

Airdrie Public Library

Plan of Service 2022-2024



Airdrie Public
Library

imagine ... **discover** ... **connect**

MISSION, VALUES, and VISION

OUR MISSION

Airdrie Public Library fosters literacy, knowledge and cultural connections. We seek to inspire lifelong learning, imagination and creativity through our inclusive programs, services and collections.

OUR VALUES

- Intellectual Freedom
- Literacy & Lifelong Learning
- Service & Organizational Excellence
- Innovation
- Community Collaboration
- Accessibility & Inclusiveness

OUR VISION

An inclusive landmark destination that engages the mind, strengthens community and enhances quality of life.

City of Airdrie Library Board

Daniel Nelles (Board Chair)
Tina Petrow (Board Vice-Chair)
Glen Anderson
Darrell Belyk
Catherine Buchanan
Leon Cygman

Jeanna Morrissey
Natasha Roberts
(Marigold Representative)
Renee Summers
Sara Winger

MESSAGE from the LIBRARY BOARD CHAIR



**Library Board Chair
Daniel Nelles**

The Plan of Service represents the major strategic and programmatic directions that will be the focus of your Library Board and Airdrie Public Library staff for the next three years. As you'll see, this plan of service reflects the needs and character of our community - it's a plan that is focused on families and on the core informational needs of the citizens of Airdrie. It's a plan that celebrates diversity, and seeks to make our Library more expressive of the growing diversity that we see in our city. Most importantly, it's a plan that will meet the needs of every patron who walks through our Library doors until the opening of our new facility, which is slated to occur in 2025.

Your Library Board and APL staff understand how vital the focus on early literacy is when it comes to programming for Airdrie's citizens - our city is characterized by an extremely high under-18 age demographic, and ensuring that we meet the needs of those patrons remains a core necessity. Equally important is expanding citizens' ability to access information about community resources and services, especially as the population continues to boom and the city continues to expand each year.

Taken together, the plan of service offers an opportunity for every member of the Airdrie Public Library community to come together and focus our efforts on new projects and initiatives that will make the biggest difference to Airdrie. On behalf of the Board of Trustees, I'm proud to present the details of this plan in the pages ahead, and invite all stakeholders to contact us with feedback about how things are going as we implement this plan over the coming months and years. Thank you to everyone who was involved in the engagement sessions that led to the development of this plan, and to the current and future members of APL staff who are entrusted to bring these goals to fruition.

Daniel Nelles

PLAN of SERVICE



The Planning Process

Public libraries in Alberta are required by law to file a Plan of Service with the Public Library Services Branch (PLSB) at least once every five years. The Airdrie Public Library (APL) uses a three-year planning cycle.

APL follows PLSB's recommendation to adopt the approach outlined in Sandra Nelson's *Strategic Planning for Results* (Chicago: ALA, 2008). This community-focused approach is considered industry-standard best practice in North American public libraries.

Community Consultation

The first step in our planning process was a Community Consultation Day held on March 12, 2022. Thirty-five stakeholders from a wide range of community organizations and affiliations were invited to attend the online session facilitated by Anne Smith of J.A. Smith Research and Consulting Services, Inc. Twenty-six stakeholders, including three Library Board trustees, participated in the visioning and planning sessions.

Service Priorities

Four service responses were prioritized by community stakeholders at the Community Consultation Day:

- Create Young Readers: Early Literacy
- Know Your Community: Community Resources and Services
- Understand How to Find, Evaluate and Use Information
- Celebrate Diversity: Cultural Awareness



Goals and Objectives

The community's recommendations were approved by the Library Board at the March 29, 2022, meeting. The library management team then conducted an analysis of current library service in relation to the new priorities, drafting a set of goals and objectives designed to move library service forward in the identified priority areas. Goals and objectives for the 2022 – 2024 Plan of Service were approved by the Library Board at the April 26, 2022, meeting.

Action Plan

The 2022 – 2024 Plan of Service includes four service priorities, seven goals, and thirteen objectives. In addition to the official plan as outlined in this document, Library staff created a detailed action plan through which the Plan of Service will be implemented. The action plan, while initially plotted over the three years of the Plan of Service, is a dynamic document flexible enough to respond to changing circumstances. The action plan is reviewed and adjusted each year as part of the library's annual business planning.

Evaluation

Plan of Service progress is reported to the Library Board at the end of each year, with an overall evaluation conducted at the end of the three-year cycle. Progress reports and evaluations help inform the next planning cycle.

PRIORITIES and GOALS



PRIORITY 1 - Create Young Readers: Early Literacy

Service Response Description: *Children from birth to age five will have library collections, programs, services and spaces designed to ensure that they enter school ready to learn to read, write and listen.*

GOAL 1: Preschool children will have enhanced development opportunities to ensure they enter school ready to learn to read, write and listen.

