



# PLAN OF SERVICE

**2023-2028**



The Thorsby Municipal Library is located in the  
Arctic Spas Recreation Centre  
4901 48 Avenue | Box 680  
Thorsby, AB T0C 2P0  
780-789-3808  
[thorsbymunicipallibrary.ab.ca](http://thorsbymunicipallibrary.ab.ca)  
[thorsbypublib@yrl.ab.ca](mailto:thorsbypublib@yrl.ab.ca)

# Executive Summary

Every five years, municipal library boards in Alberta are legally required to create a Plan a Service that drives their work. The Thorsby Municipal Library Board struck a working group that spent the bulk of 2022 building their Plan of Service for 2023–2028. This Plan can be found in its entirety in the following pages. The Library Staff, under the direction of the Manager, will implement the specific tactics and strategies to achieve these goals and objectives, while the Board will use the metrics included to evaluate the implementation of the Plan of Service and adjust if necessary.

This report also outlines the process that the working group undertook to arrive at this Plan (including results from a Library Service and Community Consultations), provides an overview of the service population of the Thorsby area, and provides information on the current state of the Thorsby Municipal Library.

## Message from the Board Chair

November 2022

My sincere thanks and appreciation go out to each of the Library Board members. Your dedication, enthusiasm and laughter have been vital in keeping the Library moving forward. Thank you to board members, Kim Brightman and Dawn Osness, for researching, building, and writing our new Plan of Service.

The Library Board extends sincere thanks to community volunteer, Amissa Jablonski, for her role as guide, mentor, and wordsmith in developing the new Plan of Service.

The participation of community members through surveys, consultations and conversations was a crucial and driving force in the creation of the new Plan of Service. Our thanks to each of you for your time and suggestions.

The insights of the Thorsby Library staff have been invaluable in crafting the new Plan of Service. We are inspired by their work in engaging with every aspect of what a Library is and can be. The new Plan of Service outlines guideposts for our path into the future for the Thorsby Library. It has been shaped by library patrons and the town and surrounding community of Thorsby. People have told us that the pathways leading folks to the Library are many and diverse. Our goals reflect this, as we strive to support and join the community in learning and growing. In creating and accepting these goals the Library Board and staff have made a commitment to accomplish them.

The Plan of Service has a five year timeline. Over such a span we will undoubtedly encounter detours and re-routing signs. The past two years have demonstrated that the Thorsby Library can adapt when such changes occur. And our patrons have told us that some of those detours may well be the most interesting steps on the path.

Join us – in the library, in the community, online – as we develop pathways of learning in the heart of Thorsby.

In gratitude,

Meg Millar

Thorsby Municipal Library Board Chair, 2022 (outgoing)



## What is a Plan of Service?

Plans of Service are effectively strategic plans for libraries in Alberta. They contain goals and objectives that lay out the direction the library should take and aid the Library Board in control and management. Plans of Service are created by the Municipal Library Board and informed by a needs assessment of the community they serve. The Plan is to be reviewed at least annually to ensure the library is working towards the outlined goals and objectives and allow for adjustments as required.

## Why do we need one?

Section 13 of the [Alberta Libraries Act Libraries Regulation](#) requires all municipal library boards to create a Plan of Service that must be updated and filed with the Minister of Municipal Affairs at least every five years.



## Why is a Plan of Service important?

In addition to the legal requirement for a Plan of Service, the document sets the desired course for the library's activities to be accomplished by the library staff, under the direction of the manager. It helps the Board make sure they are meeting the needs of their community with library services and ensures accountability of the staff to the Board, the Board to the municipalities, and, ultimately, to taxpayers.



# COMMUNITY PROFILE

## Our Service Community

The Thorsby Municipal Library serves residents of the Town of Thorsby and those in the surrounding region of Leduc County. Additionally, residents of Wetaskiwin County and the Edmonton region may access the Library given their relative proximity in some areas, particularly around Pigeon Lake. The Board receives base grant funding from the Town of Thorsby, Leduc County, and the Alberta Provincial Government to provide Library services to this community. The below tables outline selected population demographics of both the Town of Thorsby and Leduc County\*.

