**DIGITAL RESOURCE TRAINING**	Create a structure for presentations in libraries	Digital Learning & Outreach Librarian	2020
6	**COMMUNITY ENGAGEMENT**	Provide support for relationship-building and community connection development as required	Digital Learning & Outreach Librarian	2019 2020 2021
		Create strategies and tips to help libraries connect with community organizations	Digital Learning & Outreach Librarian	2020
7	**BOARD EDUCATION**	Develop list of library manager competencies to assist boards with hiring	Consulting Department	2020
		Offer Northern Lakes College finance courses for boards/staff	Consulting Services Manager	2020
		Continue to offer mini-workshops for member library boards	Director; Assistant Director	2019 2020 2021

	SERVICE AREA	ADVOCACY AND MARKETING
1	**FOUNDATIONAL SERVICES**	▪ Keep members informed on provincial activities and issues ▪ Update Councils about PLS after elections and upon request ▪ Deliver presentations to Library Boards upon request ▪ Lobby for continuing support from the provincial government ▪ Lobby federal government regarding issues as appropriate ▪ Promote benefits of PLS membership ▪ Participate in promotional activities for libraries and library systems including municipal trade shows and other community events ▪ Promote the benefits of The Alberta Library (TAL) membership ▪ Include marketing information on the PLS social media and website ▪ Develop promotional materials for libraries
2	**GOALS**	Raise awareness of public library services in northwestern Alberta, as well as the value of libraries in individual communities. Provide member libraries with the tools to attract people to the library. Support member library outreach in the community. Increase awareness of library services with municipal and provincial elected officials.
3	**OUTCOMES**	Library usage and number of memberships increases. Libraries are equipped to market their services locally. Governing officials support public libraries. Libraries effectively advocate with governing officials and community members. PLS communication is consistent and meets member library needs.

	FOCUS AREAS	STRATEGIES	RESPONSIBILITY	TIME FRAME
4	**REGIONAL AWARENESS OF PUBLIC LIBRARY SERVICES**	Offer a regional marketing campaign annually	Director; Consultant Librarian	2019 2020 2021
5	**LIBRARIES MARKETING SERVICES**	Offer LibraryAware training	Digital Learning & Outreach Librarian	2019 2020 2021
		Create quarterly promotional posters, including templates for social media and websites	Consultant Librarian; Digital Learning & Outreach Librarian	2019 2020 2021
6	**ADVOCACY**	Create a fact sheet of key messages for decision makers	Director	2019
		Provide LibraryAware training on the infographic template to present statistics to decision makers	Digital Learning & Outreach Librarian	2019
		Review and update information on PLS governance on the website	Director	2019
		Conduct a regional salary survey to share with library boards	Consultant Librarian	2019 2021
		Create a variety of pop-up banners for events	Consultant Librarian	2020
		Promote and support the *Power of Advocacy* course	Consulting Services Manager	2019 2021
7	**PLS COMMUNICATIONS**	Review PLS Communications Plan	Management Team	2019
		Implement consistent PLS internal and external communications	Management Team	2020
		Develop a PLS social media policy	Lead Team	2020

	SERVICE AREA	IT SUPPORT
1	**FOUNDATIONAL SERVICES**	Leadership Role in Technology Implementation ▪ Provide opportunities for PLS staff to explore and keep pace with technology trends ▪ Review technology solutions regularly ▪ Maintain current Technology Plan ▪ Undertake Public Library Network node responsibilities ▪ Keep members informed on regional technology developments ▪ Cooperate and collaborate with TRAC partners and other Network Nodes ▪ Promote awareness of new or enhanced services made possible by SuperNet ▪ Facilitate grant programs for the region Technical Support ▪ Deliver on-site and remote technical support to member libraries ▪ Administer current IT Service Agreement with member libraries ▪ Assist with library technology planning ▪ Deliver high end training for System staff in order to meet member needs ▪ Coordinate bulk purchases of hardware and software for libraries when feasible ▪ Maintain reliable connection to the Internet for member libraries ▪ Conduct annual visits to each member library ▪ Champion excellent customer service ▪ Lead ongoing website development
2	**GOALS**	Keep libraries informed of emerging technologies and provincial initiatives. Maintain an efficient and secure network. Support hardware, software and network needs of member libraries as outlined in the IT Service Agreement. Improve patron access to library services through updated websites.
3	**OUTCOMES**	Member libraries have the IT infrastructure and support they need to respond to community needs. Libraries offer consistent access to Polaris services and the online catalogue. Libraries are able to adapt to technological changes. Library staff manage Polaris functions and technology-based services competently.