Objective 1: In each year of the Plan of Service, a new circulating collection type will be offered for loan as part of the library's preschool collections.

Objective 2: In each year of the Plan of Service, two new types of library programs and/or services for preschoolers will be introduced.



GOAL 2: Parents and caregivers will be supported in their efforts to provide preschoolers with early childhood development opportunities.

Objective 1: By the end of 2024, circulation of preschool materials will increase by 25% over 2021 circulation levels.

Objective 2: In each year of the Plan of Service, one new communication tool will be developed to enhance parents' and caregivers' awareness of the library's programs, collections and services available to preschoolers.

PRIORITIES and GOALS



PRIORITY 2 - Know Your Community: Community Resources and Services

Service Response Description: *The library will be a key source of information about the programs, services and activities provided by community agencies and organizations.*

GOAL 1: The community will have easy access to local information.

Objective 1: In each year of the Plan of Service, the library will introduce one new service to the community to improve community access to local information.

Objective 2: In each year of the Plan of Service, the library will offer two partnered programs that highlight a local service(s).

GOAL 2: Library staff will be expert sources of information about community agencies and organizations.

Objective 1: In each year of the Plan of Service, library staff will have two training opportunities to develop their ability to connect community members with local information.

PRIORITIES and GOALS



PRIORITY 3 - Understand How to Find, Evaluate, and Use Information

Service Response Description: *The community will have library collections, programs, services and spaces that support searching for, locating, evaluating and effectively using information.*

GOAL 1: Library users will have enhanced opportunities to help them search for, locate, evaluate and use information.

Objective 1: In each year of the Plan of Service, the library will offer a minimum of one program in each of its program seasons that enhances participants' knowledge of how to search for, locate, evaluate and use information.

Objective 2: In each year of the Plan of Service, the library will offer one new service that helps users search for, find, use and evaluate information.

PRIORITIES and GOALS



PRIORITY 4 - Celebrate Diversity: Cultural Awareness

Service Response Description: *The community will have library collections, programs, services, and spaces that celebrate and promote an appreciation and understanding of the heritage and diversity of its citizens.*

GOAL 1: The library will provide opportunities to help increase the community's understanding and appreciation of Airdrie's diversity.

Objective 1: In each year of the Plan of Service, the library will engage in one project that improves the diversity of its collections.

Objective 2: In each year of the Plan of Service, the library will increase the proportion of programs that incorporate cultural and other diversity by 5%.

GOAL 2: The community will have opportunities to celebrate the heritage of its people.

Objective 1: In each year of the Plan of Service, the library will add one new service that reflects the diverse cultural heritage of Airdrie.

Objective 2: In each year of the Plan of Service, the library will implement one facility change that will celebrate Airdrie's diverse cultural heritage.

ACKNOWLEDGEMENTS

We would like to thank community members for their time, commitment and support for the process, and their effort in determining library service priorities.

We also thank library board chair Daniel Nelles for his contributions and feedback throughout the process, and library board members Catherine Buchanan and Natasha Roberts for their participation in the community consultation day on March 12, 2022. Thank you to the library board as a whole for their work in considering and approving the 2022-2024 Plan of Service.

We would like to recognise library staff members for their input, feedback, and effort during the planning process and, in advance, for their work in implementing the plan. Special thanks to Pamela Medland (Library Director), Janet Galbraith, Kelly Lauzon, Eric Pottie, Melanie de Andrades, and Wyatt Tremblay for many hours of work on this project.

Thank you to Anne Smith, J.A. Smith Research and Consulting Services Inc., for her guidance and leadership as facilitator of the library's community consultation day.

Consultation

Day Participants:

Fleeha Ahmad, Calgary Catholic
Immigration Society

Clay Aragon, City of Airdrie

Jordana Baker, Airdrie Pride

Jen Bayly-Atkin, APL Writer's Club

Cydney Bradbury, Airdrie Board
of Youth Affairs

Michelle Catonio, Calgary Catholic
School District

Lori DuMont, Homeschooling parent

Barb Gross, Community Links

Laurie Harvey, Nose Creek Valley Museum

Laurelle Harwood, Circle Connections
for Reconciliation

Phillip Hoffmann, Advocates for APL

Sabrina Hussain, APL Teen
Advisory Committee

Dave Maffitt, Volunteer Airdrie

Arlen Masson, Lutheran Church

Kendal Masson, Town & Country Centre

Lori McRitchie, Airdrie Food Bank

Christine Prince, APL Book Club

Deborah Reid, Airdrie and District Victims
Assistance Society

Tara Shymanski, APL Genealogy Club

Laura Taylor, Marigold Library System

Leah Wack, Bow Valley College

Steve Ward, Bert Church LIVE Theatre

Chantel Webber, APL Knitter's Club



Imagine ... a place that welcomes everyone and shares everything.

Discover ... the world through lifelong learning.

Connect ... with each other and build our community.

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