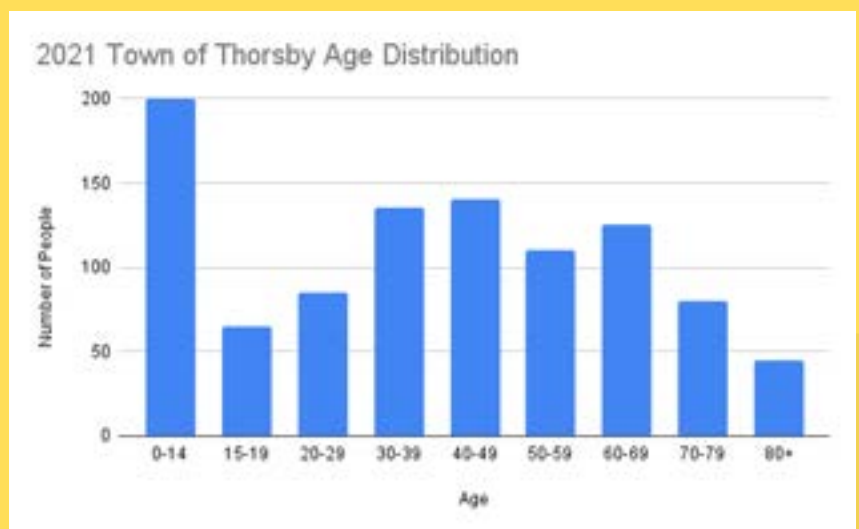
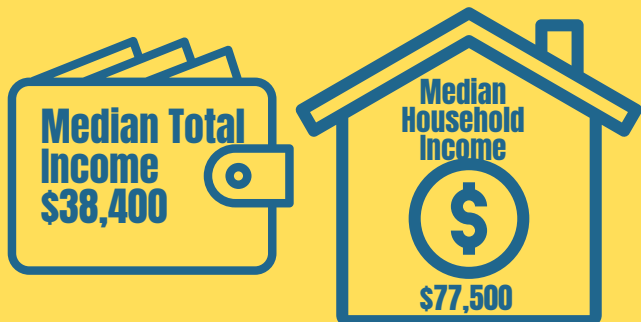
## Town of Thorsby\*\*



2021 POPULATION: 967



MALE: 490 (50.8%)  
FEMALE: 475 (49.2%)

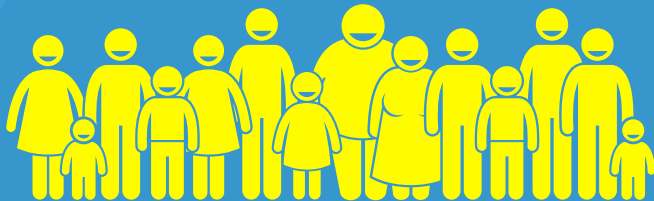


\*Leduc County data could not be broken down into the region around Thorsby, however, we did receive information on the populations of Divisions 5, 6, and 7, parts of which the Thorsby Municipal Library serves, see next page.

\*\* From Town of Thorsby Statistics Canada Census Data: [2016](#), [2021](#)



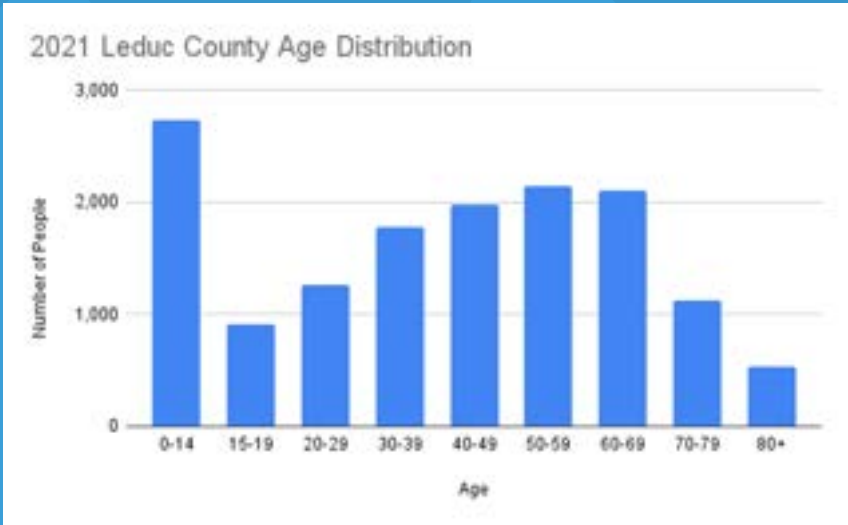
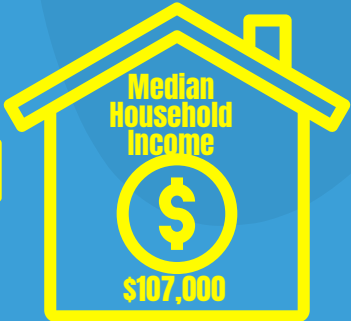
# Leduc County\*



