



# Plan of Service 2024 – 2028



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## Acknowledgements

In preparation of the Library History section of Plan of Service (pg. 6), information was sourced from the publishers of the Innisfail Province, "The Candlelight Years" and through the Government of Alberta's Municipal Affairs website. We appreciate their assistance.

## Greetings from the Board

On behalf of the Board of Innisfail Public Library, I am forwarding you our 2024-2028 Plan of Service. Building on our previous plan and responding to the current community needs assessment, we believe that we are positioned to offer successful, effective and appropriate library services to our community.

We would like to thank the Town of Innisfail for their commitment to support the library, which helps us achieve a high level of service to our patrons and those in the surrounding area.

We also thank the members of our community, the Library Board, the Library Staff and Parkland Regional Library representatives who provide their time and valuable assistance with this process. We look forward to providing our community with professional library service throughout the coming years.

Sincerely,



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Pauline Wigg  
Chair of the Town of Innisfail Library Board

## Statement of Approval and Accountability

For public libraries in Alberta, planning is mandated. Libraries Regulation, Section 13 states the following:

- (1) In managing and controlling a municipal library, a municipal board shall:
  - (a) within 3 years of being established, develop and file with the Minister a plan of service with a mission statement and goals and objectives based on a needs assessment of the municipality, and
  - (b) annually review its plan of service.
- (2) A municipal board shall file with the Minister a copy of its current plan of service with goals and objectives not less frequently than every 5 years following the date on which the plan was previously filed with the Minister.

The Plan of Service for 2024-2028 has been prepared by the Town of Innisfail Library Board in accordance with Alberta Libraries Regulation AR 141/98.

The Board and staff of the library are committed to implementing this plan of service, reviewing it regularly to monitor progress in achieving goals, and updating the plan as needed.

### **MOTION:**

"Motion to adopt the plan of service." Motion made by: Barb Dixon

Motion seconded by: Karina Lucas Carried.

Date of Board Meeting: November 28, 2023

Original signed by: Pauline Wigg

  
Pauline Wigg

Dec 4, 2023  
Dated

## Innisfail Public Library Mission, Vision, and Motto

### Mission Statement

The Innisfail Public Library is a welcoming community gathering place that is a hub for learning, information, and interaction.

### Vision Statement

The library shall enhance the quality of life for the diverse community of Innisfail by providing resources that engage, include, enrich and foster life-learning.

### Motto

Innisfail's community living room.



## Community Profile

Situated on the Calgary-Edmonton corridor, Innisfail is 31 kilometers south of Red Deer, 183 kilometers south of Edmonton and 118 kilometers north of Calgary. The population in 2021 was 7,975 with a projected population of 9,050 in 2030 (just after the end of this 5-Year Plan of Service). The Town's 2022-2025 Strategic Plan identified a desire for Innisfail to become an energy innovation centre. The Town has already made efforts to see this come to fruition with its Solar Farm, Energy Hub, Varme Waste-to-Energy Project and Solar Infrastructure.

## Library Profile

### History

Established: 1904

The Innisfail Public Library was first located in Miss Simpson's drug store in 1904. Miss Simpson volunteered her services as librarian. The library's existence was dependent upon volunteer workers prior to 1959, at that time the library was located in the basement of the first United Church located on the northeast corner of 50<sup>th</sup> Avenue and 49<sup>th</sup> Street. The March 11, 1959 newspaper reported the election of library officers. When the library was moved to the first fire hall in 1959, Mary Morton became the first paid librarian, she served in this role until 1975. During that time, the library was moved from the fire hall to the Alberta Government Telephones building at 50<sup>th</sup> Avenue and 49<sup>th</sup> Street, as the fire hall was demolished to make way for a new building.

The early eighties were growth years in Innisfail and the library grew as well. With the addition of new programs and the expansion of its collections, the existing library facility was expanded in 1985, when a new two-story addition was opened and named the MARY MORTON CENTER, in honor of the first paid librarian. On September 10<sup>th</sup>, 1997, The Town of Innisfail signed an agreement for membership to Parkland Regional Library System.

In the summer of 2007, it was announced that the library would be moving yet again to a site across from the cemetery. Doors opened to the beautiful new library on January 23, 2012 with the Grand Opening on June 28<sup>th</sup>, 2012. Housed within the Town of Innisfail Library and Learning Centre, the building includes a welcoming area, the Henday Association, and a large community room. The Innisfail Library and Learning Centre is known as a gathering place for our community. One of the many unique features of the building is its green-roof which provides added insulation for more energy efficient climate control.

