PLAN OF SERVICE 2023-2025

STRATHMORE MUNICIPAL LIBRARY

Letter for Plan of Service

After just coming from a get together of staff and Board members I was in awe of the passion and dedication that comes from the staff and board of the library. Many started out as volunteers that changed into full time jobs because of the love of reading and their community. They are a cohesive group of people who work well together and love to share their knowledge with others. This year has seen a record number of newcomers to this library both with new people to Strathmore and newcomers to Canada.

After consulting with the community, we came up with the top 4 needs that the board will focus on in the Plan of Service for 2023-2025. We hope that this will benefit all ages of the community of Strathmore, Wheatland County and Siksika Nation plus all other communities we serve. They are as follows:

1. **Create Young Readers**: *Early Literacy*

2. **Satisfy Curiosity**: *Lifelong Learning & Succeed in School: Homework Help*

3. **Visit a Comfortable Place**: *Physical and Virtual Spaces*

4. **Make Career Choices**: *Job and Career Development*

We look forward to seeing you and your families join us at the library!

Ann Horn

The Town of Strathmore Library Board **Chairperson**

The Town of STRATHMORE Library Board would like to thank those people involved in the planning process.
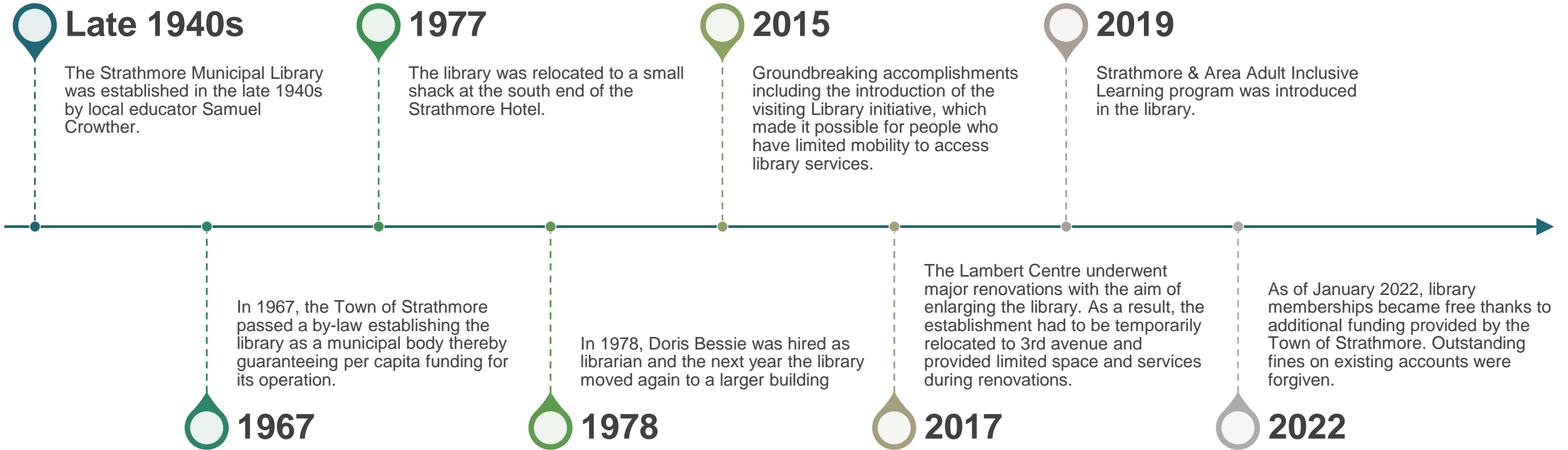
BOARD MEMBERS

