

County of Grande Prairie No. 1

Library Board



Plan of Service

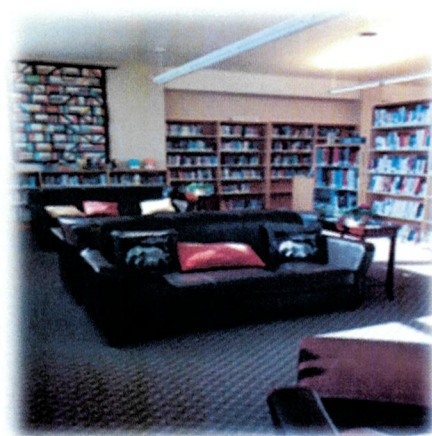
2018 – 2020

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Message from the Board Chairperson

As Chair of the County of Grande Prairie Library Board I am very excited to share our plan of service with you. We have worked very hard to develop a plan that meets both the needs of our communities and our libraries. It was very rewarding to work with input from the community, focus groups, students, library staff, and board members to create a plan of service that will move us forward. We will continue to work with our partner libraries and our communities to meet the ever-changing needs of our communities and to make the libraries a place where minds are engaged, horizons are broadened, and where people can connect. I would like to thank the County of Grande Prairie Council for their continued support.

Sincerely

A handwritten signature in dark ink, appearing to read 'Corey Beck', with a stylized, flowing script.

Corey Beck
Library Board Chair

*"Libraries store the energy that fuels the imagination.
They open up windows to the world and inspire us to explore and achieve,
and contribute to improving our quality of life."*

-Sidney Sheldon

Mission

To ensure the provision of comprehensive and efficient library services to the residents of the County of Grande Prairie.

Values

County of Grande Prairie Library Board supports the following principles for equitable public library service:

Access: Albertans have an equal right to access information regardless of economic, social or geographic circumstances.

Accountability: Provincial and municipal governments are responsible for maintaining a healthy public library service. Library Boards are accountable to the citizens and funding authorities.

Quality service: Cooperation among and through library systems is the most efficient means of providing access to information.

Resources: Libraries are funded by local and provincial tax dollars and supported by local volunteers.

Our commitment to excellence ensures that we will provide:

- Highly responsive service that reflects the needs of our community;
- Prompt, courteous and efficient service;
- A diverse and balanced collection that is accessible and current.
- Universal access to services and technology; and
- Careful stewardship by efficient and transparent use of funds.
- Providing funding to our partner libraries within the County of Grande Prairie borders.

On August 2, 1983, the County of Grande Prairie Council, following many months of meetings with Library Board operating within the County boundaries and other interested parties who emphasized the need; passed a By-law to provide for the establishment of municipal library services.

Several meetings were held with consultants from Library Services and County Administration to implement the formation of a Library Board. The first official meeting of the County Library Board was held on March 16, 1984 in County Council Chambers, at which time a Joint Operational Agreement was drawn up between participating boards: Beaverlodge, Grande Prairie, Hythe, LaGlance and Sexsmith. Initially the CLB had one Library site in LaGlance. A motion was passed to support the Peace River Co-operative Library Project (now known as Peace Library System). With the introduction of PRCLP, changes were required to the Joint Operational Agreement to allow for contributions to the system. Letters were sent to all participating Library Boards to terminate the existing agreement and to negotiate a new agreement, making provision for the support of regional library services. The Board officially agreed to offer financial support to the PRCLP in the latter half of 1986.

"My
children
use the
library
daily to
weekly.
Daily in
the
summer."
Library
Patron

In December 1985 the Board welcomed the Valhalla Centre Community Library into the Joint Agreement and approved their By-laws in April 1986. In 2002 the Elmworth Community Library opened in the Elmworth School. This is the third service point for the County Library Board. The County Library Board currently has Joint Operational Agreements with neighboring Library Boards to provide library services to County residents. Agreements are in place with: Beaverlodge, Grande Prairie, Hythe, Sexsmith and Wembley Library Board.

Prior to 2008 all library staff were employees of the local Library Advisory Boards. This meant a great deal of work for the local committee in terms of payroll and making sure remittances were accurate and timely. In addition, there was no consistency in how or what compensation these library positions received. In 2008 the library staff in the three libraries operating under the County Library Board became employees of the Board and were paid according to a grid and were subject to all hiring and personnel policies of the County of Grande Prairie. This change has been well received.

Over the years, the Board has implemented various funding plans to support not only their own library sites but also those with whom they have agreements. In 2013 the Board proposed to County Council to move away from percapita funding and using the current grants as a starting point, increase them annually with a 3% escalator. County Council approved this. The Board has made a commitment to regular reviews of the grants and the populations of the areas served by the libraries to ensure they remain pertinent.

In 2016, the enumerated population of Grande Prairie County No. 1 (Municipal district) was 22,303, which represents a change of 13.1% from 2011. This compares to the provincial average of 11.6% and the national average of 5.0%.

The Board facilitates an annual meeting with their partner libraries as a forum to discuss and share challenges, success and plans for the future.

Acknowledgements

Having a Plan of Service for our Libraries is fundamental to their operations and our ability to continue providing current and relevant library services to county residents.

The development and implementation of a Plan of Service involves considerable investment of time and commitment to better understand community needs, determine the best use of resources, and provide direction for library service into the future.

