

Peace River  
Municipal Library

Plan of Service 2019-2021



Town of Peace River Library Board  
Approved June 14th, 2018

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## **Message from the Chair**

Peace River has a beautiful, accessible and engaging resource in our Town Library. Over the years with the assistance of community input, the Board, and dedicated employees of the Library; we have seen the growth of programs and space develop and flourish. As a Board we are proud and awed with the engagement from community members, the growth the library has seen, as well as the development and organization of collections within the library.

The new Plan of Service (PoS) process gave us a great opportunity to consult with the community, rethink the vision, and review and fine-tune the services provided. We also imagined what other activities could be offered to engage and enrich the community.

A huge thank you and congratulations to the team that shepherded us all towards this completed Plan of Service. Many thanks in particular to our Director; Johanna Downing who coordinated and lead the project on behalf of the board, Channing Stenhouse, our NEW Library Director who came on at the perfect time to work with Staff and the Board to develop the Objectives and Goals based on our communities' inputs.

Many thanks also to the Community Planning Committee (CPC) members for taking time out of their busy lives, bringing their passion for the community to work with facilitator Larry Stewart to identify key community needs and then where the library could contribute to addressing these needs. The three chosen library service responses and this full Plan of Service reflect direction provided by the CPC along with additional development by the board and staff.

The library cannot function without provincial and municipal support, for which we are very grateful. Donors also contribute critical funding to augment that provided by the primary funders. The Peace Library System membership gives us access to far more expertise and services than we could ever have on our own. Many thanks to all these organizations that help contribute to the health and vitality of the Peace River Municipal Library.

Please take some time to read this new Plan of Service to learn what we plan to do over the next three years to strengthen the library's role in the Town of Peace River.



Emma Anso  
Chair  
Peace River Municipal Library Board

## Acknowledgements

The Peace River Municipal Library board of directors would like to thank the following community members for their time and input.

Amber Armstrong	DMI Peace River Pulp Mill
Dean Bellerose	Alberta Supports
Laura Bekevich	Community Member
Rod Burr	Community Member
Mary Jade Downing	University Student
Broenyne Lettiuce	Student at Glenmary School
Frank Light	Business owner - Channico Machine and Millwright Services Ltd.
Hope Regimbald-Laboucan	CNRL
Channing Stenhouse	Sagitawa Friendship Centre

## Town of Peace River Library Board

Emma Anso	Board Chair
Genna Davidge-Smith	Vice Chair
Julia Cestra-de Vries	Secretary
Johanna Downing	Director & Town of Peace River Council Representative
Chelsea Ferguson	Director
Ruth Soutl	Director
Barbara Turcotte	Director

## Library Context

The Peace River Municipal Library has a long history in Peace River. It was first established by the Independent Order of the Daughters of the Empire (IODE) on the top floor of the town fire hall in 1934. The library then spent time in the basement of the Town Office (now Casey Realty's Office) and in 1982, moved into a building purchased from the Public Health board, on the same site of the present library. This small space (under 6,000 square feet) served the public for nearly 30 years.

In 2010-11, the Town of Peace River undertook a major renovation and expansion of the building, which resulted in 13,000 square feet of space, including an art gallery, available to the Peace River Community and surrounding region.

The expansion of the library as empowered the development of many new programs which most recently have included Table Top Gamers, Story Time, and a robust After School Club. The library has over 3000 members and experienced a whopping 49 000 service visits in 2017. The building currently houses a collection of over 32 000 items including books, audio books, DVDs, and more, and has 7 computers available for public

use. Through partnership with the Peace Library System, the Peace River Municipal Library is able to provide patrons with access to 70 different online subscriptions, creating access to an innumerable number of additional titles, and tools for learning and researching topics like language, and ancestry. The regular rotation of displays in the art gallery (up to 12 per year) has brought new community members into the library, enriched the local art scene, and added opportunities for a plethora of new partnerships.

