



# **Plan of Service**

## **2021 - 2025**

**Explore • Connect • Care**

# Introduction

This Plan of Service is a roadmap to how Grande Prairie Public Library will accomplish its future. Shaped by the community through engagement sessions, as well as input from the GPPL Board and staff, this is our collaborative vision of the future, positioning GPPL to support the information, education, and entertainment needs of the citizens of Grande Prairie and surrounding area.

It was created during a tumultuous time and is filled with kindness and love for the community GPPL serves. Consultation was planned to occur in between April and June 2020 when so much of the world stopped because of the COVID-19 pandemic. One thing that did not stop was Grande Prairie Public Library. The community needed library services to continue during this time. During the consultation, which was moved online, it was consistently heard that library service is essential to the community. During this time the library showed it is nimble, adaptable, and community-focused. From this place GPPL's plan of service grew.

## Mission

Daring to transform lives: We transform lives by daring to break barriers, create connections, nurture community, and encourage learning.

## Vision

Endless possibilities: Providing endless possibilities through exploration, connection, and caring.

## Values

Inclusion: a safe space for all

Innovation: embracing new ideas

Intellectual Freedom: unrestricted access to knowledge

## Service Goals

### GP Explores

GPPL is a community hub for learning and literacy.

### GP Connects

GPPL provides the community with the opportunity to connect with one another, with information, and with the world.

### GPPL Cares

GPPL builds bridges to supportive agencies, removes barriers, and nurtures an atmosphere of social inclusion.

# Service Goals

"Remarkable things don't get done by people waiting for the status quo to crawl along."

Hank Green, *A Beautifully Foolish Endeavor*

## GP Explores

GPPL is Grande Prairie's community hub for learning and literacy.

GPPL anticipates, adopts, and advances technology trends.

GPPL gives people a chance to experiment, build, and create.

GPPL develops essential digital literacy skills.

GPPL promotes and develops early literacy.

## Success

GPPL plans programs that develops adaptability, resilience, and inquiry

GPPL creates access to resources and technologies

GPPL allows people to grow ideas

Inclusion is at the forefront of program planning

People will think of GPPL first when looking for programs, classes, training, digital literacy, and early literacy

People will view GPPL as a necessary component of preparing children for learning and school

## Actions

Develop a programming framework for GPPL

Assess community needs to determine services needed that GPPL does not yet offer

Establish partners for service delivery

Provide ongoing professional development to staff members

Create new staffing positions to better serve the needs of the community

Develop and execute an effective marketing and communications campaign

"An education is not so much about making a living as making a person."

– Tara Westover, *Educated*

## GP Connects

GPPL is an inviting and comfortable place where people can learn, study, read, work, visit, relax, and collaborate.

GPPL is a gathering place to make new friends, build community, and experience meaningful connections.

## Success

Patrons and community organizations connect with one another at GPPL on multiple occasions

GPPL is as friendly and inviting as a local coffee shop, but without the financial barrier

GPPL provides service outside our walls

GPPL supplies technology to make the library experience seamless

Staff members merchandize materials in an inviting and adaptable manner

## Actions

Bridge the gap between people and our safe, inclusive space

Utilize the space to serve people rather than store materials

Find ways to say yes and be welcoming

Offer additional service points using the lessons learned from GPPL Express

Invest in our staff through ongoing professional development

Create new staffing positions to better serve the needs of the community

Develop and execute an effective marketing and communications campaign

"Your voices matter, your dreams matter, your lives matter."