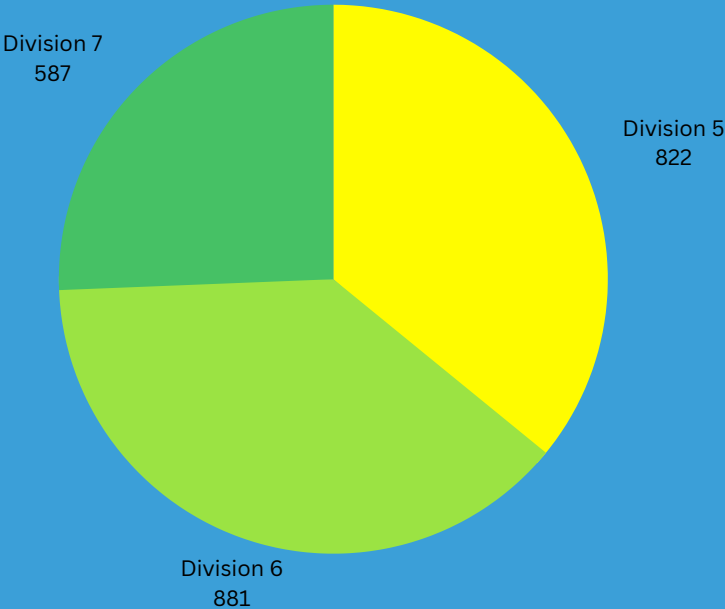
2021 POPULATION: 14,416



MALE: 7,490 (52.0%); FEMALE: 6,925 (48.0%)



## Additional Population Breakdown by Division\*\* for Thorsby Service Area



\*Leduc County Statistics Canada Census Data: [2016](#), [2021](#)  
\*\*Based on 2016 census data, provided by Leduc County GIS Group.

# LIBRARY PROFILE

## History

The Thorsby Municipal Library was founded through the hard work of dedicated community members who believed a library would benefit Thorsby and area residents. The Thorsby Library was originally run by a group of women from the United Church and consisted of books gathered from personal and family collections.

In 1970, the Library joined the Yellowhead Regional Library and moved to the old school to share space with the Thorsby Kindergarten and the Action Center. By 1978, the library had grown to have 170 members and a collection of 5,000 books. The Library moved to the Arctic Spas Recreational Complex in 1984 and continues to serve the community from this location. Over the last 50 years, the Thorsby Municipal Library has continuously worked to meet the diverse and changing literacy and cultural needs of the community. The COVID-19 pandemic created significant challenges for the Library but 2022 has seen the library begin to rebuild and we hope this new Plan of Service will set us up for success in the future. Thanks to the dedicated work of staff, volunteers, and board members, the Library has a strong presence in the community and continues to offer programs, resources and service to all ages.

## Current Programs & Services

Currently, the Library is open throughout the week and employs a part-time manager in addition to three part-time staff members. A number of regular volunteers also help the staff with various tasks and events around the Library. While the COVID-19 pandemic greatly impacted the programming and services available to patrons, the staff are actively engaged in building back in person opportunities to connect and learn.

The Library offers the following services to its patrons:

- Book and material loans, including interlibrary borrowing
- WiFi/Internet access for personal and library devices
- Access to electronic resources
- Programming, including the Summer Reading Program
- Staff assistance with in library and electronic resources
- Homework and study spaces
- Exam proctoring services
- Being a welcoming community gathering space



Over the course of 2022, the Library was able to offer the following programming:

- Art shows
- Summer Reading Program
- Early literacy programming
- English Language Learning
- Preschool tours
- Outreach table at Town Recreation Summer Kick off
- After school adventures
- Teen Time
- Welcome Baby Bags





# Thorsby Municipal Library

Annual  
Report  
**2021**



The library had **816** open hours in 2021!



