

Blackfalds
Public
Library



Plan of Service 2018

Table of Contents

Mission, Vision, and Values	1
Mission Statement	1
Vision Statement.....	1
Organizational Values	1
Blackfalds Library History	2
Blackfalds Community Profile.....	2
Purpose and Process of the Blackfalds Library Plan of Service	3
Board Statement of Approval	3
Library Information and Services.....	4
Current Library Services	4
Priority Service Response: Satisfy Curiosity	5
Priority Service Response: Stimulate Imagination	6
Priority Service Response: Visit a Comfortable Place.....	7

Mission, Vision, and Values

Mission Statement

The Blackfalds Public Library strives to ensure the residents of Blackfalds and the County of Lacombe receive the highest level of access to all the resources, programs and materials provided by the library.

Vision Statement

“The Blackfalds Public Library strives to be responsive and accountable to the community through cooperation, partnership, innovation, communication and flexibility in providing library services to all residents of Blackfalds and surrounding area”



Organizational Values

These are the fundamental guiding principles which define Blackfalds Public Library reason for being

Customer Service

- Provide quality and timely service as a measure of success and service to our community.

Continuous Improvement

- Strive to meet service levels and operational standards by developing and maintaining modern practices and support risk taking, change and diversity

Accountable Management

- Achieving effective, efficient and economic service delivery based on Blackfalds Public Library Board policies and standards.

Blackfalds Library History

The Blackfalds Public Library was first located in a small building on the school grounds. The Library was then moved for a short time to the basement of the town office which was located under the water tower. When the new town office was built they added on 600 sq. feet to the building so the library could be moved out of the basement. In 1991 the By-Law for the Municipal Library was passed, at the same time the library moved to the location on Main Street, but the library quickly grows out of the 1800 sq. ft. In early 2006 the library moved to its present location in the Civic Center in the bright and spacious 6700sq. ft. lower level.

Blackfalds Community Profile

The Town of Blackfalds is situated in central Alberta just north of Red Deer. Blackfalds has been one of the fastest growing communities in Canada for the last couple of years, but it has been able to retain its small town feel and community spirit. Blackfalds has first rate recreational facilities, award winning playgrounds, new schools and with an eye to the future more schools and recreational facilities. The community also has a rapidly grown commercial area and with its close proximity to the QE2 and Red Deer makes it a very desirable location to live. The 2017 Blackfalds Census has the population of Blackfalds at 9,916, 42% of the community is between the ages 19-40. The Blackfalds Library also serves the County of Lacombe's with a population of 1,700. The library plays a large part in our community, it is located next door to a large playground and spray park which attracts the Blackfalds Day Homes, kindergarten classes, home schools groups and moms and dads with their kids to the area, making a visit to the library a normal part of their day.

Purpose and Process of the Blackfalds Library Plan of Service

The purpose of the Plan of Service is to both satisfy the requirements to do so by the Minister of Municipal Affairs, Alberta, as well, it give the Library Board, Administrator, and library staff direction in their efforts to serve the needs of the residents of Blackfalds and the County of Lacombe.

The Blackfalds Library board held an initial meeting with representatives from the Parkland Regional Library early in 2016 to discuss the new requirements and format. From this meeting a committee was formed to complete a Needs Assessment Surveys and develop a new Plan of Service. This survey is needed to help determine what the residents of Blackfalds would like to see in the future in the library.

The process of completing the Needs Assessment Surveys started In April of 2016; Committee members were present at a town organized open house with survey questions. There were two meet and greets organized, one during business hours, and the second in the evening. Invitations were sent to the Mayor, Town Council and the Town Staff, business owners, service clubs and the general public. The committee also had members at the Blackfalds Day parade completing Needs Assessment Surveys questions with people along the parade route. Various town and county documents were also referenced in this process.

The information gathered was then compiled; and the results gave the committee a clear vision for the future of the Blackfalds Public Library. From this information the new Plan of Service has been developed with exciting goals and challenging objectives. The Blackfalds Public Library Board looks forward to the opportunities this new Plan of Service will provide.

Board Statement of Approval

The Blackfalds Public Library Board of Director approved the new Plan of service at the April 3, 2018 general meeting. The Board looks forward to working with the library administrator on the new and exciting goals that have been set out for the next 5 years. The Board would also like to thank the Plan of Service committee for their hard work on this project.

