

Peace River
Municipal Library

Plan of Service 2022-2024



Town of Peace River Library Board
Approved February 10, 2022

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Land & Indigenous Peoples Acknowledgement

The Peace River Municipal Library is located within Treaty 8 Territory and within Métis Nation of Alberta Region 6. We acknowledge that the library is on the traditional homeland of the Dane-zaa (Beaver), Nehiyaw (Cree), Dene Tha', and Métis peoples. We commit to providing services that add value to the Indigenous peoples in our community and to ensure Indigenous peoples are welcomed in and represented at the Peace River Municipal Library.

(Text of acknowledgement TBC)

Gratitude

The Town of Peace River Library Board would like to thank the following people and organizations for their time and input in the 2022-2024 Plan of Service.

Community Groups

Peace River Aboriginal Interagency Committee
Peace River Chamber of Commerce
Peace River School Division

Peace River Municipal Library & Art Gallery Staff

Channing Stenhouse	Library Director
Bev Shewchuk	Library Technician
Sarah Lawrence	Library Assistant III
Louis Ducharm	Programs Coordinator
Michelle Oh	Interlibrary Loans Clerk
Tammy Vogel	Library Assistant I
Anne Pearson	Library Assistant I
Annette Eddy	Library Assistant I
Piper Regner	Shelving Clerk
Malcolm Lalonde	Janitor

Town of Peace River Library Board

Johanna Downing	Board Chair
Marc Boychuk	Vice Chair
Erika Park	Secretary
Carson Murphy	Director
Chelsey Friedt	Director
Alena Rosen	Director
Catherine Hewko	Director

Message from the Chair

The Peace River Municipal Library is pleased to present the 2022-2024 Plan of Service. At the Peace River Municipal Library, we understand that knowledge is not just on our shelves but in the programs and community connections that are shared through our library. This document reflects input from our community, board and staff and will direct our strategic planning for the next 2 years.

We welcome you, dear reader, to share your knowledge, presence, and unique perspective in our library as we move forward with our new plan.

Thank you to everyone who participated in the 2022-2024 Plan of Service process. My gratitude to all patrons, partners, and community members for making our Library and community a vibrant place to live.

Johanna Downing
Board Chair

Library Profile

The Peace River Municipal Library was established in 1934 by the Independent Order of the Daughters of the Empire (IODE). The library has had multiple locations, including the old fire hall, what is now Casey Realty's Office, and its current location. In 2010-11, the Town of Peace River undertook a major renovation and expansion of the current library building, which resulted in the addition of a programming room and an art gallery.

Since 2020, the library has responded to provide service as best and safely as possible throughout the Covid-19 pandemic. Service levels have varied according to provincial regulations, but the experience has prompted a number of welcome updates and initiatives. The library is now able to process membership and payments virtually, and many programs are now being run via videoconferencing. In 2021, the library received just over 18 000 service visits, up from 10 000 in 2020. Though this number is lower than the 44 000 in 2019, patrons continue to use the library in new ways. This year, over 34 000 items were loaned and over 5000 people participated in library programs. The library launched several new take-home services, including movie night kits and take-home board games.

Going forward, we are excited to continue our good work and adapt our services to the needs of the Peace Region.

The Planning Process for the 2022-2024 Plan of Service

Due to ongoing restrictions required by the covid-19 pandemic, the Town of Peace River Library Board elected to modify the Plan of Service engagement process from the typical setup of two full-day meetings of a group of community leaders to a short presentation and survey provided to various community leaders and stakeholders. Thanks to this new process, a larger than usual number of participants were able to contribute, providing invaluable input.

2022-2024 Plan of Service Process:

1. Creation of a survey & presentation
2. Multiple presentations & surveys to community stakeholders
3. Analysis of survey data
4. Compilation of a Preliminary Report
 - a. Shared with Library Trustees and Staff
5. Library trustee & staff survey
6. Creation of a joint Trustee & Staff Working Group
7. Analysis of survey data
8. Compilation of a Secondary Report
 - a. Shared with Working Group
9. Working Group Meeting
10. Creation of draft Plan of Service
11. Presentation of the draft Plan of Service to Library Staff
12. Amendments
13. Presentation & Approval of the Plan of Service to Library Trustees
14. Submission of the Plan of Service to Public Library Services Branch

Vision, Mission, & Values

Our Vision

The lives of all our community members are enriched by the services, programs, collection, and opportunities for connection at the Peace River Municipal Library.

Our Mission

To develop a strong library that is a vital community destination for knowledge, inspiration, connection, and renewal.

Our Values

Collaboration	We value collaboration with our community, partners, and town representatives to achieve common goals.
Comfortable Space	We value a safe, accessible, and welcoming space for all.
Connection	We value human connection and strive to create services that foster a sense of connection and community.
Creativity	We value a friendly, helpful place where all community members can explore their creativity.
Diversity & Multiculturalism	We value and respect and support people of all cultures, races, ethnicities, nationalities, genders, colours, religions, ages, sexes, sexual orientations, gender identities and expressions, marital status, family status, genetic characteristics, abilities, and sizes.
Excellence	We value excellence in customer service, programming, and access to collections.
Intellectual Freedom	We value the freedom to create, express, and access all materials.
Lifelong Learning	We value an environment that encourages curiosity and a lifelong love of learning and literacy.

Library Service Responses for 2022-2024

SR 1.0: Celebrate Diversity: Cultural Awareness (SR#3)

Residents will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.

1. Goal – Library staff will receive training opportunities regarding diversity and diverse peoples so staff can provide appropriate and intentional library service.
 - 1.1. Objective – Library staff will participate in training about 3 unique groups by December 2024.
2. Goal – Members of the Peace River region will have access to resources and programming regarding diversity and diverse peoples to celebrate themselves and others.
 - 2.1. Objective – The library will provide 3 events about 3 unique groups or diversity issues by December 2024.
 - 2.2. Objective – The library will create increased visibility to more easily identify and find resources about diversity and diverse peoples by December 2024.

SR 2.0: Know Your Community: Community Resources and Services (SR#9)

Residents will have a central source for information about the wide variety of programs, services and activities provided by community agencies and organizations.

1. Goal – People in need of services will have access to information about support resources to enable access to these services.
 - 1.1. Objective – Library staff will receive training about services in the community by December 2022.
 - 1.2. Objective – The library will evaluate the current way resources regarding sensitive and/or difficult subjects are shared and made available by March 2023.
 - 1.3. Objective – A best practice solution for sharing resources regarding sensitive and/or difficult subjects will be implemented by December 2023.
2. Goal – The residents of the Peace River area will be knowledgeable about the services and value offered by the library.
 - 2.1. Objective – The library will share information with 5 new service providers and community organizations by December 2022.
 - 2.2. Objective – The library will do 10 outreach events in the community by December 2024.

SR 3.0: Satisfy Curiosity: Lifelong Learning (SR#13)

Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

1. Goal – Teens in the Peace River region will have programs to explore topics of personal interest.
 - 1.1. Objective – The library will run events targeting teens and will have 15 total participants by June 2024.
2. Goal – Adults will have programs and resources to foster connections & learning.
 - 2.1. Objective – The library will run events and/or programs and will have 50 participants by June 2023.
3. Goal – Families will have programs and resources to foster connections & learning.
 - 3.1. Objective – The library will run events and/or programs and will have 100 participants by June 2024.

The library board and staff have ensured that all the above goals are measurable as either having been completed or not (YES/NO). Additional data collection and evaluation will continue ongoing to measure the value and success of the programs, tools, and resources we offer.