



BANFF PUBLIC LIBRARY PLAN OF SERVICE 2018-2023

ACTIONS TO MEET SERVICE RESPONSES

The Banff Public Library targets were created in relation to its Community Needs Assessment Survey conducted in 2017, the Banff Public Library Focus Groups conducted in November of 2017, as well as the Town of Banff Community Social Assessment January 2014 and the Town of Banff Strategic Plan 2015-2018.

In the Banff Public Library's 2017 Community Needs Assessment Survey and the Focus Groups, the public and stakeholder groups acknowledged the efforts of the Library and its Board regarding the collection, community outreach and programming, which has resulted in considerable community good will.

In terms of moving forward, the community surveys and focus groups agreed that the Library should review, refine and redefine what is important, inspiring and achievable. In addition, the Library should partner with other organizations in the community for programming and interaction. The respondents all agreed a welcoming physical space is important and recommended managing existing space to better suit the needs of the community.

Vision

Inspire. Enrich. Connect.

The Banff Public Library is a cornerstone of the Banff community, providing a welcoming meeting place, as well as education, communication and information.

Mission

The Banff Public Library enriches our entire community by stimulating lifelong learning, fostering connections and encouraging a sense of belonging.

Values

The Banff Public Library values and supports:

- Diversity
- Empowerment
- Connection
- Community
- Discovery
- Barrier-free access

In our work, we are:

- Innovative
- Resourceful
- Inclusive
- Service-oriented

Themes

Review, re-define and refine.

Create, grow and leverage community connections and partnerships

Re-define, manage and grow use of space and environment

Understanding the limitations of funding, staffing, physical space and capacity overall, the primary goal of the Banff Public Library's Plan of Service 2018-2023 is to **Review, re-define and refine**. What do we need to stop, start, continue and how do we do so within our current capacity. The next steps will be to grow the Library in a managed and controlled way.

Connections

Connect with information and with each other.

In various reports, including the Town of Banff Community Social Assessment January 2014, the Town of Banff Strategic Plan 2015-2018, the Banff Public Library 2017 Community Needs Assessment Survey, and the Banff Public Library Focus Groups of November 2017, several groups, including young adults, newcomers, and those 40+, identified engaging with others as a challenge. These groups highlighted the library as a common access point in terms of seeking information and a potential source for community connection.

GOAL 1 – Accessing Information and Community

Opportunities arise from community connections, and we are determined to leverage these connections to create programs, services and partnerships that serve our community.

Action:

Partnerships:

- Review current partnerships and develop new ones with stakeholders in the community
 - Create, develop and maintain programs with partnerships in mind
- Develop internal partnership parameters
 - Develop memoranda of understanding with long term partners in the community that are reviewed regularly

Review Open hours

- Expand hours in response to community input
- Solicit more feedback regarding specific opening hour requirements

Collection

- Review current method of response to patron purchase requests
- Review ways collections are identified and displayed for easier patron interaction
 - Improving patron access to the collection through increased staff training in readers' advisory and resource assistance.
 - Promote and refine readers' advisory
- Assist patrons to access resources
- Review BISAC as the Library's cataloguing system

GOAL 2 – Lifelong Learning, Literacy, Discovery and Development

The Library is a resource that removes obstacles to accessing information while simultaneously creating learning opportunities. It continues to enrich the community by promoting higher rates of literacy, as well as connecting and developing ongoing relationships with the arts and business communities.

Action:

Programming

- Create parameters and develop guidelines for programming
- Continue to take advantage of opportunistic programs
- Develop programs that are relevant to current events
- Increase adult programming opportunities
- Develop and maintain relationships with appropriate partners

Training and Development:

- Providing programs on meaningful and timely topics such as Literacy, Indigenous Awareness and Community Development

GOAL 3 – Social, Physical and Virtual Space

The Library will be a safe and welcoming space for the public to meet and interact or to sit quietly and read. The Library will provide open and accessible virtual spaces.

Action:

Interior Space

- Review and redefine entire interior space

Exterior Space

- Review and redefine entire exterior space
 - Continue conversation with the Whyte Museum of the Canadian Rockies and the Town of Banff regarding exterior landscaping plans

Virtual Space

- Promote the Library's online presence
- Participate in online collection and e-resource development

Plan of Service Review

The Banff Public Library shall annually review the Plan of Service 2018-2023 to ensure that goals and actions remain relevant to the Library's environment and community. The review shall consist of a report to the Board by the Library Director demonstrating active movement toward achieving the Plan of Service objectives. The Library Services Branch of Municipal Affairs, Government of Alberta, requires a current Plan of Service be on file with them in order for the Banff Public Library to receive provincial funding.