Plan of Service
2020 - 2025
Revised

Adopted by the Village of Alix Library Board on May 18, 2021
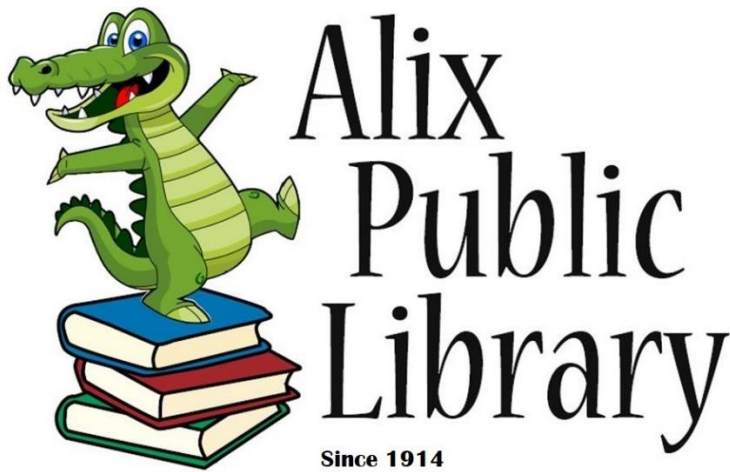
Alix
Public
Library

Since 1914

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MISSION STATEMENT

The Village of Alix Public Library is committed to providing multi-faceted services and materials to meet the identified needs of community members of every age.

ROLES OF THE LIBRARY

The roles of the Village of Alix Public Library are as follows:

1. To enhance and raise the literacy awareness of the community and offer lifelong learning opportunities.

2. To provide access to current fiction and non-fiction, in a variety of formats, for all ages in the community.

3. To create public awareness of library services through special programs, advertising and community outreach.

4. To provide a range of Library services during the hours that will accommodate the needs of individuals in the community (some morning, some afternoon, and some evening).

5. To provide free computer and Internet access to members of the public.

6. To provide a friendly, welcoming and safe environment for all.

7. To provide service to the best of our abilities during pandemics.

PLANNING PROCESS

The Board and Library Manager, with assistance from Parkland Regional Library consultants, conducted a Community Needs Survey in late 2020/early 2021. Due to the Novel Coronavirus pandemic public meetings were not possible so an online survey was created.   Various concerns and issues raised by the Survey were discussed and incorporated in this Plan of Service.

NEEDS ASSESSEMENT

Our Needs Assessment highlighted the following service responses upon which we would particularly like to concentrate:

1. Visit a Comfortable Place
2. Know Your Community.
3. Satisfy Curiosity

VISIT A COMFORTABLE PLACE

Goal 1   We will create a welcoming library environment where everyone wants to be.

Objectives
- We will increase the number of visitors to the library by an average of 10% each year.
- We will create programming for all age groups.

Goal 2   We will create safe and accessible virtual spaces.

Objectives
- We will promote our online services
- The website will get an average increase of 10% per year.

Goal 3   Residents and visitors will enjoy a safe, attractive outdoor space on library grounds.

Objectives
- Increase usage of library outdoor areas for programming and individual use by 10%.

KNOW YOUR COMMUNITY

Goal 1   The library will host a wealth of information for residents, visitors and newcomers to connect with community agencies, services and activities.

Objectives
- We will host a community information page on the library website and links to groups and resources in Alix.
- We will host or participate in 2 community expo events each year.
- By the end of 2022, the library will partner with two local organizations to deliver joint programming to the local community.
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STIMULATE CURIOSITY

Goal 1   Adults, teens and children will have the opportunities they need to explore topics of personal interest and continue as lifelong learners.

Objectives
- We will host an average of 5 programming events per year to satisfy curiosity.
- We will increase library memberships by 15%.
- We will increase juvenile circulation by 25%.
- Each year 80% of users surveyed who respond that the library's collection of materials for pursuing personal interests is very good or excellent.

LONG TERM GOALS

To more effectively serve our patrons, as well as provide sufficient room to offer more programming and technological opportunities.

It is also a goal of the Village of Alix Library Board to continue to be a vital presence in the community

The Results from the library community survey are below.

The Library promotes both learning and leisure. Check the below LEARNING goals that are important to you.

Answer Choices	Responses
Access to local, national, and world news	33.33%
Business and nonprofit Support	41.67%
Early literacy opportunities for children ages 0-5	75.00%
Answers for topics of personal interest	25.00%
Access to adult, teen and family literacy	75.00%
Job and career development	33.33%
Lifelong learning opportunities	58.33%
Homework help	33.33%

The Library promotes both learning and leisure. Check the below LEARNING goals that are important to you.
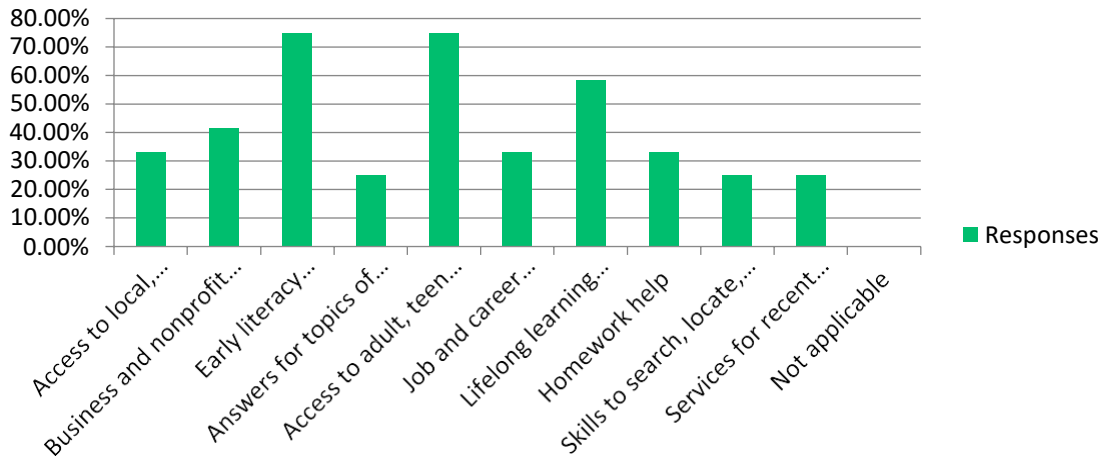
How would you rate the following library programs? (Excellent / Satisfied / Needs Work / Poor)

	Excellent	Satisfied
Adult Programs	8.33%	25.00%
Family Programs	0.00%	25.00%
Teen Programs	0.00%	8.33%
Baby Programs (0-12 months)	0.00%	25.00%
Preschool Programs (1-5 yrs.)	0.00%	33.33%
Children's Programs (6-12 yrs.)		

	Needs Work	Total
Adult Programs	58.33%	12
Family Programs	41.67%	12
Teen Programs	33.33%	12
Baby Programs (0-12 months)	16.67%	12
Preschool Programs (1-5 yrs.)	16.67%	12
Children's Programs (6-12 yrs.)	33.33%	12

How would you rate the following library services? (Excellent / Satisfied / Needs Work / Poor)

	Excellent	Satisfied
Public Computers	25.00%	41.67%
Internet Access	25.00%	50.00%
Exam Proctoring	0.00%	25.00%
Printing, Scanning, Faxing Services	16.67%	58.33%

	Needs Work	Poor
Public Computers	8.33%	0.00%
Internet Access	8.33%	0.00%
Exam Proctoring	0.00%	0.00%
Printing, Scanning, Faxing Services	16.67%	0.00%