

## **2018 – 2023 Innisfail Public Library Plan of Service**

### 1.0 Plan of Service Process

#### *Community engagement*

A stakeholder's discussion session was held February 1, 2018 at the Library Learning Centre. A diverse range of community members and library patrons of all ages were invited to take part in an open discussion. Feedback was gathered from the session as well as feedback forms. Feedback forms were also made available at the library circulation desk to allow those unable to attend to submit comments. The session was titled 'Beyond Books' and focussed on generating ideas about the role of the library in the community.

The Town of Innisfail also completed a Strategic Planning process in early 2018 which provided valuable community input about the perceived gaps in community amenities and services.

### 2.0 Vision

Building on the current Library vision created in 2014, the updated vision for our library shall be:

*To create a welcoming and inclusive community gathering place that is a hub for learning, information, and interaction.*

### 3.0 Goal & Objectives

The Library has chosen to create a single and central priority for the coming years. This goal is to make the Library a central community hub for learning, information, collaboration and personal enjoyment. Innisfail's community living room.

In support of this goal, the following objectives have been identified:

- ✓ Work with community partners to fill gaps in early learning, literacy, business and career support and lifelong learning.
- ✓ Provide activities and resources (literary, technological and human) for all ages and abilities. These activities will include both targeted and those encouraging intergenerational and diverse experiences.
- ✓ Create welcoming and interesting spaces within the library for various activities for play, study and conversation.
- ✓ Host community events celebrating literacy and the arts
- ✓ Promote a positive, supportive and welcoming environment for staff and patrons.

#### 4.0 Actions

	<b>Action Steps</b>	<b>Timeline</b>	<b>Indicator</b>
<b>Community Partners</b>	Undertake partnerships with local schools and educators to provide programs, support as well as targeted free membership programs	Fall 2018	Increased school visits, and free memberships distributed.
	Explore ways to support and partner with business community	Ongoing	
	Commit to finding funding sources/revenue streams to eliminate membership fees in 2020	Immediately	Free memberships in 2020
	Become an information hub for the community through expanded communication and support of community businesses and organizations		Increased usage and member stats
<b>Community Spaces</b>	Create/improve spaces for active family play, technology and games, quiet study and casual conversations	2018	Increased usage and member stats
	Explore options for Library use of other LLC spaces (ie. Foyer and community room)	2018	Increased usage and member stats
	Promote the use of library spaces by community groups for meetings and gatherings	2018	Increased usage and member stats
	Strive to maintain a positive work environment where staff is compensated in accordance with Library policy and goals.	Ongoing	Stable staffing and positive morale
<b>Community Events</b>	Continue to expand and improve current community events (Literacy Festival, Arts & Culture)	Ongoing	Increased usage and member stats
	Explore options for new events that will attract diverse and wide-ranging audience	2019	New event(s)