

# **Edson and District Public Library**

## **Plan of Service 2020-2023**

**January 20, 2020**





January 2020

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*Left to right: Susan Groat, Robin Corser (Board Chair), Krystal Baier (Town representative), Cynthia Matsson, Bonnie Watson, Gail Johnston (Vice Chair). Absent: Charl MacPherson, Sheila Buckle.*

**The Town of Edson Library Board** is pleased to present the 2020-2023 Plan of Service which is based on the feedback, suggestions and encouragement from our patrons in the Town of Edson and Yellowhead County. This plan will allow us to provide library services in line with the wishes of our library patrons. We look forward to finding solutions that improve the library experience for all residents of Edson and District. The following were members of the Town of Edson Library Board in 2020:

Robin Corser, Board Chair  
 Krystal Baier (Town Representative)  
 Sheila Buckle  
 Susan Groat  
 Gail Johnston  
 Charl MacPherson  
 Cynthia Matsson  
 Bonnie Watson

**"We use the library to borrow games to play and to rent films and we all love to read a lot. Your Library is a jewel. Look after it. Make sure kids get plenty of access."**



## Mission Statement:

“The library responds to the changing needs of the community. It provides access to information, knowledge, resources & technology.”



## Acknowledgements:

We would like to thank all of the people who assisted us with our planning process. There were more individuals than we can name, but following are some of the organizations/groups that were represented.

Edson Chamber of Commerce  
Edson and District Community Learning Society, Family Literacy  
Edson and District Public Librarian and Staff  
Edson Early Childhood Services  
Edson Leader, Weekly Anchor  
Family and Community Support Services  
Friendship Centre  
Grande Yellowhead Public School Division  
Koininia Christian School  
Living Waters Catholic Schools  
MLA, Martin Long  
Patrons of the Library  
Primary Care Network  
Public Library Services Branch  
Town of Edson Councillors and staff  
Town of Edson Library Board Members  
Yellowhead County Library Board  
Yellowhead Regional Library

### Celebrating 75 years of the Edson & District Public Library



"More dedicated area for little kids to be noisy and active separated from the readers. Make it bigger. More space, more programs."



## Overview:

In 2019, the Edson and District Public Library marked the occasion of having served the Town of Edson and the Yellowhead County for 75 years. From meager beginnings in 1944 in various community locations, the library grew and eventually acquired its own space. First, in 1957, the library was in the current Town of Edson Civic Centre and then, in 1981, moved to our present location. A community resident, Nels E. Bells, donated his life savings to the community to support the building of the present library. Since that time, the town has grown and the library has offered more programs and become a community hub - the library has outgrown its space. Many people in Edson and in the County have been life long library members and appreciate having a library in their community. The Edson and District Public Library normally has between fifteen and twenty employees and is open fifty-five hours per week. The Library is open most of the year except for statutory holidays. The following are the normal open hours:

Monday: 10am – 8pm  
Tuesday: 10am – 8pm  
Wednesday: 10am – 8pm  
Thursday: 10am – 8pm  
Friday: 10am – 8pm  
Saturday: 10am – 3pm

