

Village of Donaldda Library

Plan of Service

2021 to 2025

Approved by the Village of Donaldda Library Board

25th May 2021



prepared by:

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1 INTRODUCTION

1a Letter by Chair of the Board

To Whom this may come Greeting:

It is my pleasure to present the 2021 to 2025 Plan of Library Service Responses. Having joined the library board in October last year and being elected as Chairperson in March, I have been impressed at the dedication of the library staff, board, and involvement of the community. This community takes great pride in its variety of institutions, history, and frequent lively events. The library is no exception. The list of programs and events that the library has offered is varied and exciting. The participation of the community is exciting to observe. The success of these services is no accident; it is the result of the efforts of many people working together – staff, board members, and volunteers, and we are very proud of our success.

In a small village one might expect a high level of personal customized service. As a recent newcomer to the village, I was particularly impressed that starting on just my second visit to the library, I was welcomed on a first name basis by all staff members. There is no shortage of devotion to library patrons' needs. I have observed first-hand how an individual was helped through all the hurdles and stages of accessing and printing a government document online. Recommendations to new and needed materials have been followed on in my case. There is an impressive desire to help and involve children and people with special needs.

Most importantly, this is a team that wants to grow, expand, and try doing new things, while building upon an all-important traditional-looking base of a neat, tidy, well organized and well stocked library. I do indeed look forward to working with everyone on the many enriching challenges on the journey ahead.

*Shawn Naylor
Chairperson, Village of Donalda Library*

1b Overall Purpose of this Report

This report is intended to guide board decisions, programs, and management priorities over the next five years. It is tempting to immediately implement a creative idea, a suggestion, or adjust circumstances that have resulted in an issue. But first some evaluation of that idea needs to be done on certain lines of thought. Does that idea really enhance the library in terms of its mission statement? Does that idea result in meeting the needs of the community? Is it relevant in terms of changes needed by the library? This report intends clarify needs of the community, and assist staff in terms of where effort, creative thought, and programs would be most helpful to the community.

1c Process in which this report was developed

The library's mission statement was reviewed by the board at the September 2020 meeting and again at the November 2020 meeting. It was deemed to be relevant, useful, sufficiently broad in scope, and able to be objectively implemented. To gain feedback of community needs a questionnaire was prepared by our library manager and posted to the library's webpage. Communications made to the library and its board were reviewed from the last several years. People who were both regular patrons and potential patrons of the library were approached for an in person interview and their ideas, preferences, and suggestions were noted. Our library manager is also in regular contact with the public and other organizations to assess their requests for programs and promotions of their organizations in the library. Members of the board worked together to make suggestions as to what service response plans should be offered, finalize our goals / objectives, and review this document.

2 LIBRARY PROFILE

2a Description of our Library

The Village of Donalda Library is located in the village office complex. It is small, about the size of a generous living room, with an area of 46.5 sq. meters (500 square ft.) over a 20ft by 30ft at its widest dimensions in an octagonally shaped room.

2b Collection, circulation, use statistics of Library

Our collection, as listed in the 2019 annual report (The year prior to Covid is listed here to give a realistic indication of what typically happens), consists of:

- * 3544 print items
- * 4 audio books and 4 music CD's
- * 636 video items
- * 3 kits

The circulation (2019) of materials was:

- * 1931 as a total direct circulation from our library.
- * 1119 items borrowed through I.L.L.
- * 1019 items lent through I.L.L.

Usage statistics: In 2019, prior to Covid,

- * Patron Usage statistics show 2837 in-person visits
- * Wi Fi usage was normally around 500 to 700 sessions over the last 5 years with approximately 50 unique clients
- * The number of cardholders for 2018 was 144.

Trends:

- * Library usage has gone up from 2364 visitations in 2017. This is in-line with working toward achieving the relative targets from the last 5 year Service Response plan.
- * Total Direct circulation has declined. This is not in-line with achieving the relative targets from the last 5 year service plan.
- * During 2020 in-person visitation and circulation was negatively affected due to the Covid 19 situation.

2c Current programs and services

The library normally is open 15 hours a week, with expanded programming time being up to 20 hours a week in summer. This library has hosted lots of programs and events. A lot of this has been highly effective at promoting the library and making a wide variety of people feel welcome in visiting it. With the library having been closed for public visits during Covid, these types of programs might be needed to encourage visitation after people have been effectively trained to stay away from the library.

