

The Village of Caroline Municipal Library

Plan of Service 2022-2026

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Introduction

The Village of Caroline Library Board is pleased to submit its Plan of Service for 2021-2026. This plan will guide our operations for the next 5 years and is based on the input received from community members and organizations. Going forward, the board and staff will continue to encourage and listen to feedback as we strive to remain relevant and meet the needs of our patrons and community members.

Approved at a regular board meeting on November 8, 2021.

Cheryl Dezall	Chair, Clearwater County
Charlotte Harris	Vice Chair, Village of Caroline
Laura Kirbyson	Secretary, Clearwater County
Bryan Cermak	Councilor, Clearwater County
B Gibson	Councilor, Village of Caroline
Deidrie MacAngus	
Monique Sedlar	

Acknowledgements

The Library Board and management would like to acknowledge everyone who provided valuable input, support and guidance throughout the entire Strategic Planning process. The groups listed below provided feedback via a survey.

- Camp Caroline
- Caroline Ag Society
- Caroline Chamber of Commerce
- Caroline Community Hub
- Caroline Dance West
- Caroline Figure Skating Club
- Caroline Health and Wellness Centre
- Caroline Legion
- Caroline Lions Club
- Caroline Minor Hockey
- Caroline Nazarene Church
- Caroline Neighborhood Place
- Caroline Playschool
- Caroline Royal Purple
- Caroline Wheels of Time Museum
- Element Wellness
- Village of Caroline

We are also grateful to Clearwater County and the Village of Caroline for the support provided to the Library Board and staff on an ongoing basis, not only during this period of strategic planning. Also, we would like to thank the friends of the Caroline Library for their dedication and efforts, as we work together to make our library more successful. There are numerous other local groups and residents who offer feedback and encouragement in many ways and we wish to extend our thanks to them, also.

Vision and Mission Statements

Mission: To provide services and resources that inform, educate, inspire and entertain, with the belief that this can enrich lives and build stronger communities

Adopted at November 8, 2021 Regular Board Meeting

Vision: Excellent and accessible services for all

Values

The Village of Caroline Municipal Library supports the following principles for equitable public library service:

Access: Albertans have an equal right to access information regardless of economic, social or geographic circumstances.

Accountability: Provincial and municipal governments are responsible for maintaining healthy public library service.

Quality Service: Cooperation among and through library systems is the most efficient means of providing access to information.

Funding: Public library service is funded by local and provincial tax dollars

Commitment

The Board and staff of the Village of Caroline Municipal Library are dedicated to providing a community library that offers, as a minimum:

- Prompt, efficient, courteous and respectful service
- Responsive services and programs that reflect community needs
- Welcoming, non-judgemental environment that is conducive to, and supportive of, learning
- Safe, clean and comfortable facilities
- Balanced, diverse and current collection, in a variety of formats, that is accessible and relevant
- Access to on-site library resources and resources borrowed from other facilities
- Basic information and consultation services
- Strong stewardship of all resources, including the efficient and transparent use of funds

Community Profile

The Village of Caroline is located within Clearwater County, 41 kilometres SE of Rocky Mountain House and 100 kilometres SW of Red Deer. The 2016 Census of Canada reported a population of 512 within Caroline and 11,947 within the County. The majority of residents are aged between 15-64 years old with an average age of 42, and the Village is growing slightly (2.2%) in population. The Banff National Park boundary is approximately 80 kilometres to the west, with spectacular scenery and many outdoor recreational opportunities along the route. Also, the popular “Cowboy Trail” (Highway 22) crosses through the centre of the Village and is another reason that people visit our community. The Caroline Bighorn Stampede is held each year on the May long weekend and is well-attended by both locals and tourists. Overall, the Caroline area attracts visitors all year round.

Business and services in the Village include:

- Recreation facilities (hockey and curling ice, concession facility, gym, ball diamond, playgrounds)
- Community “Hub” facility
- Bank
- Volunteer fire and ambulance facilities
- 2 churches
- Post office
- School (k-12, playschool)
- Royal Canadian Legion
- Hotel, motel and restaurants, coffee shops
- Numerous retail businesses and varied manufacturing, trucking and service companies and professional services (insurance, bookkeeping)
- Health services (medical clinic, pharmacy, dentist, chiropractor, foot care)
- Social services (library, Neighbourhood Place)
- Seasonal attractions (Farmer’s Market, Museum, Community Garden)