– Angie Thomas, *The Hate U Give*

## GPPL Cares

GPPL is a community, rather than a resource

GPPL recognizes intersectionality to foster inclusivity, community connections, and reduced barriers

GPPL is a conduit to social service agencies and other necessary information

GPPL materials, programs, and services provide connections to healthy living, housing, and literacy

GPPL actively works on matters of anti-racism and Indigenous reconciliation

## Success

Agencies see GPPL as a critical link to the community

GPPL has diverse, popular collections

GPPL has a staff and board composed of diverse individuals, backgrounds, and beliefs

People with disabilities are confident that GPPL staff strive to make GPPL barrier-free

## Actions

GPPL will collaborate with other agencies to provide a safe and inclusive environment

GPPL will connect with the City and other agencies to understand trends and services available to the community

GPPL will prioritize diversity in hiring and board recruitment

GPPL staff members will develop methods of collection development that emphasize quality Indigenous content and #OwnVoices materials

Provide ongoing professional development to staff members

Create new staffing positions to better serve the needs of the community

Develop and execute an effective marketing and communications campaign

## Acknowledgements

We wish to acknowledge that GPPL is situated on traditional Treaty 8 territory and is the homeland of many Indigenous and Metis people and their ancestors.

Service plans are a documented account of the love and care of many people who took precious time to contribute to the Library's future. We are grateful to each and every one of you and the contributions you have made to inform the Library's next five years.

Great plans are created with strong leaders. Holly Sorgen of Community Futures Grande Prairie took the reins and led the charge on this plan. She created a comprehensive plan for the Library to reach out to the City and beyond, meeting them in a variety of locations, to solicit their feedback. When the COVID-19 pandemic resulted in the library's closure and the cancellation of our in-person community engagement sessions, Holly demonstrated her ability to pivot by taking our community engagement sessions online. This reminded us that like the process of soliciting community feedback, so too should our plan be flexible and able to adapt to change.

The people of Grande Prairie and surrounding areas gave up hours of their time to meet us with us virtually to share their ideas, the things they love about the Library, the pinch points they encounter, and the future they envision. Your vision is what we have captured here, and we thank you for the positive, caring feelings you gave to this project.

The Grande Prairie Public Library Board are hardworking volunteers appointed by the City of Grande Prairie to oversee the operation of the Library. Their contributions to this plan include fresh ideas, a long-range vision for the Library, and the passion of faithful Library users. Their faith in the ability of the staff to achieve the goals of this Plan of Service is inspiring.

Serena Boyte-Hawryluk, Librarian with the County of Grande Prairie Libraries, contributed feedback from the County library users to help inform us of their library habits. Her collaboration is always professional and we so appreciate her relationship with GPPL.

The staff are the hardworking hearts of the Library. They are collaborative, caring, and want what is the very best for this community. They have dedicated years to becoming information and customer service experts, and they carry the heavy load of emotional labour. I am filled with gratitude that I get to work with these people every day.

## Statement from the Board Chair

The Grande Prairie Public Library 2021 – 2025 Plan of Service is a foundation on which we can chart a path forward with our community and the world as we find our way through the COVID-19 pandemic. It's foundational because while the world became a fearful, separated, and divisive place as the full reality of a global pandemic arrived in 2020, GPPL stayed on its foundation and continued doing what it has done in the community for more than 80 years. GPPL continued creating spaces to explore so the world is less frightening. GPPL continued connecting people to the services and information they need to live fulfilling lives. GPPL continued finding new and creative ways to care for all members of our community. It was during this time that this plan was created. It was a time of great clarity about the truth of how libraries are essential to rich, vibrant and successful communities. This plan captures that clarity and uses it as a guide to 2025 and it will serve our community well.

A huge thank you to all the community members, board members and Holly Sorgen from Community Futures for the guidance and vision to make this plan a reflection of our community.

Finally, and most importantly, thank you to the staff at GPPL for their contributions to this plan while they continued library service in our region through 2020. In 2020 you invited us into your homes so programs could continue online, you arrived at work to deliver books and material at curbside or provide menstrual products to people who needed them while many of us stayed home, you provided access to the information people needed to keep their lives together during difficult times. You made us feel safer when the world was scary. You cared for us and we are grateful.

