



PLAN OF SERVICE 2008–2010

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Background

The genesis of the Shortgrass Library System occurred during the later 1970's and early 1980's. Interested people in southern Alberta started meeting together to consider an association to further the development and services of our libraries. The Shortgrass Library Project was commenced and a Steering committee developed a Plan of Service proposal.

In 1988 the Shortgrass Library System became a corporate entity with the prime function of providing services and support to autonomous member libraries which would assist them in the provision of comprehensive and efficient library service.



Plan of Service

The development and approval of a Plan of Service is the most important task of the Board of Trustees. The Alberta Libraries Act requires that the Board file a Plan of Service with the appropriate Ministry every three years. In the Plan of Service, the Board details the directions, the priorities, and the general strategies that the CEO and staff will implement during the term of the Plan. Assessment of progress will occur periodically to ensure that the desired results are being achieved.



Next Steps

In order to assess the environment and needs for the future, in 2005 the Board of Trustees decided to engage the System in a Preferred Futuring process. A consultant facilitated a full day of guided activities for a representative group of system stakeholders.

The history of SLS was developed prior to the session and shared with the group. An environmental scan was completed to identify the pressures and forces that surround our regional library system. The things that we are proud of and those that we are sorry or regretful about were also identified. A review of this work led us to identifying the key underlying beliefs that guide and support SLS. Based on these activities, the group then outlined what they would like to see SLS look like in ten years (2015).

A committee then reviewed all the information and developed a Vision Statement which is a 2015 present tense description of how SLS will be at that time. The Plan of Service will focus our attention on ensuring that SLS is creating the future as defined in the Vision Statement. The Plan will be for a three year term, with a detailed assessment at the end of three years.



The assessment will determine whether or not we are on the right track regarding Vision achievement. If necessary, modifications will be made and the resulting next three year plan will be documented and implemented. The changing environment will also continue to impact SLS, and this will necessitate modifications to the Plan.

The Preferred Futuring session and the resulting Vision Statement, have provided a strong message to the Board of Trustees and staff that SLS is on the right track and should primarily stay-the-course in its present Key Directions with some changes in emphasis, especially with respect to the Advocacy direction to reflect emerging issues.

Our Preferred Future: A Vision of 2015

The Shortgrass Library System has devoted the past ten years to three broad inter-related strategic priorities:

- **service to member libraries**
- **sharing of resources**
- **advocacy.**

Taking a closer look at each of these will reveal the progress that has been made since 2005.

Service to Member Libraries

- Member library boards, staff and patrons express a high level of satisfaction with the services provided by the Shortgrass Library System.
- The Integrated Library System (ILS) software is kept current to ensure maximum sharing.
- Deliveries of shared resources are made on a timely and frequent basis.
- Technical services are provided as needed to the member libraries, enabling them to keep up with rapid changes in technology.
- Trained headquarters staff are properly balanced with the workload associated with increased membership.
- Training workshops are provided by Shortgrass to help the member library staff keep up with new technology, and to enable them to train their patrons.
- The Shortgrass Library System remains committed to a standard of excellence for the service it provides to its member libraries and the communities they serve.
- The Shortgrass Library System leads member libraries into new understandings about library services and partnerships in their community.



Sharing of Resources

- The Shortgrass Library System now encompasses all municipalities, counties, the Medicine Hat College, school systems, and special libraries within its mandated area.



- All members appreciate the value of the partnership, with its associated collaboration, sharing, networking and teamwork.
- Resources flow freely as needed among all of the libraries within the Shortgrass Library System and beyond.
- More online databases with associated searching and linking tools are acquired and integrated into the public access website meaning all library resources are equally available.

