



# Plan of Service

2024-2028

Board Approved: October 26, 2023

*Cremona Municipal Library provides a wide variety of library materials and services to meet the needs for information, recreation, education, and cultural enlightenment to all segments of the community.*

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## **History**

The Cremona Library was established in 1975 by two schoolteachers, Flora Newsome and Dianne Whitlow. The first Cremona Library was located above the old general store and later moved to the Village Office where we are today. Cremona Library joined Parkland in 1980 and became the Cremona Municipal Library. The library is governed by a board of up to 10 directors: consisting of members from the community representing the village and surrounding rural area and members who are representatives of the Village of Cremona and of Mountain View County.

After 43 years the library was finally able to add space to the existing building which has doubled the size. The Cremona Municipal Library is a thriving facility. After operating for many years in a limited space with no capacity to run any programs or increase inventory, we are now able to provide the community with a well-run, well stocked, bright, welcoming wheelchair accessible facility. We accomplished this through the efforts of many to raise the funds to carry out a long anticipated dream.

## **Vision**

The Cremona Municipal Library strengthens the community by being an integral hub that allows the world of information to be accessible by all; enhances the quality of life by sparking imagination and creativity; and supports economic growth and development by connecting our dynamic community together in a welcoming vibrant gathering place where lifelong learning is embraced at all ages.

## **Mission**

To provide a wide variety of multi-faceted materials, services, and resource connections to meet the needs for information, recreation, education, and cultural enlightenment which help the members of our community and area to flourish.

## *Values*

The Library Board recognizes that the role of the Library has expanded to satisfy the growing needs of the age we live in and that the Library shall continue to expand with the needs of the future.

We believe that our Library should be considered an essential service in our community where we provide services free of charge while developing partnerships that enhance our services.

We should develop a balanced collection that reflects our diverse society endorsing the Canadian Federation of Library Associations statement on intellectual freedom while stimulating creativity and supporting lifelong learning.

We strive for excellence in customer service while providing a comfortable and welcoming environment that promotes gathering for discussion and dialogue.

Our library has become a popular place for people to visit. The programs we run after school are very popular as there are few programs available in the community for kids. Our library supports a large rural community not just the village. We are centrally located, close to the school and other recreational and cultural facilities.

## *Planning Process Overview*

The Plan of Service is a legal requirement as well as a powerful tool that helps libraries meet the needs of the communities they serve. The Alberta Libraries Act requires Library Boards conduct a community needs assessment, creating goals and objectives based on resident feedback. These responses help the Library identify and address issues within the community.

The Village of Cremona Library Board and the Cremona Municipal Library Manager conducted two community needs surveys in 2023. During the month of May, 2023 a community member and patron survey was made available through social media avenues and in-house inviting the public within the service area to participate (Appendix A). During the month of September, 2023 a corporate / community organization survey was conducted via email invitation and online participation. Using the feedback from these surveys, the Library Board was able to determine the service responses that would be of highest priority for the Library during the next five years and incorporated into the new Plan of Service.

## **Priority Service Responses**

The needs assessment surveys that we conducted indicated the following service responses which we particularly feel are of highest priority to our community and therefore are the focus of our Plan of Service for 2024-2028.

### **- Grow Literacy: Early, Child, and Teen Literacy**

- Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write, and listen.
- Children, teens and families will have the support they need to improve their literacy skills in order to meet their goals and succeed in school.

### **- Know Your Community: Community Resources and Services**

- Cremona and area residents will be able to access information from a central source within the community for information about the wide variety of programs, services and activities available. Cremona Municipal Library will contribute to and support this central source.

### **- Satisfy Curiosity: Support Lifelong Learning**

- Cremona and area residents will have the opportunity to improve their digital literacy.
- Cremona and area residents will be able to be supported in their economic and career development endeavors.
- Cremona and area residents will be able to explore topics of personal interest and continue to learn to enhance their quality of life in our community.

## **Goal 1: Grow Literacy: Early, Child and Teen Literacy**

**Objective 1:** Cremona Municipal Library will offer programming and services to all Cremona and area children from birth to age 5 specifically designed to encourage and promote literacy readiness prior to entry into school.

**\*\*Key Objectives:\*\***

1. Develop and implement engaging story time sessions for different age groups.
2. Provide access to a diverse collection of board books, picture books, and interactive materials.
3. Collaborate with local schools to support reading readiness.
4. Organize workshops for parents and caregivers on fostering early literacy skills.
5. Partner with community organizations for interactive learning experiences.