FOCUS AREAS		STRATEGIES	RESPONSIBILITY	TIME FRAME
4	**POLARIS TRAINING**	Offer Polaris and Simply Reports training on timely topics or requested topics	IT Department	2019 2020 2021
		Review Polaris/IT documentation for inclusion on new website	IT Department	2019
		Explore alternate formats for Polaris training	IT & Technical Services Manager	2019
5	**DESKTOP & NETWORK SUPPORT**	Assess SuperNet usage and advocate for adjusted bandwidth needs	IT Department	2019
		Strive to provide good customer service and cost-effective computer hardware and software purchases	IT Department	2019 2020 2021
		Develop tip sheets and documentation for PLS-specific technology as needed	IT Department	2019 2020 2021
		Offer in-person consultation for library boards to develop a technology plan	IT & Technical Services Manager	2019 2020 2021
		Develop a list of procedures for libraries that are moving or temporarily closing for renovations	IT & Technical Services Manager	2019
6	**WEBSITE SUPPORT**	Implement new user-friendly websites for PLS and member libraries	IT & Technical Services Manager; Consultant Librarian	2019
		Solicit library feedback after six months	IT & Technical Services Manager; Consultant Librarian	2019
		Provide website training and support	IT & Technical Services Manager; Consultant Librarian	2019 2020 2021

SERVICE AREA		PROGRAM SUPPORT
1	**FOUNDATIONAL SERVICES**	▪ Coordinate materials for annual summer reading program ▪ Subsidize author readings for member libraries ▪ Provide themed storytime boxes containing program ideas for ages 2-3 and 4-6 ▪ Maintain website repository of programming ideas
2	**GOALS**	Assist libraries in meeting community needs through programming. Assist libraries in offering Indigenous-focused programs in the library. Partner with library boards to implement programs in Indigenous communities.
3	**OUTCOMES**	Libraries provide a wide range of programs that reach a variety of ages and demographics. Libraries increase partnerships within the community. Libraries attract more patrons through programming. Indigenous patrons attend programs held at the library. Patrons are more aware of Indigenous culture and the steps to reconciliation. Indigenous communities are better served by libraries. Libraries improve digital literacy within their communities.

	FOCUS AREAS	STRATEGIES	RESPONSIBILITY	TIME FRAME
4	EARLY LITERACY AT MEMBER LIBRARIES	Promote the storytime kits with photos	Consultant Librarian	2019
		Create storytime kits focusing on French early literacy	Consulting Services Manager	2019
5	LIBRARY PROGRAMS	Add multicultural program ideas to the Programming Index	Consultant Librarian	2020
		Explore possible programming kits for library usage	Consultant Librarian; Digital Learning & Outreach Librarian	2019
		Create two video game kits for PS4 and Xbox	Consultant Librarian; Digital Learning & Outreach Librarian	2019
		Create two STEAM and coding kits per year	Consultant Librarian; Digital Learning & Outreach Librarian	2020 2021
		Support library programs focused on Indigenous cultures	Lead Team	2019 2020 2021
6	PROGRAMS IN INDIGENOUS COMMUNITIES	Identify most needed program ideas to offer in Indigenous communities	Digital Learning & Outreach Librarian	2019
		Develop agreements with library boards to implement culturally appropriate, consistent programs and services	Director; Digital Learning & Outreach Librarian	2019 2020 2021
		Provide outreach equipment for libraries and PLS staff (eg. wifi hotspots)	Lead Team	2019 2020 2021
7	DIGITAL LITERACY	Promote training opportunities on Lynda.com	Consultant Librarian; Digital Learning & Outreach Librarian	2019 2020 2021
		Locate resources to increase digital literacy and promote them to libraries	Consultant Librarian; Digital Learning & Outreach Librarian	2019 2020 2021

SERVICE AREA		ACCESS TO RESOURCES
1	**FOUNDATIONAL SERVICES**	<u>Materials Services/Technical Services</u> ▪ Provide efficient centralized ordering, cataloguing and processing ▪ Provide specialized resources to supplement local library collections ▪ Maintain useful and relevant in-house System collections that meet member library needs ▪ Offer access to eResources, including online databases, language learning software, eAudiobooks and eBooks ▪ Evaluate eResource offerings and gaps <u>Consulting Services</u> ▪ Provide expertise to help member libraries develop and manage their collections based on patron and community needs ▪ Provide selection lists and other tools to assist libraries with the selection of current, relevant materials <u>Resource Sharing Services</u> ▪ Participate in the provincial resource sharing network ▪ Manage an efficient regional interlibrary loan system ▪ Develop, with TRAC partners, operational guidelines governing the sharing of resources ▪ Provide delivery services via PLS courier, government courier and Canada Post ▪ Compensate member libraries for participating in resource sharing by reimbursing interlibrary loan postage costs <u>Partnerships to Increase Access to Resources</u> ▪ Participate in The Regional Automation Consortium (TRAC) ▪ Participate in The Alberta Library (TAL) ▪ Participate in ME Libraries
2	**GOALS**	Provide member libraries and patrons with a wide range of print and digital resources. Supplement member library collections by providing access to specialized resources. Partner with member libraries to provide access to library materials in Indigenous communities. Provide cost-effective delivery services to member libraries.
3	**OUTCOMES**	PLS efficiently orders, catalogues, processes and delivers library materials. Member libraries maintain collections that meet the needs of their patrons. Patrons have access to regional and provincial resources. People in Indigenous communities have access to library materials closer to home.