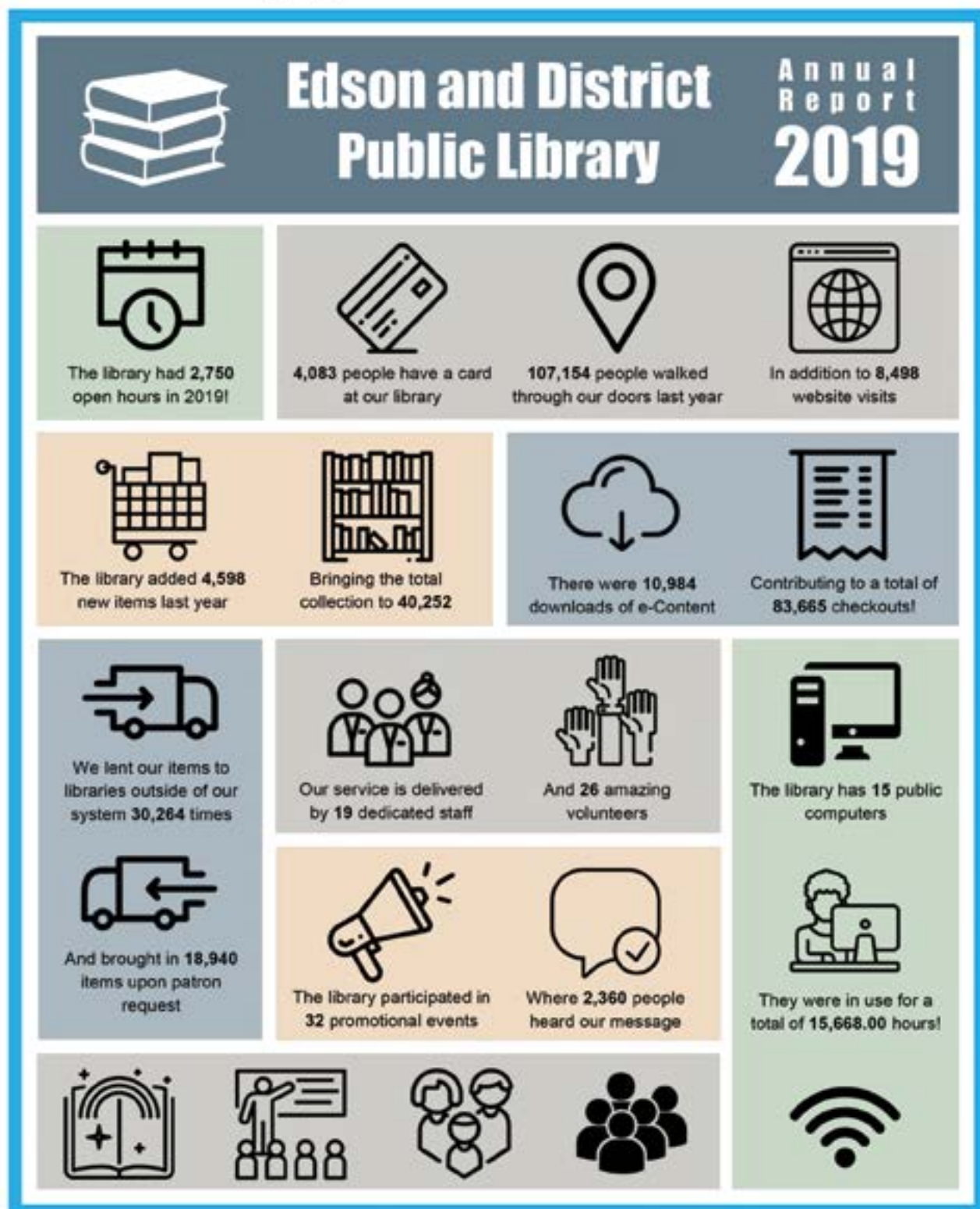
Library website: <https://edsonlibrary.ca/>

### **Programs and Services offered by the library:**

1. Loaning books, movies, music-cds and kits
2. Second-hand book sales in the lobby
3. Inter-library loan (borrow items from other libraries around the province)
4. Stay informed about library programs using Facebook and the Library webpage
5. Displays for Freedom to Read week and October Library Month
6. Special events such as Family Literacy, Dr. Seuss, Harry Potter, Senior tea, Lego event, Culture days and Christmas tree party.
7. Passive programming: art, lego, games tables and children's toys
8. E-resources, e-books, e-magazines and e-audiobooks
9. Computers and business services such as faxing, printing and scanning
10. Regular events such as Storytime and Movie/game nights
11. Reference and information services
12. Technical help with devices and the internet
13. Reader's advisory, staff and databases, staff picks
14. Support role for community groups such as Family literacy, arts and crafts groups
15. Rental of community use room, rentals of LCD projector
16. Afterschool events such as Dungeons and Dragons and Afterschool drop in
17. Bookclub, Author talks and Armchair travelling
18. School outreach, school and kindergarten tours of the library
19. Summer Reading and Reading Buddies, school curriculum support
20. ESL, language studies and conversation groups
21. Exam invigilation and study support.

## Library Success:

The Edson and District Public Library experienced a very successful year and strives to continue this success. Highlights include:



“Smaller events to adequately accommodate the crowds or a larger more modern library.”



# Plan of Service

Following are the goals supported by community feedback:

**Goal #1** -The Edson and District Public Library shall ensure that it is universally welcoming, safe and comfortable for citizens of all ages, origins and philosophies.

*Community Benefit: Upon visiting the library, all residents of Edson and area shall find a spacious, welcoming and exciting facility. This environment will spur creativity, learning, quiet contemplation and FUN.*

Actions:

Facility:

- Explore options with the Town of Edson for meeting the needs of the citizens of the community, by providing more Library space. Options may include an addition, inclusion in the new multiplex or redefining the interior space. Consultation to be completed and a plan developed by Dec 31<sup>st</sup> 2020.
- Implement plan agreed upon above.
- Further cooperative use of the Edson Creative Arts Society space.
- This will include rewriting the Library/Creative arts lease agreement, assessing added costs for utilities, insurance, janitorial, staff, furnishings and surveillance cameras.
- Count hours and attendance in art space to provide quantitative measurement of collaboration with Edson Creative Arts Society.
- Increase the utilization of Community Use Room.



