

The City of  
Cold Lake Library  
Plan of Service  
2019-2021



Cold Lake Public Library  
Phone: (780) 594-5101 Fax: (780) 594-7787  
5513B - 48 Ave. Cold Lake, Alberta T9M 1X9

## Plan of Service Review for 2016-2018

Our Plan of Service for 2016-2018 is now complete. Before we move forward with our 2019-2021 Plan of Service, we will look at the ways that the 2016-2018 Plan of Service was successfully realized. The Plan of Service identified five main Goals, which were put into practice using both General Strategies and specific Tasks laid out in the plan.

[Our first Goal was to create an accessible, inviting environment for the whole community.](#) One of the General Strategies used to employ that Goal was to maintain and improve interior spaces. Many enhancements have been made to both branches over this period, giving the library a more up to date and welcoming atmosphere. Tasks in this category included the creation of a new Interlibrary Loans (ILL) room at the South Branch, upgrading metal shelving by adding wooden shelf-ends at both branches and replacing the carpets at both branches. At the North Branch, this goal was met by adding accessible doors that open with a push-button at the entrance to the building.

[As a second Goal, the City of Cold Lake Library committed to meeting the needs of a continually changing community.](#) Cold Lake is a diverse community, and two of the General Strategies of this plan identified ways that the library could celebrate this. We committed to reflecting the diversity of the region through our collection, which now includes new materials in many local and world languages including Dene, Cree, Tagalog and more. In addition to language materials, our Collection Development team identified diversity as an important factor in all our acquisitions choices. The library has established community partnerships with Cold Lake First Nations, Elizabeth Métis Settlement, Lakeland Multicultural Association, the Cold Lake Native Friendship Centre and others in order to work together on relevant, local programs and services. We also created a New Canadian Information Centre at the South Branch, with language and employment information that would be of interest to new Canadians

Encouraging the active expression of creativity and imagination was the third main Goal that the library took on during this period. Developing and maintaining an exciting, relevant and up to date collection is ongoing, but in addition Strategies and Tasks were selected that focused on new and current programming to support this Goal. The Reading Garden at the South Branch has been utilised since its establishment as a focus for warm and cold weather programming, including live performances, seasonal events and classes.

The library's fourth Goal was to promote learning as a lifelong journey with diverse paths. An ongoing program that has continued to support this Goal is Books on Wheels which serves patrons at the Cold Lake Senior's Lodge, Long Term Care at the Health Centre and Points West Living. This program, paired with the monthly Seniors Activity in the library, serves to connect and engage older patrons.

The fifth and final main Goal in this Plan of Service was the recognition that early literacy is an essential component to life development. This core value has always been part of the library's purpose and has led to many previous successes that we continue to build on. Our programs for our youngest patrons, including Baby Rhyme Time, Storytime, and our school and daycare tours are among our most popular.

In all of these main Goals, the library works to reflect our core values and beliefs. Kindness, respect and equality are foundational principles, and we strive to always provide excellent, barrier-free service to our community. Our successes have been recognized in part through nominations to the Alberta Business Awards of Distinction in the category of Arts and Culture, and to the Minister's Award for Excellence in Public Library Service. Looking forward to our new plan of service, these values will continue to inform our new goals and priorities.



# Mission Statement

The City of Cold Lake Library builds community through a variety of programs and services. Friendly knowledgeable staff strives to provide barrier-free access to informational, educational, and recreational resources using all media in a welcoming environment



# Vision Statement

The City of Cold Lake  
Library is a progressive,  
trusted Centre reflecting  
our diverse community!

# Values and Beliefs

Cold Lake Public Library bases its services on a set of core values and beliefs that are essential to provide excellence in its work and quality in the experience of patrons.

We believe that kindness and respect create a welcoming environment for both patrons and staff.

We believe that all people are to be treated equally and with acceptance in this facility.

We believe in breaking down barriers to allow all patrons access to the world's intellectual property.

We believe in providing an environment that is cooperative, secure, and orderly for patrons and staff.

We believe in striving for quality and excellence in our provision of service and work.

We believe that being accountable to patrons and staff is essential.

We believe that learning, sharing, and teaching are fundamental to human happiness.

We believe that intellectual freedom is a core value that furthers the opportunity for patrons to explore ideas and perspectives not traditionally shared in a society.

## Message from the Library Board

After consulting with The Community of Cold Lake and Library Staff, the City of Cold Lake Library Board is proud to present our 2019-2021 Plan of Service. Using public meetings, as well as digital and paper surveys, the Board was able to reach more of the community and thus create a Plan of Service that reflects the input provided by our citizens. Our focus for the next three years will be to Celebrate Diversity, Create Young Readers, Stimulate Imagination and Creativity, Make Informed Decisions, and Understand How to Find, Evaluate and Use Information. By listening to community needs and wishes daily, and evaluating the effectiveness of programs offered over the last three years, the Library Staff were able to create objectives and measures for each of the five goals. Our community is a rapidly changing environment with a diverse population. The Board has complete confidence that this Plan of Service will allow the Library to adapt to the changing needs of the community and address the desires of the citizens of Cold Lake.

