



---

**PUBLIC LIBRARY  
BLACKFALDS**

Plan of Service 2023

# Table of Contents

Mission, Vision, and Values .....	3
Mission Statement.....	3
Vision Statement .....	3
Organizational Values .....	3
Blackfalds Library History .....	4
Blackfalds Community Profile.....	4
Purpose and Process of the Blackfalds Library Plan of Service .....	4
Board Statement of Approval.....	5
Library Information and Services.....	5
Current Library Services.....	5
Priority Service Response: Communication of Services .....	4
Priority Service Response: Programming .....	5
Priority Service Response: Accommodation.....	6



## Mission, Vision, and Values

### Mission Statement

The Blackfalds Public Library strives to ensure the residents of Blackfalds and the County of Lacombe receive the highest level of service, programs and materials provided by the library.

### Vision Statement

“The Blackfalds Public Library strives to be responsive and accountable to the community through cooperation, partnership, innovation, communication and flexibility in providing, activities and programming to the community”

### Organizational Values

These are the fundamental guiding principles that define Blackfalds Public Library

#### Customer Service

- Provide quality and timely service as a measure of success and service to our community

#### Continuous Improvement

- Strive to meet service levels and operational standards by developing and maintaining modern practices and support risk taking, change and diversity

#### Accountable Management

- Achieving effective, efficient and economic service delivery based on Blackfalds Public Library Board policies and standards.

## Blackfalds Library History

The Blackfalds Public Library was first located in a small building on the elementary school grounds and opened in Dec. 1951. The library was then moved in 1976 for a short time to the basement of the town office, which was located under the water tower. When the new town office was built, they added on 600 sq. feet to the building so the library could be moved out of the basement. In 1980, the By-Law for the Municipal Library was passed and in 1981 the library moved to the 1800 sq. ft location on Main Street. In February 2006, the library moved in to the Town Office building, located on the lower level of the Civic Cultural Center. It was a bright and spacious 6700sq. ft that housed the library for 15 years. Finally, in December of 2021 the library moved into the Eagle Builders Centre. The library is located in the front of the building, welcoming residents into the 12,000 sq foot bright and beautiful state of the art building, situated on 2 floors. The library officially opened to the public in January 2022.

## Blackfalds Community Profile

The Town of Blackfalds situates in central Alberta just north of Red Deer. Blackfalds has been one of the fastest growing communities in Canada for the last couple of years, but it has been able to retain its small town feel and community spirit. Blackfalds has first-rate recreational facilities, award winning playgrounds, new schools and with an eye to the future more schools and recreational facilities. The community also has a rapidly growing commercial area and with its close proximity to the QE2 and Red Deer makes it a very desirable location to live. The 2021 Blackfalds Census has the population of Blackfalds at 11,015, 35 % of the community is between the ages 21-40. The Blackfalds Library also serves the County of Lacombe with a population of 10,791 (2021). The library plays a large part in our community, it is housed in the same building as the arena, which attracts the Blackfalds minor hockey, figure skating, ringette and lacrosse community. In addition to day homes, kindergarten classes, home school groups, out of town tournament goers, parents & caregivers with their kids to the area, making a visit to the library a normal part of their day.

## Purpose and Process of the Blackfalds Library Plan of Service

The purpose of the Plan of Service is to both satisfy the requirements to do so by the Minister of Municipal Affairs, Alberta, as well, it gives the Library Board, Administrator, and Library Staff direction in their efforts to serve the needs of the residents of Blackfalds and the County of Lacombe.

The Blackfalds Library board held an initial meeting with representatives from the Parkland Regional Library early in 2022 to discuss any new requirements and format. In February 2022 a committee was formed to complete a Needs Assessment Survey and develop a new Plan of Service. This survey is needed to help determine what the residents of Blackfalds would like to see in the future in the library.

