



CHINOOK ARCH LIBRARY BOARD

PLAN OF SERVICE 2015-2018

MISSION STATEMENT

Chinook Arch Regional Library System creates and supports the structure for a network of cooperating libraries in Southwest Alberta to share resources in a cost-effective manner.

CHINOOK ARCH SERVICE OUTCOMES

RESIDENTS OF SOUTHWEST ALBERTA HAVE:

- Access to a shared collection of more than 900,000 library materials in print and electronic format
- Access to public computers, internet, and wireless services at their local public library
- Access to videoconference services at their local public library
- Access to provincial programs including services for the visually impaired, The Alberta Library (TAL), the Me Card, etc.
- Access to an online catalogue and a local library website
- Access to quality online resources including reference materials, e-books, e-audiobooks, magazines, and streaming media

MEMBER LIBRARIES:

- Have a fully automated library catalogue for locating and circulating library materials
- Obtain a discount on library materials purchased through Chinook Arch
- Receive an annual per capita book allotment
- Have the technical and network support needed to maintain services
- Have access to the training needed to maintain local service
- Have a web presence
- Have marketing support
- Share resources cost-effectively
- Enjoy operational support

MEMBER MUNICIPALITIES:

- Provide enhanced library services to residents
- Share the costs of enhanced library services in their communities

OUR VISION

Residents of southwest Alberta, through their local library, have access to shared print and digital resources which support literacy, lifelong learning and an excellent quality of life.

Service

Role One:

Strengthen the southwest Alberta library community

SERVICE RESPONSE:

Operational support for member libraries

STRATEGIES

1. Support for information technology for member libraries, including email, website, network, hardware, and software support
2. Manage and maintain Integrated Library System
3. Consulting support for library operations
4. Training and orientation
5. Ordering, cataloging, and processing of materials
6. Provide electronic databases, e-books and e-audio books, block collections of audio books, large print books; maintain a professional collection
7. Book Allotment allocation for each member library
8. Communications and marketing support
9. Delivery of materials between libraries
10. Employ knowledgeable staff

Service

Role Two:

Create a structure to develop, maintain and share resources in a timely and cost effective

SERVICE RESPONSE:

Provide an integrated library system, effective catalogue interface and delivery services

STRATEGIES

1. Network support and maintenance
2. Manage and maintain Integrated Library System and public access to library holdings
3. Provide a Chinook Arch Library Card
4. Delivery of materials between libraries
5. Contract with LPL as major resource sharing library
6. Provide public access to library resources

Service

Role Three:

Explore and implement new technologies, services and programs to serve our members and their communities in increasingly efficient and effective ways

SERVICE RESPONSE:

Monitor developments in library technology and implement as appropriate

STRATEGIES

1. Participate in collaborative ventures with other libraries and library systems
2. Develop partnerships with libraries and community organizations
3. Attend conferences and monitor professional literature to be aware of emerging trends

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Chinook Arch will support tailored marketing efforts directed at distinct populations within member communities



STRATEGIC GOAL 1

STRATEGIES/OBJECTIVES

1. Develop an adaptable library “welcome package” for newcomers to Canada, and assess its effectiveness annually.
2. Investigate creation of a shared collection of materials aimed at second-language learners.
3. Seek partnerships with like-minded organizations.

PERFORMANCE INDICATORS

- Positive feedback from Library Managers
- Number of welcome packages distributed
- Number of new memberships among identified populations

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Chinook Arch will develop accessible training for member library staff and trustees

STRATEGIC GOAL 2

STRATEGIES/OBJECTIVES

1. Develop recorded training modules that are available at any time.
2. Investigate Learning Management Systems (LMS) to deliver and track training for member library staff.
3. Pilot a “Training Day” for member library staff; review on an annual basis.
4. Explore a variety of training formats and delivery methods.
5. Equip Chinook Arch staff with necessary skills to develop effective training.
6. Offer an annual conference for local library staff and trustees.

PERFORMANCE INDICATORS

- Training Day attendance
- Number of training sessions offered
- Number of attendees and number of views of pre-recorded training
- Satisfaction of participants as reported in annual survey

3

Chinook Arch will review communication strategies between HQ and member libraries



STRATEGIC GOAL 3

STRATEGIES/OBJECTIVES

1. Explore options for after-hours operational support for member libraries.
2. Track incoming questions to develop FAQs for specific service areas.
3. Review helplines and support contact procedures.

PERFORMANCE INDICATORS

- Member satisfaction as reported in annual survey
- Number of questions answered after hours

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Chinook Arch will facilitate mentorship and knowledge-sharing opportunities between member libraries

STRATEGIC GOAL 4

STRATEGIES/OBJECTIVES

1. Organize and facilitate sharing sessions.
2. Explore coordination of an annual tour of member libraries.
3. Facilitate a mentorship program amongst library managers.
4. Set up a forum for informal exchange of ideas at the Southern Alberta Library Conference.
5. Explore coordination of a pool of volunteers to staff libraries on a relief basis.

PERFORMANCE INDICATORS

- Number of sharing sessions/events hosted
- Sharing session attendance
- Number of volunteers assisting in libraries

5

Chinook Arch will bolster technological infrastructure to enhance access to network services for staff and the public

STRATEGIC GOAL 5

STRATEGIES/OBJECTIVES

1. Implement a centrally-managed wireless solution for member libraries.
2. Offer centralized network storage space for member libraries.
3. Deploy a redundant firewall for load balancing and high availability.
4. Redevelop library websites to incorporate responsible design.

PERFORMANCE INDICATORS

- Improved satisfaction with public wireless as reported by library staff
- Increased usage of public wireless at member libraries
- Use of central storage space by member libraries
- Reduced downtime due to firewall bottlenecks or failure
- Successful rollout of redesigned websites

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Chinook Arch will extend services to all residents in the Chinook Arch Region

STRATEGIC GOAL 6

STRATEGIES/OBJECTIVES

1. Explore opportunities to welcome non-member municipalities and First Nations into the System.

PERFORMANCE INDICATORS

- Residents of non-member jurisdictions receive full system services upon joining the system