"Limited weekend hours. Kids on computers get very noisy. (Sometimes)"

## Programming and Outreach Objectives:

- Advertise use of the Edson Creative Art Society space as an area for quiet pursuits.
- Increase displays and decorating for special events and holidays. Increase advertising of planned events to include radio, newspapers, Facebook and other social media outlets.
- Provide a welcoming and inclusive environment for new Canadians by co-operating with ESL tutors, providing space and supervision for students writing exams and by offering a basic “tool kit” to new arrivals in our community which would assist with their integration. Encourage new Canadians to share their stories and culture with the public in an extension of the “Armchair Traveller” series.
- Increase programming that celebrates indigenous culture and heritage. Investigate possibilities for community outreach.
- Advertise availability of community use room and smart board.
- Measure the increased use of public space.

“I love how connected the library is in the community. It is not a typical ‘quiet’ space but a place for kids to come and be together, a place for families to play games and friends to meet up. The library is also doing something in the schools for kids/families and it is a great way to connect.”

Celebrating 75 years of  
the Edson & District Public Library

# Harry Potter





**Goal #2** – Edson and District Public Library shall inspire and assist children and teens to reach their goals by stimulating imagination through reading, listening, learning and play.

*Community Benefit: Children will develop a love of reading, excellent communication skills and a healthy relationship with computers. Encouraging learning and creative play will prepare them for success with literacy goals in the future.*

### **Actions:**

Expand teen and children's programming:

- Increase after school programs
- Employ a part-time staff member to assist and supervise children's after school activities
- Offer homework assistance and cursive writing instruction using volunteer tutors as an after-school option
- Offer healthy snacks to youngsters who attend after school
- Trial opening the library for Sunday afternoon hours. Advertise the new hours and assess interest, with a view to remaining open on Sunday from 12 to 5pm , during the winter months
- Advertise Sunday afternoon programs for young families
- Purchase additional games for teens
- Approach local pizza outlets to donate pizza for Friday night teen movies
- Start a teen book club
- Expand the reading program for preschool children to coordinate with similar programs offered in Edson
- Increase use of YRL's activity kits
- Purchase a laminator and binding machine
- Record popularity of new initiatives

"I am grateful for the library and the friendly staff and services; keep up the great work. :-)"

"Make it bigger. More space. More programs."



**Goal #3 –** Visitors of all ages to the library will have an opportunity to have access to computers.

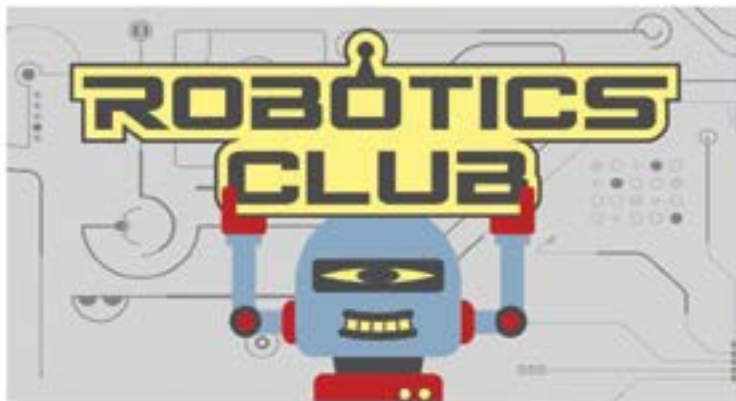
*Community Benefit : People of all ages shall have access to computers to assist with homework, do research and have fun. Individuals who are unfamiliar or uneasy with computers shall have an opportunity to access instruction.*

**Action:**

- Install tables with stools along the south wall of the library to optimize space, privacy and accommodate more computers.
- Purchase 6 new Lap Top or Chrome Book computers to be used by patrons in the quiet areas.
- Offer IT assistance and basic computer training. This will be offered as casual assistance by staff and as individual training by volunteer teachers.
- Create a genealogy club using library computers.

“Love the Library but I think we are outgrowing the current space. Open on Sundays would be nice too.”

## Celebrating 75 years of the Edson & District Public Library



**Goal #4** Recognizing that enthusiastic, well informed board and staff are of paramount importance to any library, staff development shall become a priority.

*Community Benefit: Staff will become informed and satisfied with their work which will improve ability to engage with the library community. The Board will be more knowledgeable about their roles and responsibilities while recognizing the benefits of this opportunity.*

**Action:**

- Encourage staff to attend conferences and access learning opportunities as authorized by the librarian and the Board.
- “Out of scope” training classes such as first aid, self defence and sensitivity training shall be offered to staff.
- Encourage new board members to attend the one-day board training for new trustees and attend the annual library conference to access learning opportunities.
- Develop a comprehensive orientation package for new board members and provide newly elected municipal councillors with a comprehensive breakdown of the library board's mandate and function.
- Limit the number of committees that each board member participates to two. This will reduce workload for each member. Committee size shall be reduced to a maximum of three board members.
- Develop succession planning for staff and board members.
- Measure attendance and interest shown in Board participation



