

**Chestermere Public Library  
Plan of Service 2021-2025**



**Our Vision : Vital, Beyond Words**

**Our Mission :  
Community Learning Hub -  
To Inform, Engage and Connect**

**Our Values : Learning,  
Inclusivity, Creativity and Community**

visit our website: [chestermerepubliclibrary.com](http://chestermerepubliclibrary.com)

Message  
from our  
Board Chair,  
Patti Norman



Who could have predicted the enormous impact that the COVID-19 pandemic was to have on the world? The Library Board is incredibly impressed with the Library Director and staff who have been on the front lines to ensure that your Library is here for you during this very difficult time.

The Library is a place of literacy and development, but also inclusivity, safety, and connection: it is a pivotal hub in this community, and I consider myself lucky to help govern it. This Plan of Service is a valuable map of how the Library should operate and was built upon the solid foundation of extensive community consultation. Four main values were identified:

- I. Learning
- II. Inclusivity
- III. Creativity
- IV. Community

Our creative Library staff have initiated amazing programs to achieve these values. We look forward to seeing how they continue to advance the goals of the plan in educational, fun and interesting ways.

Message  
from our  
Executive  
Director,  
Miranda Johnson



I have the best job in the world! I thrive on supporting community learning, particularly developing new programs and initiatives that are fun and accessible to the public. I enjoy the many relationships developed between the Library and community partners, Library funders, and other stakeholders, and I love to chat with the many people in our community that appreciate our diverse Library services. I passionately believe that Libraries are exciting and dynamic learning hubs on the front-line of public service. Over the next five years, the Library is committed to sustaining our service in the community, a service that residents can rely on. A service that at its simplest is the friendly face of one of our amazing and caring staff, to that of a hub that supports all types of learning. Within the learning hub, we see the value of becoming a further arts and culture hub, a space to both learn about the creative process and to create. We want all members to live their best lives and we are honored to be part of a life journey.

## **At the Chestermere Public Library in 2020**

**Over 30,000 printed materials on-site**

**Approximately 750 audiobooks**

**9,728 Wi-Fi sessions**

**136 program attended by 3,905 participants**

**We loaned out 14,000 items to other libraries**

**We borrowed approximately 29,000 items from  
other Alberta libraries**

**We had 1400 followers on Facebook**



# INTRODUCTION

In completing community consultation for the upcoming strategic plan, Chestermere Public Library established a research design which engaged 57 participants in a Community Survey, Arts-Based Activity, World Café (with the Library Board, Library Funders & Community Partners), One-on-One Interviews, and a Think Tank Friday Session with library staff. Additionally, we considered results from the 2020 Customer Satisfaction Survey.

Participants were asked to consider 3 questions:

- What are the community needs related to library services?
- How could Chestermere Public Library help to meet these needs?
- What does the library of the future look like?



In analyzing the data from the community consultation, four library values emerged as an overarching bridge to specific areas of focus. The values of Learning, Inclusivity, Creativity, and Community, became evident to sustain library service during the current global pandemic, support Covid-19 recovery efforts at the community-level, and ensure an approach that drives community learning into the future.

The library would like to thank all participants that provided feedback for their assistance in ensuring that the library will continue to meet community needs, and sustain equitable library service over the next five years. We would like to thank Barbara Pedersen, from Barbara Pedersen Facilitation Services Inc., for guiding the library through the exciting process of establishing this Plan of Service.



# Customer Satisfaction Survey Results

Our 2020 Library Services Survey results rank the importance of the following as highest priority