	FOCUS AREAS	STRATEGIES	RESPONSIBILITY	TIME FRAME
4	**PLS COLLECTIONS**	Identify special collections most needed by member libraries	Consulting Department	2019
		Evaluate Christmas blocks	Consulting Services Manager	2019
		Create seasonal/holiday blocks	Consulting Services Manager	2020
		Evaluate purpose and usage of PLS Core collection	Consulting Department	2021
5	**ERESOURCES**	Increase dedicated funding for eBooks and eAudiobooks in the annual budget	Director	2019 2020 2021
6	**DELIVERY SERVICES TO PUBLIC LIBRARIES**	Evaluate PLS delivery routes for increased capacity and efficiency	Director; IT & Technical Services Manager	2020
7	**COLLECTIONS IN INDIGENOUS COMMUNITIES**	Support deposit collections in partnership with local library boards after appropriate community consultation	Digital Learning & Outreach Librarian	2019 2020 2021

SERVICE AREA	MUNICIPAL LIBRARY SERVICES
1 **FOUNDATIONAL SERVICES**	▪ Maintain agreements with municipalities and with local societies to provide municipal library services for municipalities without library boards ▪ Develop and implement a service delivery plan in each municipality ▪ Develop required bylaws and policies and file with Alberta Municipal Affairs, Public Library Services Branch ▪ Facilitate meetings to discuss services and library needs ▪ Regularly review bylaws and policies for library service points ▪ Distribute provincial library services grants based on formulae provided by municipalities
2 **GOALS**	Deliver effective library services to rural areas without library boards. Provide municipal library services on a cost-recovery basis.
3 **OUTCOMES**	Residents of eight municipalities where PLS is the board of record may access full System services at the libraries they visit. The needs of rural residents are taken into account in PLS's Plan of Service and member libraries' Plans of Service.

FOCUS AREAS	STRATEGIES	RESPONSIBILITY	TIME FRAME
4 **POLICY REVIEW**	Review specific policies at Advisory Committee meetings as per policy review schedule	Director; Assistant Director	2019 2020 2021
5 **SERVICE DELIVERY AND OUTREACH**	Review service delivery in Paddle Prairie Métis Settlement	Director; Assistant Director	2019
	Promote public library services to the residents of Northern Sunrise County and the MD of Spirit River	Director; Assistant Director	2019
	Promote public library services to the residents of the County of Northern Lights, the MD of Smoky River and the Village of Girouxville	Director; Assistant Director	2020
	Promote public library services to the residents of the MD of Greenview and Clear Hills County	Director; Assistant Director	2021

SERVICE AREA		SERVICES TO SCHOOLS
1	**FOUNDATIONAL SERVICES**	▪ Provide service packages to assist schools with collection development and library operations ▪ Regularly review the services offered to school libraries that contract for library services ▪ Implement or adjust services based on school library needs assessment ▪ Keep current regarding provincial school library developments ▪ Ensure all contracts are appropriately priced to account for the cost of the service and PLS policy
2	**GOALS**	Deliver relevant and timely regional library services to schools.
3	**OUTCOMES**	School libraries have up-to-date library resources. School libraries have access to expertise for their library operations.

FOCUS AREAS		STRATEGIES	RESPONSIBILITY	TIME FRAME
4	**SCHOOL SERVICES REVIEW**	Revise school packages as needed based on school needs assessment	Director; Assistant Director	2019
		Implement new school packages (as needed)	Director; Assistant Director	2020
5	**SCHOOL ADVISORY COMMITTEE**	Review purpose and relevance of School Advisory Committee	Director; Assistant Director	2019
		Restructure or discontinue School Advisory Committee	Director; Assistant Director	2020

APPENDIX A

BACKGROUND: PREVIOUS PLANS OF SERVICE

1993-1998

As required by library legislation, the Peace Library System conducted its first needs assessment in 1992 and subsequently developed the System's first business plan or plan of service. *Plan of Service 1993-1998* included goals, objectives and detailed action plans, and it was a useful guide to the Board and staff members in fulfilling the System's mission and achieving its goals.

