PLAN OF SERVICE
2020-2024

HINTON MUNICIPAL LIBRARY AND

HINTON COAL BRANCH ARCHIVES

Letter for Plan of Service

Through community engagement the Town of Hinton Library Board has moved from a 3-year to a 5-year Plan of Service. This will allow a significant amount of time for the Library Board and Library administration to be able to deliver on the goals and priorities set out in the Plan of Service. As the Library Board, we will be looking for community engagement and evaluations of the programs in the future that will assist us in determining how successful the Library is in meeting these goals. As a Library Board, we are looking forward to seeing our community thrive and grow through early literacy, life-long learning and expressing creativity.

The three priorities that the Library Board will be focusing on for the 2020-2024 Plan of Service are important to the citizens of Hinton. Our first priority is developing “Early Literacy”, which has been a focal point of teachers and parents alike with studies suggesting that reading is an imperative life-skill. This invaluable skill will help the next generation of learners. The second priority is “Life Long Learning”, which opens the door to self-betterment regardless of age and economic status. Our last priority “Express Creativity” is a way for the community to come together and collaborate through creative programs at the Library. It is an exciting forum for citizens to come forward to see what they can do with their imagination.

Hendrik Smit
Hinton Municipal Library Board Chair

The Town of Hinton Library Board would like to thank those people involved in the planning process.

BOARD MEMBERS

- Smit, Hendrik (Chairperson)
- Rush, Jace (Vice-Chairperson)
- Siermachesky, Hanna
- Yaworski, Amanda
- Kovatch, Scott
- Haas, Trevor (Councilor)

LIBRARY STAFF

- Ugboma, Anayo (Manager)
- Stewart, Pamela (Assistant Manager)
- Ramos, Astrid (Librarian)
- Sawdon, Kenneth (Librarian)
- Hegion, Myles (Library Assistant)
- Bowman, Corina (Library Assistant)
- Bowman, Katlyn (Library Assistant)
- Jahraus, Janae (Library Clerk)
- Scobie, Noah (Library Page)

COMMUNITY STAKEHOLDERS & MEMBERS, TOWN DEPARTMENTS AND THE TOWN OF HINTON

A BRIEF HISTORY OF HINTON MUNICIPAL LIBRARY

Jan. 12, 1970

Hinton Public Library first opened on January 12, 1970 and was housed in the Harry Collinge High School.

Feb. 1984

In February 1984, Hinton Municipal Library opened its doors in its own facility to the public.

1989

In 1989, the library became fully automated.

1991

In 1991, a video collection was added.

1995

In 1995, 14 CD-ROM's & Internet service became available to HML patrons.

1997

In 1997, a Technical Service partnership with Harry Collinge School provided all Hinton high school students with a free 1-year membership.

Mar. 2006

In March 2006, the Town of Hinton Council gave their unanimous approval for the Library expansion and renovation project. The grand reopening after renovation was on October 27, 2006.

2009

In 2009, Polaris Library System was introduced and it enabled Hinton library patrons access the TracPac online catalogue and a huge array of online services.

Our Vision

open doors open books open minds

Our Mission

The Hinton Municipal Library will continue to be a leading place of information, entertainment, communication, literacy, learning and heritage for all members of the community that the Library serves: through flourishing partnerships; through creative use of technology, and; through up-to-date resources.

Our Goals

Community Idea Hub

We will explore and promote creative ways for the people of Hinton to share creative ideas, stories and learn from each other. We want to connect people online and in the neighborhood.

Work Together

Through effective collaborations and partnerships, the library and partners will help the people of Hinton thrive. Together we will nurture social, cultural and economic success of our community.

Safe and Inclusive Place

The library will be a safe, inclusive and vibrant community space where everyone is welcome to learn, work, leisure and connect with other people.

Bold Leadership

We will build our library and community's reputation as innovators, creators, and game changers. We thrive to be the best partner and library by providing excellent library services.