The County of Grande Prairie Library Board acknowledges and offers appreciation to the following:

- Community members participating in Community Focus Group sessions in Valhalla and LaGlace
- Community members and school students responding to survey
- Library Administrator: Kathleen Turner
- Library Coordinators: Gail Perry, Barbara Johnson, Wanda Penner
- Library Assistants and volunteers
- Board Members: Jannie Nyland, Sandy Fraser, Christine Nofziger, Karen Rosvold, Corey Beck
- Peace Library System and Staff
- Local Library Advisory Boards
- Consultation, facilitation and written report provided by Lynn Pack

Statement of Approval and Accountability

The Plan of Service for the three years commencing January 1st, 2018 was prepared under the direction of the County of Grande Prairie Library Board, and in accordance Alberta Libraries Regulation (AR141/98). The Board and Staff of the County of Grande Prairie Library Board are committed to achieving the results laid out in this plan.

MOTION:

Motion by Karen Rosvold to approve the 2018-2020 Plan of Service for the County of Grande Prairie Library Board.

Motion carried. March 6, 2018

Original signed by



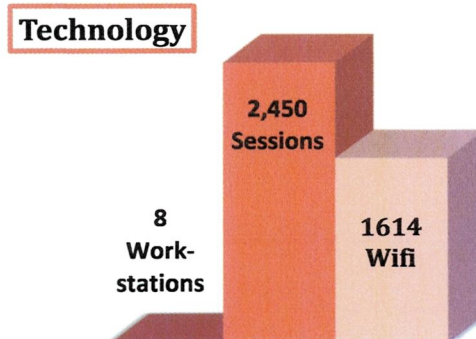
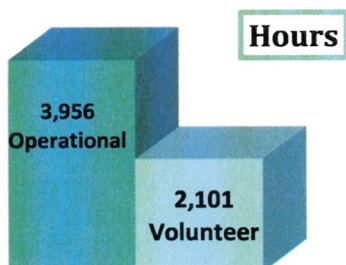
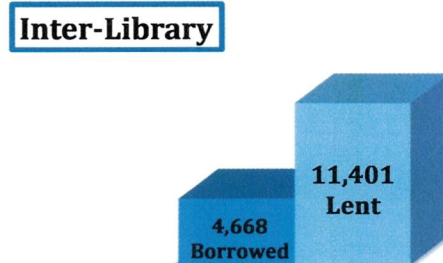
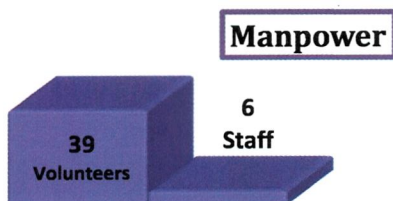
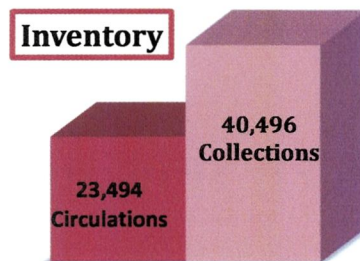
Corey Beck, Library Board Chair

Date: March 6, 2018

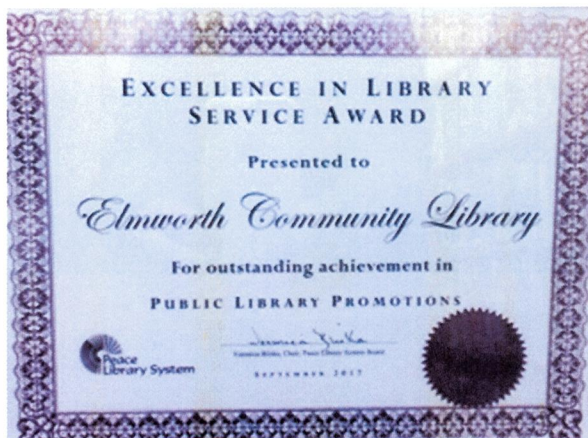
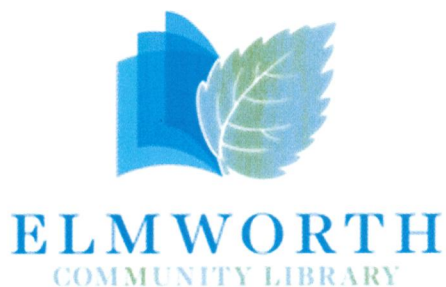
Three Libraries - Accomplishments 2016

An **asset**, a hub for activity and important to the vitality of the community, each library **offers unique opportunities**, while providing the stability and availability of familiar and **consistent library services**.

On average 1000 County residents are members of and access services of these 3 rural libraries regularly. Members have visited these libraries more than 19,000 times to borrow from a current and relevant collection of more than 40,000 items, attend programs, use the available technology, access the web and enjoy the comfortable and inviting space each library has to offer. **Volunteers** are key to operations and assist with library services, programming, fundraising and in advisory capacity. (see appendix for individual library statistics)



Elmworth Community Library



"I love this community

and

what the volunteers do!"

Library Patron

Created a brand; introducing a new logo.

Indigenous ***grant received*** for the provision of early literacy promotion to local Reserve.

Outstanding Achievement in Public Library promotion 2017, receiving recognition from Peace Library System for number of workshops hosted.

Provision of early childhood development program – ***story time, crafts, and music*** for parent and child.

The development of new ***leveled collections*** to accommodate the beginning reader.

Expansion of: French, Aboriginal and audio-visual collections.