## **Town of Peace River**

The Town of Peace River is situated on the banks of the mighty Peace River. Peace River is home to 6842 (2016 Census) members and provides a regional hub for health care, government and education. Our vibrant community includes public and private schools, regional college, businesses, industry and recreational facilities. Peace River prides itself on being a community that responds to new and emerging needs by keeping the experience of residents a central focus.

## **The Planning Process for the 2019-2021 Plan of Service**

Alberta Culture and Tourism Community Development Officer, Larry Stewart facilitated the Community Planning Committee session. The Community Planning Committee included students, business owners, business representatives, community members, and agencies. This busy session included SWOT analysis of the Town of Peace River, an engaging discussion about which service responses the library should focus on, and the library's ability to respond to community needs.

The Peace River Municipal Library Board and staff then met to review the community input and worked to prioritize the selected service responses and set goals and objectives for the next 3 years. The joint effort of the board and staff to create the Plan of Service was an excellent opportunity to team build.

## **Our Vision**

Our library is a highly-utilized, welcoming, and accessible community gathering space, which inspires lifelong learning and creativity.

## **Our Mission**

To engage, stimulate, and connect the community by providing access to resources, tools and opportunities.

## **Our Values**

Collaboration	We value collaboration with our community and town representatives to achieve common goals.
Comfortable Space	We value a safe, accessible, and welcoming space for all.
Creativity	We value a friendly, helpful place where all community members can explore their creativity.
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.
Respect	We value respect for all persons.
Stewardship	We value responsible, accountable, effective, and efficient stewardship of library resources

## **Library Service Responses for 2019-2021**

There are 18 possible responses (Service Planning for Alberta Libraries, 2010, p. 12) that a library may plan to use to address community needs. For the 2019-2021 Plan of Service, our library will focus on 3 responses that were among 7 service responses recommended by the community engagement group. By choosing 3 service responses, the library will be best able to give each response the time and resources needed ensure the success of our goals.

## **SR 1.0: Stimulate Imagination: Reading, Viewing and Listening for Pleasure (SR#14)**

*Residents who want material 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.*

**Goal 1.0: Adolescents (13-18) and Indigenous children pre-school ages will have access to improved program opportunities that stimulate imagination and enhance their reading, viewing and listening pleasure.**

Objective 1.1: In 2018, staff will explore programming that will focus on the target age group. By December 2019 at least one new program targeted at attracting and engaging Adolescents developed either by library staff or in partnership with another community organization in library programs and services.

Objective 1.2: By December 2019 at least 1 new program geared towards Adolescents offered at the library, with at least 5 individual attendees.

Objective 1.3: In 2018 staff will explore programming that will focus on Indigenous children. By December 2019 at least one new program targeted at attracting and engaging families of Indigenous children in library programs and services will be developed and delivered either by library staff or in partnership with another community organization.

Objective 1.4: By September 2021 the library has delivered or partnered to deliver at least 3 new programs with attendance of at least 20 individuals.

## **SR 2.0: Visit a Comfortable Place: Physical & Virtual Spaces (SR #17)**

*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.*

**Goal 2.0: All Community members experience welcoming physical and virtual library spaces.**

Objective 2.1: By December 2019 the library will explore increased safety measures by providing training to increase staff safety, comfort, and professional ability.

Objective 2.2: By June 2019 the library will engage with community and explore options to redesign space to create an improved space for teens.

Objective 2.3: By June 2020 a space for teens will be created.

Objective 2.4: By 2020 the library will have engaged the Indigenous community to ensure the library is a welcoming space.

**SR 3.0: Be an Informed Citizen: Local, National and World Affairs (SR#1)**

*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.*

**Goal 3.0: To raise awareness of civic responsibilities and provide access to materials that supporting decision making.**

Objective 3.1: By spring 2019 staff will have explored means of raising awareness of civic responsibilities.

Objective 3.2: By fall 2019 the library will provide visibility of opportunities for civic engagement.

Objective 3.3: By December 2019 the library will enhance volunteer experience and presence, and will have recruited 4 new volunteers.

The library board and staff have ensured that all the above goals are measurable as either having be 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.