2d Significant Conditions

Aside from the overall limited size of the library, there are three conditions which greatly affect what happens in the library. 1) The library is contained within the village complex which houses the administrative office of the village as well as the museum. There are public washrooms located in the village and it is the duty of all in the building to keep them clean. There is a rental agreement which is specific about details that pertain to furniture and general neatness. This means the library should, in essence, have an appearance that is business like, and the tables should be presentable and usable as a readily available small board room should the need arise outside of library hours. Consequently, there really is very limited space for, as an example, children's artwork to be left to dry, puzzles to be put together over several days, or other long term projects that I have seen happen in libraries located in

similarly sized villages such as the one located in Delia. Consequently, specific programs have occasionally been offered off-location. 2) Storage areas available to the library within the building have just been greatly reduced. Storage is essentially now limited to one set of shelves in an outdoor structure adjacent to the library. This makes it awkward to access items on-demand, for example, during a children's program.

3 RESULTS OF COMMUNITY INPUT

3a Community needs

There was a strong demand for the library to be kept in pristine condition. There is a lot of positive feedback expressed toward our children, youth, and family events and programming. There was a full range of opinions expressed about restrictions at the library and the library closure during various waves of Covid 19. Many liked the relaxed, interactive nature of the library where they feel questions could be asked. On the other hand, at least one expressed a concern that a library must be a completely silent place. Several parents suggested a homework period would help their children. Several suggested we build into our programming some events targeted to seniors. Others suggested the non-fiction area of the library gets limited use and wondered if there were possibilities there.

3b Selected Library Service Responses

The selected library service responses are presented in section 5 of this report. Each selected response has a "preamble" section which summarized input that led to it being selected. Relevant goals, and objectives are included as required by provincial mandate.

4 MISSION STATEMENT OF OUR LIBRARY AND ITS COMMITMENT:

Mission Statement

The Donalda Municipal Library will provide access to a variety of Library materials and services for informational, educational and recreational purposes, to all members of the community.

Commitment

Our commitment is to be a lifelong learning center for our community by providing:

- Courteous and efficient service.
- Services that reflect the needs of our community.
- A current and balanced collection of library materials.
- Access to internet services, technology and Wi-Fi for all community members.

5 LISTING OF GOALS AND OBJECTIVES FOR SELECTED LIBRARY RESPONSES

5a

Library Service Response: Visit a Comfortable Place: 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.

Preamble: Aspects of this Service Response were included in the last 5 year plan and considerable effort was put into meeting goals and objectives in this category. There is now some new signage that indicates our mission statement, and there are new comfortable chairs, as well as new tables for computers. (We are in the process of putting new surfaces on these tables.) Public input and suggestions from other organizations including the village office has indicated the following directions need to be taken:

Goal: The visiting public will see shelves, desks, and floor surfaces that are kept clean with no materials, books, or boxes.

Objective: 100% of members of the visiting public will respond positively, on quick random paper surveys provided four times a year, that shelves, tables, and floor surfaces that are kept clean with no unreasonable amounts of clutter, materials, unsorted books, or boxes, throughout the five year period this report pertains to.

Here is a possible mini – survey:

Let us know how your visit was today:

(1 = needs improvement; 5 = excellent)

Level of cleanliness: 1 2 3 4 5

Tables clear and ready for use : 1 2 3 4 5

Floor clear of boxes and other items: 1 2 3 4 5

Any concerns _____.

5b Library 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 among the options.

Preamble: Some responses indicated a desire for programs for a wide range of ages, with some targeted toward adults and seniors. While the library offers a balanced collection of materials, the video collection in it needs adjusting as a proportionately large number of videos in it are directed to one particular kind of fictional genre. As mentioned, the pride of the library community is the large number of programs offered, and the enthusiasm of the community to participate in them. Due to Covid, there has been a variety of feelings and attitudes created toward library services because people have essentially been trained to restrain from visits to the library, and while many will be eager to enjoy visiting the library again, effort will be needed to bring some people back.

Goal #1:

Adults and seniors will be able to participate in a new program: a monthly reading or video based discussion group reflecting a variety of ideas pertaining to the human experience, or shared experiences of participants or guests. (life experiences, accomplishments, travel, etc.)