- Horn, Ann (Chairperson)
- Langmaid, Melissa (Vice-Chairperson & Councilor)
- Haworth, Caleigh (Secretary)
- Jensen, Gary (Treasurer)
- McCluskey, Ruth
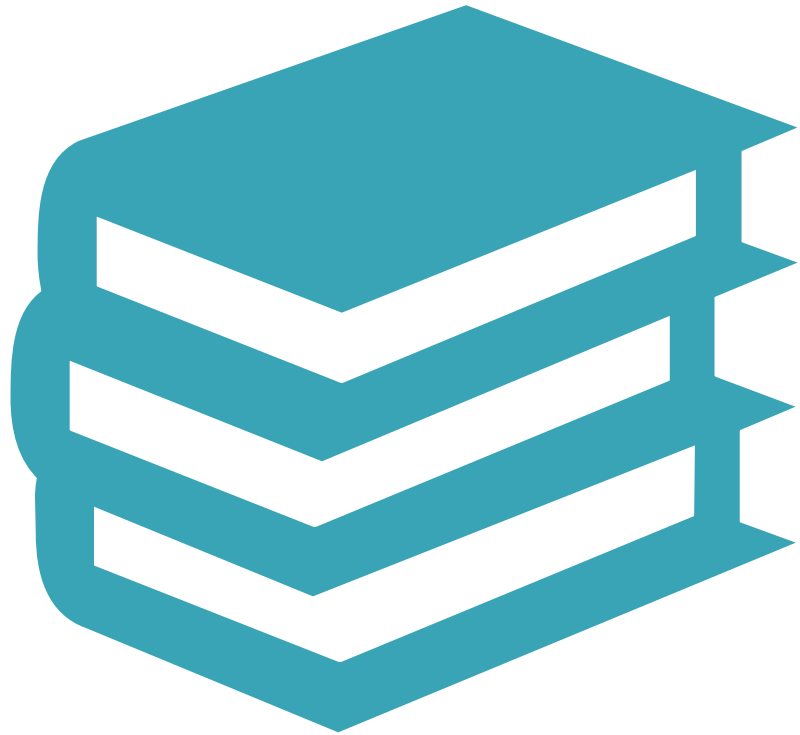- Walker Fox, Taura
- Mortreuil, Marie
- Adeola, Sunday

LIBRARY STAFF

Community Stakeholders & members, Town departments and The Town of Strathmore

A BRIEF HISTORY OF STRATHMORE MUNICIPAL LIBRARY

Late 1940s

The Strathmore Municipal Library was established in the late 1940s by local educator Samuel Crowther.

1977

The library was relocated to a small shack at the south end of the Strathmore Hotel.

2015

Groundbreaking accomplishments including the introduction of the visiting Library initiative, which made it possible for people who have limited mobility to access library services.

2019

Strathmore & Area Adult Inclusive Learning program was introduced in the library.

In 1967, the Town of Strathmore passed a by-law establishing the library as a municipal body thereby guaranteeing per capita funding for its operation.

1967

In 1978, Doris Bessie was hired as librarian and the next year the library moved again to a larger building

1978

The Lambert Centre underwent major renovations with the aim of enlarging the library. As a result, the establishment had to be temporarily relocated to 3rd avenue and provided limited space and services during renovations.

2017

As of January 2022, library memberships became free thanks to additional funding provided by the Town of Strathmore. Outstanding fines on existing accounts were forgiven.

2022

Our Mission

Strathmore Municipal Library provides opportunities for life-long learning to the residents and visitors of Strathmore and Area.

5

Our Goals

- To support the freedom to read and have lifelong learning accessible to all, without economic barriers.
- To eliminate physical and virtual barriers through creative space planning and by providing assistive technology.
- To provide cultural and educational enrichment to the community through its programs.
- To provide educational/recreational opportunities for the children of the community.
- To make the fullest possible use of proven innovations, technological developments and changes in public library service.
- To market the library's information, resources and services effectively to the community.
- To expand library services as population growth requires.

Our Focus

Satisfy Curiosity: Lifelong Learning & Success in School (Homework Help)

The library is an excellent resource for satisfying curiosity, promoting lifelong learning, and enhancing success in school. With access to a wealth of information, books, and online resources, students can find the help they need to complete their homework and achieve their academic goals.

Create Young Readers: Early Literacy

The library plays a crucial role in creating young readers through early literacy programs. By providing resources, support, partnerships and educational activities, the library helps children develop essential pre-reading skills, fosters a love of books, and prepares them for success in school and beyond.

