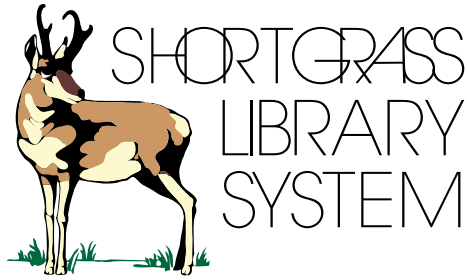


Plan of Service 2023-2027



Strategic Priorities

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

Partnership with SLS improves organizational outcomes.

SLS operates at high levels of capacity, guided by LEAN Six Sigma philosophy.

Mission Statement:
Shortgrass Library System provides quality support services to member libraries, municipalities, and partners.

Goals

SLS encourages and supports technology that elevates library services.

SLS programs and services provide measurable value.

SLS provides training opportunities that enhance job skills and build organizational capacity.

SLS is an employer of choice.

Objectives

SLS maintains strong relationships and communication with stakeholders and partners.

System staff, library staff, and trustees are informed on relevant operational matters.

SLS incorporates diversity, equity, inclusion, and reconciliation into policies, programs, services and resources.

SLS leadership ensures reliable stewardship of all resources (human, financial, capital).

SLS encourages open communication and uses feedback to improve services when possible.

Participation in the Provincial Resource Sharing Network is seamlessly enabled.

Service improvements, based on industry best practices, are continuously evaluated and implemented when possible.

SLS policies and practices encourage teamwork, engagement, and a sense of ownership.

SLS staff work in an environment where the rights of workers are honoured and upheld.

The strategic priorities, goals, and objectives identified in this document are the result of needs assessments conducted between May and August 2022.

The Plan of Service was reviewed by the Shortgrass Library Board in June 2024 and extended to 2027.