



**Medicine Hat Public Library  
Plan of Service 2013-2017**

Updated with comments to November 2015

## Vision and Mission Statements

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### Vision Statement

The Medicine Hat Public Library is a valued resource, fostering life-long learning and enhancing the vitality of the community.

### Mission Statement

The Medicine Hat Public Library serves as a community hub, providing equitable and convenient access to books, media, information and programs that help to educate, enrich, entertain and inform.

## Values

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The Medicine Hat Library Board supports and endorses the values of The Alberta Library.

### 1. Universal Access

All citizens of Medicine Hat will have equitable access to library and information.

### 2. Freedom of Information

The Medicine Hat Library Board is committed to the concept of public access to information while respecting individual privacy.

### 3. Lifelong Learning

Each individual has the right to access the information and ideas required to be a self-reliant, responsible, caring, and contributing member of society.

### 4. Intellectual Freedom

The Medicine Hat Public Library has a responsibility to promote, develop, and facilitate access to all expressions of knowledge, opinion, and intellectual activity for all citizens of Medicine Hat. The Board also supports the Canadian Library Association's Statement on Intellectual Freedom.

### 5. Innovation

The Medicine Hat Public Library will take a leading role in providing the citizens of Medicine Hat with the information and ideas they need to meet the demands of the future by employing traditional and innovative means and resources, co-operating and cost-sharing with stakeholders, and being willing to embrace change and provide new direction.

- ❖ Note: as you read along, the little list icon at the front of this sentence is an original plan of service idea; the arrow symbols are recent annotations indicating progress made.

# Goals and Actions

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## Goal 1: Physical Library Environment Goals

### 1.1 Lower Level Renovation

*Responsibility:* Chief Librarian and Department Heads

*Timeline:* 2013-

- ❖ Oldest carpets, furniture and shelving replacement plan and funds
- Worst carpets in hallway by meeting rooms & theatre have been replaced;
- Tile replaced carpet between lower floor washrooms
- CFEP grant won in 2013 includes money for carpet replacement for lower training room corner of downstairs, also money for newer, shorter, deeper, shelves
- Reference collection reduced and that newer shelving moved upstairs to Children's
- Shelving donation received from Medicine Hat College which replaced older shelves nearer River Road with deeper, newer, more attractive shelves
- With help from the Friends of MHPL and the Community Foundation, all of the upholstered chairs (at tables, square with arms, and wingbacks) were refurbished

### 1.2 Lower level accessibility washroom addition / update old washrooms

*Responsibility:* Chief Librarian

*Timeline:* 2012 –

- Made possible by an Enabling Accessibility \$50,000 grant from the Federal Government, Blair Stubbs shelving donation, and some help from the Friends of MHPL

### 1.3 Theatre architectural plans including tie in of history wall

*Responsibility:* APPS Committee, Chief Librarian

*Timeline:* 2013-

- Theatre renewal plans with specific cost estimates for specific parts paid for in part with the same CFEP grant which cleaned up carpets/shelving

### 1.4 Fund raising and grant applications to fund theatre renovation

*Responsibility:* Chief Librarian & Board

*Timeline:* 2013 -

- Board H/R & F committee developed, and Board approved, a Fund Development Plan.
- Centennial fundraising efforts focused on this legacy project; some interest but no results from community groups (Sunrise and Medicine Hat Rotary, Kinsmen); application to Cenovus died on the table with the turn in gas prices; in December 2015 will apply for a CFEP (Community Facility Enhancement Program) grant, maximum \$125,000, to leverage the already received \$50,000 Enabling Accessibility grant towards removing the projection booth to make space for wheelchair seating; some budget surplus from 2014 allocated towards this project also, so approximately \$160,000 plus potential \$125,000 CFEP to start the work by removing the projection booth and moving all the lights, sound, date, etc. controls to the front of the theatre. Hard to piece out this project but we're looking for things that will decrease the overall cost of renovation.

## 1.5 Space Configuration Review

### 1.5.1 Professional review of use of space to maximize current configuration

*Responsibility:* Chief Librarian and Department Heads

*Timeline:* 2013-

- Many changes have occurred on both floors to optimize browsing opportunities, provide privacy, make collections more accessible, provide more room for individuals studying and improve aesthetics (e.g. split the fiction/non-fiction DVD's and moved non-fiction downstairs)
- Space use study completed. Study of current configuration completed and identifies some weakness with current layout.

