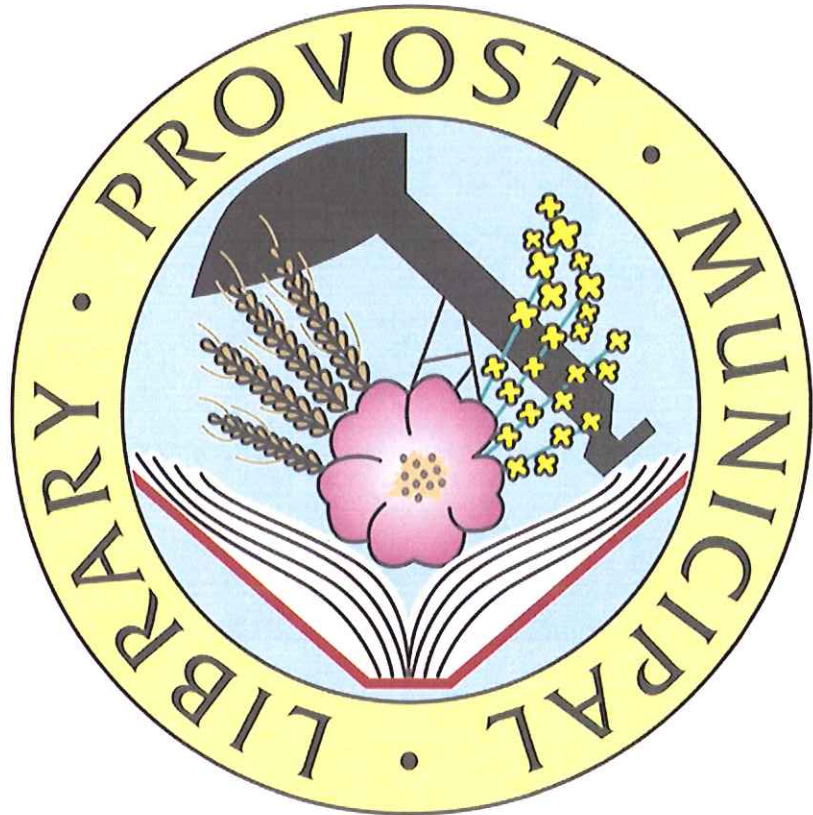


2020-2024



**PROVOST MUNICIPAL LIBRARY  
PLAN OF SERVICE**



5053 49 ST, PO Box 120  
Provost AB, T0B 3S0

Phone: 780-753-2801

Email: [provostlibrary@prl.ab.ca](mailto:provostlibrary@prl.ab.ca)

Website: <http://provostlibrary.prl.ab.ca/>

Facebook: <http://www.facebook.com/ProvostLibrary>

## 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 Street.

Information from the Annual Report 2018

Library Board of Directors:

Jeremy Rehman  
Teri Lynn Paulgaard  
Sue Wolkowski

Kimberly Halushka  
Corinna Leudemann  
Wendy Krevenky

Library Staff:

Donna Engel, Library Manager

Sandra Breunig

Linda Tessman

Casual Staff: Mary Heck, Joanne Skinner, Sandy Klassen

Collections and Resources

Our total physical collections in the library are 9,694. This is printed and non-printed material.



Circulation

Parkland membership means that individuals from surrounding areas are able to access items from Provost and return them at their own library.

Circulation total – 14,184.





### Patrons

In total there is 440, with a family membership of \$20, adult \$12, senior and children \$7.

### Usage

The library was open for at total of 1550 hours. During that time period, there were 9,800 in person visits, 5,481 virtual visits and 4,050 reference questions asked. Our 3 computers were used by 925 users for 925 hours.



### Library Services, Support and Programs – year round

The library provides a large variety of services, support and programs all year round. Here is a list:

