



# Plan of Service



2026-2030

# INTRODUCTION



The Town of Rocky Mountain House Library Board Trustees are pleased to present the 2026-2030 Plan of Service.

The purpose of this plan is to provide the framework upon which operational decision-making is made for the next five years. It is based on the feedback received from our community. This plan will allow us to implement relevant and responsive services to our community, enabling our patrons to meet their goals.

As always, we value and appreciate any feedback. We strive to be a flexible organization that is able to meet our community's needs and exceed expectations in all levels of service delivery.

We embrace future opportunities presented to libraries and look forward to finding solutions that enhance the library experience for all residents of Rocky Mountain House and Clearwater County.

**LORI PRATT**

Chair, Clearwater County

**MIMI COLE**

Vice Chair, Town of RMH

**LORI SUNDE-COOPER**

Secretary, Clearwater County

**DENISE BONIFACE**

Councillor, Town of RMH

**TYLER McCAULEY**

Councillor, Clearwater County

**KAREN TRAVIS**

Trustee, Clearwater County

**LYNDA HUSEBY**

Trustee, Town of RMH

**ELYSE MORIN**

Trustee, Town of RMH



# ACKNOWLEDGEMENTS

The Plan of Service Team offers its sincere thanks to the Town of Rocky Mountain House Library Board, Parkland Regional Library System, Public Library Services Branch, and members of our community for their leadership and support in developing the following strategic goals. Guidance throughout this process has helped to align our priorities and set a path for the next five years. Library staff were also key in setting the direction of this plan. Our staff are often the first point of contact between community members and the public library.

We respectfully acknowledge that we are located on Treaty 6 territory—the travelling route, gathering place and meeting grounds for Indigenous Peoples, including the Nehiyaw, Denesūłíné, Siksikaitsitapi, Nakota Sioux, Anishinaabe, Haudenosaunee, Métis Otipemisiwak and Esikisimu Nunangat, whose histories, languages, cultures and traditions continue to influence our vibrant community. We are grateful for the traditional Knowledge Keepers and Elders who are still with us today and those who have gone before us. We recognize the land as an act of reconciliation and gratitude to those whose territory we reside on or are visiting.

The achievements of the library to this point would not have been possible without the continued support of the Town of Rocky Mountain House, and Clearwater County. Thank you for believing in, and supporting our vision.

The Plan of Service Team:

<b>BEN WORTH</b>	Library Manager
<b>KAREN TRAVIS</b>	Trustee
<b>MIMI COLE</b>	Trustee
<b>LYNDA HUSEBY</b>	Trustee
<b>ELYSE MORIN</b>	Trustee

# COMMUNITY PROFILE



Rocky Mountain House is home to approximately 6,765 residents and is enclosed by Clearwater County, populated at approximately 11,865 people. The area also includes three First Nations reserves: Sunchild, O'Chiese, and Bighorn, which have a combined population of approximately 1,685.<sup>1</sup> Nestled in the scenic foothills of the Rocky Mountains along the North Saskatchewan River, the Town of Rocky Mountain House is a hub of adventure. Located in Treaty 6 territory and surrounded by Clearwater County's landscape of forests, lakes and rivers, the community and region offer an unbeatable backdrop for leisure and cultural activities. The area is energized by strong partnerships, with the Town of Rocky Mountain House working with Clearwater County and local organizations to deliver high-quality community amenities. Building on this collaborative spirit, the Town of Rocky Mountain House Library Board Plan of Service sets the course for a bright future in which we continue to support our community's drive to explore, learn, and create.

<sup>1</sup> Statistics retrieved from Statistics Canada 2021 census : <http://www12.statcan.gc.ca/>



# COMMUNITY NEEDS ASSESSMENT

Over the summer of 2025 we conducted a community feedback survey promoted at Marketplace on Main, in the library, and via the library's social media pages, which received 95 responses. While this is a rather small sample size of population we serve, many respondents provided detailed comments that gave the Plan of Service Team meaningful feedback on priorities to set. Additionally, library staff have provided feedback throughout this process based on direct feedback from the community, and observations of the daily challenges that staff and community members encounter at the library.