### Hours

Monday & Friday	10:00am - 5:30pm
Tuesday, Wednesday & Thursday	10:00am - 8:00pm
Saturday	10:00am - 3:00pm
Sunday	Closed

*\*Exceptions will be updated monthly and posted on our website.*

## Library Staff

The Innisfail Public Library has 7-8 part-time staff and 1 full-time library manager year-round. There are 6 regular volunteers that are Pages and 1 regular volunteer who organizes the used book sales.

## Community Needs Assessment

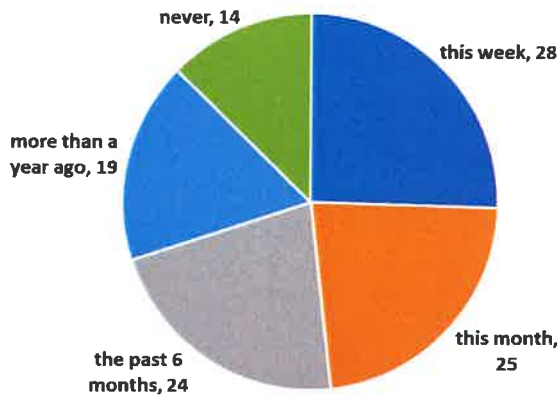
The Town of Innisfail Library's goal was to survey 2% of the Innisfail population and they succeeded with more than 260 residents surveyed. The process taken for the community needs assessment was as follows:

March 7 <sup>th</sup> , 2023	Spring Registration Night survey
March 31 <sup>st</sup> , 2023	Innisfail Trade Show survey
March – April 2023	Library patron survey
March - April 2023	Online survey questions collected with Survey Monkey
June 8 <sup>th</sup> , 2023	Town of Innisfail Library Focus Group which included Board members, staff, Friends of the Library, and volunteers.

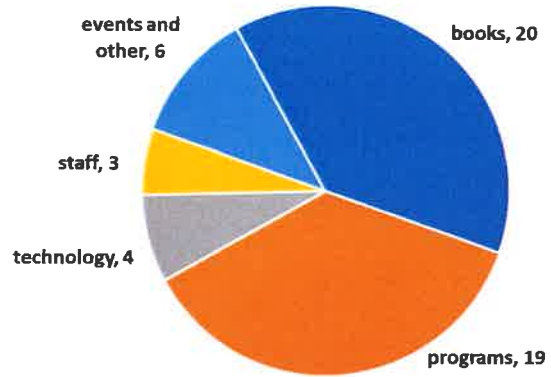


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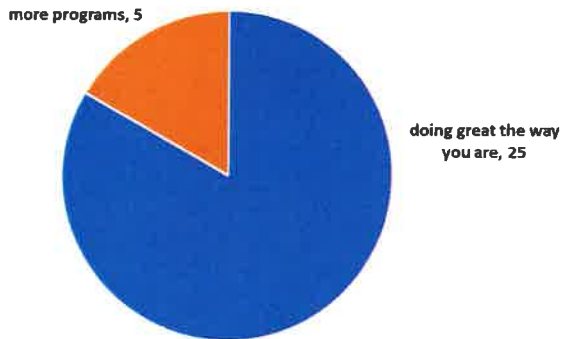
### Library Visits