### 1.5.2 Library rejuvenation and updating

*Responsibility:* Chief Librarian, Department Heads and Staff

*Timeline:* 2013-

- ❖ Remove clutter e.g. unnecessary furniture, signs
- Sheila has made great inroads already, reference collection weed and removal of shelves underway, signage being cleaned up (Kris and Sheila working with Cristel).
- (SD) Completed weeding of 1-636 (north room on lower level). Still in the works, provide labeling at the shelf level (for example, Personal Finance; Economics). (SD)
- (KS) Two red computer stands that weren't being used moved off the floor into storage
- Signage audit and overhaul
- Reference collection continues to undergo a comprehensive review
- Some Reference shelving moved to Children's, which creates more room downstairs and updates Children's shelving upstairs.
- Alberta Foundation for the Arts Travelling Exhibition area moved downstairs. Now displayed along theatre wall along with rotating local artist displays also tied to local artist programming (Kris)
- Atlases moved from two dedicated display units onto Reference shelving. Two units placed in storage further reducing clutter downstairs. (KS)
- Kris has replaced the large metal periodical shelving and opened up the Reading Hall area with more attractive, cover featuring, displays; lower wooden shelves repurposed for back issues

### 1.5.3 More comfortable spaces for relaxation

*Responsibility:* Chief Librarian and Department Heads

*Timeline:* 2013-

- ❖ Increase seating within stacks
- (SD) The area north of the Information Desk has been updated to provide a permanent and prominent location for new releases of fiction and nonfiction books, inspirational fiction books, music CDs, DVDs, and soon Staff Picks. This area features local art works and comfortable seating.
- (SD) New and improved shelving is being considered for the music CDs. Two CD shelving units given to us by the college helped ease the congestion in the collection.

- The HI-Lo books were moved to the end of the fiction range against the east wall, allowing more room for the International Languages books.

## 1.6 Exterior Review

*Responsibility:* Chief Librarian

*Timeline:* Ongoing

### 1.6.1 Parking lot lights

*Responsibility:* Chief Librarian and City

*Timeline:* 2013-

- ❖ Explore addition of flood lights on top of building to increase lighting level in parking lot
- In fall of 2014 lights improved in front of front entrance shining down on parking lot; in summer 2015 lighting by book drops improved; Early November 2015 inward facing from street lamps will be installed on the River Road / Fourth side of the parking lot. Lighting may yet be added behind the honeycomb wall to enhance this feature, although the Historical Committee continues to work with the City to find ways to preserve the honeycomb, and this may delay a lighting project.

### 1.6.2 Exterior signs for Library hours

*Responsibility:* Chief Librarian

*Timeline:* 2013-

- Some money for signage (\$3685) was included in successful CFEP proposal, need and design TBD. Nothing happened on this file in the anniversary year, the CFEP was accounted for without needing to spend this signage money

## Goal 2: Marketing and Promotion

### 2.1 Marketing Committee

*Responsibility:* Library Staff & Board

*Timeline:* 2013-

Planning for social media, contests, educating community, creating promotions, increasing circulation and membership.

#### 2.1.1 Funding of Marketing Initiatives

*Responsibility:* Chief Librarian and Department Heads

*Timeline:* Ongoing

- The Marketing Committee tackled various projects leading up to the many campaigns of the 100th.

#### 2.1.2 Create a parking map to hand out to patrons

*Responsibility:* Chief Librarian and Department Heads

*Timeline:* 2013-

- The City has such a map online and in print:  
<http://www.medicinehat.ca/modules/showdocument.aspx?documentid=1897>

## 2.2 Outside Locations

- 2.2.1 Look into temporary mobile service library  
*Responsibility:* Chief Librarian and Department Heads  
*Timeline:* 2013-
- 2.2.2 Create plans for future pick-up/drop boxes, kiosks, etc.  
*Responsibility:* Chief Librarian and Department Heads  
*Timeline:* 2013-
  - Library successfully ran a Farmers' Market Library every Farmers' Market of the past three summers; transportation of materials in conjunction with Shortgrass (MHPL employee drove their van which was preloaded with our library materials and picked up/dropped off by Shortgrass drivers during the week)
- 2.2.3 Explore opportunities to piggyback on existing or new infrastructure projects.  
*Responsibility:* Board and Chief Librarian  
*Timeline:* 2013-
  - The Board initiated talks with the YMCA when they were preparing their renovation/school addition in Southridge but not enough room to make a good fit; the Board talked with school boards and a developer about library space in their future developments. The developer's project did not go ahead.

