

Devon Public Library

Plan of Service: 2019-2022

Introduction

Over the last four years, Devon Public Library has accomplished many of the goals on our previous Plan of Service. We saw our total circulation increase 17.8%, our adult program attendance increase by 500 attendees, and our children's program attendance increase by 800 participants! The children's area has become playful and exciting with families spending longer amounts of time in the space. Perhaps the crowning achievement of the last four years was the introduction of free library cards! Since 2018, all residents are now able to get a library card for free, reducing the barrier to accessing the library's amazing services.

Overall, we've had a great four years and the Town of Devon Library Board is pleased to present the Plan of Service for years 2019-2022. We look forward to achieving the goals that we have set for the library.

Library Profile

In 1955, Devon Public Library was established in the Devon Civic Building basement on Main Street. There was some concern about the library's future success. "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," explained Dorothy M. Crosby, the librarian at the time. However, it seems there was no reason for concern, as the library later moved to Devon High School (now John Maland High School) in 1966, and finally to the Devon Shopping Mall in 2007, in order to provide the space for its growing collection and to better serve the community of Devon.

What started out as two suitcases of books has now become a library with 8000 square feet of space, and 38,000 materials not including the many e-resources offered. In 2004 the library joined The Regional Automation Consortium (TRAC), connecting its borrowers with the materials of over 170 public libraries across Alberta. The library now supports a population of 6575 people in the Town of Devon as well as the residents that live in Parkland County and Leduc County.



Devon Public Library in 2018



From 2015-2018,
circulation increased
17.8%



1,404 people have a card
at our library



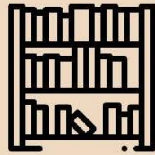
95,000 people walked
through our doors last year



In addition to **46,165**
website visits



The library added **3,581**
new items last year



Bringing the total
collection to **38,152**



There were **7,069**
downloads of e-Content



Contributing to a total of
78,823 checkouts!



We lent our items to
libraries outside of our
system **17,878** times



Our service is delivered
by **11** dedicated staff



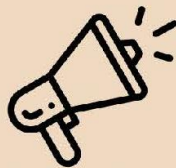
And **1** amazing
volunteers



The library has **6** public
computers



And brought in **21,832**
items upon patron
request



The library participated in
8 promotional events



Where **985** people heard
our message



They were in use for a
total of **5,688.00** hours!



We offered **234**
programs for kids



160 for adults
and seniors



And **14** for
families



4,148 people
attended in total!



There were also **18,026**
connections to our Wi-Fi

Mission

To enrich lives, build community and foster success by bringing people, information and ideas together.

Vision

To be a safe and welcoming place for our diverse community, a place which connects people, inspires learning, literacy, and curiosity, and sparks change for a better community.

Values

- **Intellectual freedom:** Providing access to all expressions of knowledge and creativity
- **Diversity and inclusion:** Valuing individuality, a person's needs, experiences and differences with tolerance and understanding
- **Accessibility:** providing barrier-free facilities, resources and services
- **Community:** appreciating and responding to the needs of our community
- **Lifelong learning:** fostering the joy of reading and learning
- **Fun:** creating a positive environment in which staff and customers have fun and enjoy what we offer

Planning Process

As recommended by Alberta Municipal Affairs, Public Library Services Branch, Devon Public Library utilized Sandra Nelson's *Strategic Planning for Results* process to identify the needs of the community in order to establish relevant library service priorities.

The planning began in the fall of 2018 with Jocie Wilson, Client Services Librarian with Yellowhead Regional Library, attending a board meeting and walking us through the process needed to create a great plan of service. From here, we went through three information gathering sessions:

1. Community Planning Committee meeting
 - a. This meeting was held on November 29, 2019 and was facilitated by Jocie Wilson. Committee members consisted of residents of the Town of Devon and surrounding area, local business owners, and various representatives from local organizations. A SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis was conducted to determine what people saw as the vision for Devon and how the library can fit into that.
2. Surveys
 - a. Surveys were distributed online and in the library to gather feedback from residents and library users. 156 survey responses were submitted.
3. Staff Feedback Session
 - a. Results from the surveys were posted and staff took part in a SWOT analysis. Looking at the various survey responses, staff determined where the response would fit on a SWOT chart.

The information gathered from these planning sessions was compiled and organized by Jocie Wilson and brought before the Board who determined that the following service priorities would best fit the needs of the Devon community.

Satisfy Curiosity: Lifelong Learning

Goal: The community will have the resources they need to explore topics of personal interest and continue their lifelong learning adventure.

Objective #1: Circulation of collections will increase 5% by 2022.