The Plan of Service Team also referred to local planning documents including: current strategic plans from the Town of RMH and Clearwater County, and Clearwater Regional Family & Community Support Services, as well as the Rocky Mountain House Recreation Master Plan. These documents provided additional insight into broader community needs and goals which we have factored into the values and objectives that follow.



# ROCKY PUBLIC LIBRARY

In 2025



Program Attendance:  
**7,833**



Total Circulation:  
**125,885**

For every \$1 the community contributed to the library they got **\$4.90** of service!



Program Sessions:  
**680**

WiFi Sessions:  
**102,070**



Public Computer Sessions:  
**9,802**

Virtual Circulation:  
**13,371**



Cardholders:  
**1,721**

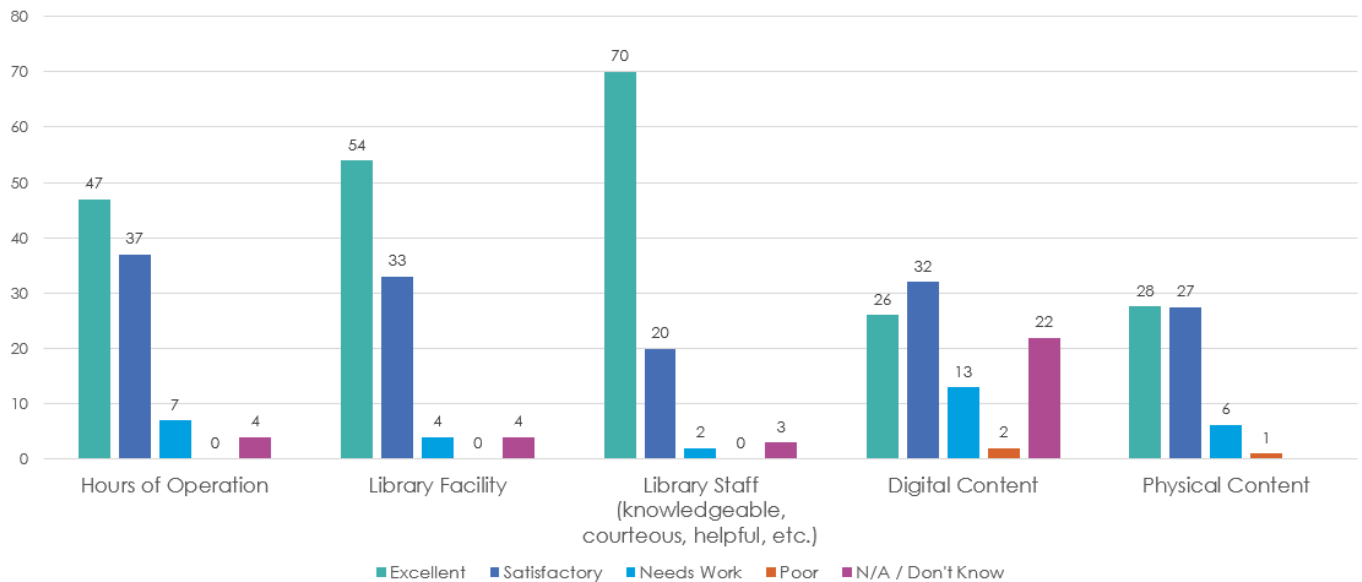




# ROCKY PUBLIC LIBRARY PROFILE

## Rocky Mountain House Public Library Plan of Service Survey Results - Summer 2025

- The following data is extracted and extrapolated from the survey. Additional information and details are available in the complete survey responses snapshot.



- The 2025 survey questions were scaled as follows:  
Excellent = 100%, Satisfactory = 66%, Needs Work = 33%, Poor = 0%

The total responses for each level of satisfaction were multiplied by the assigned percent (100% = x100), totaled together, and divided by the total responses in order to determine a percent satisfaction value.



MISSION



# YOUR COMMUNITY HUB

Rocky Mountain House Public Library provides a welcoming space with resources that meet the changing needs of our community.