Changed ***library furnishings*** to better accommodate the library patrons.

Exhibition of local Artists & Craftsman.

Junior Arts & Crafts program during the winter months.

Hosted:

- 4 author visits
- and a Scholastic Book Fair

Partnered and promoted the summer reading program with the Red Willow Boys & Girls Camp.

Adult workshops included:

Special historian presentation,
Paint nights,
Remembrance Day tribute.

LaGlace Community Library



Boasts record attendance for summer Lego program ***celebrating Canada 150***, building historic known Canadian sites, and reading the Anne of Green Gable series.

Partnering:

With SPRCL (South Peace Rural Community Learning) to offer programming featuring ***family literacy*** for preschooler and parent (Beyond the Book and Rhymes Alive).

With the school to offer author tours ***encouraging curiosity*** in the children attending; ***children asked great questions***, as they heard the true story and learned about the art of how the book was made and the art of color layering.



Adult programming saw an average of 16 community members participate per event. These new events attracted new-to-the-library community members. ***It was fun*** and a bright spot for those attending.

Participants learned about:

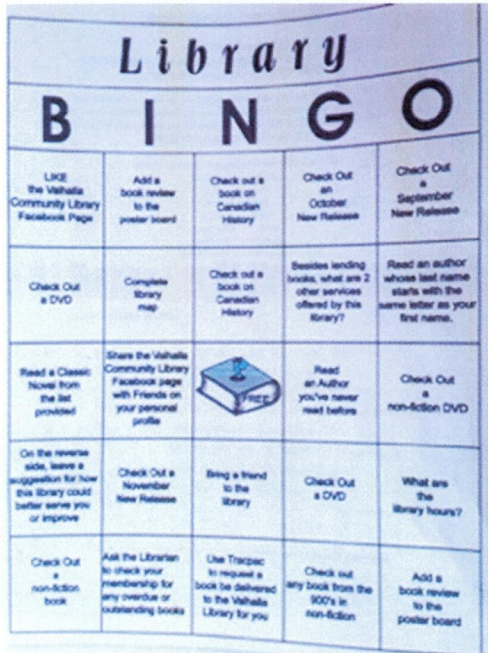
- Greenhouse gardening
- Explored their own talent as artists during Paint Night.

Puzzle exchange.

***"The library is very important for my kids,
it has helped to make them readers."***

Library Patron

Valhalla Community Library



Patrons enjoy a newly created game of **BINGO** and opportunities to win books and other prizes, **increasing awareness** of library services. Each square was related to different reading activities.

Social media (Facebook) increased the awareness of library services and programs in the community.

TOPS is hosted at the Library.

Coordinated Local Alberta Author Laurel Randal, to present her books about true stories that took place on her farm, to children Grades 1 – 6.

Summer Reading program in conjunction with PLS (Peace Library System), sponsored by the TD Bank brought children into the library for crafts and **encouraged their interest in reading.**

Weeding – keeping the collection current and maintaining a **collection of the classics.**

Acquired a private collection of fiction and non-fiction books written in the Norwegian language.

"I'm happy with Valhalla Services.

Our favorite is the Library."

Survey Respondent

Establishing Service Priorities

The County of Grande Prairie Library Board is governed by the County of Grande Prairie No. 1 and Alberta Government Provincial Libraries Regulations; the Regulations require Boards to have in place a current Plan of Service. The Board met in early 2017 to determine process and timelines to develop and implement a Plan of Service for 2018 – 2020.

The Board initiated a 4-phase process inclusive of:

1. Design the planning process,

- a. A consultant was hired to work with the board to design and facilitate the process;
- b. Timelines were established.

2. Complete needs assessment,



- a. Community focus groups were hosted in Valhalla (Oct 18, 2017) and LaGlace (November 2, 2017); community members attending represented the broader community and participated in identifying community needs. They themed, prioritized the needs, and determined which were best suited to their library;
- b. A survey was available to all library patrons to provide input about community needs.

3. Assess and analyze data to develop a Plan of Service,

- a. The Board met on November 22, 2017 to review the data, determine service responses, goals, outcomes, strategies and timelines.



- b. The Library Administrator and Librarians met on December 12, 2017 to determine strategies to meet selected service responses, outcomes and goals.
- c. Service responses selected for this Plan of Service are:
 - i. Visit a comfortable space;
 - ii. Satisfy curiosity: Lifelong learning;
 - iii. Connect to the online world: Public Internet Access;
 - iv. Know your community: Community resources and services.
- d. The Board also included a goal, outcomes and strategies for Board Governance.

4. Implement the Plan.

- a. The Plan of Service was submitted to the Board for approval on March 6, 2018
 - b. The Plan of Service will be reviewed annually in the 4th quarter. (2018, 2019, 2020)
-

Service and Governance Priorities



Reflecting and Planning

*"Identity of library role in the communities is
to be inclusive to all."*

Board Member

*Service
Priority*

Visit a Comfortable Space

Target Audience Library Patrons

Goal Library Patrons feel a sense of belonging at their community library

Outcome Library Patrons enjoy using their community library

<i>Focus</i>	<i>Strategies</i>	<i>Measurement Tools</i>	<i>Time Frame</i>
A welcoming environment	Establish comfortable seating areas Create space for social networking	Survey	Annually
Partnerships	Explore opportunities to partner with business/community organization to sponsor and develop outdoor library space. Recruit skilled volunteers to create an outdoor lounge for library.	Number of partnerships Number of volunteers Number of volunteer hours	2018 - 2020
Service	LaGlance Community Library to offer after school patrons a healthy snack provided by a partner/sponsor. Recruit business/community organization to sponsor healthy snack.	Number of sponsors Number of patrons benefiting from after school healthy snack.	Annually

*Service
Priority*

Satisfy Curiosity: Life Long Learning

Target Audience Seniors, Adults, Parents, Youth

Goal Community members access library resources, programming and services.

