

Strathmore Municipal Library Plan of Service 2017-2019

Current Mission: The Strathmore Municipal Library will provide opportunities for lifelong learning to the residents & visitors of Strathmore & District.

Consultation meetings were held in February through April 2016 to choose the service responses to address in our 2017-2019 Plan of Service. Meetings were held with the Strathmore Municipal Library Board and the Strathmore Library staff and volunteers. A public consultation was held to gather input on priorities from our community and community partners. This was followed up with a user survey and online survey. The following five 'Service Responses' were identified as priorities:

- Create Young Readers
- Visit a Comfortable Place
- Connect to the Online World
- Satisfy Curiosity
- Know Your Community

Service Response	Goal	Time Frame	Target	Measure
1. Create Young Readers: Early Literacy Children from birth to 5 will have programs and services designed to ensure that they will enter school ready to learn to read, write, and listen.	Children aged 0-5 will learn to love reading	By January 2017		Library will partner with Parent Link Centre and 5 for Life to establish 1,000 Books Before Kindergarten program in our community
		By September 2017	50 children 0-5	Participants in 1,000 Books Before Kindergarten
		By December 2019	4 local daycares or preschools	Library staff will visit pre-schools to provide storytime and promote the library and its programs
		Ongoing	120 children 0-5/month	The library will continue to offer specialized literacy programs for children 0-5
	Parents and caregivers of children 0-5 will be equipped to support their child's literacy development	By January 2017	Caregivers of children 0-5	The library will create weekly social media posts based on professional resources that each highlight a specific action a caregiver can take to promote a child's literacy development.
		By September 2019	Families of children at risk of low literacy	The library will partner with local literacy-focused organizations and help secure grant and corporate funding to provide home-based literacy support for 7 local families per year.

<p>2. Visit a Comfortable Place: Physical and Virtual Spaces</p> <p>Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.</p>	<p>Visitors will enjoy a quiet study space within the library's facility.</p>	<p>By September 2018</p>	<p>5 seats</p>	<p>The library will provide a quiet study space for at least some of the library's open hours.</p>
	<p>Visitors will experience the library as a safe, welcoming, comfortable, and inclusive space.</p>	<p>By January 2018</p>	<p>80% of survey respondents (all ages)</p>	<p>People surveyed will indicate that the library is a welcoming, comfortable place to visit.</p>
				<p>Staff will vigilantly uphold the library's Code of Conduct and Code of Service to maintain a comfortable and safe environment for all patrons.</p>
		<p>Ongoing</p>		<p>The Library Board will continue to explore options for a larger facility, including partnerships and advocating for support from the Town of Strathmore.</p>

<p>3. Connect to the Online World: Public Internet Access</p> <p>Residents will have high speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the internet.</p>	Library visitors will easily connect their devices to our wireless networks	By January 2017		The library will provide a straightforward handout with step-by-step instructions to connect to our wireless internet.
		By January 2017		Library staff can confidently and competently instruct patrons on how to connect to the internet using a computer or mobile device.
	Residents will develop digital literacy skills	By September 2017	4 patrons/month	Receive instruction in digital literacy on computers or mobile devices.

<p>4. Satisfy Curiosity: Lifelong Learning</p> <p>Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.</p>	<p>Adult residents will enjoy programs and resources tailored to their interests and needs.</p>	<p>By September 2017</p>	<p>Adults & Seniors</p>	<p>Each month, library staff will feature a different e-resource through online marketing as well as through in-library displays and promotion. Staff will be oriented on the e-resource of the month at the monthly staff meeting to ensure they can promote it effectively.</p>
		<p>By January 2018</p>	<p>Adults & Seniors</p>	<p>Six times per year, the library will provide at least 1 program outside of regular programs targeted to seniors or adults.</p>
		<p>By September 2018</p>	<p>All ages</p>	<p>Library staff will create lively, engaging, relevant displays of resources for all ages. These displays will change at least every month.</p>
	<p>Residents will know what services, programs, and resources the library offers.</p>	<p>By June 2019</p>	<p>Non-users</p>	<p>The library will have a presence at a minimum of 5 community events per year to promote its programs, services, and resources.</p>
		<p>By January 2018</p>	<p>Non-users</p>	<p>The number of new library memberships will increase by 5% each year.</p>

<p>5. Know Your Community: Community Resources & Services</p> <p>Residents will have a central source for information about the wide variety of programs, services, and activities provided by community agencies and organizations.</p>	Residents will use the library to learn about what is going on in the community and the supports and programs available to them.	By September 2018	Staff	Each month, a different staff member will attend the local Inter-Agency meeting with the Library Director to gain familiarity with other community agencies and the services they provide.
		By January 2018	Entire community	The library website will provide links to local community agencies based on the Wheatland Inter-Agency Resource Book.
	The community will be strengthened by increased partnerships between the library and other local organizations.	By September 2017	1 community agencies/initiative each year	In addition to continuing existing partnerships, the library will pursue partnering in some capacity with at least one new organizations or community initiatives each year.