**339** people have a card at our library



**4,140** people walked through our doors last year



In addition to **1,970** website visits



The library added **836** new items last year



Bringing the total collection to **11,032**



There were **3,137** downloads of e-Content



Contributing to a total of **15,743** checkouts!



We lent our items to libraries outside of our system **4,789** times



Our service is delivered by **4** dedicated staff



And **35** amazing volunteers



The library has **4** public computers



And brought in **6,800** items upon patron request



The library participated in **10** promotional events



Where **554** people heard our message



They were in use for a total of **240** hours!



We offered **14** programs for kids



**5** for adults and seniors



And **6** for families

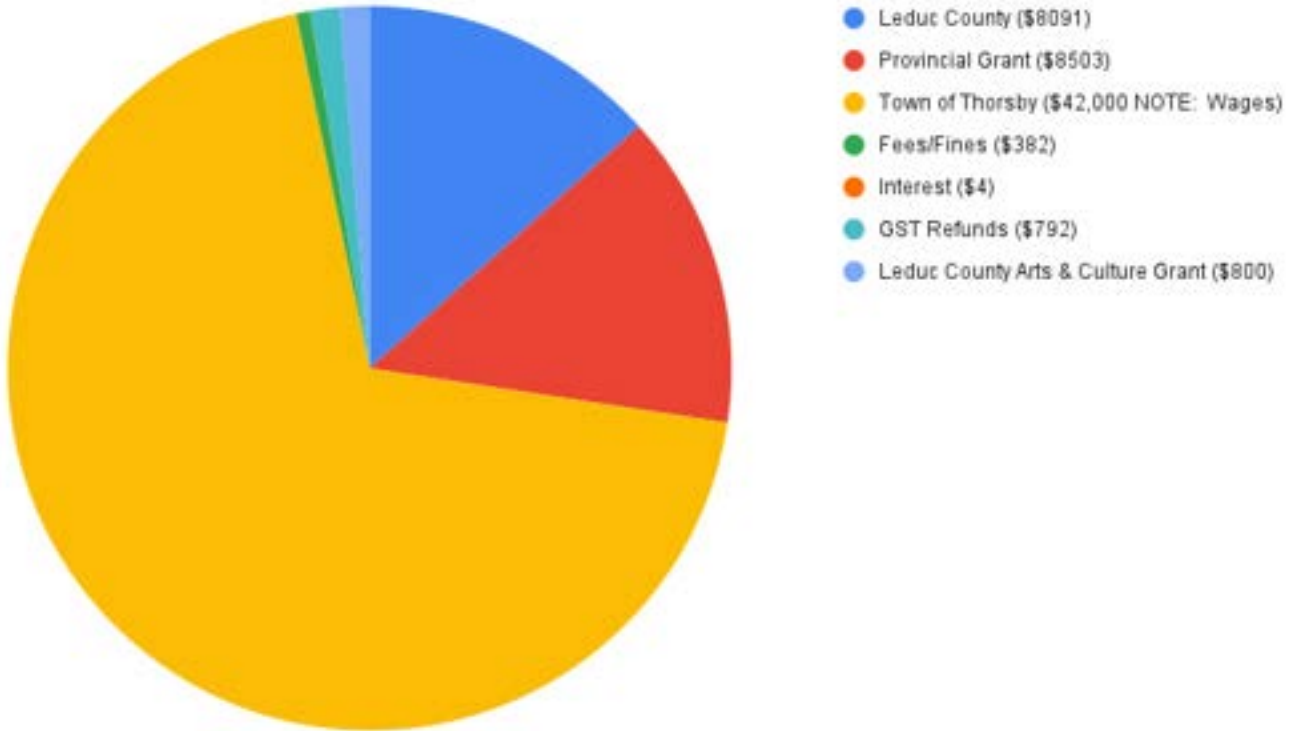


**679** people attended in total!



There were also **2,221** connections to our Wi-Fi

## 2022 Thorsby Municipal Library Revenue Sources



As participants in our Regional Library system, the TRAC consortium, and the Alberta Wide Borrowing initiative, our patrons have access to over 8 million physical items and 5 million virtual library items.

# MISSION STATEMENT

**The Thorsby Municipal Library  
provides the pathways  
to learning for any of  
life's journeys!**



# GOALS, OBJECTIVES & METRICS

Just as important as the Plan of Service itself is how the Board intends to track its progress and ensure it is being brought to life by the Library Staff. The Plan serves as an accountability mechanism for the staff to the Board and the Board to the municipalities and province, and, ultimately, the taxpayer. The success of the Library hinges on the ability for this Plan to drive its programming and offerings.