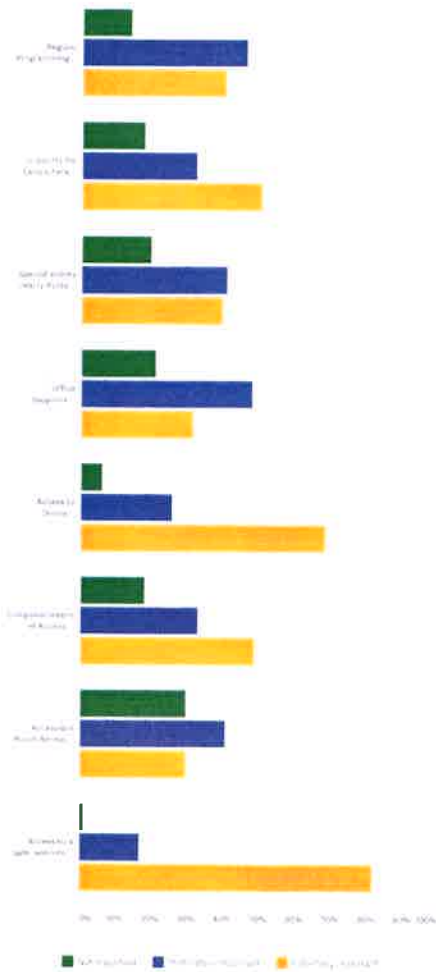
**Access to a safe, welcoming space**

**Access to online resources**

**Connecting with staff and community**

**Special events and programming**

**Supports for early literacy**



# OUR VALUES

## VALUE I: LEARNING

**Goal:** Community learning is at the core of responsive library service.

Objectives:

### 1. Encourage Early Literacy

By December 2022, the library will upgrade our early learning space for caregivers and children ages 0-5. The intention of this space will be to role model early literacy practices that can be utilized in home environments, support early brain development and school readiness, and encourage relationships among caregivers.

### 2. Increase Programming Impact

By December 2023, 60% of library patrons attending a library program will report that it was impactful to their learning and development.

### 3. Encourage Lifelong Learning

By December 2024, 60% of library patrons will report that they believe that the library is a strong support for developing new skills, new hobbies, new understanding about diversity and inclusivity topics, and/or supplementing formal learning.

By December 2024, 85% of library patrons will report that they read for learning and pleasure on an ongoing basis.

By December 2025, the library will entrench all-age Spring, Summer, and Winter Reading Programs that encourage and engage ongoing self-driven reading and learning.



#### 4. Bridge the Digital Divide

By December 2025, the library will establish 5 new digital literacy opportunities and have engaged 300 library patrons in their digital learning.

By December 2025, the library will establish an office support kiosk, encouraging further learning and development related to basic office technology, ensuring all members of the community have the opportunity to be successful in the workplace.



#### **Chestermere Public Library**

105B Marina Road  
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403-272-9025

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## VALUE II: INCLUSIVITY

**Goal: The Library is recognized by the community as an inclusive space that welcomes and encourages use by all people, thus fulfilling commitments to democracy, intellectual freedom, freedom to read, and multiculturalism.**

### Objectives:

#### 1. Celebrate Diversity

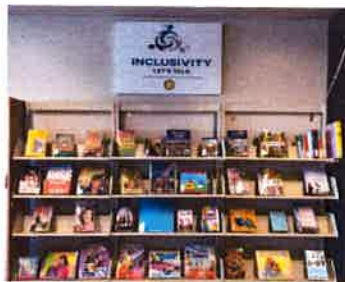
By December 2023, the Library will offer 5 new cultural literacy learning opportunities that highlight and celebrate the multicultural and diverse fabric of the community.

#### 2. Commitment to Accessibility

By December 2021, the Library will establish ongoing home delivery.

By December 2023, the Library will commit to creating a strategy to maximize the amount of in-house library space to accommodate more library collections, services, and programs.

By December 2024, the Library space will be assessed and subsequently address any deficiencies that limit physical accessibility.



## VALUE III: CREATIVITY



**Goal:** To establish the library as a space to both learn and experience art and culture , as well as engage in creative pursuits.

**Objective:**

1. Nurture the Creative Process

By December 2023, the Library will facilitate 5 new opportunities to participate in fine arts programs and 5 new opportunities for performing arts programs.

By December 2023, the Library will annually facilitate activities in alignment with the Province of Alberta's Alberta Culture Days.



**Let's create together!**

Come into the Library and choose a preschool or primary grade craft. We will have a different craft each week starting December 1, 2020!





**Music and Cultural Events**



**Belle's Tea**

## VALUE IV: COMMUNITY

**Goals: The Library works toward a collective impact by engaging community-based organizations. Further to this, the Library will sustain internal community through specific infrastructure development.**

**Objectives:**

**1. Bolster Community Impact**

By June 2021, the Library will hire a Community Librarian, a position that will focus 1/3 of efforts in creating and sustaining community partnerships.