“Thank you for making the library a place where families feel welcome and children feel that they can be themselves. Xo”



# Appendix

## Planning Process

The plan of service committee began the process in June of 2019 following a presentation by Jocie Wilson from Yellowhead Regional Library. During our 75<sup>th</sup> celebration, participants were interviewed and surveys distributed. The survey process continued over the summer and specific questions were designed for rural patrons, staff and Board members. A luncheon was held on October 7<sup>th</sup>, 2019 and following a presentation by the librarian, discussion groups shared their ideas regarding future directions for the library. Surveys were also posted on our webpage and response was positive. Our planning has been based on the following questions:

### Surveys:

#### **Edson and District Public Library Survey**

1. Do you use the library?
2. Would you recommend it to a friend?
3. What is your level of satisfaction with the library?
4. What is your level of satisfaction with library staff?
5. How did you hear about the Edson and District Public Library? (Edson and District Public Library website, Social media, Newspaper, Radio, Posters/Signage in the Community, Other)
6. Why do use the library? (Because I like to read, to access computers, to enhance my quality of life, to socialize and engage with friends/new people, to learn a new skill, to connect more with my community)
7. What prevents you from using the library more? (Time, lack of transportation, family commitments, vision problems, unable to read, too noisy, overcrowded)
8. Are you unaware of library programs? Please offer your ideas on how we can improve in this area.
9. Is there any way you would improve the Edson and District Public Library?
10. Additional comments? "I love that children use and feel comfortable using the library. It would be nice, though, if there were a quieter room available for adults who wish to sit and read; maybe with a few comfy armchairs."

#### **i. Edson and District Public Library Programs Survey**

The Edson and District Public Library promotes life long learning and would like ideas to help the Library achieve this goal over the next 3 years.

1. Do you use the library?
2. Are you from Yellowhead County?
3. What library services and program do you use? Please select any that apply (Book title suggestions and book displays, e.g. Freedom to Read week and October Library Month, Reference and information services, Passive programming: art, lego and games table,



children's toys, Borrowing books, movies, music cds and kits, Reader's advisory, staff and database, Technical help with devices and the internet, Using e-resources, e-books, e-magazines and e-audiobooks, Second-hand book sales in the lobby, Stay informed about library programs using Facebook and the Library webpage, Using computers and business services such as faxing, printing and scanning, Family literacy, Dr. Seuss, Harry Potter, Senior tea, Lego, Author talks, Culture days and Christmas tree party, ESL, Language studies and conversation groups, Using inter-library loan, Afterschool events such as Dungeons and Dragons and Afterschool drop in, School curriculum support, School outreach, School and Kindergarten tours of the library, summer reading and Reading buddies, Support role for community groups such as Family Literacy, FCSS, Arts and crafts groups, Regular events such as Storytime and Movie/game nights, Exam invigilation and study support, Bookclub, Author talks and Arm chair travelling, Community use room, rental of LCD projector

4. The library operates every weekday from 10 am to 8 pm and on Saturday from 10 am to 3 pm. Do these hours meet your needs?
5. What is your level of satisfaction with the library?
6. What is your level of satisfaction with library staff?
7. How did you hear about the Edson and District Public Library? (Edson and District Public Library website, Social Media, Newspaper, Radio, Posters/Signage in the community)
8. What prevents you from using the library more? (Overcrowded, Noisy, Family commitments, Vision problems, Unable to read, Transportation problems, Time.)
9. Additional comments?

## Celebrating 75 years of the Edson & District Public Library



Seniors  
Appreciation Tea



**ii. Plan of Service, Edson and District Public Library  
Board questionnaire**

The Board of Directors of the Edson and District Public Library, in conjunction with the Head Librarian, are in the process of drafting a Plan of Service. With budget restrictions in mind, would you please answer the following 3 questions. Your input is vital and much appreciated. Please return your questionnaire to Helen at the EPL office by September 25, 2019.

1. Do you feel you have the training, knowledge and support you need to adequately do your job? If the answer is "NO" please specify what you feel you require.
2. What realistic and attainable goals do you have for EPL over the next 3 years?
3. Would you recommend Board membership to a friend?

**iii. Plan of Service, Edson and District Public Library  
Staff questionnaire**

The Board of Directors of the Edson and District Public Library, in conjunction with the Head Librarian, are in the process of drafting a Plan of Service. With budget restrictions in mind, would you please answer the following 3 questions. Your input is vital and much appreciated. Please return your questionnaire to Helen at the EPL office by September 25, 2019.

1. Do you feel that you have the knowledge and support you need to adequately do your job? If the answer is "NO" please specify what you feel you require.
2. What realistic and attainable goals do you have for the EPL over the next 3 years?
3. Please share any suggestions you may have for improving client service at the Library.