## How will we know we've succeeded?

We will know we have succeeded when the metrics on the following pages are met. These metrics are designed to help the Library Staff understand how the Board wishes the Plan to be implemented. There is room for collaboration and interpretation with this implementation but questions and changes should be discussed by the Board before large deviations from the plan are made. The day-to-day implementation of the Plan is the purview of the Staff but adhering to the overall direction and purpose is the responsibility of the Board

## How does the Board track progress?

Given the accountability nature of the Plan of Service, it is important for the Board to build tracking mechanisms into their annual timeline. The Board will form a Plan of Service Committee to manage the ongoing progress of the Plan and ensure metrics are being met. The Board shall have annual check-ins on the progress of the implementation of the Plan of Service\*. Since the Plan of Service is to drive the work of the Library, it should permeate the culture of the Staff and Board.

## What to do if something needs to change with goals/objectives and/or tactics within the next 5 years?

Should a situation arise that necessitates a change of direction for the Thorsby Municipal Library and the goals and objectives prior to the expiry of this plan, the Board shall hold a special meeting to develop a process for its amendment. Should the metrics need amending, the Plan of Service Committee shall develop a process to do so, with final approval resting with the Board.

The specific tactics and strategies used to achieve the goals and objectives, as measured by the outlined metrics, are the responsibility of the Library Manager, in consultation with the Library Staff. The Board may, from time to time, offer feedback and suggestions to the Library Staff on tactics and strategies, which may be communicated either by the Plan of Service Committee or the full Board. The Plan of Service offers a framework for two-way communication between the Board and Staff to ensure the community is being best served and having their needs met by what the Library does.

\*Section13(1)(b) of the Alberta Library Regulation requires an annual review of the Plan of Service, which is reinforced by the Alberta Library Trustee Association, [who recommend at least annual review](#) of the Plan.

# GOAL ONE

## Be a hub for the Thorsby and area community.



### 1.1 Become the place to find out what is happening in the community by collaborating with local organizations to maintain a community calendar/events board and being current in the virtual space (both social media and website)

- Develop a strategy with community groups to create a community calendar/events board.
  - Online - using Google calendar or Town infrastructure.
  - Physical - on the bulletin boards outside the Library.
- Develop a process to advertise the calendar and encourage use by community groups.

### 1.2 Become a gathering place for the community, including for those who are new to the community, by working with the Town to make the library the first stop for those wishing to learn about the Thorsby area.

- Create a welcome area for newcomers that includes resources about the community, helpful tips for engagement, important contacts, etc.
- Engage the Town administration on building a 'Welcome to the Community' package that centres on the Library as a place to go for information.
- Encourage community groups in adding opportunities for involvement to the welcome area.

### 1.3 Facilitate dialogue, communication, and collaboration across the community by being a coordination point for local organizations.

- In collaboration with the Recreation Coordinator, engage community groups to establish regular meetings with representatives from each group to facilitate dialogue, communication, and collaboration.
- Facilitate opportunities for collaboration between community groups by learning about their work and finding areas of alignment to maximize the service to the community.

# GOAL TWO

## Provide quality programming and educational opportunities that speak to the needs of the Thorsby area.

### 2.1 Develop an intentional, annual programming cycle, divided into quarters for in-depth planning, that addresses various audiences and their needs.

- Intentional annual programming plan overview is developed by January 1st each year.
- Detailed quarterly plans for the annual plan are developed.
- A variety of audiences are reflected in the annual plan, including but not limited to Babies & toddlers; preschool; young children (5-7); youth (8-12); teens (13-18); STEAM Education Learners; seniors; and continuing education (grant writing, skill building, creative writing, English language learners, etc.).
- Summer Reading Program to be adopted into this annual plan.

### 2.2 Connect the community to postsecondary education, skill-building, and job exploration opportunities.

- At least two postsecondary education learning opportunities are hosted by the Library each year.
- Skill-building activities are hosted at least quarterly.
- At least three job exploration opportunities, including at least one that connects attendees with opportunities in the local community, are held annually.
- Continue to offer educational services such as test proctoring, tutor meeting spaces, etc.