Advocacy

- Carefully planned and effective lobbying by all stakeholders in the Shortgrass Library System (and by the library community at large) has resulted in the recognition by all levels of government (federal, provincial, and municipal) that public libraries provide a core service to all citizens.
- The Alberta Government views each library as a focal point in its community, and as such, is a valuable resource in the dissemination of information regarding agriculture, health, education, tourism, home-based businesses and other services.
- Provincial and municipal governments respond accordingly to the need for ongoing sustainable funding for libraries to provide these services.
- Our libraries are using SuperNet connectivity, as supplied by the Alberta Government, to provide patrons access from their homes to extensive information and resources, plus to provide video-conferencing capabilities among the libraries and other sites.
- Membership fees are no longer required by any of the member libraries in the Shortgrass Library System.



- The increased funding for libraries is such that even the smaller rural libraries are open to the public most days of the week, and staff salaries are at competitive levels.

- Advocacy is directed towards increasing the awareness and knowledge of the general public regarding the services provided by the Shortgrass Library System. As a result the Shortgrass Library System now serves an “informed” public.
- There is a significant increase in the number of registered patrons who know how to use the online catalogue and databases from their home and business computers, and a similar increase in the number of people who use the libraries as a resource for research, entertainment, relaxation, education, etc.
- Public opinion polls rate libraries as a highly valued service.

Mission Statement and System Beliefs

Any plan of action must be built upon a bedrock or foundation of a well-considered Mission (what we are here for) and a defined set of beliefs (what we base our decisions upon).

Mission Statement

To provide services and support to member municipalities in the provision of comprehensive and cost effective library service through their autonomous local libraries. The provision of services will include resource sharing with other libraries of the province, the country, and the world.

Belief Statements

- ◆ We believe that libraries are vital contributors to the quality of life. ◆
- ◆ We believe in universal public library service and equal and open access to library collections. ◆
- ◆ We believe in the principles expressed in the Canadian Library Association's Statement on Intellectual Freedom (www.cla.ca/about/intfreed.htm). ◆
- ◆ We believe that the province-wide SuperNet will result in a unified, provincial network among Alberta libraries. ◆
- ◆ We believe that a library system fosters collaboration, sharing, networking and teamwork. ◆
- ◆ We believe that a library system enhances member libraries' programs and services without sacrificing local autonomy. ◆
- ◆ We believe that membership in a library system will enable member libraries to devote more time to developing creative and responsive public programs and services. ◆

- ◆ We believe that a library system results in more efficient and economical use of all available library resources: people, funds, materials. ◆
- ◆ We believe that a library system must advocate the benefits of system membership to non-member municipalities. ◆

Core Business Activities of

Shortgrass Library System

Our core business is to provide high-quality support services to our member libraries and contracted groups. Our specific activities include:

Leadership/ Consulting/ Training

Shortgrass staff provides and facilitates leadership by communicating with member library managers on an ongoing basis both informally and at regularly scheduled meetings e.g. Library Managers' Committee. Consulting and training are provided for member library staff regarding library services, using library software and online databases.

Advocate for Library Service

Shortgrass plays the role of advocate on behalf of its member libraries by working to increase awareness, understanding and support of libraries by the public and all three levels of government.

Acquisitions

Through centralized ordering member libraries do their own selection of items for ordering. By doing this, Shortgrass is able to obtain discounts not available to smaller libraries. Through automation of this service, staff and time efficiencies are also achieved.

Cataloguing

Trained professional and technical staff are responsible for cataloguing the resources for the member libraries into a single database, thereby achieving a high quality of standardized information, and indexing on the collection.

Processing

Shortgrass places labels and barcodes on all catalogued library materials, laminates book covers and provides quality control by inspecting item records before materials leave Shortgrass for member libraries.

Delivery

Newly processed resources and resources being shared from one library to another are moved by the Shortgrass delivery van on a weekly schedule. Shortgrass also provides special format resources - large print, videos, and talking books, which are routed around the member libraries.

Automation Support

Shortgrass maintains the library resource database on a state-of-the-art integrated library system (ILS) that provides circulation services through workstations at member libraries. The wide area network connects member libraries together and patrons see only one large library when they search for items. Also there are other databases for community information, events calendar, quick facts, etc.

Technical training and support is provided for member library staff regarding using library software and other online databases subscribed to through the internet.