Activities:

1. Purchase a variety of new materials for all collections.
2. Offer engaging displays of items and increase the amount of display space.
3. The library staff and director will learn more about object and equipment collections and how those types of physical collections could meet the needs of the community.

Objective #2: The library will offer a minimum of 40 unique programs per year, each year of the plan of service period.

Activities:

1. Offer programs that appeal to a wide variety of interests and age groups.
2. Investigate passive programming or activities that require less staff supervision to expand services and engagement in the library.
3. Brainstorm and establish possible community connections and identify community experts to help offer new programs.

Objective #3: The library will increase community awareness of and attendance at literacy and foundational learning programs while the library is the current recipient of the Community Adult Learning Program grant from Advanced Education.

Activities:

1. The library will facilitate the Community Adult Learning Program for the Town of Devon and offer programs relating to adult literacy, numeracy, English language learning, basic digital skills and foundational life skills.
2. Connect with the Town of Devon and surrounding organizations via Facebook and support promotion through sharing or commenting on posts.
3. Actively partner with relevant community organizations to support adult literacy.

Stimulate Imagination and Family Literacy

Goal: The community will use the library for leisure activities including reading, viewing or listening for pleasure and to participate in recreational and formal literacy opportunities.

Objective #1: Visits to the library for family literacy programming and services will increase by 2% by 2022.

Activities:

1. Investigate different family literacy programs that can be offered and different days and times to offer them.
2. Partner with community organizations to support family and community literacy through outreach or community events.
3. Increase engagement in the children's area through displays, activities and collection accessibility.

Objective #2: The library will be viewed by the community as an integral part of meeting the recreation and literacy needs in the Town of Devon by 2022.

Activities:

1. The library will maximize resource sharing opportunities to borrow kits and collections to test the success and value of permanent collection additions in the library (Physical literacy kits, bibliotherapy kits).
2. The library will investigate outreach opportunities to meet the needs of those who cannot physically come to the library.

Express Creativity: Create and Share Content

Goal: The community will have the resources and opportunities to learn, share and express themselves supported by the library.

Objective #1: The library will offer programs that allow patrons to create/produce/make or modify/deconstruct/fix and these programs will increase year-over-year, by 2022.

Activities:

1. Participate in professional development and utilize shared kits to add elements of STEAM activities to Summer Reading Clubs and as passive programming in the library all year round.
2. Investigate purchasing options to increase our maker capabilities.

Objective #2: Support and promote the history, cultural diversity and breadth of knowledge that can be found in the Town of Devon and surrounding areas.

Activities:

1. Host local experts, artists and organizations to promote their work or teach community members about their medium.
2. Pair displays and artwork or gallery topics with programs in the library.

Visit a Comfortable Space

Goal: Residents will have a safe and welcoming physical place to interact with others or to sit quietly and read: a space that will inspire, grow and serve as the heart of our community.

Objective #1: Investigate options for moving the library into a new space.

Activities:

1. Communicate capital planning with stakeholders and pursue professional development opportunities regarding best practices for capital planning.
2. Gather information from community and partners in the library field who have undergone a change in space.
3. Investigate potential sites.

Acknowledgements

Devon Public Library would like to thank the Community Planning Committee, the Town of Devon Library Board, the Devon Public Library staff, everyone that submitted feedback to our community survey and Jocie Wilson for her hard work facilitating meetings, compiling all the data, and for her excellent guidance and brainstorming sessions.

Community Planning Committee

- Devonna Klaassen – Black Gold Regional School Board, Vice-Chairman
- John Fairhead – Devon & District Chamber of Commerce, President
- Ki Wilson - FCSS Coordinator, Town of Devon
- Jordan Higgs – Community Programs and Events Coordinator, Town of Devon
- Annemarie Brattland – Community Services Outreach Coordinator, FCSS, Town of Devon
- Katie Connor – Local Youth Experience, Executive Director
- Lyle Gustafson – Devon Lions Club, President
- Helga van Meurs – Pioneer 73 Representative
- Femmy Anton – Local business owner
- Christine Wales – Local business owner
- Sally Fairhead – Community Representative
- Kate Fildes – Community Representative
- Barry Fildes – Community Representative
- Edward Rogoz – Friends of the Devon Public Library, Chair
- Barbara London – Town of Devon Library Board, Secretary
- Stephanie Johnson – Devon Public Library, Director
- Jocie Wilson, Client Services Librarian, Yellowhead Regional Library, Facilitator

Town of Devon Library Board

- Al Greenwood, Chair
- Joan Becker, Vice Chair
- Dora Keith, Treasurer
- Barbara London, Secretary
- Allison Cupid
- Nicole Mercer
- Tanya Hugh, Council Representative