### 2.3 Work to develop and implement a plan for a dedicated maker space that works in collaboration with local experts, organizations, and businesses and addresses the needs of the community.

- Develop a plan for a maker space that outlines the purpose and specific activities to be hosted in such a space. This plan is to be approved by the Board, include specific details about how local experts, organizations, and businesses are to be included in the space, and address specific community needs identified in the Library Survey and Plan of Service Consultations.
- Work with the Town of Thorsby and identified community members or businesses to implement the Maker Space Plan.



## GOAL THREE

# Embody a commitment to diversity and inclusion in the library's work, while ensuring what the library does is accessible to all.

### 3.1 Build important 'months and days' into the annual programming schedule to celebrate the diversity of Canada and help inform the community about perspectives different from their own.

- Important national 'months and days' are represented in the annual programming plan, ideally as a framework.
- Presenters with expertise in areas addressed by the annual programming plan will be brought in to offer unique perspectives.
- Programming opportunities to be advertised in a timely fashion (at least weekly once scheduled and daily in the final three days before the event) to ensure the community is aware of what the Library is hosting in local publications (i.e. Thorsby Target), on the website, and through social media.

### 3.2 Improve library accessibility by offering hours that accommodate diverse schedules, using the website and social media channels to effectively communicate what the library offers, and working with the Town to develop better wayfinding to the library.

- A change to the Library's hours shall be proposed to respond to the specific community needs identified in the Library Survey and Plan of Service Consultations – specifically better evening options – while being mindful of the budget. NOTE: Final approval of the Library hours shall rest with the Board.
- Develop and execute a plan for an after hours book drop.
- Library Staff to seek out and attend professional development opportunities that build skills to use social media and the website effectively.
- Library website and social media accounts are frequently updated with information relevant to Library, its programs, and the community. The website shall have monthly updates and social media shall be updated at least once each day the Library is open.
- Develop a plan to improve wayfinding to the Library.
- Work with the Town of Thorsby to implement the wayfinding plan.



# GOAL THREE

## Embody a commitment to diversity and inclusion in the library's work, while ensuring what the library does is accessible to all.

### 3.3 Sourcing, supporting, and building resources to support a diverse and inclusive population.

- Source and use resources that support the annual programming plan, beginning with those that speak to the important [national 'months and days'](#).
- Investigate and action opportunities to record presenters, where appropriate, to offer asynchronous programming on the website and social media.
- Seek out diverse perspectives on various materials brought into the Library.
- Work with the community to ensure diverse learning needs are met.

### 3.4 Develop programming and provide resources that address the ongoing needs of Truth and Reconciliation with Indigenous peoples.

- Ensure annual programming plan includes quarterly 'Reconciliation Moments' that create learning moments to address various [Calls to Action from the Final Report of the Truth and Reconciliation Commission of Canada](#).
- Develop a specific plan for June programming to celebrate Indigenous cultures.
- Develop a specific plan for September learning opportunities around Truth and Reconciliation.
- Library Staff to seek out at least one professional development opportunity per year to enhance their capacity for engaging with Indigenous topics and the realities of the ongoing legacy of how Indigenous peoples were treated in Canada.



# 2022 PLAN OF SERVICE PROCESS OVERVIEW

## Working Group

In February 2022, the Thorsby Municipal Library Board struck a Working Group to lead the research and creation of its new Plan of Service. This Working Group sketched out a timeline for completion that would stretch through to the final approval of the Plan in November 2022. The Group consisted of two Board members, the Library Manager, and a volunteer consultant and met monthly to plan, research, consult, and write the Plan.

## Library Survey

In spring 2022, the Working Group launched an online survey (with some limited paper copies available for in-library completion) to find out how the community views the Library's current services and programming. We received helpful feedback from 59 respondents and the opportunity to participate was advertised through social media (Library FB page, Thorsby FB community pages, board & working group personal pages); ads in Thorsby Target for four weeks; emails to identified community groups; and word of mouth.

The majority of respondents were library card holders and represented a wide variety of community members. It was determined that borrowing materials was the number one priority for survey respondents, followed closely by offering a welcoming space for all and literacy promotion. We received numerous helpful suggestions around gaps in library services, barriers to access, things to be changed or improved, gaps and needs in the Thorsby community, and general feedback about the Thorsby Municipal Library. The full summary of the responses can be found in the appendices. The data collected from the survey helped inform and shape the goals and objectives found in the Plan.

