

PLAN OF SERVICE

**2021
through
2025**



medicine hat
public library

introduction

In Alberta, public library service is defined by legislation dating from 1907.

The Libraries Act states that the Library Board is a corporation that has full management and control of the Library. As such, the Board is responsible for the organization, maintenance, and promotion of Library services for its municipality.

Legislation also requires that each Board conduct a community needs assessment, determine Library service priorities, and create a Plan of Service based on the assessment and priorities.

This document is the result of a two year process and outlines our aspirations for the Medicine Hat Public Library (hereafter referred to as "the Library") for the next five years.



Board members from top (left to right): Rick Redmond (Board Chair), Frances Barnes, Elaine Beierbach, Barry Bernhardt, Chelsey Edmundson, Sherrill Fedor, Linda Garvin, Janet Hamilton, Avril Torrence, and Councillor Phil Turnbull.

how we plan



In preparation for writing this plan, Library Board and staff members attended multiple community events and spoke with over 1,000 people about how the library should respond to local needs. Library staff were also asked for input. The following themes emerged:

- » Access to library services is an issue. Our downtown location is not convenient for all, our limited parking is a challenge and other obstacles sometimes stand between us and our community.
- » Many people would like programs on topics of particular interest to them, and there is demand for programs and services for particular age groups.
- » People want to feel safe when they visit the downtown area and the library.
- » The library is a meeting place for the community and more opportunities to mingle and connect are desired.
- » Since our community engagement in 2019, the COVID- 19 pandemic has struck our world and our community. The Board acknowledges that the pandemic requires massive changes in the way we do business. COVID-19 response and recovery has been considered and has been factored into all parts of this Plan of Service.

mission, vision & values

MISSION STATEMENT

The Medicine Hat Public Library serves as a community hub, providing equitable and convenient access to books, media, information, and programs that help to educate, enrich, entertain, and inform.

VISION STATEMENT

The Medicine Hat Public Library is a valued resource, fostering lifelong learning and enhancing the vitality of the community now and into the future.

VALUES

- » Equitable access and inclusion
- » Freedom of information
- » Lifelong learning
- » Intellectual freedom
- » Connecting community



strategic goals: 2021 - 2025

Based on our extensive community consultation, a review of demographic data, as well as an examination of trends in public library service, three strategic goals emerged and were approved by the Board:

HEALTH & SAFETY

The Library will keep staff and patron safety top-of-mind and will adjust for public health realities.

COMMUNITY

The Library will build community by bringing people together.

ACCESS

The Library will remove barriers that prevent or discourage citizens from accessing services.

health & safety

The Library will keep staff and patron safety top-of-mind and will adjust for public health realities.



OBJECTIVES

1. The Library will follow all directives and recommendations from government and applicable public health agencies and will consult best practices from the public library community.
2. The Library will maintain a Patron Code of Conduct that supports visitor safety.
3. The Library will deploy furniture, equipment and technology to support visitor safety and security of people and facility.

community

The Library will build community by bringing people together.



OBJECTIVES

The Library will follow a community-led service model including:

1. Understanding barriers to using the Library.
2. Identifying under-served individuals/groups and determining appropriate service responses.
3. Exploring and developing partnerships with local service providers to understand how the Library can meet identified needs and priorities.
4. Demonstrating through evaluation the difference the Library is making through community-led work.

access

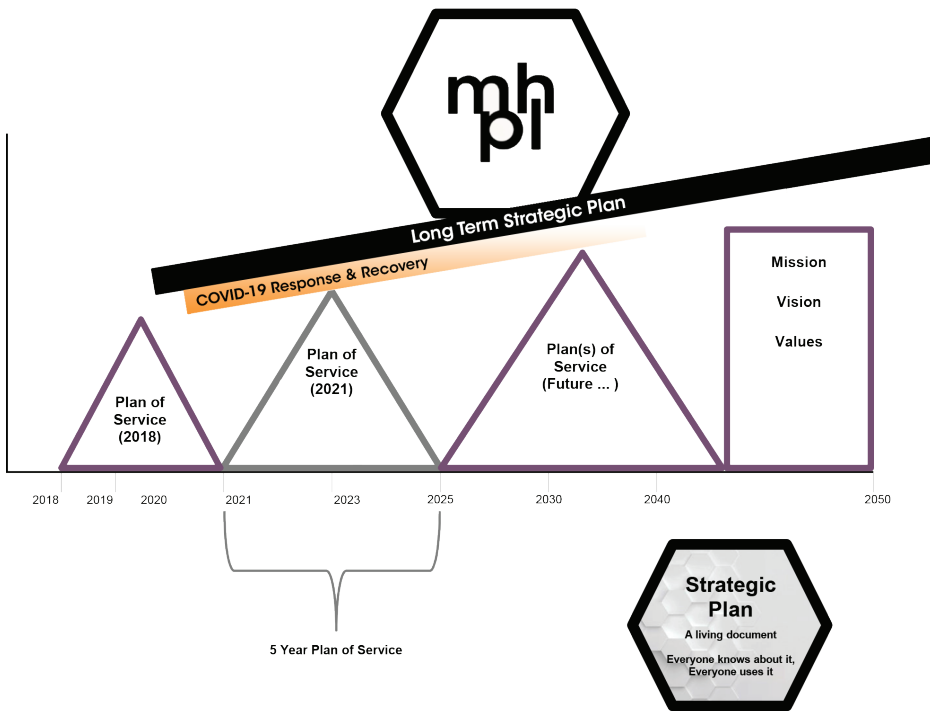
The Library will remove barriers that prevent or discourage citizens from accessing services.



OBJECTIVES

1. Drawing from its commitment to a community-led service model, the Library will offer its users, both real and virtual, a safe and welcoming place not only to learn but also to play.
2. Services, programs and physical spaces, where possible, will reflect inclusive (universal) design principles.
3. The Library will grow with the community, serving its geographically expanding population from its beautiful downtown location through enhanced material and program delivery (both real and virtual).
4. Even in times of constraint, the Library will strive to reach a diverse, multi-generational community.

conclusion



- » These are very high-level goals that library administration will use as a guide when creating annual operating plans.
- » The Board will continue working on long term plans which will extend beyond 2025.
- » The Library's long term strategic plan will support the final version of the City of Medicine Hat's Municipal Development Plan.