Internet Delivery of Services

Shortgrass uses the Supernet to provide enhanced virtual library services for member libraries. These services include access to the online catalogue as well as other licensed information databases available in libraries and remotely 24 hours a day, 7 days a week.

Patron Access

Our patrons have access to a large collection of books and other materials outside their home library. They also have access to our electronic databases and the TAL card which enables them to borrow items as they travel to other libraries.

Reference

Information support services are available through an agreement with the Medicine Hat Public Library Reference Department. This service provides professional assistance in locating requested information and connects the members to the wider world of information outside the Shortgrass Library System through an international inter-library loan network.

Programs

Shortgrass works in conjunction with its member libraries to share enhanced library programming e.g. computer training workshops and author visits. Shortgrass also sponsors a Summer Reading Program and is responsible for centrally distributing SRP materials, providing a children's performer and a parade float which celebrates the SRP theme.

Provincial Liaison

Shortgrass has several liaison functions. It connects the member libraries to the Alberta Public Library Electronic Network (APLEN), thus making the provincial network accessible to all public libraries in the system. Along with Medicine Hat Public Library, it is also as a member of The Alberta Library and facilitates the provision of TAL services for its member libraries. These include the Ask A Question (AAQ) service, TALOnline and the TAL Card.

The Shortgrass Library System Board is a member of the Library Association of Alberta (LAA) and the Alberta Library Trustees Association (ALTA), and participates in initiatives as an individual association member. Shortgrass member libraries are also individual members of LAA and ALTA.

As well, the provincial library systems cooperate to share special programs resources among the libraries; Shortgrass manages the talking books collection for the visually and physically challenged; Parkland manages an international collection of books in other languages; Marigold manages a paperbacks-by-mail program; and Peace manages an audio book collection.

Contract Services

Under separate contracts, Shortgrass is able to provide support services to other libraries such as schools, community, private, or corporate libraries. The purpose is to improve access to information and provide professional, cost-effective services to those libraries. This also benefits the member libraries by improved cost efficiencies in the total SLS.

Key Directions for the Shortgrass

Library System



Key Directions describe the most important actions that the Shortgrass Library System must accomplish in order to be successful in fulfilling its Mission.

Key Directions focus the resources of the Shortgrass Library System on doing the right things, at the right time, and doing them well.

A. GOVERNANCE AND LEADERSHIP

Ensure that the Shortgrass Library System governance, leadership, and management structures take assertive roles in fulfilling the Mission Statement by proactive planning and implementation of the Plan of Service.

B. ADVOCACY AND PUBLIC RELATIONS

Ensure that through an emphasized advocacy and public relations program, there is a significant increase in member/public awareness, understanding and support of the Shortgrass Library System, and further, that there is committed support from the three levels of government for library services.

C. MEMBER SERVICES

Ensure high quality, cost-effective services to our member libraries and contracted groups.

D. STAFF DEVELOPMENT AND TRAINING

Ensure that a collaboratively planned program be implemented to maintain and enhance staff development within the Shortgrass office and the member libraries.

E. INNOVATIVE PRACTICES

Ensure that future service opportunities are explored for viability, then planned and implemented.

Key Results and Strategies for the Shortgrass Library System

Key Results will describe what will have happened or been accomplished when the Key Directions are implemented. The Strategies for the Shortgrass Library System, and the associated description of responsibility, resource allocation and timeline, will direct the organization as to how the Key Results will be accomplished during the allocated time frame.



KEY DIRECTION:

A. GOVERNANCE AND LEADERSHIP

Ensure that the Shortgrass Library System governance, leadership, and management structures take assertive roles in fulfilling the Mission Statement by proactive planning and implementation of the Plan of Service.