Visit a Comfortable Place: Physical and Virtual Spaces

The library provides both physical and virtual spaces that are comfortable for patrons to visit and use. These spaces offer a welcoming and inclusive environment where patrons can access a wide variety of resources, connect with others, and engage in a lifelong love of learning.

Make Career Choices: Jobs & Career Development

The library plays a critical role in job and career development by offering resources, workshops, and programs to help patrons navigate the job market. From resume writing and interview skills to computer literacy and job search tools, the library provides valuable support for individuals seeking to improve their employability and advance their careers.

NEEDS ASSESSMENT PROCESS

In order to develop a new Plan of Service for the Strathmore Municipal Library, the Town of Strathmore library board solicited feedback from the community through both online and paper surveys during November and December of 2022. The Library Board encouraged community members to share their thoughts, concerns, and goals for ideal library services through a variety of channels, such as online survey platforms, posters, and social media. After collecting feedback from the public, the Library Board prioritized the recommendations based on their level of significance, urgency and feasibility, while taking into account the library's available resources, budget, and staff capacity. All questions and comments received from the community were analyzed, and the resulting data was presented in the Library Board in early 2023. Based on this information, the Library Board chose four service goals for the library to focus on for the next three years.
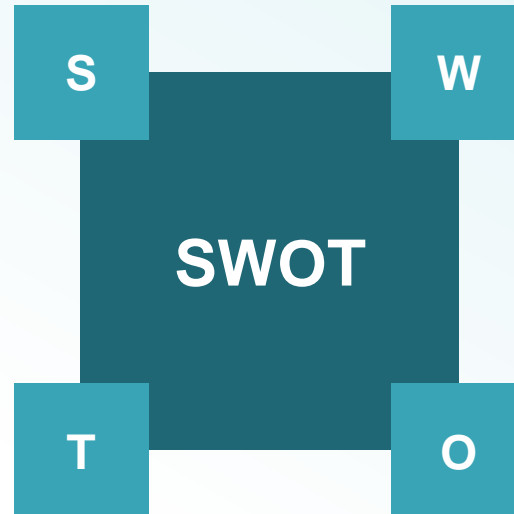
SWOT TOOLS

STRENGTHS

The library provides free membership and information to the public, access to computers and internet. Our space is open and welcoming, offering free programs and a free library card. The library prioritizes early literacy in very young children and offers also free summer programs for school age children up to age 18.

WEAKNESSES

Recently added staff are new faces to our long-time patrons. The public may not yet be aware of some of the services that we offer. Participation in adult programs is low, along with reference statistics. There appears to be a lack of enthusiasm for some programming.

S **W**

SWOT

T **O**

THREATS

Perceived lack of communication within the community which could lead to a lack of a sense of cohesion. To foster a sense of community, the library must actively seek to partner with others who are poised to attract the audience.

OPPORTUNITIES

The library prioritizes building partnerships within the community to make its services accessible and inclusive to all individuals. It also advocates for library awareness in the region and seeks to promote innovation in its programs and services.

