



Welcome to our Library!  
TOFIELD MUNICIPAL LIBRARY

Plan of Service 2020 – 2023

# Introduction

## **Purpose:**

The purpose of our Plan of Service is to fulfill our requirements as a library and to produce a living document that gives us vision and focus to meet the needs of our community.

## **Summary of Needs Assessment Process:**

- Tofield Municipal Library held public consultation throughout 2019 with representatives from community service organizations, town businesses, the community at large, town council, the library board and staff. Together, they:
  - Analyzed the strengths, weaknesses, opportunities and threats for Tofield;
  - Reviewed community information;
  - Formulated a vision for the future of Tofield; and
  - Brainstormed how the library could help fulfill this vision.
- The Board sought and considered input from library staff as they created these documents.
- This final copy of the Plan of Service was created by Connie Forst, Librarian. It is the intent of the Board that this will be a living document, to be reviewed and revised regularly by the Board as the Library meets its goals and objectives and responds to new and changing community needs.

## **Statement of Approval:**

At the February 18, 2020 meeting of the Town of Tofield Municipal Library Board, Zsuzsanna Hemperger moved to approve the 2020-2023 Plan of Service. Jason Hope seconded. CARRIED.

## Board Chair's Message

Over the past four years, we have been following the Plan of Service that we drafted up in 2016.

Once you have created a plan, you have to take action. The plan is our map to guide us. This includes the core services we wish to provide, strategic areas for library patrons to explore, and goals and objectives for the library to strive towards. It is the “extrapolation” of ideas that leads the way. Following the plan, we’re ready to take the journey to our destination on the horizon, which is always providing great library service.

We have exceptional staff that seem to draw in and attract children and adults alike to our well attended programs. The library is a fun place to be in the community, providing entertainment and information on a grand scale.

It is so encouraging to our library board to have the generous support of the Tofield Town Council, as well as the members of Beaver County, which allows us to provide these services to the residents of the Town of Tofield and Beaver County. We also thank the Province of Alberta, Municipal Affairs, and Public Library Service Branch for continuing to support libraries.

I wish to thank Connie, our Library Manager, and her staff for being on the front lines, implementing the plan that my fantastic colleagues on the Board have drawn up. The library is so much more than just books. With inter-library loans, e-resources, and a wealth of information at our fingertips, it offers an incredible amount of bonus features to our patrons. It’s definitely exciting!

Bob Wilson, Chair



### **2020 Board**

Bob Wilson  
Cathy Brown  
Kevin Smook  
April L'Heureux  
Jason Hope  
Zsuzsanna Hemperger

### **Librarian**

Connie Forst

# Tofield Municipal Library

## Vision

Constantly strive to provide excellent public library services with access for all.

## Mission

Tofield Municipal Library opens a gateway to knowledge, entertainment and lifelong learning. It makes our community a better place to live.

## Values

### **Community Focus**

- We value the library as the cornerstone of our community.
- We value the library as a safe gathering place for the community.
- We value access to library services for all.
- We value listening to our community.

### **Excellence in Service**

- We value excellence in every service we provide.
- We value being proactive in responding to the information needs of our community.
- We value the importance of literacy and education.
- We value a staff that is friendly, knowledgeable and helpful.

### **Accountability**

- We value responsible stewardship of public funds.
- We value and understand the legal and ethical responsibilities of trusteeship.
- We value prudent planning for the future.

### **Respect**

- We value respectful relationships, freedom of thought, privacy and confidentiality.

# Core Services

- Collections and lending services
- Information technologies
- Reference and information services
- Children's services
- Learning support and community information services

# Roles

The Tofield Municipal Library serves many purposes. Primary roles include:

- Popular materials library featuring current, high-demand, high-interest materials in a variety of formats for all ages.
- Preschoolers' door to learning encouraging young children to develop an interest in reading and learning and ensuring the Library plays a major role in supporting early childhood literacy.
- Reference library providing timely, accurate, and useful information for community residents.
- Independent learning centre supporting independent and life-long learning.

Just as important, the Library also acts in a supporting role as:

- A community information centre acting as a clearinghouse for current information on community organizations, issues, and services.
- A community activities centre providing a focus for community activities, meetings, and services.

