

Devon Public Library



Plan of Service 2015-2018

Approved by the Devon Public Library Board May 21, 2015



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Meeting the needs of Devonians for 60 years

The Devon Public Library opened its doors on February 11, 1955 in a room in the Town Hall on Main Street. The population at that time was 1,600, and for a 10-cent membership, residents were able to access the library any time during the 12 hours it was open each week. In this first year, 548 borrower cards were issued and resulted in the circulation of 7,138 books.

Despite some initial concerns, the library was a success. In the first annual report, Dorothy M. Crosby stated, "this library is very new and was begun at the same time that TV became available here. There is a TV set in every second home here, so we feel that our circulation record is quite good for the circumstances."

In 1966, the library relocated to the Devon High School (later renamed as John Maland High School). As a school-housed public library, it was open to the public 14 hours and 15 minutes each week. The cost of a membership increased to 25 cents, and total circulation had doubled from just over a decade earlier.

As the years passed, new formats of materials were added to the collection and technology began to transform how library service was delivered. In 2005, the library celebrated its 50th anniversary. Devon had grown, and so had its public library. 50 years after its grand opening, there were now 2,149 cardholders checking out thousands of items a year.

The continued growth of the collection and community ended the successful 40-year partnership with the John Maland High School in 2007, when the library moved to its current location in the Devon Shopping Mall. The move to this new facility addressed the need for more space, added a programming room and solved parking issues. Still, the library continued to grow. In the summer of 2014, an additional 2,700 square feet was added to the library.

Serving a growing community

The library is located in an 8,000 square foot space in the Devon Shopping Mall. It easily houses the entire collection, and provides comfortable reading areas, four public access computer stations, tables for patrons to work at and three tablet chairs, among other amenities. The total collection equals 33,937 items consisting not only of books, but newspaper/magazine subscriptions, audiobooks, DVDs and Blu-Ray discs. It is open 59 hours per week and has 11 staff members working almost 10,000 hours per year to serve the community.

In 2014, nearly 3,000 Devon cardholders borrowed 67,898 items. These cardholders make good use of Devon Public Library's membership in Yellowhead Regional Library (YRL) and The Regional Automation Consortium (TRAC), requesting thousands of items from other libraries. Likewise, many of Devon Public Library materials were loaned to other TRAC libraries.

Internet access is another essential service on offer at the library. The four public access computer stations continue to draw a large number of users. In 2014, 2,146 users accessed these workstations, spending an average of 34 minutes per session. Wireless access is also provided for those with portable devices.

Lastly, the library continues to reflect a commitment to the needs of Devonians in the programs available to patrons. 202 sessions were held during 2014, with more than 2,700 attendants. The 'Mother Goose' programs attracted babies, toddlers and their parents, reading programs made literacy fun for school-aged children, a variety of sessions unleashed the creativity in adults and 'Heart of Wellness' workshops provided useful information to seniors. The library continues to provide excellent service within its means, despite staffing shortages or any other challenges that may arise in the future.

Determining service priorities

Devon Public Library (DPL) used Sandra Nelson's *Strategic Planning for Results* process to identify the needs of the community and resulting library service priorities for its strategic plan. Under this process a Community Planning Committee (CPC) was formed; members met on March 7, 2015. The objectives for this meeting were to:

- Understand the roles and responsibilities of all participants.
- Describe the ideal future for the Town of Devon.
- Identify the current strengths and weaknesses of Devon as well as the potential opportunities or threats that may impact achieving the ideal future.
- Identify the needs that must be addressed to reach the ideal future.
- Develop an understanding of the current conditions of the library.
- Match identified needs with potential future library service priorities.

The DPL Board met on March 26, 2015 to review the information from the CPC meeting and public surveys. They identified advantages and disadvantages of potential service responses and, using the needs decision tree, determined priorities for the plan of service. The board unanimously agreed that the following three service responses will be the focus of the DPL 2015-2018 Plan of Service.

1. Stimulate Imagination: Reading, Listening and Viewing for Pleasure

This is the basis of the entire collection and a service that no one else in the community offers. The majority of survey respondents stated that they use the library for its collection and value all the resources available.

2. Satisfy Curiosity: Lifelong Learning

The library will build on its success from the previous plan of service and continue to support and build upon its current resources.

3. Create Young Readers: Early Literacy

The library has programs and dedicated staff already in place, and it is the only facility in town to provide literacy programs to 0-5 year olds.

Acknowledgements

DPL would like to thank the Community Planning Committee, the Devon Public Library Board, the Devon Public Library Staff, Stephanie Thero for her excellent guidance and leadership as facilitator, and all public survey respondents.

