



Forestburg Library

FORESTBURG PUBLIC LIBRARY

PLAN OF SERVICE

2021 - 2025

Approved by Forestburg Public Library Board - November 27, 2020

Plan of Service Purpose and Process

The Plan of Service sets out the goals and objectives for programs and services to be offered by Forestburg Public Library over the next five years. A provincially legislated requirement, it is an opportunity for the Board to review the current role of the library within its community and to look to the future.

Most importantly, there is community input to the plan, as the public library exists to serve its community. The Board must know what the needs of the community are if services are to be offered to meet those needs.

Surveys were handed out in person and encouraged online from February through September, 2020, in order to assess the community's opinion and needs. Unfortunately, due to the Covid-19 Pandemic the library was unable to facilitate an in-person Community Needs Meeting. Various patrons that visit the library and use our online services were surveyed.

Forestburg Public Library Mission Statement

READ

LEARN

CONNECT

Forestburg Public Library Values

The Library Board and Staff are committed to:

Accessibility:

We provide barrier-free access to facilities, resources and programs.

Accountability:

We are accountable to our community for the services we provide.

Creativity and Innovation:

We encourage and support creative approaches and innovation in all that we do.

Quality:

We value excellence in our customer services, collections and programs.

Collaboration and Partnership:

We believe in working with others to serve our community.

Information and Literacy:

We believe in the importance of an informed and literate community.

Intellectual Freedom:

We encourage the free exchange of information and ideas.

Diversity:

We value and celebrate the diversity of interests, perspectives and cultures in our community. We treat all people with respect and dignity.

Love of Reading:

We nurture the joy of reading for community members of all ages.

Community Needs Assessment

The surveyed participants identified seven needs in the community. The board has prioritized the needs and focused on the four that they felt were most important.

- 1. We need to promote lifelong literacy and love for learning.**
- 2. We need a place for youth to go and engage in programs and activities.**
- 3. We need to communicate information about the village and its services and activities.**
- 4. We need to promote our community and everyone needs to support it.**

Forestburg Community Profile

Forestburg, a village of just under 1000, is located in the heart of east-central Alberta. Its industry base is agriculture, electrical power generation, coal mining and oil and gas. Government changes to the use of coal has resulted in a decrease in employees at the Generating Station and at the Paintearth Mine. Oil and gas is also suffering. Decline in these areas have resulted in a decrease of young families with children and has resulted in shrinking numbers in our K-12 school. New members of our community tend to be retirees moving from the cities looking for a slower pace of life. There continues to be a lot of people moving in and out of the community.

The community has a wide variety of services, businesses and recreational and cultural groups. Many medical and support services are available locally one or two days per week. There is high speed internet access throughout the community and in most of the surrounding rural area.

Forestburg Public Library Statistics

Usage of the library has been steadily increasing. Despite the number of borrower cards decreasing by 26% since 2016, circulation use has gone up 2%. Our collection has grown by 48% with a total 15,222 materials. In person visits from patrons increased 210% and online use increased 160%. Many patrons request their materials online; use of online resources such as eReaders, eAudio books and eMagazines is also steadily increasing. Use of the library computers increased 245% and time spent on the computers increased by 316%. Interlibrary loans increased 25.6% with 4,116 items lent and 2,565 borrowed. The number of program sessions has remained steady and participants have increased in number steadily by 10%.

Regular opening hours are usually 35 hrs/week. However, during the Covid-19 Pandemic, guidelines recommended reducing hours in order to have time to sanitize surfaces every day and to limit volunteer hours. During the pandemic, Forestburg Library remained open 28 hrs/week. Total staff hours have increased from 2380 in 2016 to 2,420 in 2019; there was also a 30.6% increase in volunteer hours in 2019.

We regularly have five public internet use stations, plus the circulation desk computer. The library building is in good shape, requiring only regular maintenance and upkeep. Lighting in the main area was updated with energy efficient lights by the village, as was the plumbing in the craft room. The village also renovated the roof, which connects with the post office and ATB. Financial resources have been improving, due to increased municipal funding, more grants accessed and an active Friends of the Library group.