1999-2009

In 1998, the Plan of Service Committee chose to assess library service needs by collecting data through a series of six focus groups. In early 1999, focus group meetings were held in six communities across the Peace Region. The Committee used this input to create a three-year plan that could be reviewed and updated annually. Peace Library System's *Plan of Service 1999-2001* was approved by the Board in September, 1999.

The information gathered during the 1999 needs assessment proved to be an invaluable foundation for Peace Library System planning. It formed the basis for planning and reviewing services until the end of 2009. The updated Plans continued to outline the ways in which the Peace Library System would respond to its members' needs and meets its goals and objectives. For the *Plan of Service 2007-2009*, the goals were grouped into service areas and member library input was sought to determine goal priorities.

2010-2015

In 2009, the Plan of Service Committee chose to assess regional library service needs by distributing a short survey to library boards and following up with three regional forums. A survey was also sent to school division superintendents and individual school principals. The data gathered through these sources formed the basis for *Plan of Service 2010 – 2012*.

Planning beyond 2012 built on the goals arising from the 2009 consultation with member libraries. In order to develop and refine the goals and plan for new services, an online survey was sent to member libraries in June, 2012. For each service area, respondents identified the most important services they received and indicated others ways Peace Library System could help them. Within each service area, the core or foundational services provided by the System were identified, followed by the focus areas and strategies for 2013 to 2015. *Plan of Service 2013 – 2015* was approved by the Board in November, 2012.

2016-2018

In 2015, input was gathered from municipal councils, library boards and library managers by means of targeted questionnaires. Facilitated discussions were held with library managers and library board members as well as with PLS staff. This was a comprehensive process that resulted in valuable input from PLS members. The Plan of Service Committee reviewed all of the data collected during the community consultation process and identified common themes. Goals and strategies for 2016-2018 were subsequently developed in five PLS service areas: Training and Continuing Education; Advocacy and Marketing; IT Support; PLS Collections and Program Support; and Access to Resources.

PLAN OF SERVICE 2019-2021 Timeline of Activities	
September 16, 2017	Peace Library System Plan of Service Committee reviewed *Plan of Service 2016-2018* Service Areas and Goals. The Service Areas and goals were affirmed. The Committee discussed next steps to gather information for 2019-2021.
2018	
April	Satisfaction Survey developed for member libraries
April 5	Senior PLS staff reviewed *Plan of Service 2016-2018* Service Areas and key Focus Areas, and developed some strategies for each Focus Area.
April 16 (Library Managers' Council Meeting)	A small group of library managers reviewed key PLS Focus Areas within each Service Area. They affirmed existing Focus Areas and suggested a few new ones.
May	Member library Plans of Service filed since 2015 were examined to identify member library service priorities.
May 7 (Public Library Meeting)	Library managers representing 20 libraries brainstormed strategies and possible outcomes within each Focus Area. The discussion was facilitated by Miriam Mahnic, Alberta Culture and Tourism.
May 7	The online Satisfaction Survey was posted for library staff and boards to complete by May 18.
May 26	The Plan of Service Committee reviewed all data: member library Plans of Service priorities; input from PLS staff and library managers; satisfaction survey results. This was a facilitated discussion/analysis with Miriam Mahnic to confirm priority areas and goals.
June-September	The first draft of 2019-2021 Plan of Service document was developed.
September 15	The Plan of Service Committee reviewed/revised the draft Plan.
October 27 (Executive Meeting)	The Executive Committee reviewed the draft Plan.
November 24 (Board Meeting)	The PLS Board approved the 2019-2021 Plan of Service.
December 14	*Future Focused: Plan of Service 2019-2021* was submitted to the Public Library Services Branch.

APPENDIX C

MEMBER LIBRARIES' PLANS OF SERVICE: EXECUTIVE SUMMARY

Public libraries deliver a wide range of services to their communities. Each library looks at community needs and identifies its priority areas when it develops a Plan of Service. In May 2018, all 45 member library Plans of Service filed at Peace Library System (PLS) were reviewed to find common goals that might inform PLS's Plan of Service for 2019-2021. These were grouped under Library Service Responses from *Strategic Planning for Results*. Member libraries' top seven priority service responses include:

1. Having a comfortable, inviting space
2. Early literacy for 0-5 year olds
3. Collections and programs to satisfy lifelong learning
4. Helping residents connect with their communities and resources
5. Collections and programs to stimulate the imagination
6. Connecting the public to the online world
7. Advocacy

The following chart indicates all of the service responses identified by member libraries.