# Strategic Areas 2020 – 2023

## 1. Create Young Readers

Children from birth to age five will have programs to ensure that they will enter school ready learn to read, write, and listen.

## 2. Make Career Choices

Job and career development. Adults and teens will have the skills and resources they need to identify career opportunities that suit their individual strengths and interests.

## 3. Connect to the Online World

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.

## 4. Visit a Comfortable Place

Residents will have safe and welcoming physical places to meet and interact with others or to sit quiet and read and will have open and accessible virtual spaces that support networking.

## 5. Discover Your Roots

Residents and visitors will have the resources they need to connect the past with the present through their family histories and to understand the history and traditions of the community.

## 6. Succeed in School

Students will have the resources they need to succeed in school.

# Goals and Objectives 2020 – 2023

## 1. Create Young Readers

### Board/Library Goal:

Children from birth to age five will have programs to ensure that they will enter school ready learn to read, write, and listen.

### Objectives:

- |  |         |
|--|---------|
| ○ To increase the circulation of materials for young children and collection size by 10%.  | By 2023 |
| ○ To increase the number of programs offered for preschool children.   | Ongoing |
| ○ Continue with the “Rhymes and Happy Times,” and “Books for Babies” program that is currently run in the library and continue partnering with local literacy experts. | Ongoing |
| ○ To increase the awareness of Tumble Books through NLLS databases to new families with young children.  | Ongoing |

## 2. Career Choices

### Board/Library Goal:

Job and career development. Adults and teens will have the skills and resources they need to identify career opportunities that suit their individual strengths and interests.

### Objectives:

The Board recognizes that the economic downturn faced by the country has many people looking for work. The library will explore the potential for new services.

- Put links to new resources on our webpage, new users to the area may use. Ongoing
- Share access with resume software through NLLS Ongoing
- Highlight resources of different languages to meet demand of new immigrants, as necessary. Ongoing
- Develop pamphlets, community bulletins to alert those looking for work as to what the library can offer them. Ongoing
- Partner with FCSS to showcase resources that are available locally  
Begin 2020



### 3. Connect to the Online World

#### Board/Library Goal:

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.

#### Objectives:

##### **Ensure adequate and stable technology resources, both infrastructure and human resources, to provide ongoing public service:**

- |   |            |
|---|------------|
| ○ The Library will continue promoting the use of free computer usage by traditional and social media networking.                                | Ongoing    |
| ○ That at least 20 people per year will be provided with library instruction on how to use technology.  | Yearly     |
| ○ Develop a technology plan to ensure that the library remains technologically current and is able to participate in province-wide initiatives. | Ongoing    |
| ○ That by 2023 there will be a 5% increase in people accessing the Internet at the Library (through the Library and wi-fi).                     | Yearly     |
| ○ Update equipment.   | Begin 2020 |

## 4. Visit a Comfortable Place

### Board/Library Goal:

Residents will have safe and welcoming physical places to meet and interact with others or to sit quiet and read and will have open and accessible virtual spaces that support networking.

### Objectives:

- The Library will provide a comfortable atmosphere for patrons  
Ongoing
- That by 2023 there will be a 10% increase in people liking our Facebook page for social networking  
Begin 2020
- That by 2023 there will be a plan in place on how to increase seating area within the library space  
Begin 2020

## 5. Discover your Roots

### Board/Library Goal:

Residents and visitors will have the resources they need to connect the past with the present through their family histories and to understand the history and traditions of the community.

### Objectives:

The Board recognizes that there are many people who come to the Library, especially during the summer months, to discover local cemetery sites and reconnect with their family history.

- To have maps available with directions to Logan's cemetery Summer 2020
- Highlight use of ancestry.ca through the Library for family history Yearly
- Showcase collection of local history books in the reading corner Ongoing
- Connect patrons and visitors with the local museum and church groups for more genealogy information (by creating pamphlets, etc.) Yearly

## 6. Succeed in School

### **Board/Library Goal:**

Students will have the resources they need to succeed in school.

### **Objectives:**

The Board recognizes that students need a safe place to study, work and congregate.

- To have space for students to work together on projects Ongoing
- Provide area for students to meet with tutors Ongoing  
(based on space and program availability)
- To highlight availability of wi-fi and e-resources to assist with homework Ongoing