Key Result

A.1: *Strong and proactive leadership by the Board, Leadership Team (CEO, Assistant Director(s)) and staff will be driven by and aligned with the Preferred Future, Mission Statement, System Beliefs, and the Plan of Service. The Shortgrass Library System will demonstrate this commitment and alignment in all its work.*

Strategies

Responsibilities/ Resources/Timelines

A.1.1	Review, refine, and communicate roles and responsibilities of the Board, Board Chair, CEO, and other key leadership positions in relation to overall SLS operation and key directions to ensure alignment.	Resp: Board Chair, CEO Res: In Budget Time: Annually in Jan/Feb
A.1.2	Monitor the plan of service to ensure implementation by defining the monitoring processes and completing them.	Resp: Board Chair, Leadership Team Res: In Budget Time: On-going
A.1.3	Ensure that SLS is represented at regional and provincial level activities and meetings.	Resp: Leadership Team, Board

Strategies

Responsibilities/ Resources/Timelines

Res: In Budget
Time: On-going

- A.1.4** Keep knowledgeable about what is happening in other regional library systems and other potential beneficial partnerships. Share this information with SLS staff.

Resp: Board Chair,
Leadership Team
Res: In Budget
Time: On-going



Key Result

A.2: *New and continuing Board members will understand and commit themselves to the Vision Statement, Mission Statement, System Beliefs and Plan of Service.*

Strategies

Responsibilities/ Resources/Timelines

- A.2.1** Hold workshop after fall elections/ appointments for total Board with focus on Mission, Beliefs, Plan of Service and SLS operations.

Resp: Board, CEO, Staff
Res: In Budget
Time: On-going

- A.2.2** When new Board members are appointed at various times, orientation regarding Key Result A.2.1 will be held with them.

Resp: Board Chair, CEO, Staff
Res: In Budget
Time: When Appropriate



Key Result

A.3: *The member libraries, municipalities and contract partners will be satisfied with the level and process of consultation, and the overall direction and services of the Shortgrass Library System.*

Strategies

Responsibilities/ Resources/Timelines

- A.3.1** Implement a process for monitoring and evaluating the satisfaction level our partners have with the direction and services of the Shortgrass Library System.

Resp: Board, CEO
Res: In Budget
Time: Monitoring is ongoing with periodic formal assessment

Strategies

A.3.2 Use the results of the monitoring and evaluation process to improve services and shape the modifications to the next Service Plan.

Responsibilities/ Resources/Timelines

Resp: Board, CEO
Res: In Budget
Time: Following formal assessment and at least every three years.

A.3.3 Review and revise where necessary the Policy Manual.

Resp: Board, CEO
Res: In Budget
Time: On-going



Key Result

A.4: *Shortgrass Library System will attract and retain skilled and competent staff.*

Strategies

A.4.1 Proactively engage in succession planning for key positions in the organization.

Responsibilities/ Resources/Timelines

Resp: CEO, Board
Res: In Budget
Time: On-going

A.4.2 Explore alternative employment relationships to facilitate high quality services (e.g. part-time job sharing, contracts).

Resp: CEO
Res: In Budget
Time: On-going

A.4.3 Provide competitive salary levels and benefits within the SLS fiscal reality.

Resp: Board
Res: Within Budget Limits
Time: On-going



Key Result

A.5: *Shortgrass Library System leadership team and staff will be organized to provide the most effective and efficient service possible.*

Strategies

A.5.1 Continue to review the organizational structure to ensure effectiveness and efficiency.

Responsibilities/ Resources/Timelines

Resp: CEO
Res: In Budget
Time: On-going

Strategies**Responsibilities/
Resources/Timelines**

- A.5.2** Conduct a review of our acquisitions, cataloguing and processing procedures to gain increased efficiencies.

Resp: Leadership Team
Res: In Budget
Time: 2008

**Key Result**

- A.6:** *Planned efforts will result in expanded membership and contract services in the Shortgrass Library System.*

Strategies**Responsibilities/
Resources/Timelines**

- A.6.1** Continue current initiatives to offer services to the non-member municipality (Duchess) and non-member divisions of the County of Newell:

- informal approaches from Board members
- formal presentations
- member municipal assistance.