## Consultations

In addition to surveying the community on the progress and current state of the Library, the Working Group held in-person and online (over Zoom) consultation sessions to identify community needs. The consultation sessions focused on three main question sets:

1. What is the most important priority for the Thorsby area? Why is that the most important priority?
2. What gaps do you see in our community? What ideas do you have to address those gaps?
3. What value do you place on a community library? How can the Thorsby Municipal Library bring additional value to the community?

These question sets allowed for a higher level approach to talking to the community by discussing issues impacting the entire area rather than simply being library-centric.

Stakeholders from the following community groups were invited to attend and we had specific representation from parents of both elementary and junior/senior high school students and their respective organizations, the business community, Thorsby Town Council, Thorsby community groups, and Library staff.

- Black Gold Regional School Division Trustee
- Family Resource Network
- Leduc County Division 5, 6, 7 Councillors
- Leduc County Family and Community Support Services (FCSS)
- Mulhurst Bay
- New Life Christian Fellowship Church
- Our Lady of Victory Roman Catholic Parish
- ParentLink
- Royal Canadian Legion - Pioneer Branch No. 144
- Rundle's Mission
- St John the Baptist Ukrainian Catholic Church
- St Matthew's Lutheran Church
- Strawberry 4-H Multi Club
- Summer Village of Argentia Beach
- Summer Village of Golden Days
- Summer Village of Ma-Me-O Beach
- Thorsby & District Chamber of Commerce
- Thorsby & District Historical & Cultural Society
- Thorsby 4-H Multi
- Thorsby Agricultural Society
- Thorsby Chief Administrative Officer
- Thorsby Communities in Bloom
- Thorsby Elementary Parent Association (TEPA)
- Thorsby Elementary School
- Thorsby Family and Community Support Services (FCSS)
- Thorsby Fish & Game
- Thorsby Homeschooling Parents
- Thorsby Junior/Senior High School
- Thorsby Junior/Senior High School Parent Teacher Association
- Thorsby Lions
- Thorsby Mayor & Council
- Thorsby Minor Baseball
- Thorsby Minor Hockey
- Thorsby Minor Soccer
- Thorsby Municipal Library Staff
- Thorsby Recreation
- Thorsby Senior Citizens Club
- Thorsby Tiny Tots Playschool

The consultation sessions were instrumental in driving the goals and objectives of this Plan of Service, as can be seen in the appendices. They, in concert with the Library Survey results demonstrated where the Thorsby Municipal Library Board should be directing its efforts to best serve the community. In addition to being helpful to the Working Group in the Plan of Service process, the goal is to share these findings with community groups and the Town of Thorsby to both meet objective 1.3 and help the Thorsby area thrive through the meeting of these identified needs.



# ACKNOWLEDGEMENTS

## Thorsby and Area Community

Thank you to the Thorsby and area for its ongoing support of the Thorsby Municipal Library. Your patronage warms our hearts and deepens our commitment to making the Thorsby area a great place to live and grow. A special thank you goes out to the community members who participated in the Library Survey to let us know how we are doing and the Consultation Sessions that helped us form the Library's direction for the next five years. Your input helps us be better and respond to the needs of our community.

## Thorsby Municipal Library Staff

To the Thorsby Municipal Library staff – Gayle Sacuta (Manager), Paula Bosse, Audrey Brosseau, and Cindy Miller – thank you for your ongoing dedication to the work of the Library. You are directly responsible for carrying out this Plan and making the Library a success.

## Thorsby Municipal Library Volunteers

To the community members who offer their time to volunteer in the Library – thank you! Your commitment to deliver programs, aid Library staff, welcome patrons, and overall support of the Library is invaluable.

## Thorsby Municipal Library Board

Thank you to the past, present, and future members of the Thorsby Municipal Library Board for volunteering your time and talent to steward the Library in its mission to provide pathways to learning for the Thorsby Area.

2021-22 Thorsby Municipal Library Board:

- Meg Millar – Chair
- Tamara Saarela – Vice-Chair
- Mary Jablonski – Treasurer
- Dawn Osness – Secretary
- Tavia Bente – Board Trustee (Public)
- Kim Brightman – Board Trustee (Public)
- Tracy Musson – Board Trustee (Town of Thorsby Council Representative)
- Gail Powlik – Board Trustee (Public)
- Shelley Rasch – Board Trustee (Town of Thorsby Council Representative)
- Resource: Gayle Sacuta – Library Manager (non-voting)



## 2022 Working Group

To the 2022 Thorsby Municipal Library Plan of Service Working Group, thank you for shepherding this process and producing a Plan we can be proud of.

