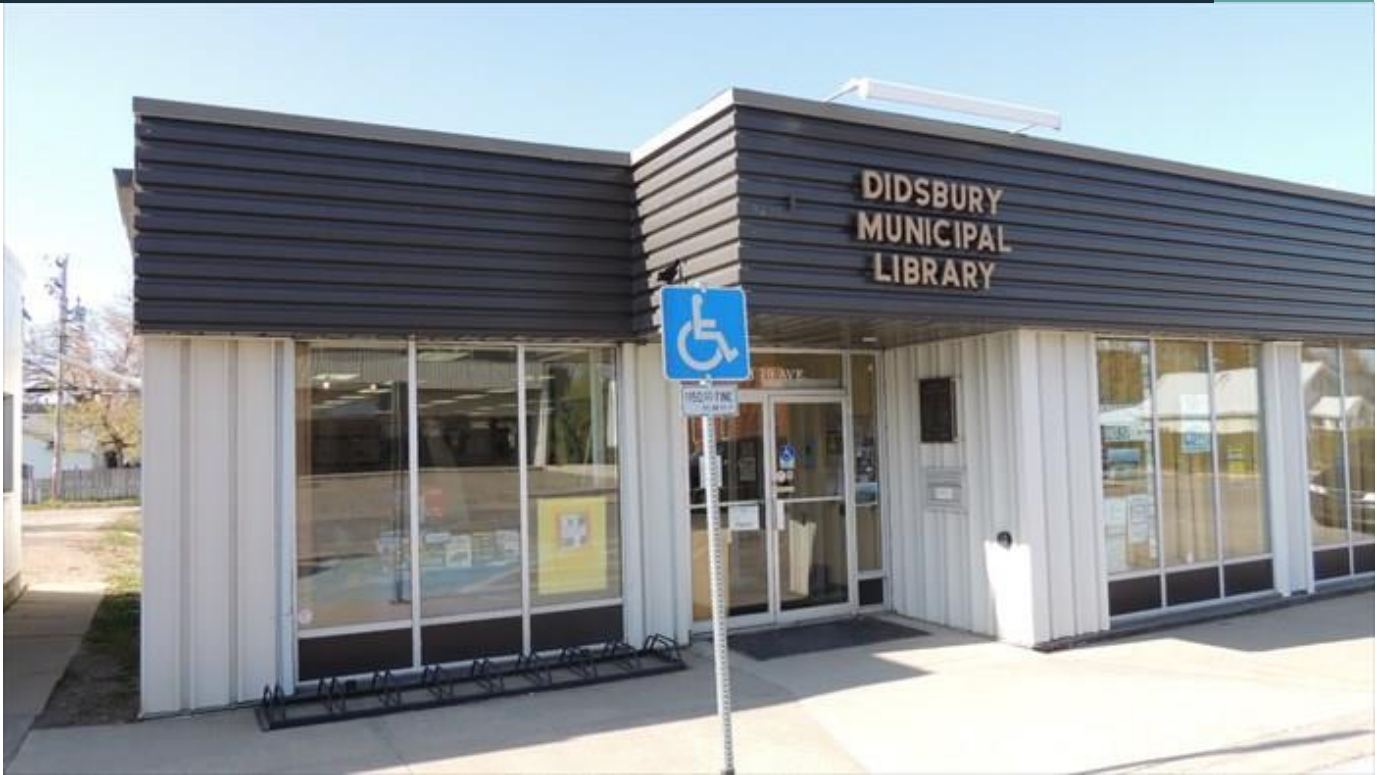


2021-
2025

Didsbury Municipal Library Plan of Service





Vision

The Didsbury Municipal Library is a community hub that makes the world of information, imagination, and ideas freely accessible to all.

We believe that our library should

Provide services free of charge

- Develop a collection that reflects our diverse society
- Be considered an essential service in our community
- Strive for excellence
- Be a place for discussion and dialogue
- Provide a comfortable and welcoming environment
- Stimulate creativity
- Support lifelong learning
- Be an internet portal for the community

Mission

With creativity and innovation we will strive toward our vision by:

- Being sensitive to the needs of our community
- Providing a balanced collection
- Providing excellent customer service
- Providing a welcoming environment that encourages greater use of the library
- Endorsing the Canadian Federation of Library Associations statement on intellectual freedom
- Making current information technology available to our customers
- Sharing resources
- Developing partnerships that enhance our services

Message from the Library Board Chair



Our Board of Trustees is very proud of the programs and materials that our library is currently providing for the Didsbury community and we are also very excited about what the future holds for us! Although the internet has provided many of us with instant access to information, libraries provide us with connections - to ideas, skills and each other. Through this Plan of Service, our community has identified areas of focus that will help us to better serve our patrons in meeting their needs: a commitment to lifelong learning, celebrating the joy of reading/viewing/listening, and creating a comfortable space both physically and virtually.

Usage rates and in-person visits have continued to steadily increase at the library and we have outgrown our current space. As our world becomes increasingly technology-dependent, many of us are increasingly reliant upon the library to help us gain access to the virtual world and the library is uniquely positioned to be that place.

