

DRUMHELLER PUBLIC LIBRARY

Drumheller Connected

This Plan of Service spans from 2019 to 2023, culminating in the Drumheller Public Library's Centennial year. The Library's Board and staff look forward to working with our community to make the Library a reflection of the best of Drumheller's present and future.

Acknowledgements

The Plan of Service Development Committee would like to thank the Library's Board and staff, the Town, and our community partners for the insight they provided into Drumheller residents' needs and aspirations as we created this Plan of Service.

Plan of Service 2019-2023 Development Committee

Vanessa Page, Board Chair

Denise Lines, Board Vice Chair

Kristyne DeMott, Town Councillor and Library Board Trustee

Emily Hollingshead, Director of Library Services

Robin Locke, Library Assistant Director

April Rasmussen, Library staff member

Melody Polych, Library staff member

Community Assessment

Multiple Drumheller groups have recently completed community assessments of various types. Rather than replicating their work with another study, we reviewed the reports from the Family and Community Support Services 2017 Social Needs Assessment, the Community Futures 2017 Business Visitation Study, and the 2016 Early Development Instrument (a survey of the areas of strength and weakness among Kindergarten students in Drumheller in key development areas), as well as federal census data, provincial community profiles, and an enhanced version of the Library's annual community survey. This provided us with a broad picture of where Drumheller is now, and how its residents would like to see it change in the years to come.

Overview of the Process

A small group of Library Board and staff members reviewed the gathered community assessment data and met to identify repeated themes, the areas a public library is best suited to address, and a set of top priorities for the Library's development over the next five years, using Sandra Nelson's *Strategic Planning for Results* as a resource. These priorities, and the committee's recommendations for action, were presented to the rest of the Library's Board and Library staff members for discussion. The resulting feedback was brought back to the committee at a second meeting, where plans were revised and further developed. The complete Plan of Service was approved by the Board in September 2018.

Drumheller Public Library History

The Town of Drumheller approved the establishment of the Drumheller Public Library in December 1922. In the early 1980s, the Library became a founding member of the Marigold Regional Library System, the first cooperative library system in Alberta focused on public libraries. In April 2012, the Library moved to its current location in the Badlands Community Facility. Faced with the challenges and opportunities of serving both residents and visitors, the Library's Board and staff strive to provide quality, responsive service to all library users. We intend to use the following Service Responses, Goals and Objectives to guide these efforts over the next five years.

Vision Statement

The Drumheller Public Library serves as a valued community hub providing equitable access to literacy, culture and lifelong learning.

Mission Statement

The Drumheller Public Library is a welcoming, valued, vibrant resource connecting our community to the world.

Connect with Your Community: A Local Hub

Goal: Residents will be able to easily find out what's coming up, where they can access necessary supports, and how they can get involved in their community.

Objective 1: The Library will use and promote the central Drumheller events calendar and other major community information hubs developed in the future.

Objective 2: The Library will work with the Town to create and distribute an information packet for new community members.

Objective 3: The Library will use the TRAC Community tool to provide an easy way for residents to search for information about local organisations via the online catalogue.

Goal: All Drumheller residents will have opportunities to participate in a range of high quality library services.

Objective 1: The Library will coordinate the building, installation, and stocking of Little Free Libraries in Drumheller's outlying communities and in central Drumheller.

Objective 2: The Library will partner with local schools to pursue grants to fund books, technology, and projects (e.g. author visits) to enhance school library services.

Objective 3: The Library will seek opportunities to collaborate with staff managing libraries at the Royal Tyrrell Museum, the Provincial Court, and Drumheller Institution.

Goal: Drumheller youth will have a space equipped for socialising, studying, and exploring their interests and goals.

Objective 1: The Library will work with Drumheller FCSS to redesign its youth area and youth services to serve the local need for a teen activity space no later than June 2019.

Objective 2: The Library will enhance its offerings for teens in at least one way (e.g. technology, programming, or services) each year.

Objective 3: If and when a dedicated teen centre is developed elsewhere in the community, the Library will continue its collaboration with FCSS to ensure excellent service to local teens, and turn its focus in the Library's youth space to serving primarily younger youth.

Goal: Adult residents will have increased opportunities to interact socially in Drumheller.

