# 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:

SLS operates based on LEAN Six Sigma principles.

### INTERNAL/ **EXTERNAL:**

Services are sustainable, flexible and efficient; rooted in continuous improvement and customer demand.

#### **EXTERNAL** GOAL 2:

Reliable high speed internet is available at all member libraries.

#### **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.

#### **Employees** and **INTERNAL:**

INTERNAL

GOAL 2:

trustees are fully

informed on all

aspects of SLS

operations

relevant to their

positions.

SLS operates at high levels of

### INTERNAL

and empowered, while operating in a performance-focused culture.

#### **EXTERNAL** GOAL 4:

**EXTERNAL** 

GOAL 1:

SLS Services are

expanded and

enhanced

continuously.

#### **EXTERNAL** GOAL 3:

Training and resources provided enable member libraries to demonstrate their value to stakeholders.

#### **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.

## GOAL 3:

SLS staff are engaged

Resourceful by Nature

Participation in

the Provincial

Resource

Sharing Network

is seamlessly

enabled.