Outcome A variety of programs and resources exist to meet community member needs.

<i>Focus</i>	<i>Strategies</i>	<i>Measurement Tools</i>	<i>Time Frame</i>
Programming	Library manager will plan and implement programming to fit the needs of patrons.	Number of programs	Annually
Partnership	Establish partnerships for shared program delivery	Number of partnership	Annually
Communication	Promote accessibility of all collections (print and non-print).	Number of library patrons using electronic and online resource (trac, overdrive, PLS website) Number items of circulated	Annually
Collections	Consult with diverse patron groups to assist with in-house collection purchases.	Number of patrons requesting specific resources.	Annually

*Service
Priority*

*Connect to the Online World:
Public Internet Access*

Target Library Patrons

Goal Library Patrons understand and use technology to move beyond the physical space of the library.

Outcome Library Patrons are comfortable in their use of technology.

<i>Focus</i>	<i>Strategies</i>	<i>Measurement Tools</i>	<i>Time Frame</i>
Enhanced Programming	Establish sponsorships to provide devices to enhance programming.	Number of devices Number of new programs developed relevant to using new devices	Annually
Customer Service	Develop programming to teach use of electronic devices (e-readers, phone, tablets) and use of applicable apps. Staff/volunteers will provide support with electronic devices and applicable apps to patrons.	Customer satisfaction	2018 - 2020

*Service
Priority*

Know Your Community: Community Resources and Services

Target Community Members

Goal The Community is connected and has a higher level of awareness about local community resources.

Outcome Community Members have access to current community resource information.

<i>Focus</i>	<i>Strategies</i>	<i>Measurement Tools</i>	<i>Time Frame</i>
Community Connection	Library manager facilitates the creation of a local community information resource	Completion of a community information resource.	Annually

*"Just moved into town and
it would be nice to be more involved."*

Library Patron

*Governance
Priority*

Board Governance

Target Board Members

Goal The Board will have improved communication with funded libraries and Local Advisory Boards.

Outcomes The relationship between the County Library Board and the Local Advisory Boards will be clarified.

The relationship between the Library Board and the funded libraries will be enhanced.

<i>Focus</i>	<i>Strategies</i>	<i>Measurement Tools</i>	<i>Time Frame</i>
Communication	Board members request to and attend partner Library Board meetings as available. Minutes of County Library Board and partner Boards are shared regularly.	Number of funded Library Board Meetings County Board members attend.	2018 q1
Policies	Review and update library policies	Updated Policy Manual completed	2018 q4
Funding	Review funding model	Funding model is approved by the Board and implemented.	2018 q2
Terms of Reference	Develop Terms of Reference for Local Advisory Boards	Term of reference developed and shared	2018 q1

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Three Community Libraries:

Hours, Contact, Location, Social Media and Statistics

Contact	<u>Elmworth</u>	<u>LaGlace</u>	<u>Valhalla</u>
Phone:	780.354.2930	780.568.4696	780.356.3834
Fax:	780.354.3639	780.568.4707	780.356.3834
Email:	librarian@elmworthlibrary.ab.ca	librarian@laglacialibrary.ab.ca	librarian@valhallalibrary.ab.ca
Mail:	Box 23 Elmworth, AB T0H 1J0	Box 209 LaGlace, AB T0H 2J0	P.O. Box 68 Valhalla Centre, AB T0H 3M0
Located	Elmworth School Elmworth, AB	9924 – 97 Avenue, LaGlace, AB	Viking Centre Valhalla Centre, AB
Web:	http://www.elmworthlibrary.ab.ca	http://www.laglacialibrary.ab.ca	http://www.valhallalibrary.ab.ca
Facebook:	Elmworth Community Library	LaGlace Community Library	Valhalla Community Library
Hours of operation:	Monday Closed Tuesday 2 pm - 7:30 pm Wednesday 2 pm - 7:30 pm Thursday 2 pm - 7:30 pm Friday 2 pm - 7:30 pm Saturday 10 am - 4 pm Sunday Closed	Monday 1 pm - 5 pm Tuesday 1 pm - 5 pm 7 pm - 9 pm Wednesday 1 pm - 5 pm Thursday 1 pm - 5 pm Friday Closed Saturday 10:00am-12:00 noon Sunday Closed	Monday 10 am - 4 pm Tuesday 10 am - 5 pm Wednesday 10 am - 8 pm Thursday 10 am - 5 pm Friday 1 pm - 5 pm Saturday Closed Sunday Closed
<u>Stats</u>			
<u>Service</u>			
Membership	303	295	350
Visits	7,800	7,100	4,692
<u>Inventory</u>			
Collections	9,221	18,590	12,685
Circulation	4,874	10,154	8,466
<u>Manpower</u>			
Staff	1	2	3
Volunteers	18	9	12
<u>Inter-Library</u>			
Borrowed	1,279	1,737	1,652
Lent	3,201	4,818	3,382
<u>Hours</u>			
Volunteer	450	129	1522
Operational	1,456	1,000	1,500
<u>Technology</u>			
Workstations	1	4	3
Sessions	100	850	1,500
Wifi Use	477	1,137	---