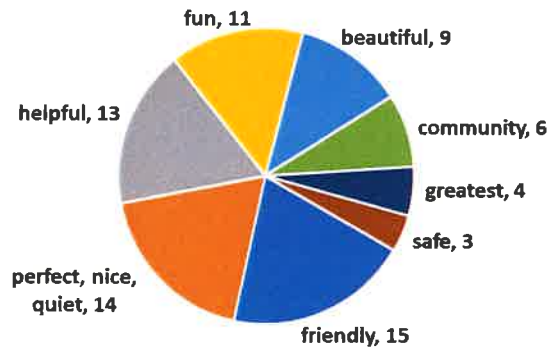
### Reasons to Visit



### Community Service



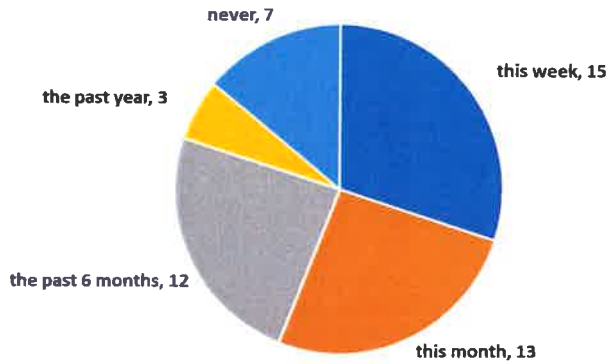
### Describe the Library



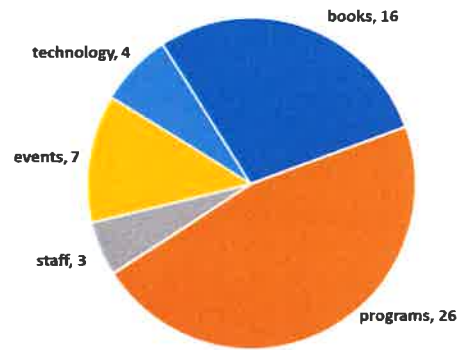


# Registrations Night Data:

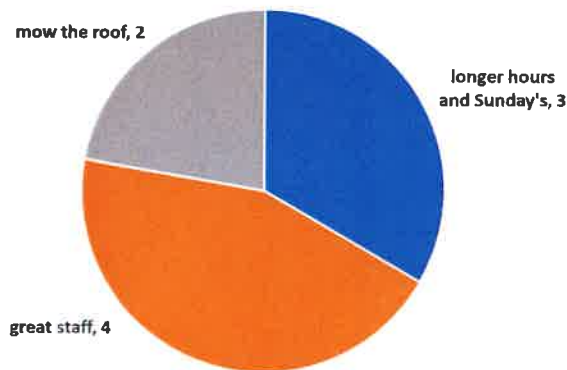
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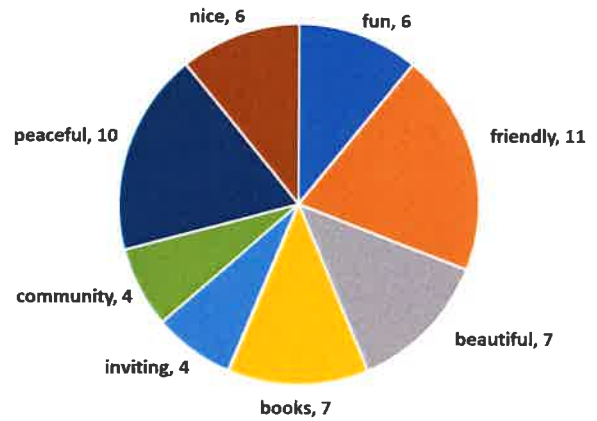
### Reasons to Visit