**\*\*Action Steps:\*\***

1. Design a schedule for regular story time sessions, including themed sessions and interactive elements.
2. Curate a dedicated section within the library with age-appropriate materials.
3. Establish a relationship with local schools to provide resources and reading challenges.
4. Plan and host workshops on early literacy techniques and the importance of reading aloud.
5. Explore partnerships with museums, art centers, and science institutions for enriching activities.

**\*\*Evaluation:\*\***

1. Monitor attendance and engagement during story time sessions.
2. Track the circulation of early literacy materials.
3. Gather feedback from parents and caregivers about the impact of workshops.
4. Measure participation and outcomes from collaborative initiatives.

**Objective 2:** Cremona Municipal Library will offer to the children and youth of Cremona and area supports and programming options that will promote and encourage growth and strengthen their abilities to learn.

**\*\*Key Objectives:\*\***

1. Create a diverse range of interactive programs suitable for different age groups.
2. Cultivate an environment that encourages family participation.
3. Organize workshops, events, and gatherings that promote community bonding.
4. Offer themed activities and seasonal programs to cater to various interests.
5. Collaborate with local organizations to enhance the program offerings. Program options may include summer reading program, workshops, and homework supports.

**\*\*Action Steps:\*\***

1. Develop a monthly calendar of events, including arts and crafts, gaming sessions, and educational workshops.
2. Set up family-friendly spaces within the library to accommodate group activities. Host regular movie nights, story slams, and discussion circles for families and youth.
3. Plan special events around holidays and community celebrations. Establish partnerships with local businesses, artists, and performers to diversify offerings.

**\*\*Evaluation:\*\***

1. Monitor attendance and participation in different events and programs.
2. Collect feedback from attendees about their experiences.
3. Measure the growth of the library's social media presence for event promotion.
4. Assess the impact of collaborative efforts with local organizations.

## **Goal 2: Know Your Community: Community Resources and Services**

**Objective:** Cremona and area residents will be able to access information from a central source within the community for information about the wide variety of programs, services and activities available. Cremona Municipal Library will contribute to and support this central source.

**\*\*Action Steps:\*\***

1. Collaborate with community agencies to gather programming information.
2. Work together with community organizations to locate and develop the best location and design for a delivery platform.
3. Add information on local programming available through the library and any of our partnering organizations.
4. Promote and encourage citizens of the community to access the central resource for particulars on services, programs, and activities of interest.
5. The Library will participate in at least two community expo events each year

**\*\*Evaluation:\*\***

1. Monitor usage and interest.
2. Collect feedback from community members about their experiences.

### **Goal 3: Satisfy Curiosity: Support Lifelong Learning**

**Objective 1:** Cremona Municipal Library will promote digital literacy by providing to Cremona and area residents opportunities for technology training.

**\*\*Key Objectives:\*\***

1. Offer a variety of workshops covering different aspects of IT and digital literacy.
2. Cater to diverse age groups by customizing workshop content and approaches.
3. Equip participants with skills that are relevant to daily life and professional development.
4. Provide a safe and inclusive environment for learning about technology.

**\*\*Action Steps:\*\***

1. Source connections with individuals and organizations that can facilitate workshops on topics like hardware and software literacy, internet research, social media basics and cyber security.
2. Arrange for any materials or hardware that may be required during the workshops.
3. Promote workshops through various channels, including the library's website and social media.
4. Schedule workshops during different times to accommodate different age groups' availability.

**\*\*Evaluation:\*\***

1. Track workshop attendance and participation across different age groups.
2. Collect feedback from attendees to assess the effectiveness and relevance of the workshops.

**Objective 2:** Cremona Municipal Library will offer Cremona and area residents support in career development by providing access to programs, community partnerships and access to the online world.

**\*\*Action Steps:\*\***

1. Source connections with individuals and organizations that can facilitate workshops on topics like resume writing, job interviewing tips, job hunting, and career development.
2. Provide access to information for accessing job hunting through the online world.

**\*\*Evaluation:\*\***

1. Collect feedback from attendees to assess the effectiveness and relevance of the workshops.
2. Monitor the development of skills learned in workshops by participants indicating that the program helped them learn a new skill.



**Objective 3:** Cremona Municipal Library will create an atmosphere and energy that fosters and encourages Cremona and area residents to feel empowered to pursue their passions and explore topics of personal interest that will contribute to enhancing their quality of life.

**\*\*Action Steps:\*\***

1. The Library will serve as a hub for community discussions, support, and learning through facilitated speakers, information nights, and discussion groups.
2. We will host programming events throughout the year in collaboration with other community organizations.
3. Set up user-friendly spaces within the library to accommodate group activities. This will provide space for book club discussions, crafting bees, and relaxing visitation among community members.
4. Plan special events around holidays and community celebrations. Establish partnerships with local businesses, artists, and performers to diversify offerings.