Library Profile

History:	The Caroline Municipal Library was established in the 1980's by a Village of Caroline bylaw and first operated out of the basement of the Community Hall. Around 2005 the Library underwent a major renovation and in late 2015 there was damage from a water leak which caused closure of the library for 12 weeks. Today the Library looks better than ever and continues to be a prominent building on Main Street that the community is proud of.									
Access:	The Library is open 5 days a week (Tuesday – Saturday), for a total of 36 hours per week (1,873 hours per year).									
Governance:	The Library is governed by a volunteer board of 7 members. One is a sitting County Councillor, one is a sitting Village Councillor and 5 are members-at-large appointed by Village of Caroline Council.									
Human Resources:	The Library is staffed by 2 part-time co-managers and 1 part-time assistant. They worked a total of 1,900 hours (2019). The library also hosts student learners whose hours totalled 546 (2019). <i>Note that in 2020 and up to the time this Plan of Service is being developed, the Covid-19 pandemic has affected our hours of operation.</i>									
Partnerships:	The Library is a member of Parkland Regional Library System and participates in resource sharing through the Interlibrary Loan Program. The Library is also part of the ME programs which allow access to province-wide or regional collections by Alberta residents who are registered members.									
Borrowers:	288 cardholders (2019).									
Circulations:	23,641 items circulated (2019) <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">5,666 Adult print</td> <td style="text-align: center;">168 Young adult print</td> <td style="text-align: center;">2,335 Juvenile print</td> </tr> <tr> <td style="text-align: center;">12,895 Adult non-print</td> <td style="text-align: center;">108 Young adult non-print</td> <td style="text-align: center;">1,182 Juvenile non-print</td> </tr> <tr> <td style="text-align: center;">158 Periodicals</td> <td style="text-align: center;">688 Virtual</td> <td style="text-align: center;">441 Non-catalogued</td> </tr> </table>	5,666 Adult print	168 Young adult print	2,335 Juvenile print	12,895 Adult non-print	108 Young adult non-print	1,182 Juvenile non-print	158 Periodicals	688 Virtual	441 Non-catalogued
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158 Periodicals	688 Virtual	441 Non-catalogued								
Library Use:	18,750 user visits to the Library, 7,674 virtual visits, 443 Facebook page followers (to Oct. 4, 2021) 106 in-library material use (2019)									
Collection:	17,887 items (2019)									
Programming:	131 program sessions with 500 participants (2019).									
Technology:	7 public access workstations (all with internet access) Hours used = 24,000 (2019)									
Interlibrary Loans:	7,949 items borrowed and 6,654 loaned (2019)									

Priority Service Responses

Due to the impact of Covid-19, our library Board, our staff and our volunteers have been identifying different ways to support our community. We were unable to have in-person meetings with our stakeholders but we did provide options for individuals and organizations to give us their opinions. This was accomplished by making our survey questions available online through Facebook and by hard-copy forms available at the library desk.

Service Response #1	Satisfy Curiosity: Lifelong Learning
Goal (Benefit)	Community residents will have access to resources which will help them to increase and enhance their knowledge and skills.
Objectives	<ul style="list-style-type: none"> • Create in-house programs, to be offered throughout the year, on topics of interest to community residents. • Work with local organizations and individuals to co-sponsor seminars, demonstrations, workshops, etc. on topics of interest to community residents, using the library as a meeting place. • Continue the “Library Card Sponsor” program, where groups and individuals can donate library cards to be distributed to people in need. Also supply free library cards as prizes for events.
Target	Seniors, Adults, Youth, Children
Time Frame	Each year for the period, 2022-2026
Measurement of Success	Library board and staff will conduct formal and informal surveys and collect data on attendance, distribution, etc. to determine if an initiative is successful or not. The results will be carefully assessed and used in planning for future services.

Service Response #2	Creating and outdoor library space: taking the library outside ¹
Goal (Benefit)	Increasing access to library services outside of operating hours with a comfortable and social space.
Objectives	Look for grants for tables and outdoor seating. Develop partnerships and gather donations for lights and outdoor equipment.
Target	Seniors, Adults, Youth, Children
Time Frame	Each year for the period, 2022-2026
Measurement of Success	Did we get the equipment set up? Use surveys to confirm our success.

¹ Our surveys indicated people want a gathering space outside our regular hours of operation. The internet (wi-fi) will be available out of the elements.

Service Response #3	Promote Adult Education ²
Goal (Benefit)	Promote life-long learning.
Objectives	<ul style="list-style-type: none"> ● Increase our non-fiction resources. ● Develop partnerships with other facilities. ● Bring educational programming to our library. ● Have an English as a Second Language (ESL) café. ● Offer tutoring/mentoring facilitation.
Target	Adults, Seniors
Time Frame	Each year for the period, 2022-2026
Measurement of Success	Retain statistics to determine if the programs are being filled (attendance).

² Survey results show us that our community wants more adult non-fiction.