



Plan of Service 2014–2016

MISSION STATEMENT:

**Shortgrass Library System provides
quality library support services to
member municipalities and partners.**



On behalf of the Shortgrass Library System Board of Trustees I am pleased to present the 2014 – 2016 Plan of Service.

We developed this plan, which will guide our operations for the next three years, based on the input and feedback received from member libraries and partner organizations. This plan will allow us to provide relevant, responsive and cost-effective services to our partners, enabling them to meet their goals.

As always, we value and appreciate any feedback. Shortgrass strives to be a flexible organization that is able to meet our partners' needs and exceed expectations in all levels of service delivery.

We will embrace future opportunities presented to libraries and look forward to finding solutions that enhance the library experience for residents of SE Alberta.

KATHI HERMAN *Board Chair*

DESIRED SHORTGRASS OUTCOMES:

RESIDENTS OF SOUTHEASTERN ALBERTA:

- Recognize their public library as a valuable community resource
- Have access to a physical collection of library materials that is up-to-date and meets their needs
- Have access to relevant online resources that enhance their quality of life and provide good value for their tax dollars
- Have easy access to provincial programs such as Library 2 You (L2U), The Alberta Library (TAL) One Card, etc. through their local public library
- Have access to their library in person as well as virtual and mobile access via the library website, library catalog and the Shortgrass apps
- Have access to the Medicine Hat College Library Services Collection with their Shortgrass library card

MEMBER LIBRARIES:

- Use their collective purchasing power to optimize the acquisition of library materials
- Develop their collection using their full annual per capita materials allotment
- Have timely and responsive technical and network support needed to maintain services
- Are informed of provincial initiatives relevant to public libraries



MEMBER LIBRARIES *(continued)*:

- Have a web presence in the form of an up-to-date website framework provided by SLS
- Are seen as a valuable community resource and receive advocacy and marketing support from SLS
- Are connected to SLS to ensure our services are relevant and responsive
- Are actively engaged in resource sharing, in accordance with provincial policy, guidelines and the SLS agreement
- Have access to an integrated library system, to help patrons locate materials and allow libraries to circulate them


MEMBER MUNICIPALITIES:

- See libraries as a valuable community resource
- Provide excellent enhanced library services to their residents
- Pool resources and share costs to provide enhanced library services

PARTNER ORGANIZATIONS:

- Are able to provide enhanced services to their clients, because of the services they receive from Shortgrass Library System
- Receive relevant support services

SHORTGRASS SERVICE ROLES & RESPONSIBILITIES



ROLE 1: Provide quality library support services that strengthen the SE Alberta library community

ROLE 2: Facilitate resource sharing among member libraries

ROLE 3: Ensure all services provided are continuously monitored for efficiency and effectiveness

GOALS FOR 2014–2016:

GOAL 1:

Shortgrass will help member libraries in the promotion of their services and resources

STRATEGIES/OBJECTIVES:

- Allocate system resources to marketing and advocacy efforts
- Community residents are actively using the library for a variety of purposes
- Offer training opportunities related to advocacy and marketing to member library staff and boards

PERFORMANCE INDICATORS:

- More residents will get a library card than in past years
- Library usage will increase
- Increased number of advocacy and marketing training sessions offered
- Increased number of attendees in marketing and advocacy training sessions

GOAL 2:

Library managers and trustees feel connected to Shortgrass, and are actively engaged in setting directions for the system

STRATEGIES/OBJECTIVES:

- SLS CEO and Board Chair will meet with each library board at least once every 2 years
- SLS Staff will visit with each library at least twice a year
- Every municipality has effective representation on the Shortgrass board

PERFORMANCE INDICATORS:

- Increased number of staff visits to each library
- Increased number of SLS CEO and Chair visits to member library boards
- Complete SLS Board of Trustees

GOAL 3:

Shortgrass will provide innovative service that is flexible to member library needs

STRATEGIES/OBJECTIVES:

- SLS Staff will be flexible in their responses to service requests
- SLS Staff ensure that all services offered are meeting the needs of member libraries
- SLS offers training opportunities for member library staff to meet their needs
- SLS Staff will be aware of emerging library trends and technologies
- SLS Staff will share knowledge of emerging library trends and technologies
- SLS Staff and Board will continuously evaluate all services provided to member libraries and improve services when possible

PERFORMANCE INDICATORS:

- Satisfaction survey sent to member libraries
- Increased number of training sessions offered
- Increased number of attendees in training sessions



GOAL 4:

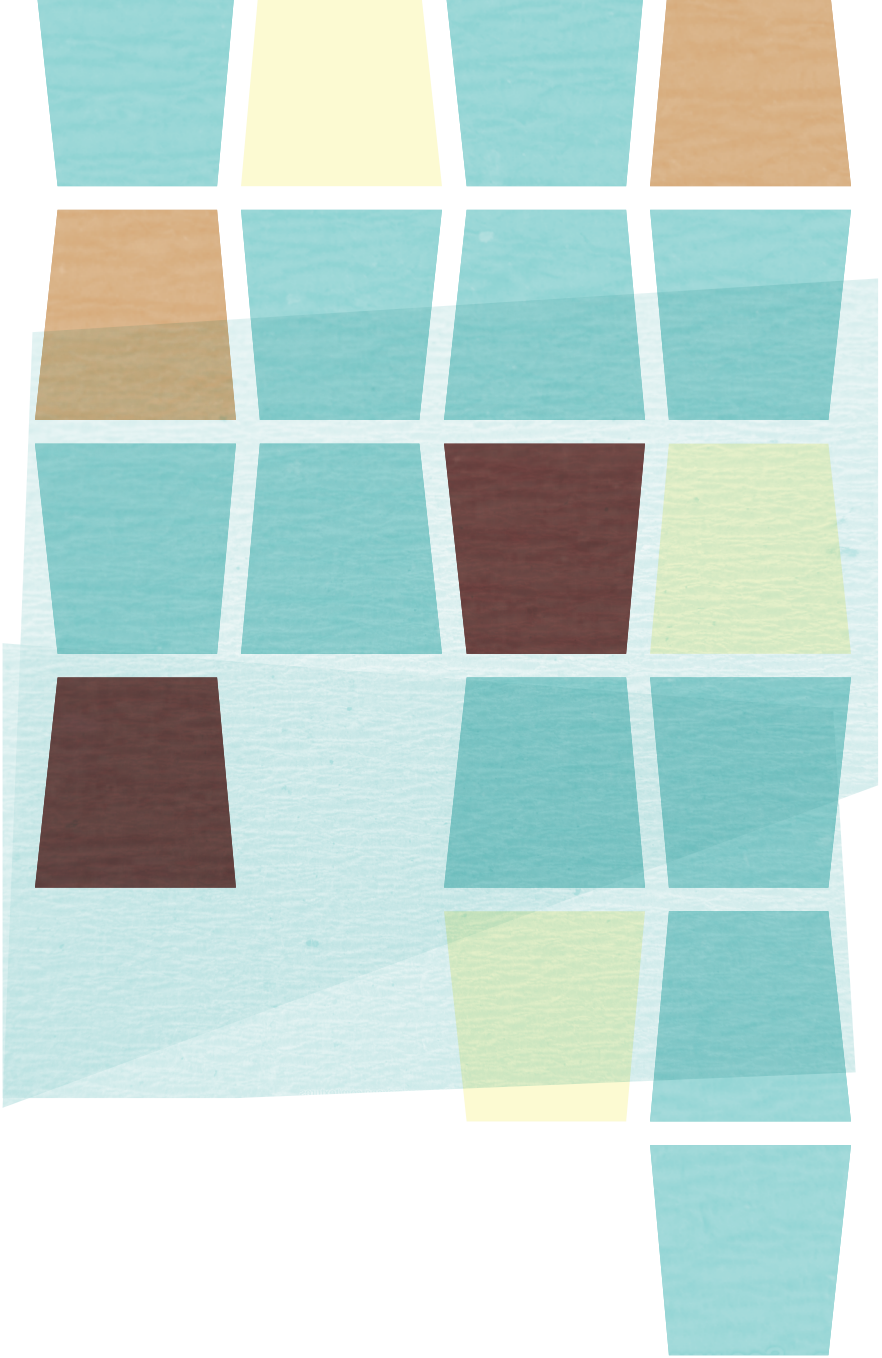
Shortgrass will collaborate with organizations whenever possible, to ensure efficiency and effectiveness of services

STRATEGIES/OBJECTIVES:

- Explore potential for shared services to ensure efficiency
- Actively seek out and develop collaborations and partnerships with other library and community organizations

PERFORMANCE INDICATORS:

- Increased number of partnerships



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