Advisory Board Members

Both Elmworth and Valhalla operate with the guidance of an Advisory Board.
Current Advisory Board Members are:

Elmworth		Valhalla	
Barbara Johnson	Library Coordinator	Gail Perry	Library Coordinator
Eunice Reimer Moyer	Chair	John Moutray	Chair
Wanda Pandachuck	Vice-chair	Don Morton	Vice-chair
Barbara Johnson	Treasurer	Paul Gibson	Past chair
Heather Avery	Secretary	Kay Saastad	Treasurer
Christine Nofziger	County of Grande Prairie Library Board	Lorraine Gerow	Secretary
Marilyn Soum	Director	Anne Harpe	Director
Astride Wenigerova- Noga	Director	Richard Harpe	Director
Amy McGladdery	Director	Jean Perry	Director
Louise Schroeder	Director	Shirley Skaksen	Director

Partner Funded Libraries

To better serve all County of Grande Prairie residents the Library Board entered into a Joint Operational Agreement with the listed Library's; providing funding to ensure easy and convenient access of library services for all County residents.

Beaverlodge Public Library 406 - 10th Street Beaverlodge, Alberta T0H 0C0 780.354.2569 librarian@beaverlodgelibrary.ab.ca	Monday 10 am - 6 pm Tuesday 10 am - 6 pm Wednesday 10 am - 7 pm Thursday 10 am - 6 pm Friday 10 am - 6 pm Saturday 12 pm - 4 pm Sunday Closed
Grande Prairie Public Library 101, 9839 103 Avenue Grande Prairie, Alberta T8V 6M7 780-532-3580 info@gppl.ca	Monday 10 am - 9 pm Tuesday 10 am - 9 pm Wednesday 10 am - 9 pm Thursday 10 am - 9 pm Friday 10 am - 6 pm Saturday 10 am - 5 pm Sunday 1 pm - 5 pm
Hythe Municipal Library P.O. Box 601 Hythe, Alberta T0H 2C0 780.356.3014 manager@hythelibrary.ab.ca	Monday Closed Tuesday 10 am - 5 pm Wednesday 6 pm - 9 pm Thursday 10 am - 6 pm Friday 10 am - 5 pm Saturday Closed Sunday Closed
Shannon Municipal Library P.O. Box 266 Sexsmith, Alberta T0H 3C0 780.568.4333 780.568.7249 librarian@shannonlibrary.ab.ca	Monday 1 pm - 5:30 pm Tuesday 10 am - 5:30 pm Wednesday 10 am - 5:30 pm Thursday 10 am - 8:00 pm Friday 10 am - 5:30 pm Saturday 12 pm - 4 pm Sunday Closed
Wembley Public Library Box 926 Wembley, Alberta T0H 3S0 780.766.3553 780.776.3543 librarian@wembleypubliclibrary.ab.ca	Monday Closed Tuesday Closed Wednesday 3:30 pm - 7:30pm Thursday 3:30 pm - 7:30pm Friday 3:30 pm - 7:30pm Saturday 10 am - 3 pm Sunday Closed

Community Focus Group Meeting

Valhalla - October 18, 2017

Eighteen community members, at the invitation of The County of Grande Prairie Library Board attended a community focus group meeting in Valhalla and participated in a conversation to guide library services in Valhalla.

Participants indicated they live in:

Valhalla, Valhalla Centre, Homestead, Beaverlodge, Hythe

Those attending represented the following community organizations/businesses and identified their roles as:

Organizations		Roles
Women's Institute	Valhalla Library Advisory	Community member
Valhalla School Foundation	Board	Teacher
Valhalla Heritage Society	TOPS	Custodian
Valhalla Community Library	Beaverlodge Hidden Potential	Advisory Board
Valhalla Charter/Community	Society	Parent
School	Valhalla ELW	Grande Parent
Valhalla Lutheran Church	Valhalla Lutheran Church	Owner/Self-employed
Church	Woman	Volunteer
Valhalla Communities in Bloom	Self-employed	Library patron
Farming/Agriculture	Sons of Norway	
North Peace Bracket Racing	Beaver Acres Construction	
Association	Valhalla Recreation Board	
	Valhalla school bus	
	superintendent	

They visit and use library services regularly:

Daily – 2, Weekly – 10, Monthly – 4, Infrequently – 1, Not At All – 1

They enjoy library services for the following purposes:

Books, movies, interlibrary loans, quiet workplace for study, books used for teaching purposes, online, reference, volunteer, enjoy reading, lots of books to choose from, enjoy the students, borrowing books, photocopying, borrow books, bring child to library, use space for volunteer meetings, internet, resource services, reading, TOPS, bring in clients to use space, bulletin board

They also thought it was important for the Board to know they are:

Very active in the community.
Volunteering for several organizations
And participate in Casino Fundraising

Participants were invited to consider the future of their community and what is needed to take them there. In paired conversations they determined community needs and then shared them with the larger group. The identified community needs were grouped and themed. Participants were invited to select their top 3 priorities using a Decision Tree process, and determine if the particular theme was:

- 1 - suited to library services for consideration of programming,
- 2 - possible collaboration with other community organizations to address,
- 3 - wasn't suited to the library.

