

# **PLAN OF SERVICE**

## **2026 - 2030**

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Approved by the Village of Heisler Library Board on June 2026

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## Mission Statement

The Heisler Public Library's mission is to welcome the residents of Heisler and surrounding area into our quaint library, to provide a safe, warm and welcoming environment that is inclusive to everyone that comes through our doors, so that all may enjoy the resources that our library provides, to encourage and support access to the online world, and to foster inspiration and imagination.



## Village of Heisler Community Profile



The Village of Heisler is located in Flagstaff County, 65km south East of the closest major centre Camrose and within 25km of the towns of Forestburg and Daysland. With a population of approximately 160 people in the village, Heisler is part of the surrounding farming community. A large proportion of residents are seniors, for whom the Community Hall and Seniors Centre host a variety of leisure activities, and there are a number of local businesses that also provide some amenities.

## **Heisler Public Library Profile**

### **Who We Are, Where We Came From and Where We Are Now . . .**

The Village of Heisler Library Board's organizational meeting was held on February 25, 1992. A house on Main Street Heisler was purchased to house the first library. The official opening of the library was held on November 27, 1992. During the first few years the library was managed and operated entirely on a volunteer basis.

The Heisler Library archives continued to be housed in the same building until April 1, 2002. At this time, due to the high operational costs and the condition of the building, the library was moved to its present location in the Post Office building.

The grand opening at this location was held on May 24, 2002. Due to the aging infrastructure, a major renovation was completed in 2014. The atmosphere is now welcoming and inviting.

The first library manager was hired in February 1994. At present, the board employs one library manager and one library support staff. The library is open to the public every Wednesday from 9:00 – 5:00 (closed for lunch), and offers free library memberships.

In partnership with the Parkland Regional Library systems, the library provides ever increasing access to books and resources. The library also provides internet access, computer and laptop access, and the library staff can help find information on any topic imaginable, and help find the perfect book, movie, documentary, or audiobook. For those interested, the library houses several local historical documents

## Plan of Service Process & Library Service Responses

The Library Manager created and distributed a survey to residents' mailboxes, with copies available in the building lobby, and given to patrons who visited the library from February to April.

On April 29<sup>th</sup> the Library Manager and members of the board reviewed the results from the community needs assessment survey and, keeping with the Library's mission and available resources, outlined the following Library Service Responses, which reflect the community priority needs and provide achievable service responses for inclusion in this Plan of Service.

- Visit a Comfortable Place: Physical and Virtual Spaces
- Connect to the Online World: Public Internet Access
- Stimulate Imagination: Reading, Viewing and Listening for Pleasure



## Library Service Response 1: Visit a Comfortable Place: Physical and Virtual Spaces



**Goal 1.1:** Ensure a safe and welcoming physical space for all community members to gather, or sit quietly and read.

*Objective 1:* Provide or upgrade seating areas for all ages by 2027.

*Objective 2:* Provide designated time for homework help and quiet study space.

**Goal 1.2:** Improve the discoverability and appeal of library materials.

*Objective 1:* Library visits will increase by 5% annually.

- Do annual weeding to remove uncirculated / unused books
- Provide Librarian 'picks' to promote interest
- Create new material displays monthly

**Goal 1.3:** Keep virtual library space current and engaging.

*Objective 1:* Update website monthly with upcoming programs and events of interest.

*Objective 2:* Promote open and accessible virtual spaces that support networking including those offered through Parkland Regional Library System through the Heisler Newsletter and website.

## Library Service Response 2: Connect to the Online World: Public Internet Access

**Goal 2.1:** Keep our technology current.

*Objective 1:* Ensure annual review of software to keep our technology current through our continuing partnership with Parkland Regional Library

*Objective 2:* Make available new technologies for future teaching and learning purposes by 2028

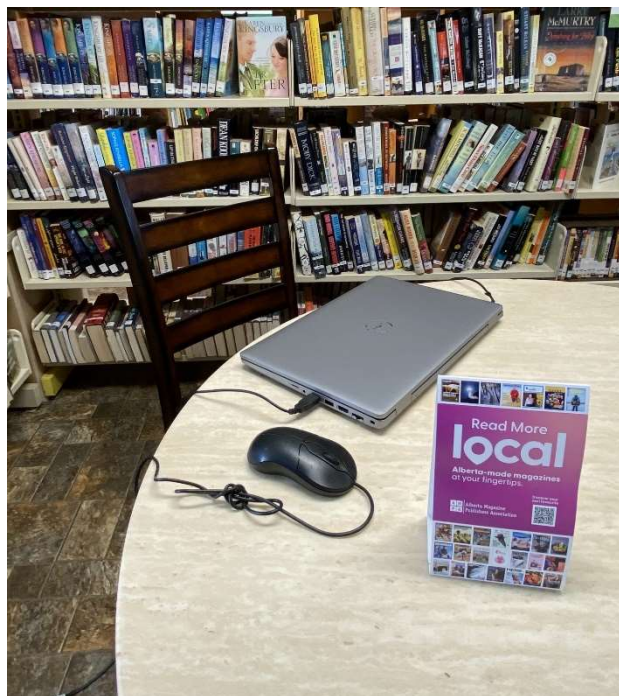
**Goal 2.2:** Residents will have high speed access to the digital world to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet.

*Objective 1:* Maintain free wifi access.

**Goal 2.3:** Serve as a conduit to provide access and learning for those who may not have those resources at home.

*Objective 1:* Provide help for scanning and printing for residents.

*Objective 2:* Provide weekly basic tech help support for phones, email, forms and applications.



## Plan of Service Response 3: Stimulate Imagination: Reading, Viewing and Listening for Pleasure

**Goal 3.1:** Provide resources to residents who want materials to enhance their leisure.

*Objective 1:* Solicit patron recommendations and purchase new books including large print, audio books, hard cover, to keep collection up to date.

*Objective 2:* Do monthly promotion for borrowing of books, movies, music and games, journal and newspaper articles through the Interlibrary Loans and encourage online learning.

**Goal 3.2:** Promote the love of reading and transforming visitors into users.

*Objective 1:* help they need to make choices from among the options

**Goal 3.3:** Encourage readers to explore new avenues of literature.

*Objective 1:* Obtain a Parkland Bookclub Kit by 2027

*Objective 2:* Provide space for patrons for monthly reading circles or story time.



## Acknowledgements

This Plan of Service for 2026-2030 has been prepared in accordance with Alberta Libraries Regulation AR 141/98. The board and staff are committed to implementing this plan of service, reviewing it regularly to monitor progress in achieving goals, and updating plan as needed.

We would like to thank the Village of Heisler for their continued support that enables our library to be a comfortable and valuable asset to our community.

We are also extremely grateful to the members of our community, local organizations and tireless volunteers for their ongoing support, which has enabled us to keep the doors open and remain the quaint little library we had intended.

The Village of Heisler Library Board would like to acknowledge and thank the hard work and dedication of our Library Manager, Dixie Wolbeck whose information was essential in completing the Plan of Service.