NEEDS ASSESSMENT PROCESS

In developing a new Plan of Service for the Hinton Municipal Library, the Town of Hinton Library Board invited the community of Hinton to an open house hosted at the Library on November 26th, 2018 where community members could share their thoughts, concerns and goals for an ideal Hinton. This was done through a letter campaign to stakeholders in the community, posters posted in the community and social media. The Library Board set out to assess all community needs in order to expand the Library's reach and set out to have discussion around certain questions such as, "What is Hinton's greatest strength/weakness?" and "What Hinton services are most important to your family?" Members from the community made comments on all questions presented, the data was correlated and presented to the Library Board at a meeting in January 2019 where the 3 service goals were then chosen. The Library Board and Administration also conducted an online survey between November 15, 2018 and December 15, 2018 which was also taken into consideration when deciding on the Service Response goals for the new Plan of Service.

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SWOT TOOLS

STRENGTHS

Maintain a current user led collection

Free access to information

Open welcoming space with free programs and free library card

Early literacy

Free summer programming

Access to public computers

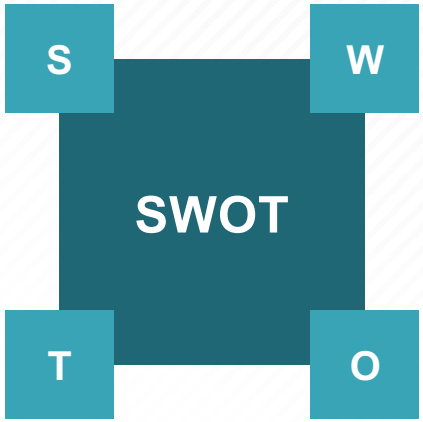
THREATS

People go to the city

Lack of communication within community

Lack of “community feeling”

Partnering competitions for audience



WEAKNESSES

New staff that patrons are not familiar with yet.

Many services that the public are not familiar with.

Low engagement with Adult programs

Low reference statistics

Low program enthusiasm

OPPORTUNITIES

Communities partnerships

Accessible and inclusive

Advocate library awareness in the region

Innovation

3 PRIORITY SERVICE RESPONSES FOR 2020-2024 STRATEGIC PLAN OF SERVICE

CREATE YOUNG READERS: Early Literacy

EXPRESS CREATIVITY: Create and Share

LIFELONG LEARNING

SERVICE RESPONSE #1	CREATE YOUNG READERS: Early Literacy
Service Response Description:	To assist parents and caregivers in the important task of readiness and preparedness for their child in literacy and social skills before attending kindergarten.
Target 1.1	Children from birth to 5 years of age will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen.
Strategy	To implement a 1000 Books Before Kindergarten Program, the goals of which are to promote reading to newborns, infants, and toddlers and to encourage parent and child bonding through reading.
Outcome	At least fifty children will participate in the 1000 Books Before Kindergarten program during 2020-2021.The number of children participating in the 1000 Books Before Kindergarten to increase by 5 children per year after the first year. To have 2 yearly programs to acknowledge graduating from the 1000 Books Before Kindergarten program. To promote 1000 Books Before Kindergarten to all schools and the community and record statistics of all children participating in the program.
Timeframe	2020 - Ongoing
Target 1.2	Play a key role in the lives of children from birth to 5 years of age, providing materials and programs that will help them develop early literacy skills and enable them to become lifelong learners and succeed in school.
Strategy	By the end of 2024, 25% more children will have library cards. To increase partnership by 25% ensuring a greater variety of early literacy programs offered. The library will provide two outreach activities each year, in collaboration with local organizations, which serve children birth to 5 years of age.

SERVICE RESPONSE #1	CREATE YOUNG READERS: Early Literacy
Outcome	Collaborate and build partnerships within the community to assist in sponsoring a renovation of the children's area space which would include shelving on wheels, Innovation Bins to include STEAM activities for preschool age children and a technology learning station.
Timeframe	2020 - Ongoing

SERVICE RESPONSE #2	EXPRESS CREATIVITY: CREATE AND SHARE CONTENT
Service Response Description:	The library plans to develop a makerspace that will house modern technologies that will be accessible to the public. Residents and library users will have access to technology and support they need to express themselves, foster innovation and creativity. The makerspace will include a 3D printer and sewing machine(s).
Target 2.1	To serve as a communal space set up to accommodate patrons of all ages to promote innovation and access to advanced technology which will be used to drive creativity.
Strategy	The makerspace will house a 3D printer, which we plan to complete installation by the end of year 2021. Collaborate and build partnerships within the community to assist in sponsoring the purchasing of the 3D printer. The library to provide proper training to the library staff on how to the operate the 3D printer to be able to deliver high quality services to library patrons. Allocate 2.5% of the collection development budget in 3D printing design materials. Create and promote partnerships and programs with schools and other organizations.
Outcome	To create several new programs by the end of 2024 to foster creativity with the use of the 3D printer. Collaborate with schools and teachers to create programs that will educate students on how to print with a 3D printer.
Timeframe	2020 - Ongoing
Target 2.2	Inclusion of sewing machine(s) in the makerspace will give access to sewing resources to patrons and residents who express creativity through sewing.