- PARTNERSHIP
- ACCESSIBILITY
- ADVOCACY
- CREATIVITY & ADAPTABILITY
- LITERACY & INTELLECTUAL FREEDOM

## COMMITMENT:

We are committed to providing a hub for the community that offers:

- Programs and services that reflect the needs of the community
- Prompt, courteous, and efficient patron services
- A diverse and balanced library collection that is current
- Universal access to resources, services, and technology

# STRATEGIC GOALS



## PARTNERSHIP

THE LIBRARY IS AN ENTHUSIASTIC COMMUNITY PARTNER, WORKING WITH LOCAL MUNICIPALITIES, LOCAL COMMUNITY GROUPS, AND OTHER ORGANIZATIONS FURTHER AFIELD IN SUPPORT OF OUR COMMUNITY'S SOCIAL, RECREATIONAL, & INTELLECTUAL NEEDS.

### OBJECTIVE 1:

**Our team regularly communicates with local organizations to share ideas, information, and resources on how we can work together to support our community's needs.**

### STRATEGIES

- Staff participate in regular local networking meetings to share information on the library's activities, and facilitate opportunities to work with other organizations to share resources and meet community needs.
- Staff regularly share the library's calendar of events with local organizations.
- Library admin and programming staff liaise with representatives from local organizations to build relationships and form partnerships.
- Host networking meetings and invite community organizations to visit the library to see what the library can provide for their organization's needs.



# STRATEGIC GOALS

## PARTNERSHIP

### **OBJECTIVE 2:**

**Residents and visitors are able to choose from a diverse range of programs, events, and resources as reflected by our involvement in the broader community.**

### **STRATEGIES**

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- Partner with various community organizations to share resources and develop programs and services that are mutually beneficial and expand the library's visibility within the community.
- Provide information on services and resources from other service groups in our community.
- Staff participate in professional development opportunities in order to learn new ideas on how other libraries are supporting their communities.

# STRATEGIC GOALS



## ACCESSIBILITY

THE LIBRARY PROVIDES EQUITABLE ACCESS TO ALL COMMUNITY MEMBERS ENSURING THAT THE FACILITY, SERVICES, PROGRAMS, AND MATERIAL FORMATS, ARE INCLUSIVE OF THE VARIED AND DIVERSE NEEDS OF EVERYONE IN OUR COMMUNITY.

### **OBJECTIVE 1:**

**Our library reflects the diversity of our community's needs and desires with broad access to a range of materials, programs, and resources.**

### **STRATEGIES**

- Collections and resources include a range of formats that are accessible to people of different mental and physical abilities.
- Offer programs for community members of all ages and abilities.
- Provide our community with access to technology, and internet resources, e.g., public computers and WiFi available for various patron needs.
- Educate library users about available online resources and tools that they can access via their library membership.



# STRATEGIC GOALS

## ACCESSIBILITY

### **OBJECTIVE 2:**

**Our library recognizes and reflects the diversity within our community by welcoming everyone to our space.**

### **STRATEGIES**

- Gather community input regarding interest in accommodating designated low stimulation times, e.g., early morning or late evening hours in which lighting is reduced, low noise is enforced, etc.
- Add welcome signage at the front entrance in a variety of languages.
- Collect community feedback on how the library facility could be more accommodating to various physical and mental needs.

# STRATEGIC GOALS



## ADVOCACY

THE LIBRARY THROUGH ITS TRUSTEES, STAFF, VOLUNTEERS, PARTNERS, AND ADVOCATES, WORKS TO ENSURE THAT THE LIBRARY IS SEEN AS A KEY PUBLIC AMENITY BY WAY OF THE WIDE RANGE OF MATERIALS, SERVICES, AND RESOURCES AVAILABLE THAT COMMUNITY MEMBERS CAN UTILIZE TO FLOURISH.

### OBJECTIVE 1:

**Communicate to Town and County Councils that our current facility is insufficient for addressing our community's needs, and that new library space should be considered in any upcoming plans for a new municipal facility, e.g. civic building, cultural centre, fieldhouse, etc.**

### STRATEGIES

- Prepare a wish list of new facility requirements, e.g. square footage, equipment, specific space needs, study space, meeting rooms, program space, maker space, storage, etc.
- Collect examples of, and information on libraries located in shared municipal facilities, e.g. Canmore, St. Albert Place, etc.
- Gather information on potential grant opportunities.
- Develop policy and explore opportunities for corporate sponsorship, i.e., limited recognition and naming rights for significant contributions.