Objective #1 :

A group of at least 4 adults and seniors will attend a reading or video monthly discussion group for a trial period of at least one year starting during 2022.

Goal #2:

Members of the public will feel welcome to use the library at pre-covid levels after having been kept away from it. This will happen as a result of publicity and programs which promote the presence of and use of the library.

Objective #2:

Members of the public will visit the library, participate in programs, and use library services at pre-covid levels (described above in section 2b) within 3 years of covid 19 restrictions being resolved.

5c Library Service Response: Satisfy Curiosity: Lifelong Learning – Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

Preamble: This service response is being listed despite limited suggestion for it from the public. It is to encourage more use of the non-fiction portion of the library. While it is appropriate information is gathered from the internet from a variety of posted websites, with consideration of the legitimacy of sources, using reference books and other information books results in a more in-depth understanding of material within an intellectual framework. Currently, our library manager indicates considerably less than 10% of circulation from this library involves non-fiction materials. In the same way that business creates new demands and markets through entrepreneurial activity, there is opportunity for growth in the vital information service that the library offers.

Goal: Older children, youth and adults will be encouraged to borrow and use non-fiction materials. This could be encouraged during a non-fiction month through topic displays, a non-fiction draw prize, seek and find games in programs that are offered, etc.

Objective:

Older children, youth and adults will sign out an amount of non-fiction books that will increase from approximately less than 200 non-fiction books signed out per year to 400 non-fiction books per year by 2025.

5D Library Service Response: Succeed in School: Homework Help – Students will have the resources they need to succeed in school.

Goal: School Age users will be able access a weekly hourly session reserved for quiet homework time.

Objective: Groups of more than 4 students will attend a weekly hourly session for quiet homework time during each school year.

6 FINAL STATEMENTS

In five years, hopefully copies of this report won't be filed away remaining in pristine condition. We want to see evidence of use such as curved corners, some comments such as "accomplished" or "difficult to do". By all means, take a few seconds to scribble in suggestions that can form contributions to future brain storming sessions that will lead to the next 5 year plan. After all, reports such as this are intended to be working documents.

Along with the goals and objectives of this report, the library staff and board is determined to continue to promote itself within the community and strive toward excellence. Feedback of the library's events are shared with the community through the community newsletter and our library webpage. Programs and events that are held by our library could be effectively boasted about by displaying pictures in the library, or by repeating slide shows on its television. Similarly, organizations such as Parkland or Library Services may have materials and shows that can be presented to promote a wider understanding of library goals, purposes, and services. To foster more communication and develop enthusiasm between the board and the staff, some social events could be held between staff and the board.

By building on our strength of personal service attentive to individual needs and by building on our strength of offering creative programming in lines with the objectives of the library mission statement and directions indicated in this report, we can have a very fine library that is in line with the needs of the community.

7 APPENDICIES

7a – Appendix #1

List of programs offered at our library during the last 5 years.

- Mobile library service to the Donalda Colony 2X month- started with the school & then mom's with toddlers, ladies and men were also requesting books.
- Read for 15 Literacy Challenge ~ We won Most Readerly Community 2 years in a row out of all of Alberta. 2016&17.
- Outdoor adventure Back Packs-Partnership with the Donalda School. Students "built" outdoor kits with tweezers, pencils, paper, magnifying glass & bug containers placed into Donalda School back packs and the Library let the public borrow the numbered packs for free. Every time people took them out hiking they recorded their finds & discoveries in the kit journal & at the end of summer I reported back to the school principal Mark Siemens. 2017
- Library Education- Classes from the Donalda School visited the library with teachers, they learned how to efficiently navigate library sections & the Dewey Decimal System. Partnership with the Donalda School. 2017/18
- Gingerbread Christmas 3 years. Held in the Seniors Hall/ Friendship Club which brought seniors, toddlers, teens and people of all ages together to build gingerbread houses (House kits donated from Seans's No Frills Stettler).
- We held Kickin' Karaoke for several years with people of all ages "reading to the beat".2016-2019
- Teddy bear sleep over for Christmas of 2016.
- Halloween parties/ Karaoke & pumpkin carving event.2016-2018
- Teen Halloween Movie Night
- Easter egg hunt 2017
- Easter Egg Dyeing 2017 & 2018
- Easter basket decorating 2017,18 & 19
- Pysanka decorating for Easter (hot wax & Dye) @ colony only 2017
- Mother's Day card & craft events 2016-2019
- Mother's Day flower planting program 2017/18