SERVICE RESPONSE #2	EXPRESS CREATIVITY: Create and Share Content
Strategy	To develop a makerspace that will include space for sewing programs. Allocate 2.5% of the collection budget to increase sewing design resources in the library collection.
Outcome	Collaborate and build partnerships with the community to assist in sponsoring the purchase of sewing machines and furniture needed to set up the space. Use creative programs like sewing to promote awareness in the community. To create at a least one sewing program that will have a multi-generational prospect of bridging generational gaps (i.e. involving patrons of all ages).
Timeframe	2020 - Ongoing
Target 2.3	Hinton Municipal Library will continue to maintain free and equal access of the library space and information to all members of the community.
Strategy	Identify barriers and develop service initiatives to reduce those barriers. Modify physical space to improve accessibility. Explore alternate library delivery models to reach seniors. Hinton Municipal Library will also connect with the library system in the region to spot barriers that hinder the provision of quality library services.
Outcome	Promote community involvement by providing physical space and connections to start up new activities and services. Providing services in a more accessible and seamless manner for residents, including making it easier for residents to access digital, print and archival contents.
Timeframe	2020 - Ongoing

SERVICE RESPONSE #2	EXPRESS CREATIVITY: Create and Share Content
Target 2.4	Our programs offer opportunities that increase community knowledge and literacy.
Strategy	Design and offer programs and services that will build digital literacy. Provide programming for children and families to promote literacy. Review public technology needs, identify trends and develop strategies to address those needs. Develop a plan to create public spaces that encourage innovation, learning and creativity through collective access to technology.
Outcome	Enhance our ability to provide services in a digital environment and also create an improved patron experience in the process. Curate Hinton Municipal Library's physical and digital collection to reflect the evolving needs of the community.
Timeframe	2020 - Ongoing

SERVICE RESPONSE #3	LIFELONG LEARNING
Service Response Description:	Residents will have the resources they need to explore topics of personal interests and professional needs and encourage them to continue to learn throughout their lives. The library will be equipped with programs that are ongoing, voluntary and self-motivating to promote the pursuit of knowledge in a diverse context.
Target 3.1	Increase the use of library programs for all ages.
Strategy	The library's program services will be expanded to serve different age groups, thus increasing the use of library services in the community. Develop a technology friendly children section by mid-year 2022.
Outcome	In each year of the Plan of Service, attendance at adult programs will increase by 5%. In each year of the of the Plan of Service, 90% of users surveyed will report that they were engaged in skill development or a learning activity in the library.
Timeframe	2020 - Ongoing
Target 3.2	Support adults engaged in lifelong learning by offering enhanced services to support adults engaged in independent learning at the library.
Strategy	Create several programs/partnerships focused towards computer training and information literacy. Continue the library's monthly program that is geared towards educating seniors in the basic use of technology.
Timeframe	2020 - Ongoing

SERVICE RESPONSE #3	LIFELONG LEARNING
Outcome	Partner with other organizations in town to promote digital, health, mental, financial and information literacy through collaborative presentations and town events.
Timeframe	2020 - Ongoing
Target 3.3	Hinton Municipal Library is a welcoming hub for the community to gather and create.
Strategy	Promote comfort, convenience and reflect the varied space needs of our patrons. Identify barriers and develop service initiatives to reduce those barriers. Modify physical space to improve accessibility.
Outcome	Explore alternate library delivery models to reach seniors. Offer programs and services in partnership with cultural organizations to foster cultural understanding.
Timeframe	2020 - Ongoing

Desired Impacts

- Library patrons to have a high level of satisfaction with Hinton Municipal Library's collection, programs and services.
- Hinton Municipal Library to continue to lead as the information hub in town.
- Hinton Municipal Library's programs, services, collections and digital resources to be widely used.
- Demonstrate the value and impact of programs and services.

THANK YOU

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