4 PRIORITY SERVICE RESPONSES

1

Create Young Readers: Early Literacy

2

Satisfy Curiosity: Lifelong Learning & Succeed in School: Homework Help

3

Visit a comfortable place: physical and virtual spaces

4

Make Career Choices: Job and Career Development

SERVICE RESPONSE #1	CREATE YOUNG READERS: Early Literacy
Service Response Description:	To promote early literacy and support early childhood development in the local community.
Target	Children from birth to 5 years of age will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen.
Objectives	• To provide a range of resources and programs that support early literacy and promote a love of reading among young children. • To foster partnerships with local organizations and community groups that serve families with young children. • To increase awareness of the importance of early literacy and encourage families to participate in library programs and resources.
Outcome	• Offer regular Storytime sessions for young children and their caregivers, including different age groups (e.g., babies, toddlers, preschoolers). • Develop a collection of high-quality, age-appropriate children's books and materials that reflect the diversity of the local community. • Offer early literacy workshops for parents and caregivers, focused on developing early reading skills and fostering a love of books in young children. • Host special events and programs that encourage families to visit the library and engage in early literacy activities, such as a summer reading program or a family reading night. • Partner with local organizations and community groups that serve families with young children, such as early childhood centers, schools, and health clinics. • Provide training and resources for local childcare providers, including home-based providers and center-based staff, to support their efforts in promoting early literacy and reading readiness. • Collaborate with local schools and educators to develop programs that support the transition from early childhood to kindergarten, including parent education workshops, outreach to preschools, and targeted collections for families and educators.
Strategy	• Early Childhood Centers: Partner with local childcare centers and preschools to promote library programs and resources to families, offer professional development for staff, and provide access to library materials and collections. • Local Schools: Partner with local schools to promote early literacy and reading readiness, offer workshops and resources for parents, and collaborate with educators on programming. • Health Clinics: Partner with local health clinics to promote early literacy and reading readiness to families, offer resources for parents, and provide access to library materials and collections. • Community Organizations: Partner with local organizations, such as parent groups, community centers, and advocacy organizations, to promote early literacy and offer targeted programming and resources to families.
Timeframe	2023 - Ongoing

SERVICE RESPONSE #2	SATISFY CURIOSITY: LIFELONG LEARNING & SUCCESS IN SCHOOL: HOMEWORK HELP
Service Response Description:	The community will have access to collections and programs that support exploration and learning for all ages and abilities.
Target	The targets of this lifelong learning library plan are community members of all ages and backgrounds who are interested in accessing educational resources and opportunities. This plan aims to provide access to a range of resources and programs that support lifelong learning and promote intellectual curiosity among library users and to persist in learning ELL (English Language Learning) skills that they use in their everyday lives. The plan also focuses on outreach to underserved communities and partnerships with local educational institutions, community organizations, and businesses to expand library resources and reach new audiences.
Objectives	• To provide a range of resources and programs that support lifelong learning and promote intellectual curiosity among library users. • To foster partnerships with local educational institutions and community organizations to expand library resources and reach new audiences. • To increase awareness of the library's role as a lifelong learning resource and encourage community members to take advantage of available resources. • To have a CALP (Community Adult Learning Program) which is well-connected in the community, to the benefit of adult ELL learners. • To assist adult ELL learners in learning skills that they use in their everyday lives.
Outcome	• Increased literacy: The library aims to improve the literacy skills of its patrons, especially those who are struggling with reading, writing, or comprehension. • Enhanced critical thinking skills: The library aims to help patrons develop critical thinking skills that enable them to analyze information, evaluate sources, and make informed decisions. • Improved digital literacy: With the increasing role of technology in daily life, the library aims to provide resources and training to help patrons develop digital literacy skills, such as using computers, navigating the internet, and understanding social media. • Increased access to educational opportunities: The library would continue to offer resources that enable patrons to pursue educational opportunities, such as online courses and career development programs.. • Encouragement of lifelong learning habits: The aim of the library is to encourage individuals to pursue lifelong learning by providing captivating programs, useful resources, and helpful services that foster intellectual inquisitiveness and individual development.
Strategy	• Expand the library's collection of non-fiction books, including titles on a wide range of subjects such as history, science, and the arts. • Partner with local educational institutions, such as community colleges, to provide access to library resources and support research and learning initiatives. • Collaborate with community organizations and businesses to offer workshops and training opportunities on topics such as entrepreneurship, job skills, and financial literacy. • Provide outreach to underserved communities, including offering resources and programs in languages other than English and partnering with community organizations to reach new audiences. • Work with learners to identify learning goals, assess skills and abilities, and develop a strategy to meet their learning goals. • Develop and plan programming based on needs assessments that determine unmet learning needs and gaps in the community. • Offer support services to learners. • Evaluate impact of programs and services to inform future planning. • Lead community-based initiatives to raise awareness of our programs and services and build relationships with community partners • Become more aware of the services and supports that learners need, and where/how these needs can be met.
Timeframe	2023 - Ongoing

