

**2024-2029**



**PROVOST MUNICIPAL LIBRARY  
PLAN OF SERVICE**

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## Mission Statement

The Town of Provost Municipal Library will promote and strengthen inter-community relationships; and provide resources for personal and professional lifelong learning.

## Library Profile

In 1949 a committee made up of Provost citizens enlisted the help of a librarian from the University of Alberta and together they created Provost's very first public library. The original library was located downtown and had only 100 books.

In 1968 the library was renamed Town of Provost Municipal Library. Due to the growth of the library it has moved to several different locations over the years and is presently located at 5035 – 49<sup>th</sup> Street.

### Library Board of Directors:

Jeremy Rehman, Board Chair  
Michael Hildebrandt  
Wendy Krevenky  
Laureen Clarke-Rennie

Kimberly Halushka  
Sue Wolkowski  
Mikaelae Charlton

### Library Staff:

Ashley Spykerman, Library Manager  
Megan Aasen  
Donna Engel  
Audra Walz

Mary Stahl Chopek  
Joanne Skinner



## Collections and Resources

Our total physical collection in the library is 7,912. This includes printed and non-printed material.



## Circulation

Parkland membership means that individuals from surrounding areas can access items from Provost and return them at their home library. Our total circulation was 10,009. In 2023, we loaned 4,318 items to other libraries through the province-wide interlibrary loan initiative.

## Patrons

In total, 249 active cardholders used their card to access physical or virtual materials during the reporting year.

## Usage

The library was open for a total of 1,492 hours. During that time, there were 6,285 in-person visits, 3,066 virtual visits, and 3,597 reference questions asked. Our 3 computers were used by 432 users, and there was a total of 6,842 wi-fi sessions.



## Library Services, Support and Programs

The library provides a large variety of services, support, and programs all year round, including:

- |  |   |
|--|---|
| Exam proctoring  | Summer day-camp programs  |
| ELS materials  | Cooperative programs with Family Resource Network, EEOC, and Focus on Seniors |
| Arts and crafts  | Upgrading and safety course access  |
| Adult education  | Youth programs  |
| Materials and books for Public Schools and homeschooling | Inter-library loans   |
| CNIB books   | Canada-wide access to materials   |
| Special orders   | Programs and activities for seniors   |
| Child literacy programs                                  | Large print books   |
| Early Literacy Kits                                      | Audiobooks and DVD access   |
| Story Hour   | WIFI and computer access  |
| Resume and job hunt support                              |   |

Public libraries provide free services even if library users are not library cardholders; as such, 1,907 participants benefited from in-person, digital, virtual, or take-home programming.





## Plan of Service

Each public library board in Alberta is required to file a Plan of Service with the province containing a mission statement, outlining service priorities, goals, and objectives.

Library Board members and the Library Manager met with a variety of local interest groups and questioned a number of our patrons for a Community Needs Assessment to see if our goals in the 2020-2024 Plan of Service were current.

Requests from the public fell into 3 general categories:

- Continue to offer and expand the options for programming for a range of ages, ranging from pre-school to senior.
- Continue to assess hours to accommodate as many community members as possible.
- Development of library resources to include additional space, technology, and services for the community to access.

The Board members and Library Manager decided to amend the 2020-2024 Plan of Service with changes to reflect the feedback we received from our Community Needs Assessment.

The following three Service Responses or goals were decided upon:

- Know Your Community: Community Resources and Services
- Satisfy Curiosity: Lifelong Learning
- Visit a Comfortable Place: Physical and Virtual Spaces

### **Service Response 1: Know Your Community: Community Resources and Services**

#### **Goal:**

Members of the community will have a central source of information about the wide variety of programs, services, and activities provided by the community agencies and organizations.

#### **Objective #1:**

By 2029, 80% of users surveyed will respond that the information provided by the library about community resources and services is very good or excellent.

**Strategy:** Ensure library staff is knowledgeable about community organizations and what their role is in the community.

#### **Objective #2:**

By 2029, 25% of community organizations polled will report that the information provided to community members by the library has increased the ease by which people connect with their services and resources.

**Strategy:** Ensure that the library representative participates in the “United Neighbourhood Connections” meetings to be up to date on all programs and services from all groups and educate library staff.



**Objective #3:**

By 2029, 40% of library patrons will have access to information on upcoming events via the library's social media accounts.

**Strategy:** Ensure the town office creates a library page on the Town of Provost website that links to the library website.

**Strategy:** Include updating and advertising of social media channels as part of library staff responsibilities.

**Service Response 2: Satisfy Curiosity: Lifelong Learning****Goal:**

Members of the community will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

**Objective #1:**

By Summer 2029, the library will have increased participation in programming provided for each of the following age groups:

- Preschool
- School-age
- Adult
- Senior Adult

**Strategy:** Library staff will continue to try different activities and different time options for each group to optimize participation within the community.





**Objective #2:**

By the end of 2029, the library will increase awareness of the availability of library facilities for online learning within the community by communicating with community organizations, learning institutions, local employers, and area residents.

**Strategy:** Staff will attend the majority of United Neighbourhood Council meetings and social media pages will be updated regularly. Utilize social media accounts and try to boost engagement with the library's posts.

**Objective #3:**

By the end of 2029, the library will provide learning opportunities for community members to interact with different types of technology.

**Strategy:** Staff will have a variety of technology options for patrons to try during programming or regular library hours. This may include 3D printers, virtual reality gaming, and coding kits for children.

**Objective #4:**

By the end of 2029, 80% of surveyed participants attending lifelong learning programs at the library will indicate an increase in their personal knowledge because of participating in the programs.

**Strategy:** Library staff will identify current, local topics of interest when program planning. The community will also be provided with several methods to offer suggestions for print and non-print materials.



**Service Response 3: Visit a Comfortable Place: Physical and Virtual Spaces**

**Goal:**

Members of the community 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.

**Objective #1:**

By 2029, we will host quarterly art exhibits/events and there will be regular invitations for the public to come view these creative exhibits/events.



**Strategy:** The library will display creative productions from patrons in coordination with library



programming. Photos of past creations and artistic events will be displayed on the library screen and/or the social media accounts.

### **Objective #2:**

By 2029, 75% of people surveyed will indicate that the library is a welcoming, attractive, and comfortable place to visit.

**Strategy:** The library will enlist local artists to update the children's literature room with a mural, and the main library areas will be updated with paint and changes in displays.

### **Objective #3:**

By 2029, 75% of people surveyed will report that events they have attended in the library have broadened their social network and increased their sense of community.

**Strategy:** The library will keep programming costs free for children and use cost recovery methods only for adult programming.

### **Objective #4:**

By 2029, 80% of local clubs and organizations will be aware of the potential of partnering with the library to host events with the library.

**Strategy:** Partner with various community organizations to develop programs and services that meet the needs of that organization and their clients.

The Provost Municipal Library Board and staff continue to make every effort to meet community expectations and provide exceptional service to library users.

We are grateful for the valuable input that was provided which was used in producing this Plan of Service. The Library Board shall review the Plan of Service annually to ensure that the goals and objectives are still relevant to the library's priorities.