- Father's Day card & craft events 2016-2019
- Father's Day Fun with Duct Tape 2017 @ colony & in Library
- Color me RAD- After school program 2016/2017
- Adult Zen Tangle Evening Art Coloring.
- Build your own monster- homemade playdough in library & colony
- Fun with Slime ~ Learn to read instructions, chemistry, math & measurement's, art & history @ colony & in library 2016-2019
- Wood working -precut blocks- Christmas &Valentine's Day. 2017/18
- Painting with Kash- Halloween kids/ families ~ 2018-Partner with Donalda Art Gallery
- Painting with Kash Adult Paint instructional~2018- Partnered with Donalda Art Gallery
- Lego Days, build a story 2017
- Video game weekend- 4 jumbo screens /4 gaming consoles (2017/18)
- Mom & Tot Program in Partnership with Stettler Learning Centre~ 2X month 2018 (Moved to a bigger space in the Donalda Elementary School).
- TD Summer Reading Program 2016-2019
- Kite building & flying- 2019 worked with Donalda Promotions
- Canada Day Family / Children's games-2016-2019 Partnered with Donalda Promotions
- Donalda Rodeo 2017 Games & prizes Partnered with Donalda AG Society.
- Donated prizes & my time Operation Christmas Child in part with Donalda Elementary & Donalda Lutheran Church. 2017/18
- Participated in several Christmas & July 1st parades~ Local Youth dressed up in costume and rode decorated bicycles while handing out treats. 2016-2019
- Hwy Road clean-up fundraiser 3 years in a row. County clean up once-FUNDRAISER.

7b) Appendix #2

These are the 18 possible Library Service Responses as listed in the Service Planning for Alberta Libraries A Guide and Workbook.

These are presented in this report to encourage thought toward possibilities that these can offer.

These describe at a high level the varied services that public libraries as a whole deliver in response to community needs.

1. Be an Informed Citizen: Local, National and World Affairs – Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, provincial and national levels, and to fully participate in community decision making.
2. Build Successful Enterprises: Business and Nonprofit Support – Business owners and nonprofit organization directors and their managers will have the resources they need to develop and maintain strong, viable organizations.
3. Celebrate Diversity: Cultural Awareness – Residents will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.
4. 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.
5. Create Young Readers: Early Literacy – Children from birth to 5 will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen.
6. Discover Your Roots: Genealogy and Local History – Residents and visitors will have the resources they need to connect the past with the present through their family histories and to understand the history and traditions of the community.
7. Express Creativity: Create and Share Content – Residents will have the services and support they need to express themselves by creating original print, video, audio, or visual content in a real-world or online environment.
8. Get Facts Fast: Ready Reference – Residents will have someone to answer their questions on a wide array of topics of personal interest.

9. Know Your Community: Community Resources and Services – Residents will have a central source for information about the wide variety of programs, services and activities provided by community agencies and organizations.
10. Learn to Read and Write: Adult, Teen and Family Literacy – Adults and teens will have the support they need to improve their literacy skills in order to meet their personal goals and fulfill their responsibilities as parents, citizens and workers.
11. 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.
12. Make Informed Decisions: Health, Wealth and Other Life Choices – Residents will have the resources they need to identify and analyze risks, benefits, and alternatives before making decisions that affect their lives.
13. Satisfy Curiosity: Lifelong Learning – Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.
14. 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 among the options.
15. Succeed in School: Homework Help – Students will have the resources they need to succeed in school.
16. Understand How to Find, Evaluate and Use Information: Information Fluency – Residents will know when they need information to resolve an issue or answer a question and will have the skills to search for, locate, evaluate and effectively use information to meet their needs.
17. Visit a Comfortable Place: 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.
18. Welcome to Canada: Services for New Immigrants – New immigrants and refugees will have information on citizenship, English/ French language learning, employment, public schooling, health and safety, available social services and any other topics that they need to participate successfully in Canadian life.