

Section

3

STONY PLAIN PUBLIC LIBRARY

Policy Manual

Plan of Service 2020-2023

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3.0 Mission, Vision & Values

Mission

The Stony Plain Public Library connects the people of our community to the knowledge and cultures of the world, and to each other.

Vision

A world without limits in the heart of the community.

Value Statement

Stony Plain Public Library values barrier-free access.

3.1 Message from the Board

On behalf of the Stony Plain Public Library, I would like to thank everyone who assisted us in striving to meet the goals in our current Plan of Service, especially our dedicated staff, Friends and volunteers. Under the visionary leadership of our Director, Allison Stewart, our library has evolved into a first-class facility that promotes barrier-free accessibility, right here in Stony Plain.

Our Board is excited about the completion our new building downtown, which will greatly improve the execution our Plan. With the generosity of our current and future supporters, we will be better able to continue working toward “A World without Limits in the Heart of Our Community.”

Shauna Johnstone
Board Chair

3.2 Background

Public spaces are becoming increasingly scarce in our society. Public libraries are one of the few places left where everyone is welcomed regardless of their station in life, their economic background or their level of ability. Since the early 1900s, public libraries have tried to remove the barriers people faced when trying to access information and knowledge. Here and now, as we move into the second decade of a new millennium different barriers exist and our library is striving to create a barrier-free environment for all people in our community of Stony Plain.

**COMMUNITY
ENGAGEMENT**

Formal community engagement for the plan of service was combined with the engagement work needed for the new library building that is expected to be ready in the Fall of 2020. This gave us a unique opportunity to address some of the physical building issues that can create barriers. While these engagement sessions provided useful information, Stony Plain Public Library engages with the community constantly through the various programs which take place outside of the library building and its extensive partnerships with other community organizations.

BARRIERS

Some of the barriers the Library seeks to reduce are technological; the rapid rate of change in technology and its increased emphasis in our economies can have negative impacts on people with low levels of digital literacy. Some of these barriers are physical, cognitive and emotional. People with complex needs struggle to become less invisible in society and public libraries provide public spaces for them to engage with other community members. Public libraries also provide safe havens for people struggling in difficult circumstances. Reducing the barriers people face allows them to become more engaged, which in turn strengthens the sense of community which makes Stony Plain a great place to live.

The nature of these barriers is more than one organization can address working in isolation. One of the core strengths of the Stony Plain Library is our willingness to work collaboratively with other community organizations. We recognize that working in silos only creates gaps in service through which the most vulnerable people in our community fall. Organizational partnerships allow us to contribute to a healthier, more connected community. Our work with other organizations also models social literacy, one of the identified 21st century core competencies.

CHALLENGES

Stony Plain's strong sense of community is being challenged by its rapid growth as the town starts to sprawl geographically out from its central core. It is a community that wants to maintain the values which made it a great municipality while embracing the growth that will enable it to thrive in the future. Our library believes developing inclusive public spaces which provide opportunities for people in diverse life situations to connect with knowledge, information and each other is essential for that sense of community.

APPROACH

Our four-year plan of service focuses on creating a physical environment where everyone feels welcome and safe as well as a learning environment which acknowledges we must adjust to the ways in which people learn and grow in the 21st century. The plan of service also recognizes the importance of collaborative partnerships for a vibrant learning organization.

3.3 21st Century Literacy

Public libraries are known to be powerful advocates for literacy. Given that literacy is about creating and interpreting meaning, then 21st century literacy acknowledges that our society is moving beyond the traditional idea that literacy is only about “words on paper”. Libraries already recognize the many ways in which meaning is created and accessed. Stony Plain Public Library's plan of service provides

opportunities for our residents to develop and strengthen the diverse skills they need to be literate in the 21st century. Some of the fundamental components of 21st century literacy are:

- Digital Literacy:** The ability to use a variety of technological tools as well as the ability to adapt to a rapidly changing technological landscape.
- Social Literacy:** The ability to engage with others in different ways to achieve common goals.
- Information Literacy:** The ability to find specific, relevant information in the continually growing information landscape as well as the ability to assess the credibility of that information.
- Basic Literacy:** The essential ability to obtain meaning from symbols, be they words, numbers or images, regardless of whether those symbols are on paper or screen.
- Physical Literacy:** The necessary inclusion of physical activity to maintain complete mental and physical wellness.

3.4 Implementation and Evaluation

The Director, working with staff and Board, will develop an Annual Operating Plan to implement the Plan of Service. This plan will be presented at the January meeting of each year for Board approval. The Board will evaluate the progress of the Operating Plan at the November meeting of each year and adjust the Goals and Objectives as needed throughout the life cycle of the Plan of Service.

3.5 Goal1CONNECT

Everyone in the library will feel safe and welcome

Objective 1

By 2021, our library will have at least one inclusive hire.

Objective 2.

By 2023, 80% of people using the library will indicate they feel safe in the library.

3.6 Goal2ENGAGE

People will use the library to develop or enhance their 21st century literacies.

Objective 1

By 2023, 25% of library programming will provide digital literacy learning opportunities ranging from basic to emerging technologies and 80% of participants will have learned a new skill after participating in a program.

Objective 2

By 2023, 80% of community organizations working collaboratively with the library will indicate the relationship has a positive impact on their work in the community.

3.7 Goal3DISCOVER

Under-served people will explore the library.

Objective 1

By December 2021, the library will have developed a promotional campaign to connect with non-library users

Objective 2

By 2022, the library will have at least one ongoing program for people with complex needs.