## Survey graphs:

The following graph demonstrates the public's most frequently requested changes for the next three years.

### Analysis of short answers

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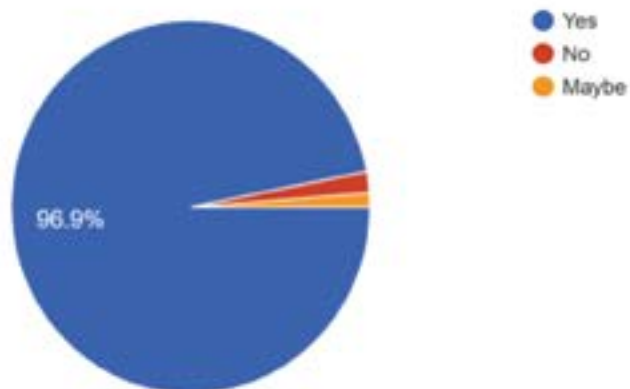
## Do you use the library?

84 responses



## Would you recommend it to a friend?

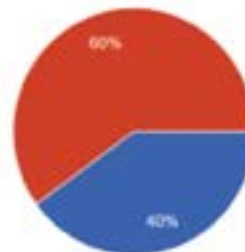
163 responses



Yellowhead county  
survey  
participation  
compared with  
Town of Edson  
survey  
participation

Are you from Yellowhead County?

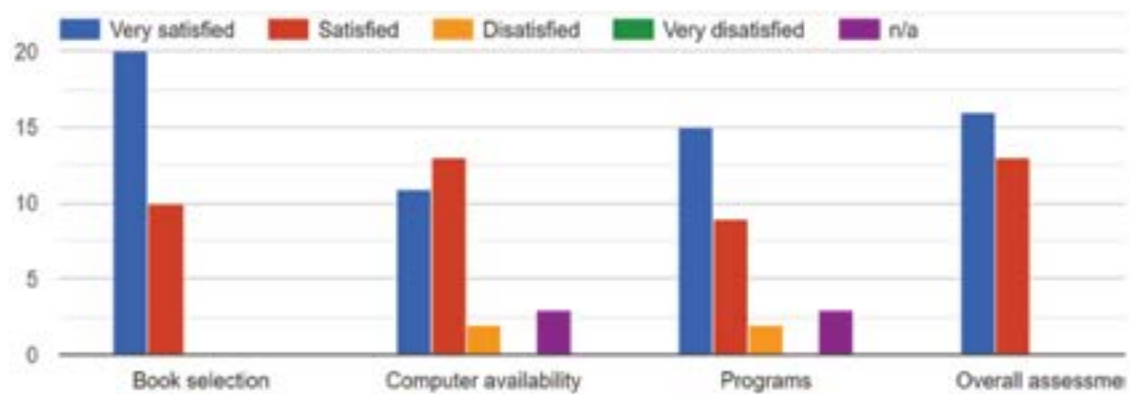
30 responses



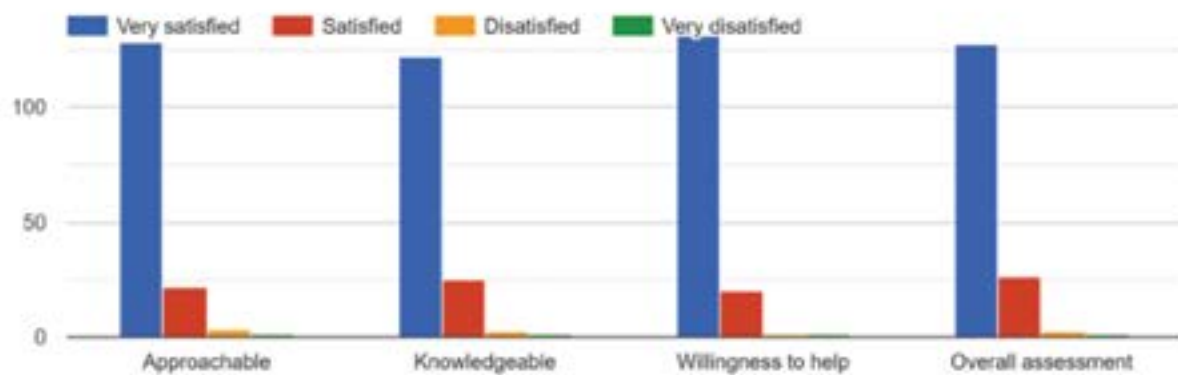
● Yes  
● No

Size of the collection is limited however love interlibrary loans.  
Noticeable lack of space during special events

What is your level of satisfaction with the library?