We are excited to be working with the Town of Didsbury to address this challenge and the information gleaned from the Needs Assessment Survey will play an important role in many of our decisions. It is clear that patrons wish us to expand on our role as the “community’s living room” and we take this responsibility seriously.

On behalf of our board, please accept our sincere thanks for your participation in the Needs Assessment Survey and we look forward to working together as the library continues to grow and evolve. Additionally, we would also like to recognize our staff for their enthusiasm, professionalism and commitment to meeting the needs of our community.

Respectfully,

A handwritten signature in cursive script that reads "Carolyn Massel".

Carolyn Massel

Chairperson, Didsbury Municipal Library Board

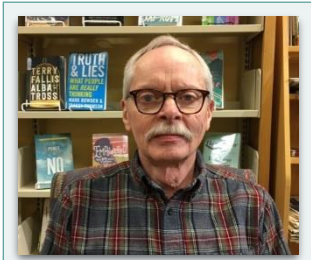
Didsbury Municipal Library Board



Carolyn Massel
Board Chair



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Town of Didsbury
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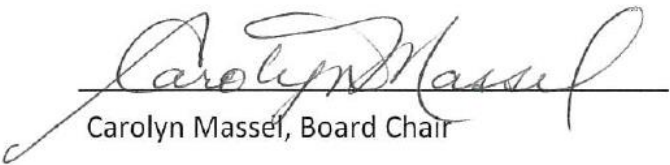


Patricia Brisebois



Julian Ross

Approved by motion of the Board on December 15, 2020


Carolyn Massel, Board Chair

About the Plan of Service

The Plan of Service acts as a powerful tool in helping libraries meet the needs of the communities they serve. The *Alberta Libraries Act* requires Library Boards conduct a community needs assessment, creating goals and objectives based on resident feedback. These responses help the Library identify and address issues within the community.

The 2021-2025 Plan of Service aims to address the challenges of increased demand for services and space, while navigating significant municipal budget cuts and the potential expansion of the facility.

Needs Assessment

In the past, the Didsbury Municipal Library has created its Plan of Service after an in-person community consultation with local leaders and stakeholders. While the Library had initially planned to offer a similar feedback session facilitated by Parkland Regional Library for the 2021-2025 Plan of Service, an in-person session was not possible due to physical distancing requirements recommended by Alberta Health Services to prevent further spread of COVID-19 within the province.

It was determined that the safety of staff and patrons was the foremost concern, and the needs assessment would be conducted through a survey, offered online and in-house, to gauge the needs of the community. The survey was made available to the public through the Library website and widely promoted on all social media platforms. Over 35 community groups were identified as stakeholders and contacted regarding providing feedback. The survey was open from September 21, 2020 to October 23, 2020. The Library received 80 online surveys (after removing two test submissions), and 27 paper surveys, for a total of 107 responses from the public.

The Library assessed the results using Sandra Nelson's *Strategic Planning for Results*, as recommended by the Public Library Services Branch. The top three strategic priorities selected by the community were:

Reading, watching, and listening for pleasure

Lifelong learning opportunities

Comfortable physical and virtual spaces

The Library leadership team assessed trends in the data and identified three overarching keywords/terms that directed the goals arising from the strategic priorities:

Community-Focused

Meaningful Connection

Welcoming

The leadership team then conducted an analysis of current library services in relation to the new priorities and drafted a set of goals and objectives designed to meet community needs. The survey results and the first draft of the Plan of Service were discussed at a full-day staff meeting on October 30, 2020. The Plan of Service was approved by the Town of Didsbury Library Board on December 15, 2020.

Plan of Service 2021-2025

Satisfy Curiosity: Lifelong Learning



GOAL: Provide learning opportunities for exploration, creation, and expression

Objective 1
Facilitate Adult Learning

The Library will increase adult program participation by 20%

Objective 2
Promoting Digital Literacy

In each year of the Plan of Service, the Library will offer over 30 one-on-one technology sessions and five additional programs aimed at technology training and assistance

Objective 3
Engaging Youth

The Library will increase outreach to schools by 20%

Collections Connections: Reading, Viewing and Listening for Pleasure



GOAL: Connect patrons to the Library through community-focused collections

Objective 1
Championing Literacy

The Library will increase the turnover rate of all print collections by 15%

Objective 2
Encouraging
Discovery

The Library will increase the usage of its online readers' advisory service, filling 15 patron requests per year

Objective 3
Increasing
Engagement

The Library will increase the number of cardholders in the community by 20%

Visit a Comfortable Place: Physical and Virtual Space



GOAL: Become a destination for meaningful connection

Objective 1 Creating Spaces

The Library will provide increased seating and workspace areas to create functional public spaces for community use

Objective 2 Providing Places

The Library will offer a dedicated meeting room for public use

Objective 3 Connecting Online

The Library will increase awareness and usage of online service delivery so 85% of residents surveyed are knowledgeable regarding Library @ Home services



Didsbury Municipal Library

For more information, contact the Library at:

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facebook: <https://www.facebook.com/DidsburyLibrary>