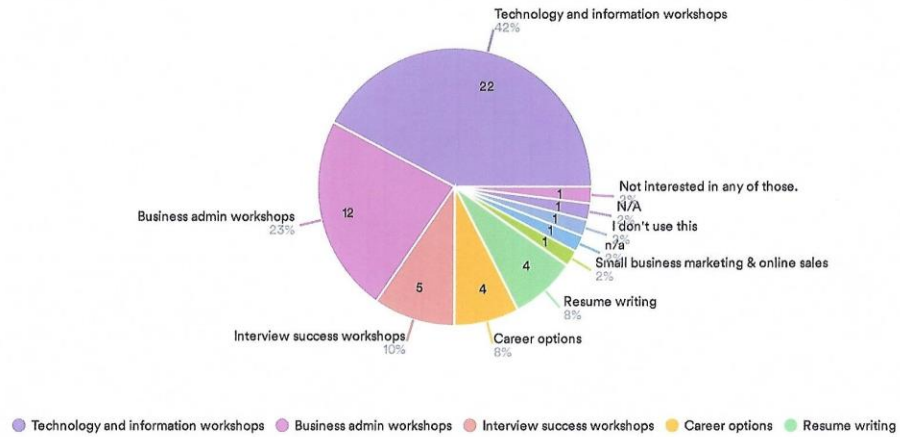
**\*\*Evaluation:\*\***

1. Monitor attendance and participation in different events and programs.
2. Collect feedback from attendees about their experiences.
3. Measure the growth of the library's social media presence for event promotion.
4. Assess the impact of collaborative efforts with local organizations.

# Appendix A: Community Needs Assessment – Cremona Municipal Library

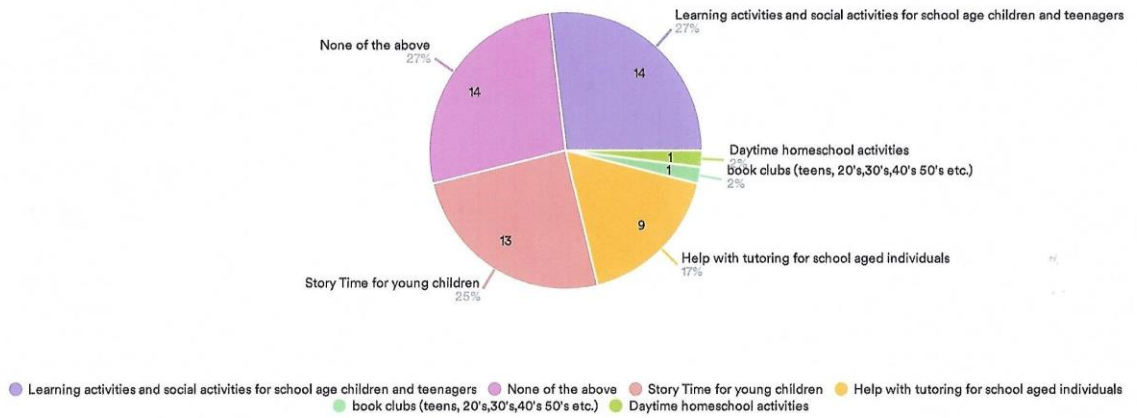
7. What services and materials for Business resources and Economic development are you most interested in getting from the library?

52 Responses- 17 Empty



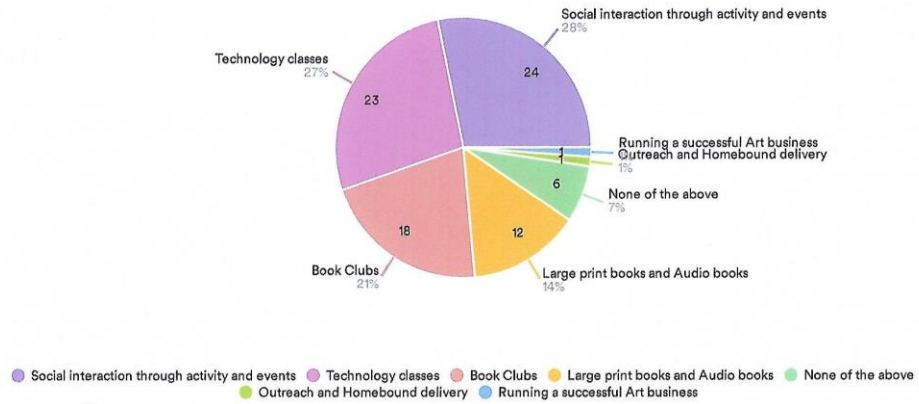
8. Which of these services and materials for Youth/Families that are currently offered from the library are you or would you be interested in?

