

# **ALICE MELNYK PUBLIC LIBRARY**

## **PLAN OF SERVICE 2023-2028**



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**MISSION STATEMENT**

To provide our population with library services that will enhance opportunity for education, research and recreation in collaboration with both our municipal governments, community groups and volunteers.

**VISION STATEMENT**

The Alice Melnyk Public Library is a welcoming space at the center of the community providing services for all demographics.

**ROLE OF THE LIBRARY**

The primary role of the Alice Melnyk Public Library is to provide a multitude of materials/media as well as research, education support and internet access.

**THE ALICE MELNYK PUBLIC LIBRARY NEEDS ASSESSMENT**

The Alice Melnyk Public Library needs assessment consisted of the following procedures:

1. At a regular board meeting at the end of 2021 an Ad Hoc Committee was set up to review and update the Plan of Service.
2. The Ad Hoc Committee looked at the Municipal Affairs website, watched multiple webinars on PLSB and looked at what other NLLS libraries were doing. A questionnaire was created and handed out to local organizations, individuals in the community, it was available online and patrons were encouraged by staff to fill out at the front desk. The questionnaire was available at the beginning of May 2022.
3. In August of 2022, the questionnaire answers were compiled into one document to be used in the Plan of Service and sent out to the Manager and Board. The Library Manager was asked to use the results to come up with appropriate library service responses. The Board also went through the results to come up with their recommendations.
4. The Plan of Service was presented to the Board for final approval on March 8, 2023.
5. The Plan of Service for the Alice Melnyk Public Library for 2023 – 2028 was submitted to Alberta Municipal Affairs and to Northern Lights Library System March 15, 2023.

## **COMMUNITY ANALYSIS SUMMARY**

Our needs assessment was done May through July of 2022. A SWOT analysis questionnaire was posted online, taken to meetings of the Coalition, book club, and encouraged by staff for all patrons to answer.

Feedback was given by:

- Town Residents
- County Residents
- Local Businesses
- Community Wellness Coalition member groups
- Two Hills Library Book Club

## **CLIENTELE**

The library services a broad range of clientele and a large physical area-the town and county of Two Hills. There are many different cultures, and ages represented in the area with Hutterite, Ukrainian and Mennonite people as the predominate groups. As well, every age group requires different programming and services that the library strives to meet by cultivating our book genre selections, technology, DVD selection, free Wi-Fi, public computers and programming from pre-school to seniors.

## **GOAL 1**

### ***TO INCREASE AWARENESS OF THE LIBRARY'S SERVICES AND PROGRAMS***

#### **1.1 OBJECTIVE**

Increase awareness of Library offerings to school-age children and their families

#### **1.1 ACTION PLAN**

a) Submit program advertisements that apply to school age children to both schools' libraries and newsletters

#### **1.1 TIMELINE**

As new programs are introduced and materials are purchased

#### **1.1 MEASUREMENT**

Submit articles/ad to each school's newsletter as items/programs arise

#### **1.1 RESPONSIBLE**

Library manager with assistance from staff

#### **1.1 SERVICE RESPONSE**

Know your community

## 1.2 OBJECTIVE

Utilize social media to advertise library events and joint events

## 1.2 ACTION PLAN

- a) Use the library website, Facebook page and community partner socials to advertise programs
- b) Advertise new books/DVD's available at the library on the library website and Facebook
- c) Have tutorials online showing how to set up and use e-resources (i.e. Kobo)

## 1.2 TIMELINE

As new programs are introduced and materials are purchased

## 1.2 MEASUREMENT

Multiple submissions throughout the year

## 1.2 RESPONSIBLE

Library manager with assistance from staff

## 1.2 SERVICE RESPONSE

Know your community

## 1.3 OBJECTIVE

Provide information about community programs, services and activities to residents who are not active on social media

## 1.3 ACTION PLAN

Use the town and county newsletters in the water bills and county gas bills to advertise events and programs at the Library