The process of completing the Needs Assessment Survey started In April of 2022; Committee members were in attendance at Blackfalds Days events at the EBC with survey questions. FCSS created post cards with their Needs Assessment survey and the library's survey link. The committee directly contacted local school Principal's to distribute the survey amongst teachers & students in September & October 2022. The committee had several social media posts with links to the survey, welcoming everyone to participate.

The information gathered was then compiled; and the results gave the committee a clear vision for the future of the Blackfalds Public Library. From this information, the new Plan of Service has developed with exciting goals and challenging objectives. The Blackfalds Public Library Board looks forward to the opportunities this new Plan of Service will provide.

### Board Statement of Approval

The Blackfalds Public Library Board of Director approved the new Plan of service at the December 6, 2022 general meeting. The Board looks forward to working with the library administrator on the new and exciting goals that have been set out for the next 5 years. The Board would also like to thank the Plan of Service committee for their hard work on this project.

Vince Wolfe – Vice Chair

Richard Poole

Caitlin Ranger

### Library Information and Services

The current staff of the Blackfalds Public Library consists of:

- 1 full-time Library Administrator
- 10 part-time Circulation, Acquisition, Interlibrary, Outreach, Youth & Adult Services staff

### Current Library Services

The Blackfalds Public Library prides its self on the library's large selection of books, we also provide:

- Magazines, DVD's, eContent and Audio Books
- Large prints book as well as CNIB Audio Books
- Kids French and Spanish books
- Computers, computer games, Nintendo Switch, PlayStation and Wi-Fi
- Free programs for every age from Babies to Adult
- After School Kids programs, Youth D&D and online games
- Lego Club, Art programs and Anime Clubs
- Adult Book Club & Adult D&D
- Books for Babies and the Summer Reading Program
- The library also participates with a Free Library of books at the Abbey Center & partners with the Abbey Centre's Week to Wellness, Period Poverty Project, Food Pantry with Beyond Food & partnered with FCSS & Anam Rural Youth Association with a LGBTQ2+ group. Homeschool group & Next Chapter Book Club, Turning Point for overdose prevention services.

### Priority Service Response: Communication of Services

**Develop strategies and plan to communicate services available at the public library to the public in order to get the information out to the people.**

### 1. Goal

Develop a strategy to increase communication to stakeholders.

#### Objective

The library will include aspects like advertising, radio public announcements, local publications and ensure website and social media is accessible through a variety of town sources.

### 2. Goal

Develop a plan to make our website more relevant

#### Objective

May include gathering feedback from outreach programs and current patrons and passing onto PRL what is needed to make our webpage more user friendly, utilizing outreach and current patrons.

### 3. Goal

Create a plan for the public to use the library and its services in a more self-directed manner with “in the moment” requests.

#### Objective

Examine techniques for passively self-assisting book recommendations and common solutions without speaking to staff.

## Priority Service Response: Programming

**Develop strategies and a plan to identify suitable programming is available at the public library and survey the results.**

### Goal

Develop a plan to review current programs and new possible programs

### Objective

Create a tool for patrons and users to evaluate existing programs in order to identify difficulties they may have with accessing the information or the program as well as providing suggestion for new programs.

Staff to evaluate efforts every six months.

### Goal

How to draw in new patrons to the library's programs

### Objective

Develop an outreach strategy to involve non library patrons in determining what programming could be required for all age groups and how this might be implemented.

This should be reviewed annually.

## Priority Service Response: Accommodation in the Library

**Evaluate the accommodations for various groups including size of group (ie: family) and demographics that are relevant to the Town of Blackfalds.**

### Goal

When visiting the library, make sure there is enough parking for everyone

### Objective

Ensure parking is available for drop off items. Investigate alternative item drop off areas around Town. Maintain constant communication with the Town on parking for patrons at all times.

### Goals

Ensure there are sufficient and diverse content for various groups to explore at the library

### Objective

Identify the needs of various demographic groups, explore the possibilities of appropriate space in the library and customize the content for each one.

Develop a strategy to increase our book collection, with consideration given to identified popular series and books with a focus on generating the necessary research resources.