*Mark Evans*

Mark Evans, Chair



## Statement of approval and accountability

The Plan of Service for the 5 years commencing January 1, 2021 was prepared under the direction of the City of Grande Prairie Library Board, in accordance with Alberta Libraries Regulation (AR 141 / 98). The Board and Staff of the Library are committed to achieving the planned results laid out in this plan.

Motion:

I move the adoption of this Plan of Service for the years 2021 to 2025.

Motion made by: Eunice Friesen Motion seconded by: Greg Scerbak

Date: December 15, 2020.

*Carried*

# Library Profile

## Governance

Grande Prairie Public Library is governed by a board of volunteers consisting of:

- 1 member of Grande Prairie City Council
- 1 member of the MD of Greenview Council
- 8 members of the community

## Human Resources

Grande Prairie Public Library employs approximately 50 staff members, equalling approximately 26.6 FTE. Volunteers provide an average of 940 hours of volunteer services per year.

## Clientele / Community

The Library serves the City of Grande Prairie, the County of Grande Prairie, and the MD of Greenview. The City of Grande Prairie is 456 kilometres northwest of Edmonton and has a population of 69,088. The greatest portion of the population is between the ages of 30 and 34 according to the 2018 city census, and includes people from more than 80 different cultural and ethnic groups.

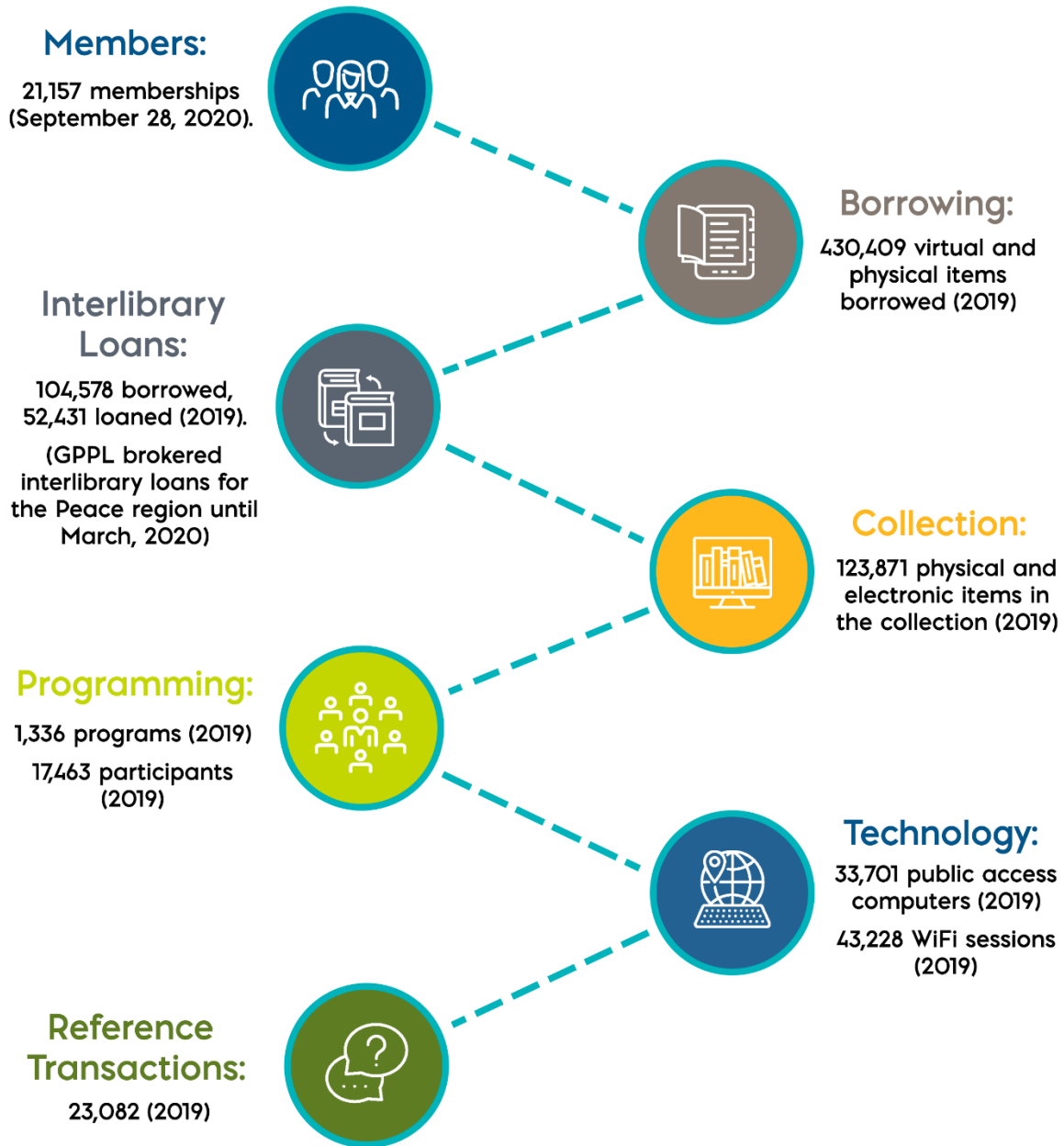
Grande Prairie acts as a regional hub servicing an additional 281,000+ people from across northern Alberta, northern British Columbia, and the Northwest Territories. It is the largest commercial centre north of Edmonton.