## 2.3 100<sup>th</sup> Anniversary

- 2.3.1 Fund raising and celebrations around MHPL 100<sup>th</sup> anniversary in 2015  
*Responsibility:* Board, APPS and Anniversary Committee(s)  
*Timeline:* 2013-
  - 100<sup>th</sup> Anniversary Committee struck, worked through summer, Terms of Reference and initial plan approved by Library Board at September meeting; 2015 activities planned out; excellent gift-raising by Rose resulted in good prizes for the anniversary Learn 100 Things contest; Lovin' the Library event went well for a first effort; 100<sup>th</sup> anniversary merchandise, including mugs donated for the cost of the clay by the Potters' Guild, mittens, and tote bags continue to sell although the cost of production has not yet been met.

## Goal 3: Services

### 3.1 Partnerships

- 3.1.1 Strengthen partnerships with agencies for patrons needing assistance  
*Responsibility:* Board, Chief Librarian and Department Heads  
*Timeline:* 2013-
  - Sheila Drummond and Lynda Lindsay attended a NNELS meeting (National Network for Equitable Library Service) which will provide national level leadership and services in providing material for the print disabled; Sheila and staff members

- provided special classes for students from Saamis; we worked with the provincial employment agency to provide introductory computer training for workers from the flour mill; our work with LEARN (Lynda attends these meetings) has strengthened our connections with many support agencies in the City; work with ACDI (the Advisory Committee for Disability Issues), the Chamber of Commerce and Executive Directors' Network has done the same.
- (SD) We will continue to provide computer classes for Saamis Immigration students starting in October. These will be provided in our Training Lab which is superior to the computer lab at Saamis Immigration. (SD) Kris with Andrew are now offering ABLE partnered English Conversation Classes
  - (SD) Working with REDI is planned for 2015 and in 2014 we did some classes for CORE. In 2015 we made CORE visits weekly and in November opened the invitation to all caregivers of adults with development disabilities.
  - We have streamlined the process by which patrons without ID or proof of a local address can borrow a very limited number of items.
  - We have 3x weekly drop in opportunities for patrons to meet with McMan's mobile addictions coordinator and a Housing First staff member. These agency partnerships help keep library staff and patrons abreast of programs in the community.

### 3.1.2 Programming : Develop tween programs *Responsibility:* Relevant Department Heads

- Timeline:* 2013-
- Carol Ann led the team that has developed and provided very successful Tween programming
  - (CACR) In 2012 we introduced regular Tween program starting on Monday July 8. That year we offered 8 Tween programs with a total attendance of 94. In addition the Summer Students offered 9 programs to 127 tweens.
  - As of September 2013 there were 14 Tween Nights attended by 303 tweens as well as 10 summer reading afternoon programs attended by 41 tweens. (CACR)

## **Goal 4: RFID: Future Plans**

### 4.1 Utilize RFID technology to enhance library services

#### 4.1.1 Work toward implementation of RFID

- Responsibility:* Chief Librarian, Department Heads, and Shortgrass Library System  
*Timeline:* 2013-
- Shelley in communication with the leading vendor; the good news, prices have come down markedly since 2011; the bad news, our budget application to the City resulted in the offer of a \$150,000 internal loan which would cover not quite half the costs, most likely. In 2014 we worked on other things and RFID did not receive any attention, at this point RFID is something perhaps more likely to be initiated in a branch or kiosk situation.

## **Plan of Service Review**

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The Library Board shall review the Plan of Service 2013-2017 at least annually at the Library Board Retreat to ensure that the goals and actions are still relevant to the library's environment. The review shall also consist of a report to the Board by the Chief Librarian demonstrating active movement toward achieving the goals of the Plan of Service.

The Library Services Branch of Municipal Affairs, Government of Alberta, requires a current Plan of Service to be on file with them in order for MHPL to receive provincial funding.