



# CLIVE MUNICIPAL LIBRARY PLAN OF SERVICE

2021 - 2025

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### Vision Statement:

Clive Library strives to reflect the diversity of our community, while providing up to date resources in a welcoming environment as the community hub.

### Mission Statement:

Clive Library exists to provide free access and support to everyone in the community; working together to promote new ideas, creativity, knowledge, connection and entertainment.

### Needs Assessment

On February 8, 2020, with the guidance of Haley Amendt from the Parkland Regional Library, 16 community members met to determine how the library can best meet the needs of the community. Between January 2020 to March 2020, 35 community members responded to an online Plan of Service survey, which provided valuable feedback that was used in the planning process.

### 2021 – 2025 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.

## Visit a Comfortable Place



**Goal:** Residents will have a safe and welcoming space to meet and interact with others through scheduled events and drop-in hours.

**Objective:** The library will expand the library's usable space prioritizing the library.

**Audience:** All Ages

**Time Frame:** 5 years, reviewed at least annually

**Actions:**

- The library will transform the community room into a permanent usable space.
- Success will be measured through increased foot traffic.
- Success will be measured through increased program attendance (passive and planned).

**Objective:** The library will maintain a booking schedule for room rentals, which prioritizes library needs.

**Audience:** All Ages

**Time Frame:** 5 years, reviewed at least annually

**Actions:**

- Success will be measured through the increase of hosted library programs.
- Success will be measured through the tracking of third-party bookings and their anticipated attendance.

## Express Creativity



**Goal:** Residents will have the services and support they need to express themselves by creating original print, video, audio, or visual content in a real-world or online environment.

**Objective:** The Library will provide opportunities to explore diverse creative mediums.

**Audience:** All Ages

**Time Frame:** 5 years, reviewed at least annually

**Actions:**

- Success will be measured through increased program attendance.
- Success will be measured through social media and after-program polls/surveys.

**Objective:** The library will provide creative programs featuring guest facilitators.

**Audience:** All Ages

**Time Frame:** 5 years, reviewed at least annually

**Actions:**

- Success will be measured through the increased program attendance.
- Success will be measured through feedback comparing guest facilitators to staff facilitators.

## Know Your Community



**Goal:** Residents will have a central source for information about the wide variety of programs, services, and activities provided by community agencies and organizations.

**Objective:** The library will provide programs highlighting community services.

**Audience:** ages 18+

**Time Frame:** 5 years, reviewed at least annually

**Actions:**

- Success will be measured through the increase of library programs featuring local speakers and community organizations and/or the increase of partnered programs.
- Success will be measured through increased program attendance.

**Objective:** The library will use social media to post library related information and share community information.

**Audience:** ages 18+

**Time Frame:** 5 years, reviewed at least annually

**Actions:**

- Success will be measured through the increase social media engagement.
- Success will be measured through the "employment" of student volunteers and/or work experience students

**Objective:** The library will advertise community events digitally and physically

**Audience:** ages 18+

**Time Frame:** 1 year (Jan 1, 2021 – Dec 31, 2022)

**Actions:**

- Success will be measured through social media poll engagements
- Success will be measured through the increase of submitted community advertisement (posters, pamphlets, etc.)
- Success will be measured through the increase request for community materials (posters, pamphlets, etc.)