**2. Covid-19 Recovery**

By April of 2021, the Library will create an internal strategy to support front-line staff to support their mental health and address any anxiety with facilitating service during a global pandemic.

By December of 2021, the Library will create and implement a strategy to provide further mental health supports to the community.

**3. Sustain Library Service**

By December 2021, the Library will complete a multi-year staffing plan to coordinate with the establishment of the 2021-2025 Plan of Service, and drive the fulfillment of the plan.



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By April 2022, the Library will create and implement an overarching Social Media and Marketing Strategy, including the establishment of a new part-time position to support these efforts.

By December 2025, the Library will align with articulated Public Library best practices, as well as determined comparator Libraries.

By December 2025, the Library will work toward identifying further and diverse revenue sources to ensure the future sustainability of the Library.

By December 2025, the Library will rebrand to align with community learning.



## Alignment with the City



The 2021-2025 Plan of Service additionally serves to achieve the vision and goals of the City of Chestermere, as our key funder and community partner. The Library is well positioned to contribute to an Amazing Chestermere.

City of Chestermere Goals

	Goals	Quality of Life	Partnerships	Relationships	Opportunities	Neighbourhoods
Library Goals	Learning	✓		✓		✓
	Inclusivity	✓		✓		✓
	Creativity	✓		✓	✓	✓
	Community	✓	✓	✓	✓	

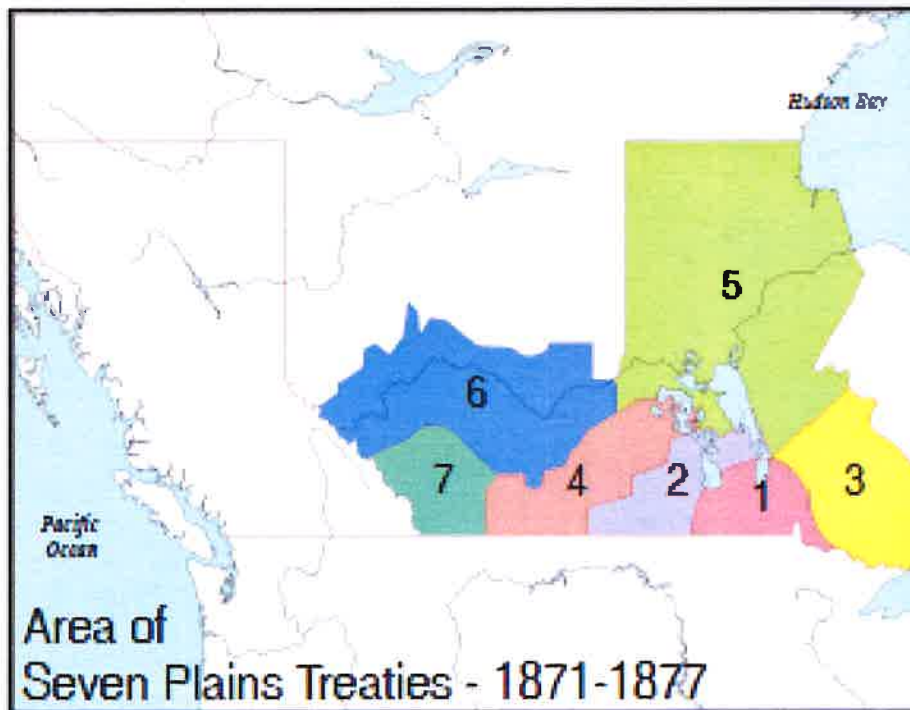


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We would like to acknowledge that we are on Treaty 7 territory, the traditional territories of the Blackfoot Nations, including Siksika, Piikani, and Kainai, the Tsuut'ina Nation and Stoney Nakoda First Nations. We acknowledge all the many First Nations, Métis, and Inuit whose footsteps have marked these lands for centuries.



## Hours of Operation

Sunday	12:00pm-4:00pm
Monday	10:00am-7:00pm
Tuesday	10:00am-7:00pm
Wednesday	10:00am-7:00pm
Thursday	10:00am-7:00pm
Friday	10:00am-5:00pm
Saturday	10:00am-5:00pm
Statutory Holidays	CLOSED

### Contact us:

For general questions  
[info@chestermerepubliclibrary.com](mailto:info@chestermerepubliclibrary.com)

For exam proctoring  
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