Priority 1: Library Services

Better understanding of our library services, some people think it is just books

Rent out e-reader device, educate how to use, Ipad & APPs use

Make the library KOBO friendly – someone in office that can teach how to use and set-up

KOBO – community lessons on how to use

Reading programs for young families

More travel films in library

More library hours

A large coffee and snack area within the Library

Participant ranking 8 participants ranked - 1st
3 participants ranked - 2nd

Library involvement Consider meeting this need

Priority 2 - Promote Valhalla

Need to get out to the community to tell our story – larger community – as an interesting place to live

Participant ranking 4 participants ranked – 1st
5 participants ranked – 2nd

Library involvement Collaborate with other community organizations

Organization(s) currently involved Valhalla School, Communities in Bloom, Heritage Society, most community organizations - Consider community meeting to determine ways to promote

Priority 3 - Connecting Community

Travel club, craft club, culture club

Family movie nights for community unity

Seniors monthly fun nights – not too much to commit to – but scheduled

Community Fri/Sat movie nights for families – projector system already in place in the school gym

Community gathering place where one could stop in and chat, play cards, have a coffee – no dancing allowed though!!!

Open community events – not church or school related

Programs or events to bring community members together – broad community

Priority 3a - Connecting Community - Communication

Regular community newsletter, online maybe, for all groups to contribute to
Community calendar – a place for all groups to advertise events or happenings
More information on what activities various groups are having

Participant ranking	2 participants ranked - 1 st 5 participants ranked - 2 nd 3 participants ranked – 3 rd
Library involvement	In collaboration with other community organizations
Organization(s) currently involved	Women's Institute

Priority 4 - Local Rural Adult Education

Rural education courses/adult education
Courses – for future – adult courses
Courses – Genealogy
Exposure to basic trade information in order to assist in career choices for the young people of Valhalla

Participant ranking	2 participants ranked – 1 st 2 participants ranked – 2 nd 1 participants ranked – 3 rd
Library involvement	In collaboration with other community organizations

Priority 5 - Building a Welcoming and Inclusive Community

Do people feel welcome to come to various events – how to make them welcome
Joint local organizing meeting
More people getting involved with our community groups and do people feel welcome
Community groups to work together
More volunteers to support the programs and spread the work load

Participant ranking	0 participants ranked – 1 st 1 participants ranked – 2 nd 12 participants ranked – 3 rd
Library involvement	In collaboration with other community organizations
Organization(s) currently involved	Church should be, every group tries

Not a Priority - Youth Programming

More opportunities for youth – examples: employment opportunities, youth group
Participant ranking No ranking on this item
Library involvement Consider meeting this need
Organization(s) Church family gym night, Summer Bible program
currently involved:

Not a Priority – Infrastructure and Safety

Better traffic control, traffic speeds through town and school zone

Transportation for everyone, Community Bus

Advocating for safety

Participant ranking No ranking on this item

Library involvement The library has no role in meeting this need

Not a Priority – Enhancing Facilities for Greater Use.

Build arena change rooms

More use of the skating rink – turkey shoot, skating parties

- (currently volunteer staff open as needed)

Store/Gas Station

Commercial kitchen for community center (to hold events such as cooking classes)

Cross country skiing/bike trails/walking paths

Seniors Lodge

Participant ranking No ranking on this item

Library involvement The library has no role in meeting this need

Community Focus Group Meeting

LaGlace - November 2, 2017

Eleven community members at the invitation of The County of Grande Prairie Library Board attended a community focus group meeting in LaGlace and participated in a conversation to guide library services in LaGlace.

Participants indicated they live in:

LaGlace,
Clairmont (Bear Lake)

Those attending represented the following community organizations/businesses and identified their roles as:

Sexsmith Homeschool Group	Pastors
GP Homeschool Group	Parent of young children
Grace Bible Fellowship Church	Community member
LaGlace Bible Fellowship	Library user
LaGlace School	Teacher
LaGlace Bible Fellowship Local church	Former firefighter
LaGlace Walking Trail	Retired
LaGlace School	Oilfield
Church	Home Business owner
Seniors of LaGlace	Parent –homeschool children
LaGlace Christian Reformed Church	
Drop-in Hockey	
LaGlace Bible Fellowship	
LaGlace Library Society	
LaGlace Twilight Club	

They visit and use library services regularly:

Daily - 1, Weekly - 6, Monthly - 3, Infrequently , Not At All - 1

They enjoy library services for the following purposes:

Recreational reading, DVD's for entertainment, audio books, classroom visits, helped with shelving, enjoyment of reading

"The library is very important for my kids, it has helped to make them readers."

They also thought it was important for the Board to know they are:

"My children use the library daily to weekly. Daily in the summer." As a pastor I have my own library for biblical and pastoral study. I have a high regard for books.

Just moved into town and would be nice to be more involved.

"We love our library. Especially the meeting places it provides."

Participants were invited to consider the future of their community and what is needed to take them there. In paired conversations they determined community needs and then shared them with the larger group. The identified community needs were grouped and themed. Participants were invited to select their top 3 priorities using a Decision Tree process, and determine if the particular theme was:

- 1 - suited to library services for consideration of programming,
- 2 - possible collaboration with other community organizations to address,
- 3 - wasn't suited to the library.