### Community Service

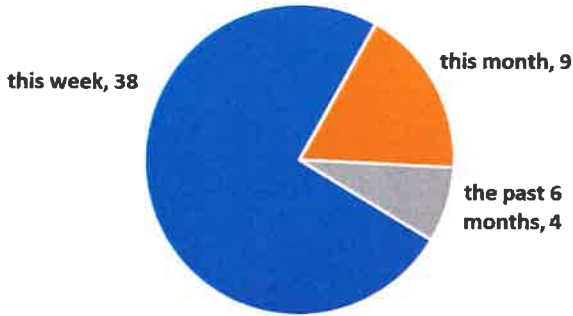


### Describe the Library

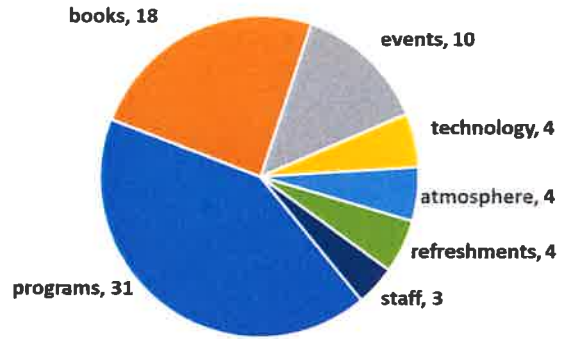


# In Library Survey Data:

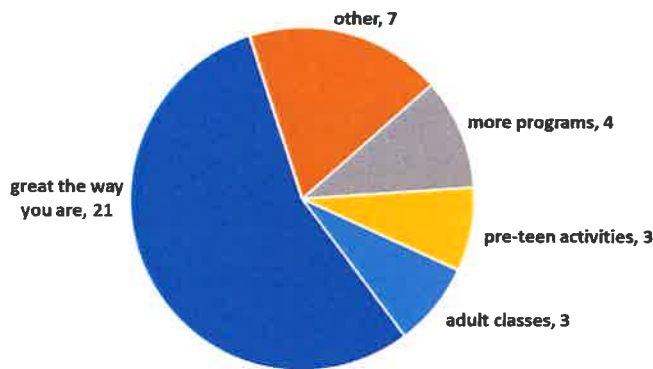
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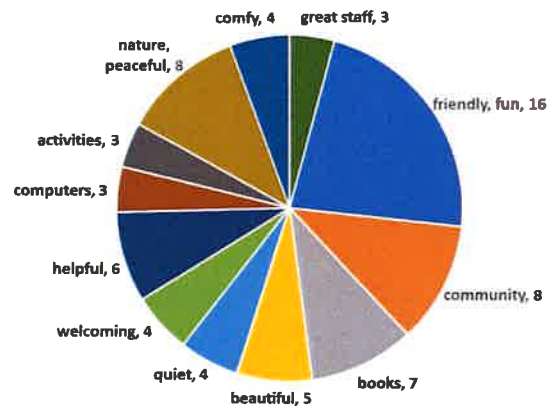
## Reasons to Visit



## Community Service

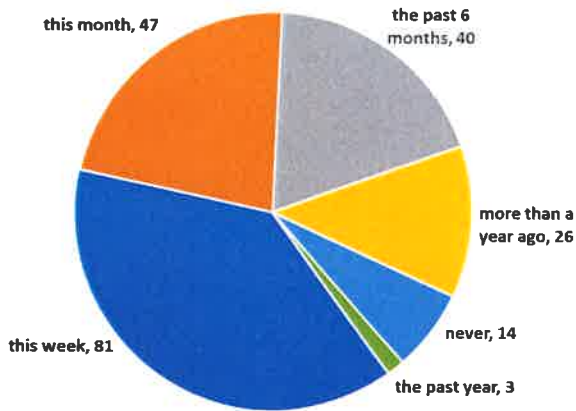


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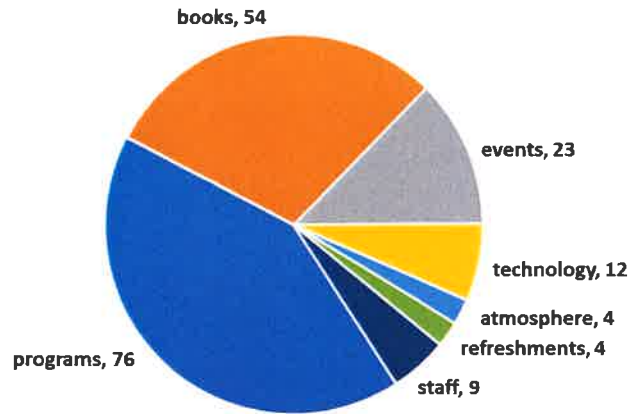


# Total Combined Data:

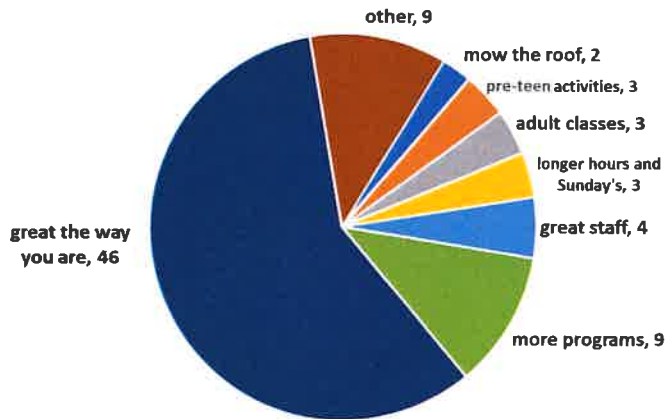
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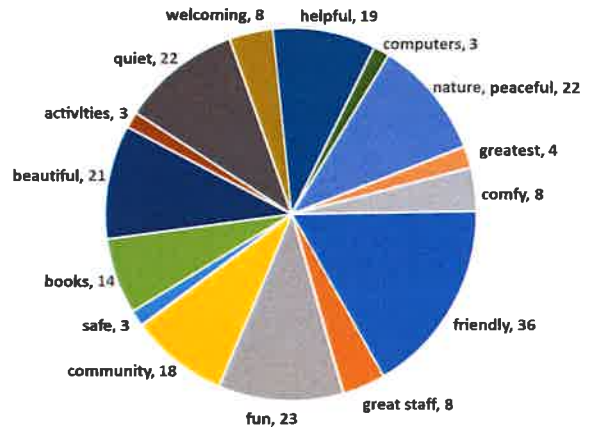
## Reasons to Visit



## Community Service



## Describe the Library



## Review

On June 8<sup>th</sup>, 2023 the Town of Innisfail Library Board, library staff, library volunteers and Friends of the Innisfail Library reviewed the results from the community needs assessment. This data, as well as an assessment of the library's resources and organizational capacity, was used to determine priority library responses for inclusion in the current plan of service. The following Library Service Responses have been selected as the priority service areas for this Plan of Service.