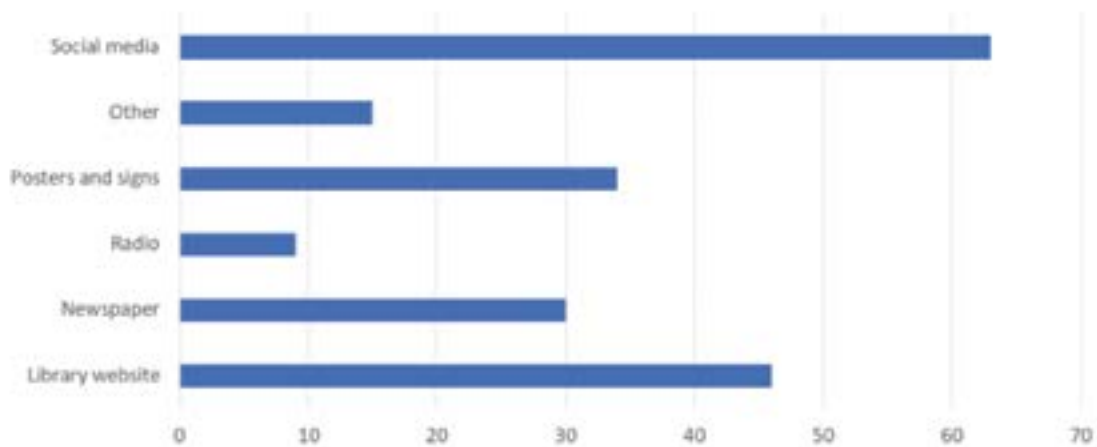


What is your level of satisfaction with library staff?