Resp: Board, CEO
Res: In Budget
Time: On-going until completed

- A.6.2** Conduct a review of our non-resident fee policy to determine if it should be maintained in light of the few non-member areas.

Resp: CEO, Board
Res: In Budget
Time: 2008

- A.6.3** Expand services to other school systems and to other appropriate organizations/groups:

- Grasslands School Division
- Medicine Hat Catholic School District
- Palliser Health Authority.

Resp: CEO, Board
Res: In Budget
Time: On-going

- A.6.4** Develop a proposal that will provide an opportunity for current contract school systems to become members of SLS as defined in the SLS Agreement.

Resp: CEO, Board
Res: In Budget
Time: 2008-09



KEY DIRECTION:

B. ADVOCACY AND PUBLIC RELATIONS

Ensure that through an emphasized advocacy and public relations program, there is a significant increase in member/public awareness, understanding and support of the Shortgrass Library System, and further, that there is committed support from the three levels of government for library services.



Key Result

B.1: *The Shortgrass Library System will have a positive, well-known public profile as a leader and advocate for public access to information and the sharing of all information contained in our libraries and other sources.*

Strategies

Responsibilities/ Resources/Timelines

- | | |
|--|---|
| <p>B.1.1 Continue to refine and implement a public advocacy/relations program that will:</p> <ul style="list-style-type: none"> • advocate for improved library services • reach out to the public in a variety of ways to increase public awareness of the SLS and its services (e.g. advertising, training for library patrons) • promote the Mission of the SLS • increase the visibility of the SLS in the media and at community events • participate in other regional groups whose goals benefit from library oriented partnerships • create a new website in 2008 • update advocacy plan annually. | <p>Resp: Leadership Team, Board, Staff
Res: In Budget plus some additional funds
Time: On-going</p> |
| <p>B.1.2 Inform our current and contract members about the SLS Mission and services:</p> <ul style="list-style-type: none"> • Library boards • SLS Board/staff • Library staffs • Municipal councils. | <p>Resp: Leadership Team, Board Chair, Staff
Res: In Budget
Time: On-going</p> |
| <p>B.1.3 Focus regular attention on providing information and having direct meetings with the political representatives to foster understanding and financial support for public libraries as a core public service to all citizens.</p> | <p>Resp: Board, CEO
Res: In Budget
Time: On-going</p> |

Strategies**Responsibilities/
Resources/Timelines**

B.1.4 Maintain attitudes and actions by SLS staff of being available, supportive, positive, and service-oriented.

Resp: Staff
Res: In Budget
Time: On-going

**Key Result**

B.2: *With the support of the Shortgrass Library System and the services it provides, the member public libraries will be recognized as vital sources of information for all people in southeastern Alberta.*

Strategies**Responsibilities/
Resources/Timelines**

B.2.1 Implement this Plan of Service.

Resp: All parties
Res: As per Budget
Time: On-going

B.2.2 Ensure that the Core Business Activities are successfully implemented.

Resp: Staff, CEO
Res: In Budget
Time: On-going

B.2.3 Ensure that the SLS technology services are leading edge (within fiscal reality), reliable, and user friendly.

Resp: Assistant
Director(s), Library
Managers
Res: In Budget
Time: On-going

B.2.4 Ensure that our provision of services translates into enhanced services to our member libraries and the patrons they serve.

Resp: Board, CEO, Staff
Res: In Budget
Time: On-going



KEY DIRECTION:

C. MEMBER SERVICES

Ensure high quality, cost-effective services to our member libraries and contracted groups.