Number of Libraries	Service Response (see attached list of definitions)
25	Visit a Comfortable Place: Physical and Virtual Spaces
24	Create Young Readers: Early Literacy
24	Satisfy Curiosity: Lifelong Learning
23	Know Your Community: Community Resources and Services
21	Stimulate Imagination: Reading, Viewing and Listening for Pleasure
16	Connect to the Online World: Public Internet Access
12	Advocacy
7	Learn to Read and Write: Adult, Teen and Family Literacy
3	Celebrate Diversity: Cultural Awareness
3	Understand How to Find, Evaluate and Use Information: Information Fluency
2	Discover Your Roots: Genealogy and Local History
2	Be an Informed Citizen: Local, National and World Affairs
2	Build Successful Enterprises: Business and Nonprofit Support
1	Welcome to Canada: Services for New Immigrants
1	Express Creativity: Create and Share Content
1	Make Informed Decisions: Health, Wealth and Other Life Choices
1	Make Career Choices: Job and Career Development
1	Succeed in School: Provide Homework Help

APPENDIX D

2018 MEMBER PUBLIC LIBRARY SATISFACTION SURVEY: EXECUTIVE SUMMARY

In tandem with facilitated discussions regarding the Peace Library System services area and areas of focus, a satisfaction survey was sent to 45 member libraries.The intent was to gauge the level of satisfaction with ongoing PLS services provided by three departments – Materials/Technical Services, IT Services, Consulting Services – and use the input to develop additional strategies for 2019-2021.

Following are some of the highlights relating to each department:

Materials/Technical Services
- The Christmas, large print and audio books blocks are appreciated.
- Blocks of holiday books were requested.
- Multicultural materials (provided by PLS) aren't a high priority. They can be borrowed elsewhere or purchased by libraries.
- Libraries couldn't afford eResources on their own. They are much appreciated.
- Cataloguing staff are knowledgeable.
- Cataloguing time has been good, though some out-of-system purchases have taken too long to be catalogued.
- PLS van delivery is appreciated.

IT Services
- IT staff are knowledgeable and patient.
- The Help Desk is under-utilized.
- More training on Polaris and Simply Reports was requested.
- Libraries are looking forward to new websites.

Consulting Services
- Consultants provide strong support and response to queries is timely.
- The storytime kits are valued.
- New types of program kits were suggested – STEAM, Technology (robotics, coding).
- The Rural Libraries Conference and other training opportunities are appreciated.
- Webinars make it possible to take training without driving to Grande Prairie.
- Training on HR topics, advocacy and board development was requested.
- Library Aware (to make brochures) is appreciated.

Overall
- Most libraries prefer communications from PLS by phone and/or e-mail.
- Libraries agree that PLS helps them delivery excellent library service.
- Comment: *"When I think about libraries and all that goes on, I wouldn't want to manage a library without the support of the Peace Library System. All the behind the scenes work that PLS provides! How would a library be able to function efficiently with all the demands of Municipal Affairs, interlibrary loans, cataloguing, technology, promotions, local councils, connections…the list is endless. We THANK YOU for all that you do for us!!"*

Twenty-nine libraries responded to the survey and respondents were largely satisfied with PLS services. Satisfaction ratings ranged between 3.31 and 3.66 out of 4.0. Some areas of improvement were noted and incorporated into Plan of Service strategies. A chart outlining the responses is included on the next page.

MEMBER LIBRARY SATISFACTION SURVEY: SUMMARY OF RESPONSES	
Question	Rating (out of 4)
I am satisfied with the IT support provided by Peace Library System.	3.76
Peace Library System consultants respond to my queries in a timely, helpful manner.	3.69
I am satisfied with the eResources provided by Peace Library System (for example, OverDrive, Ancestry and Lynda.com).	3.69
I am satisfied with the Consulting Services provided by Peace Library System.	3.66
Programming assistance provided by Peace Library System, including summer reading programs materials and subsidies for author readings, complements my library's in-house programming.	3.66
Peace Library System supports my library in delivering excellent library service to patrons.	3.66
Peace Library System staff respond to my IT queries in a timely fashion.	3.59
I am satisfied with the publications and promotional materials provided by Peace Library System for use in my library (eg. News N Notes, Library Aware posters).	3.59
I am satisfied with the delivery services provided by Peace Library System. Delivery Services include Shipping and Receiving and van delivery.	3.55
I am satisfied with the training and educational opportunities provided by Peace Library System. These include the Rural Libraries Conference, workshops, new library manager training and webinars.	3.55
I am satisfied with the Technical Services provided by Peace Library System. Technical Services include Acquisitions, Cataloguing and Processing.	3.52
When Peace Library System launches a new product or service, I am provided with enough information to implement it in my library.	3.52
Peace Library System's online presence provides information that is useful and easy-to-find. (e.g website, social media)	3.52
The Help Desk is convenient and easy to use.	3.45
I am satisfied with Peace Library System's special collections. These collections include large print materials and audiobooks.	3.38
I am satisfied with the hardware and software purchasing services provided by Peace Library System to my library.	3.34
I am satisfied with the turnaround time for materials sent in for cataloguing.	3.31