Governance and Administration

Forestburg Public Library Board currently has six members, all appointed by Village Council for three-year terms with the exception of the Council Representative who is appointed yearly. There is a Library Manager and a volunteer programmer. There are normally nine regular circulation desk volunteers helping keep the library open an additional five hours per week. The volunteers will return after the Covid-19 pandemic concerns are lessened.

The Library's Bylaws and Policies are reviewed on an ongoing basis.

Programs and Services

Forestburg Public Library offers a variety of programs and services:

Ever Active - alternating Fridays for ages 0-5 with a parent present
Building Blocks - Wednesday mornings for ages 3-5 with a parent present
Summer Reading Program - Preschool to Grade 6
Genealogy Club - once per week
Community Christmas Participant - 50-50 Raffle & promo table at market
Technology Help - one-on-one basis assistance in the library
Used Book Sale - year round, by donation
Readers' Advisory - assisting patrons with finding something they want to read
Meeting Space - Parents Groups, Communities in Bloom, Preschool groups, ABHS
Courses - partner with Flagstaff Adult Learning - English language/writing courses
Exam Invigilation - for students taking online or correspondence courses
Private Reading Help - for both adults and students improving their reading skills
Nerf Nights - for ages 8-17, fun in the library!
Movie Nights - Family movies for families once a month
Adventure Smart - Search and Rescue Prevention Education

*These programs are available outside of Covid-19 Pandemic times. During the pandemic, the library ran:

Curbside Pick-ups
Material Mail Out Services
Browsing by private appointment
Online resources (eBooks, eAudio, eMagazines, online newspapers)
Online Summer Reading Program
Zoom Meetings with farm animals
Take and Make Craft Projects for all ages
Sports Equipment Lending to encourage physical literacy

Evaluating the Needs Assessment

The Library Board reviewed the Community Needs surveys at their meeting on September 10, 2020. They were in agreement with the priorities assigned to the four defined community needs.

- 1. Create young readers**
- 2. Satisfy curiosity**
- 3. Visit a comfortable space**
- 4. Know your community**

After evaluating the needs the Board decided upon four **Priority Library Service Responses** to best meet these needs.

A strategic framework of goals and objectives was then developed based on the four Priority Service Responses. The following provisos are noted:

- ❖ Implementation of the Service Responses will be staged during 2021-2025.
- ❖ The recommended priorities are broad in nature and give scope for openness and change.
- ❖ Future resources are unknown. The power of defining Priority Service Responses is that they enable the Library to direct energy and resources as they are available.

Priority Service Responses **for 2021 - 2025**

Create young readers: early literacy

Satisfy curiosity

Visit a comfortable space

Know your community

Create Young Readers: Early Literacy

Children from birth to age five will have programs and services designed to ensure they will enter school ready to learn to read, write and listen.

Goal:

Preschool children will have opportunities to enhance the development of literacy, social, and motor skills. (for future success)

Objectives to Meet this Goal:

- ❖ **Sustain the current number of programs offered (on an as needed basis).**
- ❖ **Attendance numbers will be maintained.**

Goal:

Parents and caregivers will gain the skills they need to support early literacy.

Objectives to Meet this Goal:

- ❖ **80% of caregivers will indicate that the program enhanced their child's early learning.**

Satisfy Curiosity: Lifelong Learning

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

Goal:

Community members will have the support to explore and expand their personal interests and learning endeavours.

Objectives to Meet this Goal:

The library will offer at least two general interest programs each year.

- ❖ Continue to work with local agencies/organizations to help meet residents learning needs.
- ❖ By 2025, 75% of surveyed participants in lifelong learning programs will indicate an increase in their personal knowledge as a result of participating in the program.

Visit a Comfortable Space: Physical and Virtual Spaces

Residents will have a welcoming space to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support social networking.

Goal:

The library will be a welcoming and comfortable space for people of all ages and abilities, especially youth in the community.

Objectives to Meet this Goal.

- ❖ The library will offer a number of programs aimed at youth.
- ❖ There will not be a decrease in number of teens who come to use the library.

Know Your Community: Community Resources and Services

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

Goal:

Residents will have access to information about services available, programs offered, and volunteer opportunities.

Objectives to Meet this Goal:

- ❖ Maintain a job board to ensure information is current and accurate.
- ❖ Post posters for organizations re: services / activities and promote events / programs through social media.
- ❖ Work with local innovators and organizations to bring in new ideas and link community resources.