

Plan of Service 2020-2022



MISSION STATEMENT

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

VALUES

- Sustainable, Flexible & Efficient High Quality Service
- Innovation
- People (Internal/External)
- Fiscal Responsibility
- Intellectual Freedom

INTERNAL GOAL 1 OBJECTIVES:

- Ensure responsible stewardship of all Shortgrass resources (human, financial, capital).
- Ensure internal resources are allocated effectively and operating at highest efficiency.
- Maintain effective relationships with stakeholders at all levels.
- Ensure resources support the External Strategic Goals.

INTERNAL GOAL 2 OBJECTIVE:

- Provide regular email updates, staff meetings and distribution of board meeting minutes.

INTERNAL GOAL 3 OBJECTIVE:

- Provide access to training opportunities that enhance relevant job skills and build organizational capacity.

INTERNAL/EXTERNAL GOAL 4 OBJECTIVE

- Ensure internal resources are allocated effectively and operating at highest efficiency.



EXTERNAL GOAL 1 OBJECTIVES:

- Continuously evaluate satisfaction with existing services and need for additional services.
- Perform ongoing analysis of each member library and its operating environment.
- Maintain effective relationships with municipalities and member libraries.
- Monitor all service areas for cost effectiveness.

EXTERNAL GOAL 2 OBJECTIVE:

- Collaborate with Public Library Services Branch, SuperNet providers and municipal partners to monitor and, if necessary, improve current service levels.

EXTERNAL GOAL 3 OBJECTIVES:

- Provide training opportunities to fill knowledge gaps at member libraries.
- Establish online repository for training and advocacy resources.
- Partner with external organizations to optimize provision of training opportunities.

