

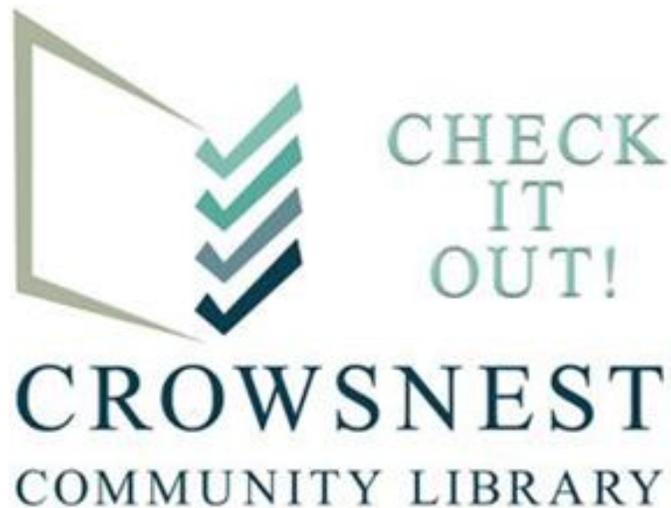


**CROWSNEST PASS**  
*Naturally Rewarding*

# **Crowsnest Community Library**

## **Plan of Service**

**2019-2024**



# **Crowsnest Pass Municipal Library**

## **Plan of Service**

**2019-2024**

**as approved by**

**The Municipality of Crowsnest Pass Library Board**

### **Vision**

Crowsnest Pass Municipal Library will be a highly valued, welcoming and well used community gathering place which citizens use in their pursuit of lifelong learning, personal enrichment, and social engagement experiences.

### **Mission**

Crowsnest Pass Municipal Library Board, Staff, and Volunteers enrich, inform and engage the public by providing a variety of resources, services and programs which meet the informational, educational and recreational needs of the community.

# Service Response:

## Create Young Readers: Early Literacy

### Target audience:

Children birth to five years old,  
Parents, Grandparents and Caregivers of children birth to five years old

### Benefit:

Children will enter school ready to read, write, and listen. Caregivers of preschool aged children will feel empowered in their role as their children's first and most important teacher.

### Goal:

Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen.

Parents, Grandparents and Caregivers of children birth to five years will have programs and services designed to increase confidence in the ability that their children enter school ready to learn to read, write and listen.

### Objectives:

- Each Year there will be a 10% increase in the number of children aged birth to five attending library programs.
- Each year there will be at least a 15% increase in the circulation of children's materials.
- Each year the library will provide a minimum of 2 family oriented special events.
- At least 80% of parents, grandparents and caregivers of preschool aged children report on a survey that they are satisfied with the library resources and programs offered to their children.
- At least 90% of parents, grandparents and caregivers of preschool aged children report on a survey that library resources and programs have added to their understanding of the importance of engaging in a wide variety of literacy activities with their children.

# Service Response:

## Visit a Comfortable Place: Physical and Virtual Spaces

### Target audience:

Everyone

### Benefit:

Everyone will have safe and welcoming physical places to meet and interact with others or to sit quietly and read, and will have open accessible virtual spaces that support networking.

### Goal:

Everyone will view the Crowsnest Community Library as a safe and welcoming physical place to meet and interact with others or to sit quietly and read. Everyone will see that the Library also offers open accessible virtual spaces that support networking.

### Objectives:

- [Update](#) computer desk and flooring in the computer zone
- [Increase Library ease-of-access by installing accessibility features](#)
- Provide an environment that allows for special needs learning opportunities
- Each year at least 90% of survey respondents find the library to be a safe and welcoming physical space where they can meet with friends and colleagues or sit quietly to read.

## Service Response:

### Express Creativity: Create and Share Content

#### Target audience:

Everyone

#### Benefit:

Everyone will have the services and support they need to express themselves by creating original print, video, audio or visual content in a real-world or online environment.

#### Goal:

The Crowsnest Pass Municipal Library will provide the services and support to promote creativity.

#### Objectives:

- Provide Library space for music, theatre, video creativity in collaboration with community talent and experts in these areas
- Purchase technical equipment that fosters creativity i.e. 3D printer
- Enhance children's creativity programming by introducing different play alternatives, i.e. Loose Parts Play

# Service Response:

## Make Career Choices: Job and Career Development

### Target audience:

Adults and Teens

### Benefit:

Adults and teens will have the skills and resources they need to identify career opportunities that suit their individual strengths and interests.

### Goal:

Resources will be provided to assist in researching career opportunities.

### Objectives:

- Ensure that resources for career development are included in the Library inventory
- Promote the no-cost learning opportunities available through the Library, i.e. GALE courses, [in the Community Library Monthly Newsletter and other available electronic and print media](#)
- Partner with Adult Education promoting course content and life-long learning
- [Provide a welcoming learning environment for individuals and groups by reaching out to local tutors](#)