# STRATEGIC GOALS

## ADVOCACY

### **OBJECTIVE 2:**

**Consistently promote to ensure that our community members see how public libraries continue to have relevance in their own lives, and supports the community broadly.**

### **STRATEGIES**

- Regularly promote the range of resources and services that our library provides.
- Prepare an “elevator pitch” for trustees that frames the messaging in terms of the impact and benefits of the library to the audience.
- Invite Town and County councillors to library special events where applicable.
- Have a presence at community events, e.g., Market on Main, Alberta Day, Trade Shows, parades, etc.



## CREATIVITY & ADAPTABILITY

THE LIBRARY IS AN ENVIRONMENT THAT DELIGHTS IN CREATIVE SOLUTIONS, ANTICIPATING AND RESPONDING TO EVOLVING COMMUNITY NEEDS THROUGH ADAPTABLE RESOURCES, PROGRAMS, & SERVICES.

### OBJECTIVE 1:

**Our library celebrates creative talent within the community.**

#### STRATEGIES

- Display and promote creative works by local artists.
- Host programs where community members can learn, practice, and develop creative skills.
- Host workshops where local artisans can demonstrate or teach their skills.

### OBJECTIVE 2:

**Our library responds to changing needs in our community and provides patrons with an innovative environment.**

#### STRATEGIES

- Provide accessible opportunities to regularly collect community feedback in addition to a thorough annual community survey.
- Provide community members with information and programs on novel ideas and trends, e.g., new technologies, A.I., etc.



# STRATEGIC GOALS

## LITERACY & INTELLECTUAL FREEDOM

THE LIBRARY SUPPORTS OUR COMMUNITY'S ACCESS TO INFORMATION, PROVIDING A DIVERSE COLLECTION OF MATERIALS AND FORMATS WHILE SUPPORTING EACH COMMUNITY MEMBER'S ABILITY TO UTILIZE, ENJOY, ENGAGE WITH, AND COMPREHEND INFORMATION AS BROADLY AS DESIRED.

### **OBJECTIVE 1:**

**Our library supports our community's appreciation for literacy through engaging, fun initiatives and programs.**

### **STRATEGIES**

- Take a more active role in facilitating community books clubs, reading groups, etc.
- Encourage reading through regular community challenges and prizes.
- Encourage community discourse regarding challenged materials and intellectual freedom via library programs.



## LITERACY & INTELLECTUAL FREEDOM

### **OBJECTIVE 2:**

**Our library facilitates regular programs that cover a range of literacy based needs.**

### **STRATEGIES**

- Develop programs geared towards building and strengthening a variety of literacies based on community trends, e.g. information literacy, media literacy, digital literacy, financial literacy, etc.
- Seek out collaborators where necessary to provide an appropriate level of expertise on relevant program topics.
- Support our patron's digital literacy with information and instruction on how to fully utilize the various services and resources available through the library.



# STRATEGIC GOALS

## LITERACY & INTELLECTUAL FREEDOM

### **OBJECTIVE 3:**

**Our library protects and promotes our community's right to access a diverse range of ideas, perspectives, and information without restriction or judgment.**

### **STRATEGIES**



- Maintain a collection development policy that ensures diverse perspectives and resists censorship.
- Respond to material challenges through a transparent, board-approved review process.
- Uphold patron privacy and confidentiality in accordance with professional library standards.
- Create welcoming spaces where community members feel free to explore topics of personal interest without judgment.
- Educate the community about the library's role in protecting intellectual freedom, e.g., Banned Books Week, and Freedom to Read Week displays.

# MEASURING SUCCESS

This Plan of Service was designed to provide the Board and Library Staff with clear actionable strategies that can be planned, implemented, and measured. The Board plans to review this plan biannually on a regular basis at board meetings each May and October to check on progress and ensure that the plan continues to align with our library's and community's priorities.

This Plan of Service positions our library for continued success through responsive service to our community's needs. It confirms the importance of partnerships and of connections to other organizations and assets that make the area a great place to live. It also strengthens the commitment of the Library to ensure that our public library remains a space where everyone in our community is welcome. Through implementation of the Plan of Service, partnerships with community groups will be strengthened, program offerings will be diversified, and new people will be attracted to explore, learn, and create.