The Municipal District of Greenview No. 16 is the third largest rural municipality in the province. It includes the hamlets of Little Smoky, Ridgevalley, DeBolt, Landry Heights, and Grovedale, and its borders encompass the Sturgeon Lake Cree Nation and the towns of Fox Creek, Grande Cache and Valleyview.

The County of Grande Prairie No. 1 is a municipal district in northwestern Alberta, Canada. It is bounded on the south by the Wapiti River, on the east by the Smoky River, and on the west by the province of British Columbia. The population is approximately 22,000.

## Affiliations

Thank you to our primary funding partners: The City of Grande Prairie, the Grande Prairie County, and the Municipal District of Greenview. We collaborate with Peace Library System (PLS), The Alberta Library (TAL), The Regional Automation Consortium (TRAC), and the Provincial Public Library Network Nodes. Other partnerships include: Center Point Facilitation, the Community Foundation of Northwestern Alberta, the Council for Lifelong Learning, the Friendship Centre, the Art Gallery of Grande Prairie, the Grande Prairie Children's Literacy Round Table, the Grande Prairie Regional Hospital Foundation, the Mobile Outreach Program, NorthReach Society, Oliver's Funeral Home, the Rotary Club of Grande Prairie, and many more.



## Plan of Service Process

The planning process is intended to be a collaborative effort involving staff, the Board, and the community, resulting in a blueprint for a meaningful future. Rather than an exercise to be created and filed until the next time we are required to develop a plan, our Plan of Service is intended to be a living document that informs Library staff of the future as identified by the community. It is a tool to be consulted regularly to guide service priorities and allow management to develop staff to fulfill those priorities.

Due to the COVID-19 pandemic, our in-person community engagement sessions were replaced by three virtual sessions, including one on Facebook Live. These allowed us to consult with community members from a variety of backgrounds, and enabled people to participate from their isolated locations while still encouraging interaction and the sharing of ideas.

### Assessment Outcomes

Feedback from the community engagement sessions, as well as input from the Grande Prairie County Library patrons indicated the following community needs:

- The ability to learn virtually and in-person about early and lifelong literacy, physical literacy, numeracy, and opportunities to participate in hands-on learning.
- To connect to the world online as well as with other members of the community, including a comfortable place to relax and collaborate as well a place to meet new people or spend time with old friends
- A place to be part of the community, to connect to other agencies, and to explore social justice and reconciliation
- Clear methods of communicating what is happening at the Library in a way that is easily accessible to individuals

As a result, the GPPL Service Responses for 2021 to 2025 are:

### Service Responses:

GP Explores

GP Connects

GPPL Cares