Community Planning Committee

- Susan Parkinson - Devon Adult Learning Council
- Lois Roper – Pioneer 73 Club Chairperson
- Allison Fraser - President , John Maland High School Student Council
- Sandy Koroll - Blackgold School Division representative for Devon / Town of Devon Councillor
- Ki Wilson - Devon Family and Community Support Services
- Audrey Benjamin – Devon Public Library Director
- Joy Monsma - Devon Public Library Chair
- Stephanie Thero, Client Services Manager, Yellowhead Regional Library, facilitator
- Jordan DeSousa, Client Services Librarian, Yellowhead Regional Library, observer

Devon Public Library Board Members

- Joy Monsma, Chair
- Femmy Anton
- Sally Fairhead
- Catherine Hicks
- Allison Cupid
- Al Greenwood
- Stacey May, Council Representative

Stimulate Imagination

Residents will have materials to enhance their leisure time and will have the help they need to make choices from among the options.



Goal

Devon residents will have resources, programs and services that stimulate their imagination and provide pleasurable reading, viewing and listening experiences.

Objectives

The library will offer a diverse collection that will be used and valued by community members, as reflected by an annual survey.

Circulation will increase by 2% in materials relating to reading, viewing and listening for pleasure.

Staff will assist patrons on the use of downloadable audiobooks, e-books, movies and magazines.

Staff will offer instruction to patrons on how to use all e-resources available from the library.



Activities

Staff will be trained on all e-resources by self-instruction or webinars offered through YRL.

Resources and programs will be posted on the website so people can be aware of what the library offers.

Discovery of the library collection will be encouraged through improved promotion and displays.



Create Young Readers

Children from birth age birth to five will have programs and services to ensure that they will enter school ready to learn to read, write and listen.



Goal

Children from birth to age five and their parents and/or caregivers will have resources and programs to ensure that every child has the skills needed for reading readiness.

Objectives

Children's program attendance will increase by 10% by 2018.

Preschool children's collections will increase by 5% per year until 2018.

Preschool materials circulation will increase by 5% by 2018.

Parents and/or caregivers attending programs will be surveyed and a minimum 80% will indicate the program was of value and benefit to them and their child.

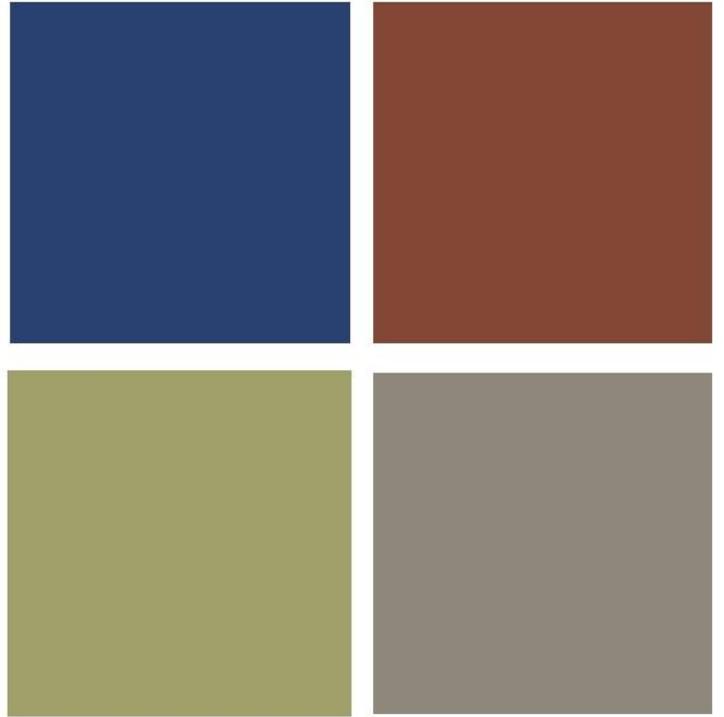


Activities

DPL will connect with playschools, Family Community and Support Services (FCSS) and Health Unit to increase promotion and participation in programs.

"Dewey," the library's mascot, will attend more community functions to raise awareness of the library to all residents.





The Future

Over the next four years, the library plans to continue to strengthen its role in the community. It will strive to become the place residents look to for stimulating their imagination, continuing their lifelong pursuit of knowledge, and where preschool children can gain early literacy skills. This is all reflected in the library's mission statement:

"The Devon Public Library provides resources and services to assist individuals in their pursuit of educational, recreational and emotional enrichment."

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