Priority 1: Library Services

Homework club/ Literacy Tutoring Centre all ages

Increase Library Room Use – 4H, Homeschool Group, Book club for students, Science Club (be nice to be able to sign out a microscope)

Book club for adults

Park – grass, benches, place to sit, possibly play zone

More hours for library

Available for Home School kids/ preschoolers/ after school kids, Kids Activities – puppets, puzzles, games, chess & checker sets, Quiz Jar (changed weekly), Montessori Learning Toys, toys, play kitchen, doll house, Lego, Farm sets, Displays, Lego Wall, chalk Board, Whiteboard, roll of paper/crayons

Participant ranking 3 participants ranked – 1st
 2 participants ranked – 2nd
 1 participant ranked – 3rd

Library involvement Seriously consider meeting this need

Priority 2 – Community Cultural Centre

Community Builder (event,- venue – people - learning - Community Calendar, block parties, catering facility, holiday come & go events, meeting spaces, all ages together, coffee shop, more than arena , Community Hall

We need a larger meeting facility for catered events or meetings such as weddings, funerals, concerts, such as the Sexsmith Civic Centre (If the new arena does not have such provisions)

Museum

Visual Arts / Performing Arts, Drama &/or Music & Craft opportunity, Science clubs

Bridge Clubs

Drop-in jam music sessions

Participant ranking 2 participants ranked –1st
 3 participants ranked – 2nd

Library involvement The library can encourage organizations that are suited
Organization(s) few
currently involved:

Priority 3 - Outdoor Recreation Facility – Place to Play

We need a skate park for children to bike, board, cycle. Now they have to play on the sidewalks.

Skate park – kids have been asking

Skate park or BMX track – where can kids play in older age groups?

Playground south side of community

Space to safely ski, run/walk a distance (2+ miles)

Gym

Workout gym with equipment

Participant ranking 3 participants ranked – 2nd
4 participants ranked – 3rd

Library involvement The library can encourage organizations that are suited

Organization(s) few
currently involved:

Priority 4 - Safety

Safe walking path/bike – related to crossing HWY 59

SLOW TRAFFIC ON HWY 59 – Reduce engine break noise

Note: playground on south side of LaGlace was related to safety, and children crossing HWY 59.

Participant ranking 1 participant ranked – 1st
2 participants ranked – 3rd

Library involvement The library can encourage organizations that are suited

Organization(s) few
currently involved:

Not a priority - Business Promotions

Hospitality – public gathering place – food is important

Restaurant / Coffee shop

Promote interest in starting a new restaurant

We need a restaurant/coffee shop in our community for people to meet together.

Gym (perhaps in Arena) – place to workout without driving

Participant ranking 2 - participants ranked – 1st
1 - participants ranked – 3rd

Library involvement The library has no role in meeting this need

Organization(s) few
currently involved:

Survey Data - Valhalla Library Patron - October 2017

During the month of October, Library Patrons answered this question:

The community of Valhalla needs.....

Library Resources (student comments)

More warrior a books
More sci-fi teen books!!!!!!
More Todd Strasser books and John Grisham books
More books to pick out of
More books about things the Jr High girls like

Adult Education

Educational Adult classes
Genealogy program
Craft programs

Community Connectedness

Organizations to work together

Creating welcoming and comfortable space (Student comments)

Another couch for Jr Highs and comfortable seats

Community Love

I'm happy with Valhalla Services. Our favorites are the Library and the Mercantile!
Perfect the way it is
Excellent the way it is
Recognitions

Business, Recreation & Recreation Venues (student comments)

A rock climbing wall, skating rink,	7/11, more people, new basketball nets,
swimming pool, hockey team better,	\$, pool
search bubbles to write on, flying cars,	
magic cats, inflatable skateboards,	Waterpark,
Paint ball stadium, gun range, bow rang,	Riding arena
a place that tells the history of Valhalla	
Paint ball range, more stores	To see curling rink used more as horse riding
More stores	Dance lessons
	Fitness groups.

Survey Data - LaGlace Library Patron - October 2017

During the month of October, Library Patrons answered this question:

The community of LaGlace needs.....

Library Resources

More money to buy more books

Safety

More secure signs – one fell down

More police watching speeding through LaGlace

Business, Recreation & Recreation Venues

A skate park at school

A skate park

A statue

An ice cream truck

Ice cream shop

Workout Centre (similar to Eastlink Centre, a walking track in new arena, with work out equipment in the corners of the walking track)

To keep our walking trail

To maintain a walking trail year-round.

Walking trail year round

New arena and skate park

Survey Data - Elmworth Library Patron - October 2017

During the month of October, Library Patrons answered this question:

The community of Elmworth needs.....

Library Resources (jr High Students)

Jimmy the Janitor (performer for youth/teen population)

Jimmy the Janitor

More science fiction and graphic novels

Jimmy the Janitor

Monster Inc

More science fiction and graphic novels

More sign language books

More books about WW I and WW II and some historical movies would be nice too

Library Furnishings – Welcoming Environment (Jr High Students)

We should get a couch

Get a couch

Some fun activities for the Junior High. Get comfy couches for learning and classes. A snack program where school provides a snack for every student everyday around snack time!

Library Resources (Grades 5 & 6)

Another or just bigger library

More books

Community Connectedness (Adult)

Please remember we are a small community, rural and part of a school – not like GP library with lots of need for variety & new stuff

More unity between surrounding areas

To come together to run our Halls and activities as one! – Halloween, Spring Dance, Easter, New Years Eve, monthly suppers; too little volunteers to run as two separate boards.

I love this community and what the volunteers do to come up with events and activities out here !! I have no dreams of more.....

