



Key Facts
105,725 Population
26,590 m2
11 Municipalities
14 Member Libraries

Plan of Service 2017-2019

MISSION STATEMENT:

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

VALUES:

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

GOAL 1

Ensure regular, meaningful communication between SLS staff and board, member library staff & boards, municipalities, contracted partners and stakeholders.

OBJECTIVES:

- Continue publication of quarterly newsletter.
- Provide regular email updates.
- Share Board meeting minutes via email, once approved.

GOAL 2

Provide sustainable, flexible, innovative and responsive services in all areas of system operations.

OBJECTIVES:

- Continue providing regular opportunities for member library feedback.
- Evaluate staff satisfaction to ensure sustainability of services.
- Evaluate operations based on Lean Six Sigma principles.
- Facilitate the provision of library resources to meet the needs of our communities.
- Develop relevant & timely performance measures to allow for objective evaluation of services.
- Employ suitably qualified staff to ensure provision of excellent services.
- Participate in the Provincial Resource Sharing Network.

GOAL 3

Strive to ensure reliable, high speed internet is provided at all member libraries.

OBJECTIVES:

- Collaborate with Public Library Services Branch, SuperNet providers and municipal partners to improve current service levels.
- Explore funding opportunities to enhance services in area with less reliable connections.
- Maintain technology infrastructure necessary to provide high speed internet at member libraries.
- Employ suitably trained staff to manage technology infrastructure and provide IT support services.

GOAL 4

Provide relevant, high quality training opportunities in a variety of formats to member libraries and SLS staff.

OBJECTIVES:

- Continue holding PD Day every two years.
- Provide guest speakers and training at member library meetings.
- Share relevant external training and learning opportunities in a timely manner.
- Allocate operating budget funds to pay for training opportunities.
- Employ suitably qualified staff to provide training opportunities.

GOAL 5

Provide support for member library advocacy efforts.

OBJECTIVES:

- Continue to allocate system financial resources.
- Offer training opportunities on advocacy & marketing.
- Ensure suitably trained staff are available to assist member libraries.
- Collaborate with design professionals in the creation of advocacy materials.