APPENDIX E

2018 LIBRARY MANAGERS' COUNCIL MEETING AND PUBLIC LIBRARY MEETING RESULTS: RAW DATA

SERVICE AREA	TRAINING AND PROFESSIONAL DEVELOPMENT	
NOTE: Numbers indicate # of people who supported the statement		
FOCUS AREAS	**STRATEGY IDEAS**	**OUTCOMES**
PD FOR LIBRARIES	• Highlight internal and external PD opportunities (2) • HR training through partnerships (4) • TRAC procedures training (2) • Provide info on benefits of APLAC, LAA, ALTA, CFLA • Acronym cheat sheet • PD grants (2) • Weeding guidance re reports • More landing pages – seniors, teen, flat earth, cannabis • Soft skills training – communications + tools for staff • Keep up the good work!	• Confident staff (6) • Improved staff satisfaction & retention (2) • More PD will allow for increased efficiency (4) • More productivity • Keep up professional development (2)
TECH TRAINING	• On-site on-demand training & orientation sessions (4) • Assist with tech training at evening events (3) • Continue library visits • YouTube videos for devices training – linked on website (3)	• Knowledgeable staff (3) • Happy patrons (2)
COMMUNITY ENGAGEMENT	• Training to help library staff build community connections (4) • Training to build Indigenous relationships (3) • Create partnerships (how-to) (4) • Facilitation guides for community input (2) • Seniors' story time kits (4)	• More programming • More outreach • Help with cognitive learning • Expand potential services to patrons by connecting community resources
BOARD EDUCATION	• ALTA board workshops • Board cheat-sheet manual (2) • Budget training (3)	• An aware board will be more effective (3) • Less stress on library manager (5) • Better financial planning (4)

SERVICE AREA	ADVOCACY AND MARKETING	
NOTE: Numbers indicate # of people who supported the statement		
FOCUS AREAS	STRATEGY IDEAS	OUTCOMES
REGIONAL AWARENESS OF PUBLIC LIBRARY SERVICES	• One regional marketing campaign annually (2)	• Increased patron numbers
LIBRARIES MARKETING SERVICES	• Marketing tools on PLS website (4) • Quarterly promotional posters (2) • Update PLS brochures (3) • Promote LibraryAware (3) • Site for libraries to network – ie.Facebook (3) • Promotions inside ILL books • Bookmarks • Different sizes of posters • Marketing guide for legacy planning • Increase library of public domain images in LibraryAware	• Increase patron use • Better visibility to funders and donors • ++Efficiency
ADVOCACY	• Develop key messages for decision-makers (3) • Create publication re PLS governance (3) • Promote and support the Power of Advocacy course (3) • Council presentations • Advocating to councilors (3) • Libraries help businesses – resumes, job search (2) • Libraries are community hubs- new people to town (2) • Assistance in advocating for individual communities • Develop pay grid (6) • School/public libraries advocating with school divisions	• More community support (3) • Better understanding of board/library relationships (2) • Advocating to councillors on behalf of library would help libraries function better (2) • Advocating with municipalities = happier more appreciated library managers (2)
PLS COMMUNICATIONS	• Develop PLS social media policy (3) • Communication procedure for emergency outings (2) • Review PLS communications plan • Develop list of regional Indigenous leaders (2)	• Consistency between locations • Easier and more efficient training/ succession

SERVICE AREA	IT SUPPORT	
NOTE: Numbers indicate # of people who supported the statement		
FOCUS AREAS	**STRATEGY IDEAS**	**OUTCOMES**
POLARIS TRAINING	- LEAP training (5) - Polaris training – RLC, workshops, webinars, resources (2) - Simply reports (2) - Polaris reports - Troubleshooting documentation and guides - Group training in areas (multiple libraries) - Training @ RLC (record sets) - Don't change	- Increases staff competency (8) - Better library management (4) - Using the tools to their full capability (4)
DESKTOP & NETWORK SUPPORT	- Maintain efficient, secure network (2) - Evaluate IT staffing - Lobby for increased SuperNet bandwidth (3) - Offer tech-based RLC sessions - Computer choice software hardware - Troubleshooting documentation and guides (2) - Increased social media support (2) - More wireless – unplugged cords, used by others for cleaning - Technology plan training (2) - Renovation checklist (2) - Work on always having the fastest in town - Kudos on increase to staff (professional?) training	- Less down time; productivity increased - Will keep better track of inventory/budgeting (2)
WEBSITE SUPPORT	- Ongoing website development – new features - Provide website training & support - Solicit library feedback after 6 months - Quick database access - Update and improve website - User friendly website	- Patron access improved (4) - More communication between library & community (3)

