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Plan of Service 2012—2017



Vision

The Wetaskiwin Public Library will be a core community centre offering resources, programs, and services that engage and transform the recreation, relaxation, reading, and research needs of its residents.

Mission

To achieve an exemplary level of service by engaging and transforming our community through our resources, programs, and services.





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Plan of Service Purpose and Process

The purpose of this five year Plan of Service is to fulfill our requirements as a library and to produce a working document that gives the Board and staff vision and focus to meet the needs of our community.

The service responses were selected, and goals and objectives were formulated based on the input provided by twenty-one adults participating in a community planning session, seven youth participating in a youth planning session and library staff and board members participating in a staff session.

The library board would like to sincerely thank all participants for sharing their time and their ideas regarding library service in Wetaskiwin.

Engaging Environment

Priority Service Response

~ Visit a Comfortable Space: Physical and Virtual Spaces

Goal

The library will provide an updated, comfortable environment that is welcoming and inclusive for all library users.

Objectives

- ◆ Between 2012-2017, the library will undertake steps to rejuvenate its physical space through modernized décor, furniture, and fixtures.
- ◆ The library will offer flexible hours to meet the demands of programming and special events.
- ◆ The library will offer 24-7 access with a virtual branch presence on-line.
- ◆ The library will conduct a space evaluation to determine if its existing space is optimized.
- ◆ By 2014, the library board and management will re-assess the needs for the new library facility.

Measure of Progress

The library will conduct an annual customer satisfaction survey to determine if users consider the Wetaskiwin Public Library a comfortable space.

Priority Service Response

~ Connect to the On-line World: Public Internet Access

Goal

The library will provide and promote high-speed, wi-fi access to the digital world with no unnecessary restrictions or fees.

Objectives

- ◆ Beginning in 2012, the library will provide video-conferencing technology, and will offer a minimum of 6 video-conferencing programs to the community per year.
- ◆ Beginning in 2012, the library will offer an annual cyber-bullying/cyber-crime awareness program.
- ◆ By 2014, the library will ensure its operating system and application software are current and relevant.
- ◆ By 2016, the library will replace existing, outdated computer systems and increase the number of internet and On-line Public Access Computer stations to 15. Minimally, each year in our five-year Plan of Service will see the replacement or addition of 3 machines to achieve this goal.
- ◆ By 2016, the library will increase its technology instruction programs by 2%.
- ◆ By 2016, the library will add a minimum of 10 e-reading devices (KOBO readers, for example) to its collection to increase digital reading in the community.
- ◆ By 2016, the library will purchase a SMART board for use in its program room.
- ◆ The library will annually increase its rental revenue by 5% with room and equipment rentals related to corporate video-conferencing needs.

Measure of Progress

By 2016, the library will conduct an equipment assessment and will compile statistics to analyze the success of the objectives.

Engaging Customers

Priority Service Response

~ Stimulate Imagination: Reading, Viewing and Listening for Pleasure

Goal

The library will provide all patrons with materials and programs that excite their imaginations and provide pleasurable reading, viewing, and listening experiences.

Objectives

- ◆ In 2012, the library will seek capital funding of \$15,000 to add 500 titles to its large print collection for readers with visual impairments.
- ◆ At a minimum, the library will seek to annually increase its collection development budget by \$30,000. The library's collection is a core, essential service that requires restored funding beginning in 2012.
- ◆ The library will increase its Overdrive collection of e-books and audio books (based on usage) by a minimum of 2% annually.
- ◆ The library will annually increase its program offerings by 5%, and its overall program attendance by 5% by 2016.
- ◆ The library will annually increase its outreach programs directed at children by 3%.
- ◆ The library will offer mobile circulation services to seniors and homebound patrons, purchasing a vehicle that is dedicated to taking the library into the community. Three hundred additional staff hours will annually be allocated to delivering this program to off-site patrons.
- ◆ By 2016, a listening station will be added to the library's public access equipment.

Measure of Progress

The library will annually compile statistics to assess the success of the objective, and by 2016, will have a comprehensive review of the goal.

Priority Service Response

~ Satisfy Curiosity: Lifelong Learning

Goal

The library will provide all patrons with the resources they need to explore topics of personal interest and continue to learn throughout their lives.

Objectives

- ◆ Beginning in 2012, the library will re-invest in a homework help program that will engage users from a young age to integrate the library into their learning circle.
- ◆ The library will annually increase its adult program offerings by 2%.
- ◆ By 2016, the library will re-develop a core, essential reference collection, combining print and digital resources, increasing its non-fiction holdings by 5% annually.
- ◆ By 2016, the library will participate in a writer-in-residence program.

Measure of Progress

The library will annually compile statistics to assess the success of the objectives, and by 2016, will have a comprehensive review of the goal.

Engaging Community

Priority Service Response

~ Create Young Readers: Early Literacy

Goal

The library will provide children from birth to age five with programs and services designed to ensure they will enter school ready to learn to read, write, and listen.

Objectives

- ◆ The library will re-design its children's programming structure to include weekly drop-in story times as well as a full range of registered story programs. Attendance in all children's programs will annually increase by 5%.
- ◆ The library will develop partnerships with literacy and parenting organizations in the community, annually increasing outreach programs in this area by 3%.
- ◆ By 2016, the library will build a core collection of early literacy materials in languages other than English.

Measure of Progress

The library will annually compile statistics to assess the success of the objectives, and by 2016, will have a comprehensive review of the goal.

Priority Service Response

~ Celebrate Diversity: Cultural Awareness

Goal

The library will provide residents with programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.

Objectives

- ◆ Beginning in 2012, the library will offer one-on-one instruction for Mango, a new language-learning software database.
- ◆ Beginning in 2012, the library will offer a bi-annual, rotating selection of international language titles. With each rotation, the library will provide access to 5 different language materials.
- ◆ The library will offer 2 multi-cultural programs or events annually for residents to discover the many cultures present in our community.

Measure of Progress

The library will annually compile statistics to assess the success of the objectives, and by 2016, will have a comprehensive review of the goal.