Community Outdoor Recreation/Venues (Grades 5 & 6)

A better soccer field

A community park

Needs new playground

The community of Elmworth needs a new swing set

A better playground for kids

A bigger playground and a tether ball set

Needs a bigger playground

I think the community of Elmworth needs a new playground

Playground

More swing sets

A new/better playground for kids

The community of Elmworth needs another play set or a new one cause we have had that one for a long time.

A bigger and better playground

Business

Gas station

Store

Recreation/Sports (Jr High students)

We should play basket ball

Analysis of Data- Library Board - November 22, 2017

What did we learn?

Overview of the data collection from:

- Surveys: from each of 3 libraries, available the month of October 2017
- Community Focus Group Meetings:
 - Valhalla – October 18, 2017
 - LaGlance – November 2, 2017
- Interviews: with each Librarian

Response from the Board – Data Review

What stood out?

Cooperation

- Community organizations – collaborating
- The potential to attend other organization meetings
- School – partnerships
- The potential for an Interagency Meeting/community
- Communication – the need for
 - Where, how, who, what and why

Community Connectedness

Other needs in Community not library related

Need for a gathering place

Collections – more specific topic requests

How do you feel about the results?

Similar in each community

Could we have done a community engagement with youth

Positive – recognition of community pride

Broad Community

Identity of library role in the community

- Nonsectarian (not involving or relating to a specific religious sect or political group)
- Inclusive to all

Is anything missing?

Acknowledgement of existing programming

- And existing partnerships

Would you like to add anything? Do you get a sense of new things you could be doing?

Explore opportunities

- Books in Community Places
- Getting books out
- Book boxes

Sample Surveys

Sample survey and potential measures are provided to gather data from library patrons annually about programming, services and support offered to determine if outcomes are achieved and customers are satisfied.

Sample 1

Please rate each of the following services: (on a scale of 1 – 6 with 1 indicating very dissatisfied and 6 indicating highly satisfied)						
	1	2	3	4	5	6
Customer service						
Collection (books, DVDs, music, etc.)						
Programs (classes, events, etc)						
Online services (website, social media)						
Inter-library loan						
Computers /workstations						
Internet access						
Hours of operation						
Welcoming and comfortable environment						
Overall, how would you rate the library?						

Sample 2

	Strongly disagree					Strongly agree
	1	2	3	4	5	6
My community library has helped me to feel a sense of belonging to my community.						
As a result of:						
learning opportunities provided at my library I am more confident in my ability to use:						
Electronic devices						
Device Apps						
Other _____						
visits to my library I am more aware of the community and what it has to offer.						

Sample Questions to add

What do you value most about the library?

Is there anything else you would like us to know?

The Library Service Responses

These describe at a high level the varied services that public libraries as a whole deliver in response to community needs.

1. **Be an Informed Citizen: Local, National and World Affairs** – Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, provincial and national levels, and to fully participate in community decision making.
2. **Build Successful Enterprises: Business and Nonprofit Support** – Business owners and nonprofit organization directors and their managers will have the resources they need to develop and maintain strong, viable organizations.
3. **Celebrate Diversity: Cultural Awareness** – Residents will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.
4. **Connect to the Online World: Public Internet Access** – 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.
5. **Create Young Readers: Early Literacy** – Children from birth to 5 will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen.
6. **Discover Your Roots: Genealogy and Local History** – 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.
7. **Express Creativity: Create and Share Content** – Residents will have the services and support they need to express themselves by creating original print, video, audio, or visual content in a real-world or online environment.
8. **Get Facts Fast: Ready Reference** – Residents will have someone to answer their questions on a wide array of topics of personal interest.
9. **Know Your Community: Community Resources and Services** – Residents will have a central source for information about the wide variety of programs, services and activities provided by community agencies and organizations.
10. **Learn to Read and Write: Adult, Teen and Family Literacy** – Adults and teens will have the support they need to improve their literacy skills in order to meet their personal goals and fulfill their responsibilities as parents, citizens and workers.
11. **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.
12. **Make Informed Decisions: Health, Wealth and Other Life Choices** – Residents will have the resources they need to identify and analyze risks, benefits, and alternatives before making decisions that affect their lives.
13. **Satisfy Curiosity: Lifelong Learning** – Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.
14. **Stimulate Imagination: Reading, Viewing and Listening for Pleasure** – Residents who want materials to enhance their leisure time will find what they want, when and where they want them and will have the help they need to make choices from among the options.
15. **Succeed in School: Homework Help** – Students will have the resources they need to succeed in school.
16. **Understand How to Find, Evaluate and Use Information: Information Fluency** – Residents will know when they need information to resolve an issue or answer a question and will have the skills to search for, locate, evaluate and effectively use information to meet their needs.
17. **Visit a Comfortable Place: Physical and Virtual Spaces** – Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.
18. **Welcome to Canada: Services for New Immigrants** – New immigrants and refugees will have information on citizenship, English/French language learning, employment, public schooling, health and safety, available social services and any other topics that they need to participate successfully in Canadian life.


Template - Community Question - Library Patrons

To be collected in each community from: October 1 – 31, 2017


Our library would like to know more about local community needs.

What we learn will help us make our service better.


Will you help us by completing this statement:



*The community of
Elmworth needs.....*



*The community of
LaGlace needs.....*



*The community of
Valhalla needs.....*

Template - Decision Tree

Decision Tree