SERVICE AREA	PROGRAM SUPPORT	
NOTE: Numbers indicate # of people who supported the statement		
FOCUS AREAS	**STRATEGY IDEAS**	**OUTCOMES**
EARLY LITERACY AT MEMBER LIBRARIES	• Work with Early Childhood coalitions • RLC training • Include/consider multi-areas literacy (2)	• Building connections in community for future (4) • Increased partnerships (4)
LIBRARY PROGRAMS	• Maintain programming index (2) • Find ways to support library in-house programs focussed on Indigenous culture (3) • Identify most useful kits for libraries to borrow (2) • Program idea board (4) • Volunteer recruitment building and retention guides (2) • Ideas for Indigenous programming (2) • Coding unplugged programs • Steam box blocks • Robotic kit • Little bits kits • Program recipe box (3)	• Adds variety to steam centres – supplements (2) • Provides held to libraries unfamiliar with Indigenous programs (2) • Wider variety of library users (5) • Increased patronage (5) • Smoother programs – multiple ideas (4) • Less strain on individual library to purchase on limited budget
PROGRAMS ON-RESERVE AND ON-SETTLEMENT	• Identify most needed program ideas for Indigenous programs on-reserve • Partner with library boards to implement programs in Indigenous communities • Look into wifi hotspots (3) • Programs need to be consistent (not hit and miss) • Ensure elder input • Use indigenous facilitators when possible • Include off-reserve Indigenous people • Use these strategies for other cultures (Islam, Mennonite, Filipino)	• More access to Internet • Increased Indigenous patronage (2) • One step to reconciliation (2) • Reach more people (3) • Better community inclusion (3)

SERVICE AREA	PROGRAM SUPPORT	
NOTE: Numbers indicate # of people who supported the statement		
FOCUS AREAS	**STRATEGY IDEAS**	**OUTCOMES**
DIGITAL LITERACY	- Digital divide – help customers use Internet on their own - Seniors' assistance with apps and forms (3) - Staff training in MS Office - Create website doorways for seniors (2) - Lynda.com continued (5) - COWS – Computers on wheels with hot spot - Technology kits (3) - Devices	More senior patrons

SERVICE AREA	ACCESS TO RESOURCES	
NOTE: Numbers indicate # of people who supported the statement		
FOCUS AREAS	**STRATEGY IDEAS**	**OUTCOMES**
PLS COLLECTIONS	• Evaluate purpose and usage of PLS Core collection • Identify most needed special collections • More large print blocks • More holiday blocks – Halloween, St. Patrick's Day, Easter, Mother's Day, Father's Day • Western regular blocks • Inclusive labelling guidelines (adult literature, also ESL) • Classic and hard to find core DVD collection (2)	• Will give more holiday books to more patrons. Some people hog books. • More holiday books, more books for our patrons • Don't need big budgets and still provide materials and services (2) • Bigger collection without losing space (3) • Efficient use of budget • Happier patrons (2) • Increase circulation • Smaller libraries don't need big budgets and still provide services.
ERESOURCES	• Evaluate eResource offerings and gaps • Fund eResources and eBooks • Purchase more eBooks and eAudiobooks • Ask Us button on website • Do not duplicate eResources that are available for free on internet	• This will give more variety with less space (3) • Quicker response time to reference questions (4)
DELIVERY SERVICES TO PUBLIC LIBRARIES	• Evaluate PLS delivery routes based on PLSB strategy (2) • Cliff gets hazard pay!	
ON-RESERVE & ON-SETTLEMENT COLLECTIONS	• Investigate pop-up library collections on-reserve and on-settlement • Investigate deposit collections (Little Free Libraries) for Indigenous communities • Investigate paperbacks by mail for Indigenous communications • Access needs to be consistent (scheduling)	• Allows autonomy • Relationship developments where there was none

APPENDIX F

DEFINITION OF TERMS IN PLAN OF SERVICE

ALTA - Alberta Library Trustees Association: Represents the library boards and trustees that govern public libraries in Alberta and serves over 2400 volunteer library trustees across Alberta who provide governance to over 165 library boards across the province. ALTA is the collective voice for library trustees across Alberta and promotes effective library service and leadership through training, resources, communication and advocacy.

APLAC - Alberta Public Library Administrators' Council: An incorporated not-for-profit body that connects the people who manage Alberta's public libraries. APLAC's objectives are to address practical issues affecting the management and provision of public library services in Alberta, and to serve as a forum for the discussion and exchange of information on current public library developments, emerging issues, and projects of relevance to Alberta public libraries.

CFLA - Canadian Federation of Library Associations: The national voice of Canada's library associations to advance library excellence in Canada, champion library values and the value of libraries, and influence national and international public policy impacting libraries and their communities.