## 1.3 TIMELINE

As new programs are introduced and materials are purchased

## 1.3 MEASUREMENT

Multiple submissions to the town newsletter

## 1.3 RESPONSIBLE

Library manager with assistance from staff

## 1.3 SERVICE RESPONSE

Know your community

#### 1.4 OBJECTIVE

Cultivate a collection of books, DVD's and technology that will appeal to all demographics of the community

#### 1.4 ACTION PLAN

- a) See what is trending on Chapters/Indigo
- b) Get input from current patrons and NLLS acquisitions staff
- c) Check TracPac for materials that have long wait lists and low availability

#### 1.4 TIMELINE

Multiple times/year

#### 1.4 MEASUREMENT

Checking the circulation reports regularly to make sure that items purchased are circulating

#### 1.4 RESPONSIBLE

Library manager with help from staff

#### 1.4 SERVICE RESPONSE

Imagination; Get Facts Fast; Make Informed Decisions

### **GOAL 2**

#### ***TO SEEK COMMUNITY PARTNERSHIPS***

#### 2.1 OBJECTIVE

To offer programs and activities to the community that are not competing with other organizations already offering; instead to assist and work together to provide a cohesive community program.

#### 2.1 ACTION PLAN

- a) Connect with community groups that we haven't yet
- b) Look at suggested ideas from the survey and patrons
- c) Work with Coalition and FRN and FCSS to facilitate based on the strengths and resources of what the library can offer-stronger as a larger group with different strengths and resources

#### 2.1 TIMELINE

Ongoing

## 2.1 MEASUREMENT

Number of programs offered in the year and number of participants

## 2.1 RESPONSIBLE

Library manager, FCSS, FRN and Board (when needed)

## 2.1 SERVICE RESPONSE

Community partnerships

## 2.2 OBJECTIVE

Present to Community Groups and School Classes to Use Program Kits available from NLLS and the Alice Melnyk Public Library

## 2.2 ACTION PLAN

- a) Approach different community groups, including schools, to present and inform them about the kits available for use
- b) Order kits from NLLS

## 2.2 TIMELINE

Ongoing as new kits become available

## 2.2 MEASUREMENT

Library service program kits both used in the library and checked out

## 2.2 RESPONSIBLE

Library Manager, NLLS

## 2.2 SERVICE RESPONSE

Community partnerships and Create young readers

## **GOAL 3**

### ***TO OFFER VARIED PROGRAMMING***

## 3.1 OBJECTIVE

Offer more cultural events, like author visits, art exhibits, genealogy, etc. for adults and seniors.

## 3.1 ACTION PLAN

Actively search for or create programs that will teach, present and enlighten our patrons and community

### 3.1 TIMELINE

Ongoing annually

### 3.1 MEASUREMENT

More programs offered to community and patrons

### 3.1 RESPONSIBLE

Library manager and board

### 3.1 SERVICE RESPONSE

Diverse programming and Cultural growth; Explore Creativity

## **GOAL 4**

### ***LIBRARY FACELIFT***

#### 4.1 OBJECTIVE

To replace remaining shelving

#### 4.1 ACTION PLAN

- a) Get estimates for shelving
- b) Get matching funding/donations for the grant
- c) Apply for grant

#### 4.1 TIMELINE

When funding becomes available to apply for a matching grant

#### 4.1 MEASUREMENT

All of the shelving is updated

#### 4.1 RESPONSIBLE

Library manager and board to apply for grant

#### 4.1 SERVICE RESPONSE

Visit a comfortable place

#### 4.2 OBJECTIVE

To put up a new ceiling tiles in the main library area and kitchen/meeting area

#### 4.2 ACTION PLAN

Get an estimate for replacement of ceiling tiles and apply for CFEP or CIP grant

#### 4.2 TIMELINE

When funding becomes available to apply for matching grant

#### 4.2 MEASUREMENT

When all of the ceiling tiles are new/replaced

#### 4.2 RESPONSIBLE

Board to apply for grant

Town to hire contract or board to find volunteers

#### 4.2 SERVICE RESPONSE

Visit a comfortable place