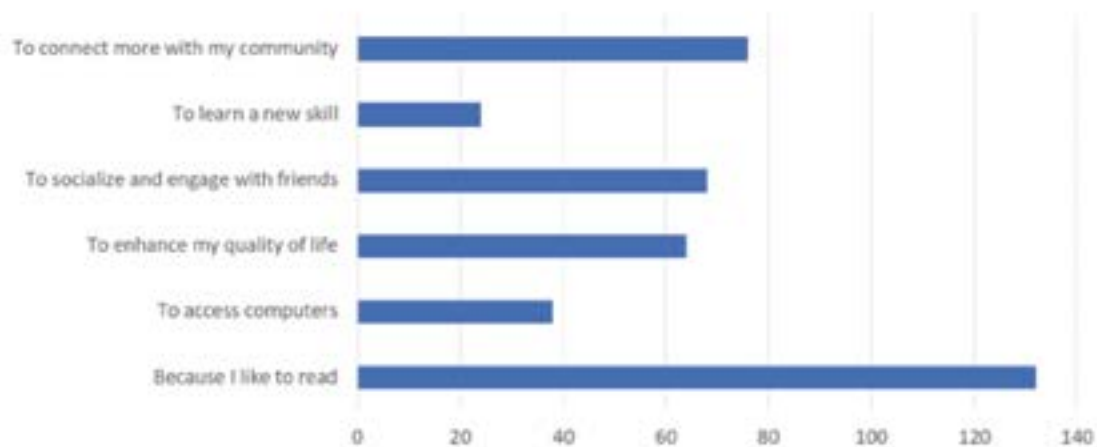




## How did you hear about the Edson and District Public Library?

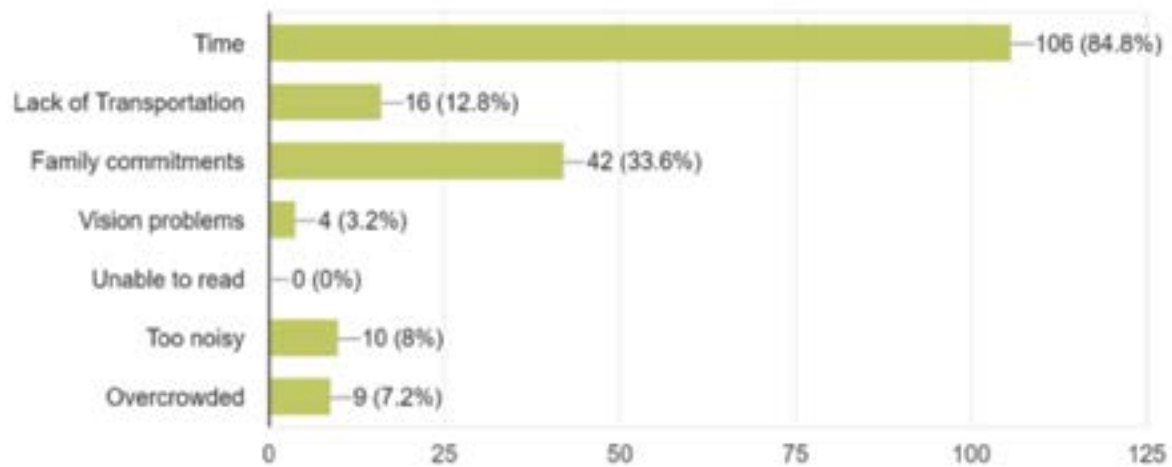


## Why do you use the library?

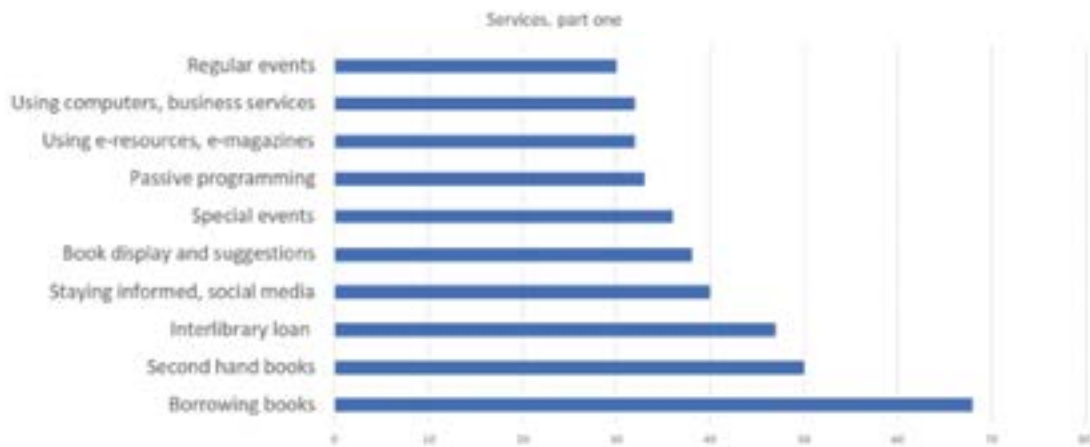


## What prevents you from using the library more?

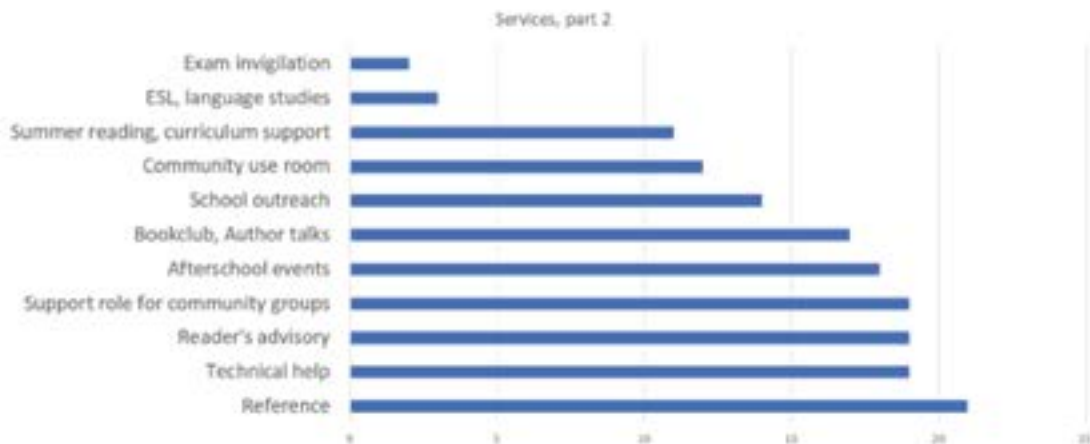
125 responses



## What library services and programs do you use?

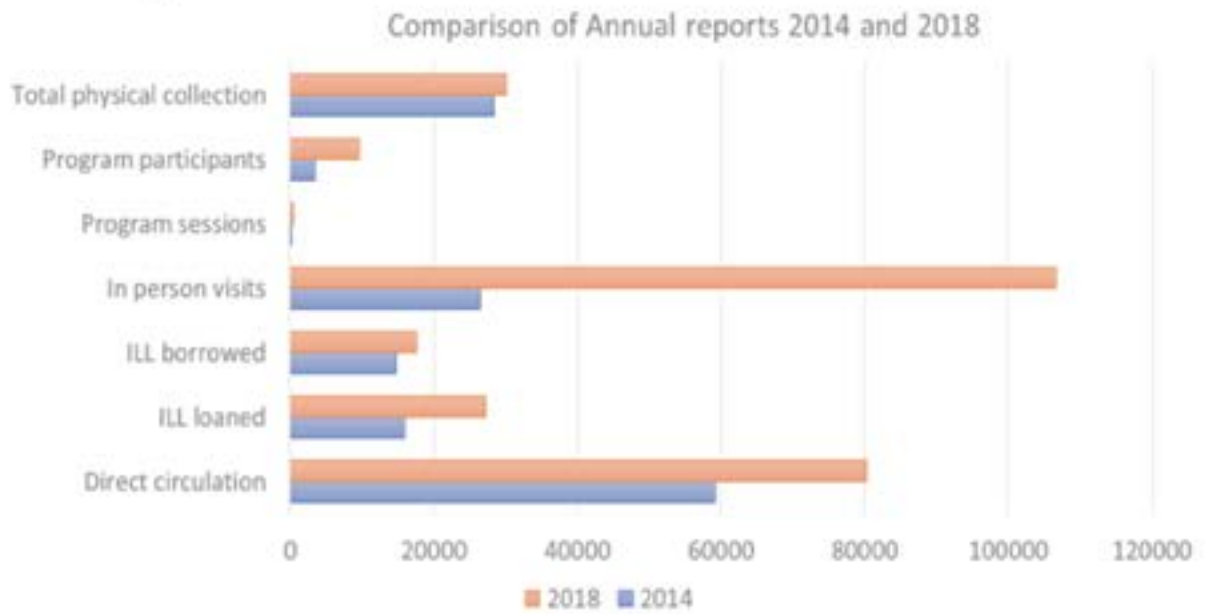


## What library services and programs do you use? (part two)

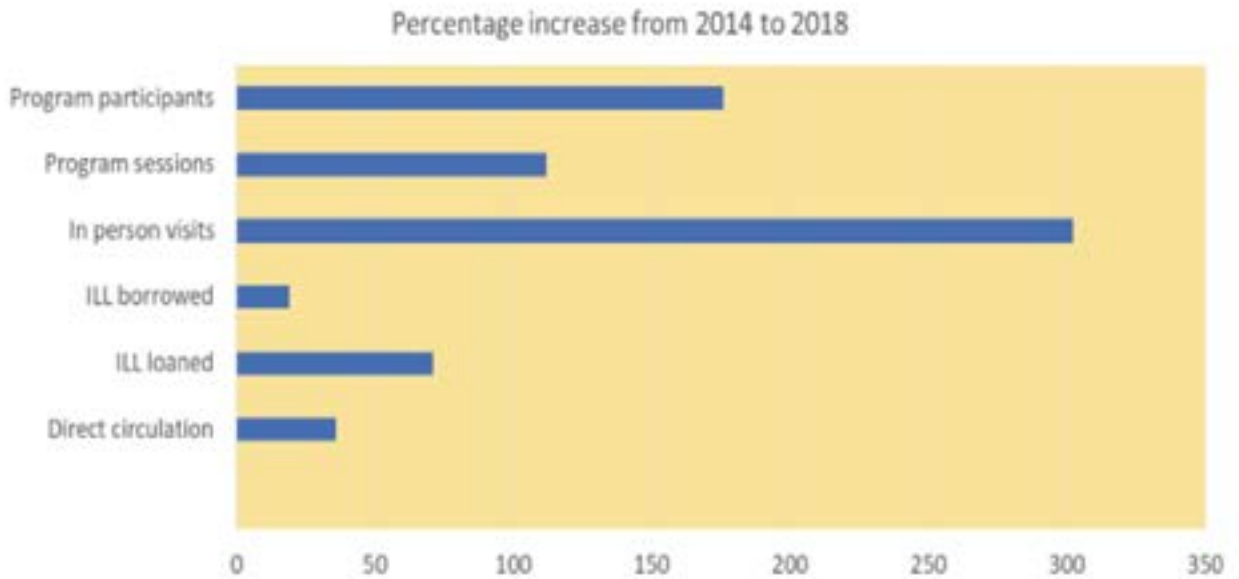




# Usage



## Percentage increase from 2014 to 2018



## Results from luncheon consultation on October 7, 2019

- Children's section should be expanded
- Use mail, radio, newspaper to advertise quarterly programming
- Visuals of popular items that are highly used that are out most of the time with a sign saying I'm available ask at the front desk
- Very organized, amazing to work within the space that they have
- Democracy, people having access to information so they can make informed decisions
- Relocation of arts and pottery?
- Possible expansion to the West?
- Quiet area for seniors or study areas.
- Have teen games but would love more hours open and Sundays as well.
- More computers or limiting time as new users come in.
- Ergonomic seating with computers or work areas along the windows.
- Public IT training courses
- Need larger building—needs fundraising
- Put pottery in a different place—Portable on the west side, RCMP garage on 5<sup>th</sup>
- Senior's quiet time—specific day or evening set aside.
- Open Sunday—close @ 6 pm on Monday to help with funding. Try on trial basis October to December and aim for October to April 30<sup>th</sup>.
- Local author talks during senior/quiet days



# Edson and Area Community Services Strategic Plan

For another relevant strategic plan, please consult: Edson and Area Community Services Strategic Plan: Final Report. Western Management Consultants. V. 1 <https://edson.civicweb.net/document/23229>