SERVICE RESPONSE #3	VISIT A COMFORTABLE PLACE: PHYSICAL & VIRTUAL SPACES
Service response description	To create a welcoming and comfortable environment for library users in both physical and virtual spaces.
Target	The target audience for this library plan includes all library users, both in physical and virtual spaces. This includes individuals of all ages, backgrounds, and abilities who use the library for a variety of purposes, including reading, studying, research, and leisure activities.
Objective	• To improve the physical space of the library to enhance user experience and comfort. • To provide access to technology and online resources to improve the virtual experience for library users. • To create a sense of community and foster a welcoming environment for all library users.
Outcome	• The desired outcomes of this plan may include increased library usage, higher user satisfaction, and a sense of community and inclusivity among library users. • By creating a comfortable and inviting environment, the library can become a destination for learning, exploration, and relaxation, and foster a lifelong love of reading and learning. • The plan also aims to increase access to technology and online resources, which can help users acquire new skills and knowledge, find new job opportunities, and pursue personal interests and passions. • Ultimately, the desired outcome is to make the library a vital and valuable resource for the community it serves.
Strategies	• Offer access to technology resources such as computers, tablets, and e-readers, as well as training and assistance to help users navigate these tools. • Provide access to online resources such as e-books, databases, and streaming services, as well as assistance with accessing and using these resources. • Host events and programs that encourage community engagement, such as book clubs, movie nights, and guest speakers. • Foster a welcoming environment for all library users by promoting inclusivity and diversity and ensuring that all users feel respected and valued. • Solicit feedback from library users through surveys, focus groups, and other methods to identify areas for improvement and gauge user satisfaction.
Timeframe	2023 - Ongoing

SERVICE RESPONSE #4	MAKE CAREER CHOICES: JOB & CAREER DEVELOPMENT
Service Response Description:	To support job and career development by providing access to educational resources and opportunities, as well as partnering with local organizations and businesses to expand library resources and reach new audiences
Target	The target audience for this job and career development library plan includes community members who are seeking resources and opportunities to support their career growth and job search.
Objectives	• To provide a range of resources and programs that support job and career development for library users. • To foster partnerships with local educational institutions, community organizations, and businesses to expand library resources and reach new audiences. • To increase awareness of the library's role as a job and career development resource and encourage community members to take advantage of available resources. • To ensure adult foundational learners have access to relevant and engaging learning opportunities. • To have a CALP (Community Adult Learning Program) which is well-connected in the community, to the benefit of adult foundational learners.
Outcomes	• Develop a collection of books and online resources on job search strategies, resume writing, interviewing skills, and career planning. • Offer a variety of job and career development workshops, webinars, and events, including sessions on networking, entrepreneurship, and professional development. • Host job fairs and recruiting events to connect library users with local employers and job opportunities. • Create partnerships with local educational institutions, such as universities and community colleges, to provide access to library resources and support research and learning initiatives related to job and career development. • Collaborate with community organizations and businesses to offer workshops and training opportunities on topics such as job skills, entrepreneurship, and financial literacy. • Provide access to online job search engines and databases to help users find employment opportunities. • Offer one-on-one career coaching and counseling to help users create job search strategies, improve resumes, and prepare for interviews. • Identify adult foundational learner needs, then foster a commitment to adult foundational learning and thereby enhance community support for such
Strategy	• Work with learners to identify learning goals, assess skills and abilities, and develop a strategy to meet their learning goals. • Develop and plan programming based on needs assessments that determine unmet learning needs and gaps in the community. • Offer support services to learners. • Evaluate impact of programs and services to inform future planning. • Lead community-based initiatives to raise awareness of our programs and services and build relationships with community partners • Become more aware of the services and supports that learners need, and where/how these needs can be met.
Timeframe	2023 - Ongoing

Desired Impacts

Our community is highly satisfied with our collection, programs and services.

The library is a central source of information and resources in our service area.

Our programs, services, collections and digital resources are widely utilized.

The library will change lives by supporting foundational and English Language Learning (ELL) in a connected community

The library is recognized for the value and effectiveness of our programs and services.

THANK YOU

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