Objective 1: The Library will create at least three new opportunities each year for adult community members to meet and get to know one another at entertainment- and education-oriented events.

Objective 2: The Library will seek additional opportunities to participate in community events that draw residents together to learn, celebrate, and build relationships.

Celebrate Diversity: Cultural Awareness

Goal: Residents and visitors will find themselves and their neighbours reflected in the Library's collections, events, and community involvement.

Objective 1: The Library will work to ensure its fiction, non-fiction, and video collections for all ages reflect the diversity of our community and our world.

Objective 2: The Library will offer at least two opportunities each year for residents to experience a variety of perspectives on the world.

Objective 3: The Library will seek opportunities to participate in new and existing local cross-cultural events.

Satisfy Curiosity: Lifelong Learning

Goal: Residents will be equipped to make informed decisions for themselves, their families, and their community.

Objective 1: The Library will increase its programming on life skills related topics, such as preventative health care, home and car maintenance, and personal finances, offering a minimum of 4 workshops or presentations each year.

Objective 2: The Library will offer at least two events intended to help community members make informed choices in each election falling within the term of this Plan of Service (Federal in 2019 and 2023, Provincial in 2019 and 2023, and Municipal in 2021).

Goal: The Library's non-fiction collections will be easy to use, reliable sources of information.

Objective 1: A collection development plan will be implemented to keep the Library's non-fiction book selection focused, diverse in perspective, and up-to-date.

Objective 2: Non-fiction shelving and display will make it easier for patrons to browse and discover information relevant to their needs and interests.

Objective 3: The Library will update its children's and youth non-fiction collections, with 75% of titles published within the last 10 years by 2023.

Express Creativity: Create and Share Content

Goal: Residents and visitors will have opportunities to explore a wide variety of creative pursuits, regardless of budget.

Objective 1: The Library will provide new creative tools for public use (e.g. musical instruments, a media recording space, a 3D printer) as suitable space is created.

Objective 2: The Library will collaborate with local creators and organisations to develop at least one new opportunity each year to share creative projects with the community.

Objective 3: The Library will apply for additional grant funding to enhance its existing creative expression-focused programming.

Visit a Comfortable Place: Physical and Virtual Spaces

Goal: The Library space will better accommodate the needs and aspirations of community members and visitors.

Objective 1: Beginning in 2019, Library spaces will be reallocated to provide quiet areas and increase the Library's capacity for serving the community.

Objective 2: The Teen area will be relocated to better serve patrons' needs.

Objective 3: The Library will provide access to hot beverages for patrons and visitors.

Objective 4: The Library will work with community partners to ensure that healthy snacks are available for children visiting the Library.

Objective 5: The Library will explore the feasibility of redesigning the circulation desk to create more space for Library activities.

Goal: The Library will be accessible for all patrons and visitors.

Objective 1: Public washroom signage and access will be improved to meet accessibility recommendations.

Objective 2: Library shelving will be adjusted to ensure aisles are wide enough for all patrons to comfortably browse.

Objective 3: The Library will work with the Town to address other recommendations from its 2017 accessibility audit.

Goal: Patrons will be able to access Library collections and services during expanded hours.

Objective 1: Library staff will help to connect cardholders with the full range of digital resources available 24/7 through effective marketing and tutorials within and outside of the Library.

Objective 2: The Library will explore the feasibility of extending open hours on Monday and Friday nights starting in 2019.

Objective 3: The Library will explore the feasibility of making some services (e.g. holds) available from outside the Library for patrons visiting outside of open hours.

What will the Drumheller look like if we accomplish our Plan of Service objectives?

Drumheller residents will know how to connect with each other and with the resources and opportunities they need to thrive.

Drumheller residents will feel welcome in their community, and understand their neighbours better.

Drumheller residents and visitors will have opportunities to express themselves as creators in a wide variety of media, regardless of budget.

Local and visiting individuals and families will look forward to visiting the public library's comfortable physical space, and using library resources to explore knowledge, creativity, and play.

Library users will have ready access to a dynamic and relevant collection that meets their information and entertainment needs.

The library board and staff will be passionate and invested in their library, and active in participating in, and sharing the library's services.