Exam proctoring

ELS materials

Arts and crafts

Adult education

Materials and books for Public

Schools and homeschooling

CNIB books

Special orders

Child literacy programs

Arts and Cultural Enhancement

Library story hour

Resume and job hunt support

Summer day camp programs

Cooperative programs with Parent

Link, EEOC, and Focus on seniors

Upgrading and safety course access

Youth programs

Inter-library loans

Canada wide access to materials

Seniors programs and activities

Large print books

Audio books and DVD access

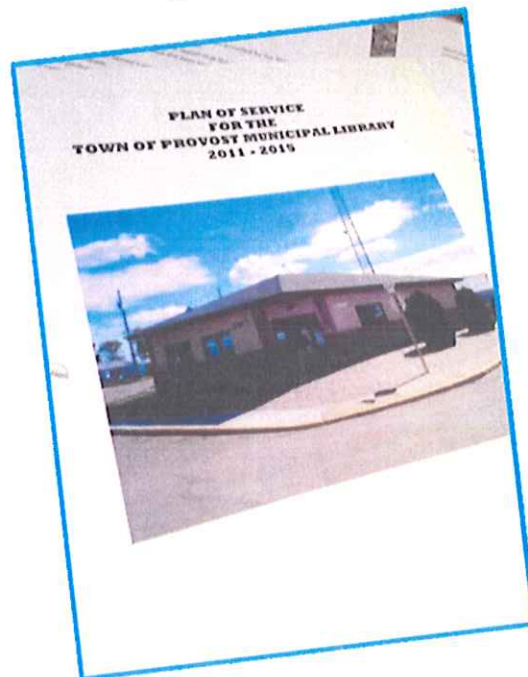
Libraries provide services free even if they are not cardholders



## Plan of Service

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

A few of the board members and the Librarian, met with a wide variety of local interest groups and a questioned a large number of our patrons for an impromptu needs assessment to see if our goals in the 2020-2024 Plan of Service was current.



Each goal and objective was closely evaluated. It was then decided to amend the Plan of Service with the a few changes to reflect our mission statement and the impromptu needs assessment.

The following four 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
- ☐ Provost Municipal Library Board and Staff members are the Library's greatest champions





## 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:** By 2023, 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:** By 2023, 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 a library representative participates in the “United Neighbourhood Connections” meetings to be up-to-date on all programs and services from all groups and educate all other library staff.

**Objective:** By 2023, the number of hits on the library’s digital access including all social media will demonstrate a consistent increase.

- **Strategy:** Work with “United Neighborhood Connections” groups and Parkland Regional Library on creating a Community resources/services/events page on the library’s website.



## 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: By the summer of 2023, the library will offer at least one summer activity (in addition to story time) for older children and youth.

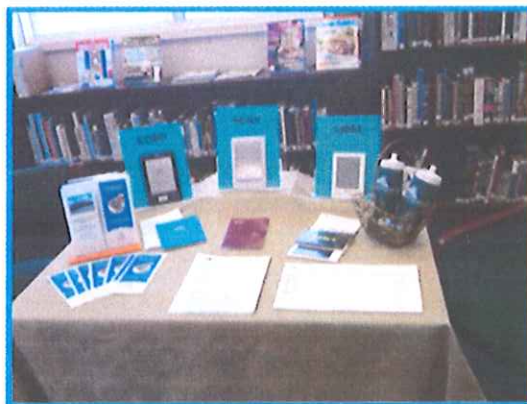
- Strategy: To develop a program that incorporate learning with fun activities for older children and youth that will increase the usage of the library

Objective: By the end of 2023, 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, area residents and the online community via digital media.

- Strategy: Communications will be made twice a year to the “United Neighbourhood Connections” groups and monthly by Facebook posts.

Objective: By the end of 2023, 80% of surveyed participants attending lifelong learning programs at the library will indicate an increase in their personal knowledge as a result of participating in the programs.

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





## 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: The number of people who attend creative exhibits in the library will increase by 10% each year between 2020 and 2024.

- Strategy: Work with local artists and art group to provide free exhibit space to promote their work.



Objective: By 2023, 75% of people surveyed will indicate that the library is a welcoming, attractive and comfortable place to visit.

- Strategy: The library will continue to modify the operational hours to allow our patron access to the library and increase usable, comfortable public space within the library.

Objective: By 2023, 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, if possible cost recovery only for adults.

Objective: By 2023, 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 service that meet the needs of organization and their clients.





## **Provost Municipal Library Board and staff members are the Library's greatest champions**

### **Goal:**

The Provost Municipal Library Board and staff will increase the Library's profile and advocate for greater patronage.

**Objective:** The Board and staff members will seek out meaningful opportunities to promote the library and will strengthen or build new relationships in the community.

- ☐ **Strategy:** A minimum of one Board member and/or staff member will attend a minimum of four community events annually.

**Objective:** A Board and/or staff member will attend public presentations promoting the Library and events in the community that offer networking opportunity.

- ☐ **Strategy:** Board and/or staff will increase the number of presentations to "United Neighborhood Connections" group and other service and community groups.



**Objective:** The Board will participate in fundraising initiatives.

- ☐ **Strategy:** At least one major fundraising event will be held annually, and the event will generate increase exposure and revenue.

The Provost Municipal Library board and staff continue to make every effort to meet every expectation 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.