1. Inclusion
2. Community
3. Curiosity & Learning

## 2024-2028 Plan of Service

The Plan of Service is reviewed annually and may be modified to adapt to emergent situational changes or to take advantage of innovation or new opportunities and strategic alliances. Detailed action plans and short-term emergent strategies at the operational level are part of library operations and are, therefore, not included in this document.

### Service Priority: Inclusion

Goal: Reduce physical and social barriers for those seeking access to learning and literacy services through the library.

*Objective 1:* All residents, including vulnerable and underserved members of the community, will have a safe and welcoming space, through the following measures:

- Continue to develop the physical space in a way that is accessible for people who are experiencing mobility issues; for example: maintaining wide aisles and updating public washroom to be more accessible.
- Continue to partner with the Bowden Institution Library providing library services that would otherwise not be available to offenders.
- Foster physical and virtual spaces that are welcoming to, and inclusive of, community members who are experiencing homelessness; for example: creating a community living room and making public internet stations accessible without a library card.
- Maintain the library in the community as a safe space for all; for example: ensuring that all staff are first aid certified, maintaining a thorough emergency response plan and training all staff on the plan.
- Bring the love of literacy out into the community with a library on wheels in the form of a "book bike".

*Objective 2:* The Library will provide information on citizenship, English language learning, employment, education, and available social services to newcomers to Canada along with residents new to Innisfail, through the following initiatives:

- Build a diverse and varied collection of concept and rapid reads for adult newcomers.
- Create welcome packages for newcomer families, that include a variety of community resources.

## Service Priority: Community

Goal: The Library will engage the town to build community spirit, cultivate partnerships with other community organizations, and promote the Library as a community hub.

*Objective 1:* Create and nurture partnerships with other community agencies, such as, Henday Association for Lifelong Learning, Community Partners-in-Action, Little Free Library, Rotary Club of Innisfail, Innisfail Senior Drop-In Society, and more.

- The Library will make efforts to cross-promote other service groups events and information, that fit within the broader goals of this Plan of Service, on their social media platforms.
- Staff and/or board members will participate in a minimum of 2 community meetings or events per month.
- Create a mascot that attends local events and programs, especially those that are planned by interagency groups.

*Objective 2:* The Library will help to boost the local economy through supporting local business owners.

- Creating more business relationships with local organizations.
- Cultivate entrepreneurial resources as a part of the ongoing adult non-fiction collection development.
- Support Innisfail businesses and entrepreneurs by partnering with them for programs and events.

*Objective 3:* Celebrate the Library's 120<sup>th</sup> Anniversary.

- Invite the community to celebrate the Anniversary by collectively building a time capsule to place on the library grounds.

### Service Priority: Curiosity & Learning

Goal: The Library connects people to physical and virtual resources that inspire imagination, explore ideas, discover possibilities, and engage with information.

*Objective 1:* Ensuring the Library's collections are current, accurate, diverse, and in-demand.

- The Library will maintain and grow its collections through the processes of collections policy, evaluation, development, and weeding.
- The Library will continue to grow the Library of Things collection to meet a variety of needs and interests.

*Objective 2:* The Library will continue to provide quality programming that appeal to a broad range of community members.

- Develop library programs to meet the needs of specific age groups and developmental stages. Define program age groups as: 0-6 years, 7-13 years, and 14-17 years of age. Plan and execute library programs to meet the interest levels and developmental stages of these specific age groups.
- Develop technology-specific programming to serve the adult population (specifically seniors) in being a part of the ever-growing online world.
- Offer day-time programming for youth who are part of the Innisfail homeschooling community.

*Objective 3:* Youth will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

- Offer free space and resources for independent tutoring take place; for example: developing lists of community tutors for all grade levels.
- Showcase and further develop the graphic novels, comics, and manga collection for all ages, fostering traditional and art literacy.