52 Responses- 15 Empty



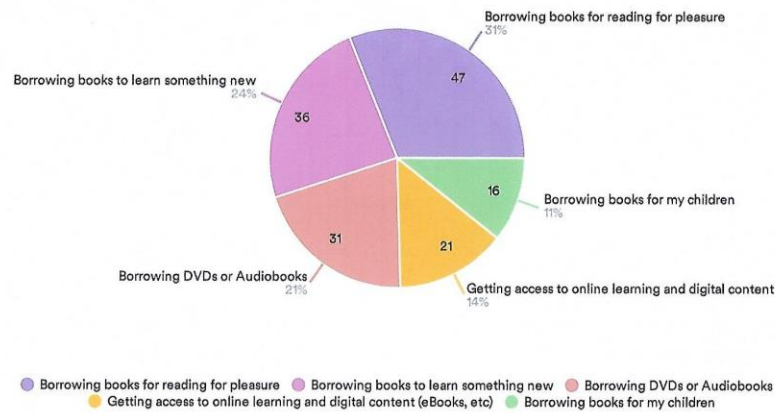
9. Which of these services and materials for Adults/ Seniors that are currently or could be offered from the library are you or would you be interested in?

85 Responses- 2 Empty



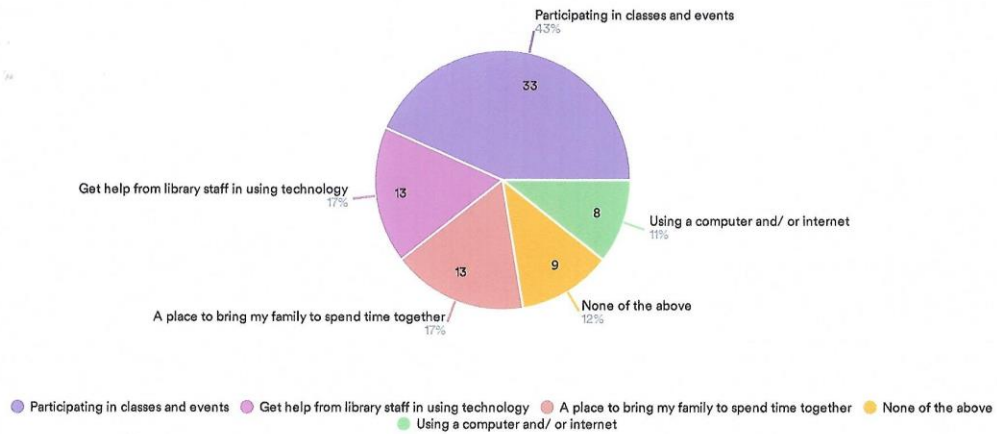
10. Which of these services and materials involving Library Materials that are currently offered from the library are you or would you be interested in?

151 Responses- 2 Empty



11. Which of these services and materials involving Library Services that are currently offered from the library are you or would you be interested in?

76 Responses- 5 Empty



## Appendix B: Inter-Agency Online Survey



### Your Partner for Success in the Future™

ADDRESSING THE NEEDS OF THE COMMUNITY AND DEVELOPING A FIRM FOUNDATION FOR GROWING OUR FUTURE.

Please join us for an information sharing **Inter-Agency Online Survey** with Ideas on how you see Cremona Municipal Library collaborating with you to more comprehensively support the members of our community.

**Please respond online  
Prior to September 21, 2023**

Have you noticed a gap in services or programming that the library may be able to fill?

Do you have any ideas for new programming or workshops?

Share with us any community needs that your clientele have shared with you.

From your point of view, what are some areas that the library could explore more thoroughly to more widely serve our community?

We would like to hear any feedback and thoughts.

#### Agencies to be contacted:

- Village of Cremona Council
- FCSS
- Community Engagement Site
- Mountain View Family Resource Network
- Cremona/Water Valley Chamber of Commerce
- Cremona AG Society
- Cremona School Wellness
- Alberta Public Health
- Cremona Lions Club
- Gold and Silver Club
- Cremona Branch – Royal Canadian Legion
- Cremona Hall
- Cremona Minor Hockey
- Cremona Skating Club
- Cremona Soccer
- Cremona Minor Ball
- Water Valley Bingo
- Cremona Curling Rink
- Cremona Congregational Church
- Country Fellowship Church
- Bethel Evangelical Missionary Church
- Water Valley Library