Coding: The set of step-by-step instructions a computer or software or an app needs to perform a function, such as making a robot move. Coding is being increasingly incorporated into school curricula and library programming to help kids learn problem-solving and collaboration skills.

LAA - Library Association of Alberta: A nonprofit, independent, voluntary association of over 800 members including librarians, library personnel, library trustees, institutions, and other interested individuals and companies. The association's activities focus on library advocacy, the Alberta Library Conference, and continuing education and job placement through the Partnership, Canada's national network of provincial and territorial library associations.

Leap: Leap is a web-based circulation tool for Polaris that will allow circulation staff to perform basic library services outside of the library. Although Leap has been designed to work best on a laptop, it will work on tablets as well. Circulation staff can use Leap away from their circulation computer to register new patrons, renew existing patrons, check out materials, check in materials, place holds, and run the picklist (the Leap equivalent to the Polaris Request Manager).

LibraryAware: Marketing software that helps libraries to design promotional materials in order to connect with readers and keep them engaged. It provides templates and tools to create newsletters, bookmarks, shelf talkers, flyers, and more for promoting books and resources throughout the library and beyond.

Little Free Libraries: Free neighbourhood book exchanges placed in an accessible outside location where children and adults may take a book or leave a book to promote the love of reading in locations where access to books is scarce or at a distance.

ME Libraries: A free Alberta Public Library Network service that facilitates Alberta-wide borrowing. Patrons sign up at www.MELibraries.ca with their home library card online and can then visit 300 Alberta-based libraries in-person and borrow over 14 million physical items. Borrowing through ME Libraries is limited to physical collections due to licensing restrictions on eResources.

PLSB - Public Library Services Branch: A branch of the provincial government's Ministry of Municipal Affairs which is dedicated to public library service in the province, providing grants to municipal and library system boards to supplement municipal funding and encourage library service. It also establishes standards for operation and planning of the service and facilitates province-wide sharing of public library resources.

Polaris: Software that automates the management of library patron records and library collections including print, non-print and e-content; enables powerful usage analytics; and facilitates resource sharing among libraries by providing a public interface for placing requests.

RLC - Rural Libraries Conference: Peace Library System's annual continuing education conference for school and public library staff and library trustees. Over 150 delegates from school and public libraries in northern Alberta, northern British Columbia, and the Northwest Territories attend each September to take in great keynote speakers, a variety of sessions on topics ranging from programming to board relations to collection development; and to have a chance to network and visit the exhibitor tradeshow.

Simply Reports: A report-creating software that pulls data from Polaris. It enables libraries and library systems to produce thousands of analytical and statistical reports concerning library collection usage and patron management. Library staff define the report criteria (parameters) they desire by selecting data columns for the report output and applying filters to limit the data. Reports can then be downloaded in specified file formats, or the report parameters can be saved and scheduled to run at defined intervals.

STEAM: An educational approach to learning that uses Science, Technology, Engineering, the Arts and Mathematics as access points for guiding student inquiry, dialogue, and critical thinking. Public library programming incorporates engaging activities that encourage these pursuits.

TAL - The Alberta Library: Internationally recognized for cooperation and collaboration as a province-wide consortium serving 48 members in over 300 locations throughout Alberta, including public libraries, regional library systems, university libraries, college, and technical institute libraries, and special libraries. Its member libraries work together to take advantage of changing technologies, find creative solutions, and cost-share on resources. It provides Albertans with access to more than 30 million resources.

TRAC - The Regional Automation Consortium: A partnership of Marigold Library System, Northern Lights Library System, Peace Library System, Yellowhead Regional Library, and their (over 170) member libraries. The combined collections of the libraries are accessible to patrons online through a catalogue called TRACpac, which provides nearly three million books, DVDs and other material. TRAC patrons may also borrow in-person from any TRAC library.

ACKNOWLEDGMENTS

The Peace Library Board would like to thank the people who contributed to the development of *Plan of Service 2019-2021*.

Plan of Service Committee Members:

   Beth Gillis, Town of High Level
   Belinda Halabisky, County of Northern Lights
   Philippa O'Mahony, Town of McLennan
   Lorrie Shelp, Big Lakes County (Committee Chair)
   Ray Skrepnek, Municipal District of Fairview

Peace Library System Staff:

   Linda Duplessis, Director
   Janet Ayles, IT & Technical Services Manager
   Samantha Mercer, Digital Learning & Outreach Librarian
   Emma Stewart, Consultant Librarian
   Katherine Wiebe, Assistant Director/Consulting Services Manager

Special thanks to:

   Miriam Mahnic, Community Development Officer, Alberta Culture and Tourism

8301 – 110 Street
Grande Prairie AB T8W 6T2
780-538-4656 (Phone)
1-800-422-6875
780-539-5285 (Fax)

www.peacelibrarysystem.ab.ca