### Library Board Members

Cynthia Sloychuk, Board Chair

Daryl Gilroy

Marie Manning, Vice Chair

Jeannette Hatta

Darren Robson, Secretary Treasurer

Emily Heyne

Vicky Lefebvre

Calvin Rideout



# 2019-2021 Goals



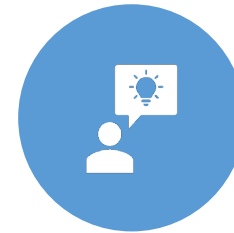
CELEBRATE DIVERSITY:  
CULTURAL AWARENESS



CREATE YOUNG READERS-  
EARLY LITERACY



STIMULATE IMAGINATION  
AND CREATIVITY



MAKE INFORMED DECISIONS:-  
HEALTH, WEALTH AND OTHER  
LIFE CHOICES



UNDERSTAND HOW TO FIND,  
EVALUATE AND USE  
INFORMATION: INFORMATION  
FLUENCY



# Expected Results for 2021

As a result of implementing the Plan of Service for 2019-2021, the Library expects to see the following overall results.

- The Library is open, accessible, convenient and free of barriers.
- The Library is meeting community demand for Library programs, services and collections.
- Community members have increased awareness and knowledge of The City of Cold Lake Library.
- Community members value the Library and the contribution it makes to the quality of life of community members.

# Objectives By Goal



## CELEBRATE DIVERSITY: CULTURAL AWARENESS



As Canadians, we pride ourselves in being a culturally diverse and inclusive country. In Cold Lake however, with an ever increasing immigrant population and large indigenous population next door, the Library can see that cultural awareness and inclusivity can still use some improvement. The Library feels it is in a good position to improve local cultural awareness and inclusivity by readily providing information about all cultures and increasing culturally diverse resources and programming.

By mid-2020, a successful Cultural Team will be formed by the Library Staff, with the purpose of refining goal objectives and create programming specifics.

By mid-2019, the Library will have a Cultural Statement to guide the direction of programs and services.

The Library will develop an Inclusive Statement by the end of 2020.

The Library will continue to offer Pop Up services to the Local Indigenous Population.

Each year, the Library Staff will actively search out Diverse Community Groups and form Partnerships to enhance Library Programs.

Each year, the library will increase and improve the Signage, Space Collections and Displays in Library to reflect an ever diversifying group of local cultures.

By the end of 2020, the library will create a designated area for materials in foreign languages offered in multiple formats.

# Objectives By Goal



## CREATE YOUNG READERS-EARLY LITERACY

Children from birth to age five will have the programs, services, collections and spaces they need to develop, nurture and maintain a culture of literacy and a love of learning. While this goal has been a main focus of the Library for many years, the Board and Staff still feel there is always room for improvement.

By the end of 2020, the Library will increase the number of early literacy programs to meet known demand, while still continuing to offer our existing Baby Rhyme Time/Storytimes.

In 2019, the Library will increase the circulation of early literacy materials by 10%, focusing on immigrant / indigenous language materials.

Early Literacy (birth to 5) patrons will be surveyed once a year to determine if our programs/materials and space have benefited their children in the following categories:

- *Emergent skills ( language, listening, rhyming etc. )*
- *Imaginative and critical thinking skills*
- *Positive attitudes towards learning and reading.*
- *Social skills related to individual and group experience.*

# Objectives By Goal



## STIMULATE IMAGINATION AND CREATIVITY

**Creativity** is defined as the generation of ideas or products that are both original and valuable. **Creativity** relies on **imagination**, the conscious representation of what is not immediately present to the senses.

The Library is committed to offering space and opportunities through a variety of mediums to stimulate imagination and creativity in all of our age demographics.

3D Printing programs will increase by 50% by end of 2020.

By the end of 2019, the Library will have recreated the Stay and Play Area at the South Branch.

By the end of 2020, the Library will have redesigned the Teen area of the South Branch to reflect an updated service model. This will include a Sound Booth.

The Library will continue to offer Senior programs that both exercise the mind and body. The Library will do a program/ service survey focused on Seniors once a year.

By the end of 2021, the Library will implement a variety of Passive programs throughout both branches.

# Objectives By Goal



## MAKE INFORMED DECISIONS: HEALTH, WEALTH AND OTHER LIFE CHOICES

While everyone knows that maintaining good Health and creating stable Wealth are important life choices, it can be difficult to set aside time to wade through all the information and then and make the correct choice. The Library feels it can provide up to date and relevant resources on the subjects, as well as organizing and hosting information sessions.

By the end of 2019, and for the next 3 years, the Library will have at least one periodical at each branch offering up to date consumer information.

The Library will continue to offer the community bulletin board for the public to access informational topics from local expert organizations.

Each year, the Collections Team will keep the Financial Informational collection up to date and relevant.

By the end of 2019, the Library will host information sessions on a variety of Health Topics, both Traditional and Holistic.

By the end of 2019, the Library will offer a variety of Life Skills Programs for all ages.

# Objectives By Goal



## UNDERSTAND HOW TO FIND, EVALUATE AND USE INFORMATION: INFORMATION FLUENCY

In this era of Fake News and the use of Social Media for news and references instead of traditional media and print sources, the Library is the perfect place to ensure patrons can still find correct, relevant and up-to-date news and information.

By the end of 2019, both Branches will have a stand alone reference computer designated for quick research searches exclusively.

All Library staff will be competent in the use of online data programs offered through NLLS.

Print Collections will reflect up-to-date relevant information, and an annual audit on Financial as well as all Medical resources will be performed.

By mid-2020, programs on Evaluating Digital Sources will be offered.

The Library will utilize all Social Media to promote reliable information sources throughout 2019-2021.