Key Result

C.1: *The Shortgrass Library System will provide services that are needed by our member and contract libraries, within the available resource base. Through its leadership roles of communicator, facilitator, and cooperation encourager, the Shortgrass Library System will help the member libraries work together to enhance their services to the citizens of Southeastern Alberta.*

Strategies	Responsibilities/ Resources/Timelines
C.1.1 Implement fully the Core Business Activities.	Resp: CEO, Staff Res: In Budget Time: On-going
C.1.2 Focus the Library Managers' meetings on development of shared goals and professional training opportunities to enable us to work together more productively.	Resp: Library Managers, Leadership Team Res: In Budget Time: On-going
C.1.3 In conjunction with ALTA and member library boards, SLS will assist in providing training opportunities to area board trustees to help improve board governance and promote sharing of best practices.	Resp: ALTA, Member Library Boards, SLS Staff Res: In Budget Time: On-going
C.1.4 Increase technical services support and backup for the ILS, web based services, and other computer hardware/software support.	Resp: Leadership Team Res: In Budget Time: On-going
C.1.5 Maintain clear responsibility roles for Shortgrass and the local libraries regarding areas of independent responsibility and areas of cooperation.	Resp: Leadership Team, Library Managers Res: In Budget Time: On-going

Strategies	Responsibilities/ Resources/Timelines
<p>C.1.6 Provide or assist in providing workshops for staff and patrons in a variety of areas:</p> <ul style="list-style-type: none"> • computer training/upgrading • collection development • library management • electronic databases • ILS training • other areas as appropriate. 	<p>Resp: Leadership Team, Library Managers Res: In Budget plus additional special project funds Time: On-going</p>
<p>C.1.7 Enhance communications systems to ensure that the local library boards and librarians are informed of Shortgrass Library System Board decisions and other appropriate information. These systems include:</p> <ul style="list-style-type: none"> • newsletters • website • other forums • visits to Library Boards • social functions. 	<p>Resp: Leadership Team, Board Chair Res: In Budget Time: On-going</p>
<p>C.1.8 Maintain and raise standards where possible to ensure high quality service in the following areas:</p> <ul style="list-style-type: none"> • proactive problem solving • conduct customer service surveys • develop a code of ethics • implement the work processes' timelines. 	<p>Resp: Staff Res: In Budget Time: On-going</p>
<p>C.1.9 Additional online databases with associated searching and linking tools are acquired and integrated into the public access website.</p>	<p>Resp: Asst. Director(s), Library Managers Res: In Budget Time: On-going</p>
<p>C.1.10 Continue to work with our partner, Chinook Arch Library System, through the SAILS partnership to explore further opportunities for efficiencies and increased sharing of resources.</p>	<p>Resp: Leadership Team Res: In Budget Time: On-going</p>
<p>C.1.11 Implement the Rural Information Services initiative (RISE) with our two partners, Chinook Arch and Marigold Library Systems, as approved by Rural Alberta's Development Fund (RADF). This initiative will have a tremendously positive impact on rural library services.</p>	<p>Resp: Leadership Team Res: Special Funding Request Time: 2008-10</p>



KEY DIRECTION:

D. STAFF DEVELOPMENT AND TRAINING

Ensure that a collaboratively planned program be implemented to maintain and enhance staff development and training within the Shortgrass office and the member libraries.



Key Result

D.1: *The Shortgrass Library System staff will engage in staff development programs, both individually and on a group basis, which will result in an increase in knowledge and ability to provide enhanced service to the Shortgrass Library System.*

Strategies

Responsibilities/ Resources/Timelines

- | | |
|---|---|
| D.1.1 Update and implement a staff development program for the total staff. | Resp: CEO, Staff
Res: In Budget
Time: Annually |
| D.1.2 Ensure that each staff member, as a part of their performance evaluation, has a personal development program created jointly by the staff member and their supervisor. | Resp: CEO, Staff
Res: In Budget
Time: Annually & informal review sessions |
| D.1.3 Incorporate the tenets of the Seven Habits of Effective People in the culture of the SLS workplace. | Resp: CEO, Staff
Res: In Budget
Time: 2008 and On-going |



Key Result

D.2: *Member library staff will be competent in providing the full range of library services to their patrons.*

Strategies

Responsibilities/ Resources/Timelines

- | | |
|---|---|
| D.2.1 The Shortgrass Library System staff will assist in the training of member library staff in order that they will be able to provide strong library services to their patrons. This will often be facilitated by training the library managers who, in turn, will train their staff members. | Resp: Leadership Team, Library Managers
Res: In Budget
Time: On-going |
|---|---|