Denise Sumner – Chair

Nadine St Denis

Mary Alguire

Steven Hodgkins

Karyl Tobin Library Board Chairperson

Library Information and Services

The current staff of the Blackfalds Public Library consists of:

- 1 full-time Library Administrator
- 1 part-time Youth Services Librarian
- 1 part-time Acquisition, Circulation and Customer Service
- 2 part-time Interlibrary, Circulation and Customer Service
- 2 part-time Circulation and Customer Service

Current Library Services

The Blackfalds Public Library prides its self on the library's large selection of books, we also provide:

- Magazines, DVD's, Music, and Audio Books
- Large prints book as well as CNIB Audio Books
- Kids French and Spanish books
- Computers, computer games, Wii games and Wi-Fi
- Free of charge Babies and Children's programs
- After School Kids programs collaboration with the FCSS
- Lego Club
- Adult Coloring
- Books for Babies and the Summer Reading Program
- The Library also participates with
- Books on the Bus, The spring and fall Seniors Tea, Library books at the Abbey Center
- As well the library donates to Better World Books

Priority Service Response: Satisfy Curiosity

Promote lifelong learning and the benefits of a Healthy Mind and a Healthy Body. Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

Goal

“Residents of Blackfalds and the surrounding area will have access to learning resources, advice, training and the equipment they need to participate safely and with confidence in the digital economy.”

Objective

The library will provide two computer courses per month. The number of seniors who indicate on a survey that they use the library for lifelong learning will increase by 10%

Purchasing more computers, partnering with local groups to provide training, providing advanced training are all “activities” that could move you in the direction of your goal. You do not need to list activities in your plan of service.

Goal

Residents of Blackfalds and the surrounding area will have the opportunity to view rotating exhibits of interest to all age groups at the library. These exhibits will encourage residents to expand their knowledge, appreciate the creativity of others through art and learn about the history of the community.

Objective

“Residents surveyed will indicate that viewing a rotating exhibit sparked a greater interest in the topic”

Goal

Residents of Blackfalds and the surrounding area will have access to age appropriate information that assists them to have healthy minds and healthy bodies. Residents will know about the various health and fitness programs available in Blackfalds and will be aware of library resources that can assist in their journey toward better health.

Objective

The circulation of magazines and books relating to fitness will rise by 60% over all age groups; the Week of Wellness Cards access cards will exceed their present usage numbers by 50%

Priority Service Response: Stimulate Imagination

Reading, Viewing, and Listening for Pleasure. Residents of all ages who are looking for reading material that will enhance their leisure time, will find it when and where they want it.

Goal

“Residents of Blackfalds and the surrounding area will have increased awareness of the library and will be exposed to its resources (including books, DVD’s and music), through library outreach activities in the community.”

Objective

The outreach library will participate at 4 or 5 different events every year of the Plan of Service and will increase the number of events participated in as the number of events grow.

Goal

“Residents of Blackfalds and the surrounding community will have access to free library memberships. The benefits that come from being a library member will be available to everyone, regardless of their financial situation.”

Objective

As of January 1st 2018 there will no longer be any library membership fees. We hope to see an increase of 10% in the memberships each year.

Goal

The library staff will provide age appropriate Grab-N-Go book bags for busy parents.

Objectives

“Busy parents will have access to the tools they need to explore literacy with their children in ways that are fun and effective.”

Goal

The library staff will have a variety of books on different topics and authors covered in paper to hide the books identity for the patrons that don’t know what to read or want something different.

Objective

Adult residents of Blackfalds and the surrounding area will be encouraged to explore literacy and expand their reading tastes.

Priority Service Response: Visit a Comfortable Place

Residents of Blackfalds and the surrounding area will have a comfortable and welcoming place to meet and interact with others or to sit and read. The library will provide an open and accessible virtual space that supports and encourages networking.

Goal

Residents will have a place to engage in a wide variety of activities with friends, family and other community members. The library will be a friendly and comfortable location for friends to meet, parents and children to play and learn, a safe place for students to do homework, and a nice place to simply enjoy that good book.

Objective

The numbers of seniors and families dropping in will increase by 20%, and residents surveyed will indicate they feel welcome, comfortable and safe in the library.

Goals

Teens will have a fun and safe place to meet friends outside of school. Teens will have a variety of fun activities to engage in as well as access to information and resources to support them as they grow into productive and healthy adults.”

Objective

The numbers of teens coming to the library will increase, and the teens surveyed will respond the library is a great place to go and meet with their friends.

Goal

By having extended hours and more staff this will enable the library to attract more teens and adults to the different programs and electronic gaming opportunities that will be offered by the library

Objective

The number of patrons coming to the library will increase by 30%. When surveyed they will indicate they are able to participate more now that the hours have been extended and more programs are being offered.