Key Result

D.3: *The Shortgrass Library Staff take pride in SLS and in working for SLS, plus the level of staff satisfaction and morale will be high.*

Strategies

Responsibilities/ Resources/Timelines

- | | |
|---|---|
| D.3.1 Ensure that each staff member is appreciated and recognized for their personal value and contributions to SLS. | Resp: Leadership Team, Supervisors, Board
Res: In Budget
Time: On-going |
| D.3.2 Ensure consistent and regular communication methods to inform all staff members about what is going on in SLS. | Resp: Leadership Team
Res: In Budget
Time: On-going |
| D.3.3 Continue the practice of teamwork where all staff members are included in planning activities and are valued members of the team. | Resp: Leadership Team
Res: In Budget
Time: On-going |
| D.3.4 Foster positive attitudes and a cheerful manner by each staff member as they work with their colleagues at Shortgrass and in their relationships with all other people associated with Shortgrass. | Resp: Staff
Res: In Budget
Time: On-going |
| D.3.5 Develop a System Operational Procedures Manual by gathering procedure guidelines for all staff positions. | Resp: CEO, Staff
Res: In Budget
Time: 2008-10 |
| D.3.6 Plan and hold staff social activities and special events. | Resp: Leadership Team, Staff
Res: SLS or Staff
Time: On-going |
| D.3.7 Implement Key Result A.4.3 – Provide competitive salary and benefits within the SLS fiscal reality. | Resp: Board
Res: Within Budget Limits
Time: On-going |



KEY DIRECTION:

E. INNOVATIVE PRACTICES

Ensure that future service opportunities are explored for viability, then planned and implemented.



Key Result

E.1: *Innovative technology practices will be explored and, if appropriate, implemented in SLS to provide needed services to the member libraries and contractual partners.*

Strategies

Responsibilities/ Resources/Timelines

E.1.1	Search for new ways the ILS can be maximized in order to assist SLS in providing improved services for libraries and patrons.	Resp: Leadership Team Res: Additional Funding Time: 2008-10
E.1.2	Search for new ways the SuperNet can assist SLS in providing improved services for libraries and patrons.	Resp: Leadership Team Res: Additional Funding Time: 2008-09
E.1.3	Develop video conferencing capabilities within SLS and explore opportunities for the implementation of this technology in member libraries.	Resp: Leadership Team Res: In Budget plus Special Funding Time: 2008-10
E.1.4	Work with member libraries to facilitate the consideration and implementation of collaborative software with special emphasis on how these can enhance youth oriented services provided by member libraries.	Resp: Leadership Team Res: In Budget plus Special Funding Time: 2008-09
E.1.5	Explore and implement the expansion of the current system wide collection of e-resources to include other formats found in electronic version such as downloadable books, movies, music etc.	Resp: Library Managers, Leadership Team Res: In Budget Time: 2008-10

Strategies

Responsibilities/ Resources/Timelines

E.1.6 Explore the use of wireless internet services in consultation with member libraries and how these can be used to expand services to their patrons.

Resp: Assistant
Director(s), Library
Managers
Res: In Budget
Time: 2008-10



Key Result

E.2: *Shortgrass Library System will look at innovative ways to collaborate with its members and other partners, and if appropriate, implement these strategies for the better provision of library services.*

Strategies

Responsibilities/ Resources/Timelines

E.2.1 Work with areas encompassed by member municipalities that do not have a full service library in Shortgrass (e.g. Dunmore, Elkwater etc.) to enhance and extend their resources (e.g. book drops, book deposits).

Resp: Leadership Team,
Board members, Staff
Res: In Budget
Time: On-going

E.2.2 Investigate moving from separate databases to a merged database with SAILS partner, Chinook Arch.

Resp: Leadership Team,
Staff
Res: In Budget
Time: As interest is
expressed