- Kim Brightman – Board Member
- Amissa Jablonski – Volunteer Consultant
- Dawn Osness – Board Member
- Resource: Gayle Sacuta – Library Manager





**Thorsby Municipal Library  
2022 Plan of Service  
APPENDIX ONE  
Library Survey Themes**

**Identified themes in bold and purple**

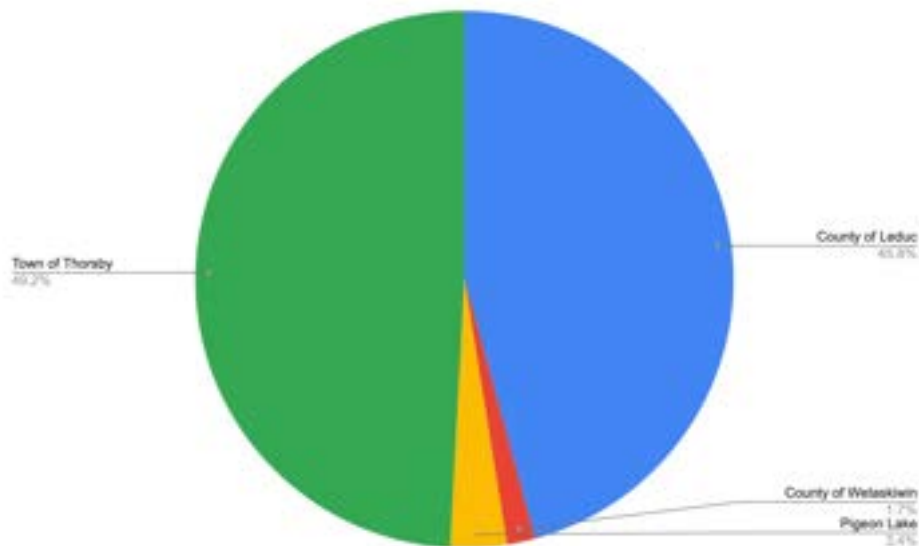
**Number of Respondents:** 59

**Survey Open:** April 20, 2022 - July 2, 2022

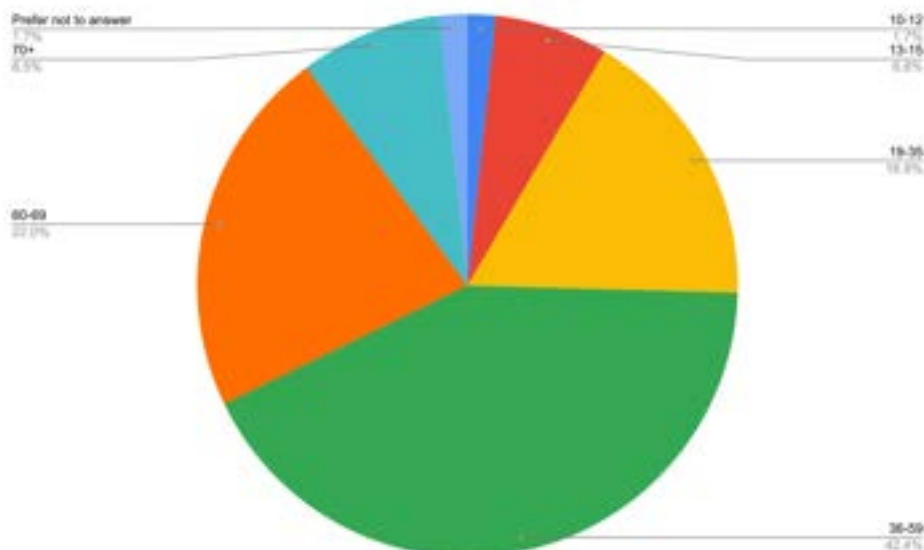
**Promotion:** Social media (Library FB page, Thorsby FB community pages, board & working group personal pages); Ads in Thorsby Target for four weeks; Emails to identified community groups (see appendix); Word of mouth

**SURVEY RESULTS**

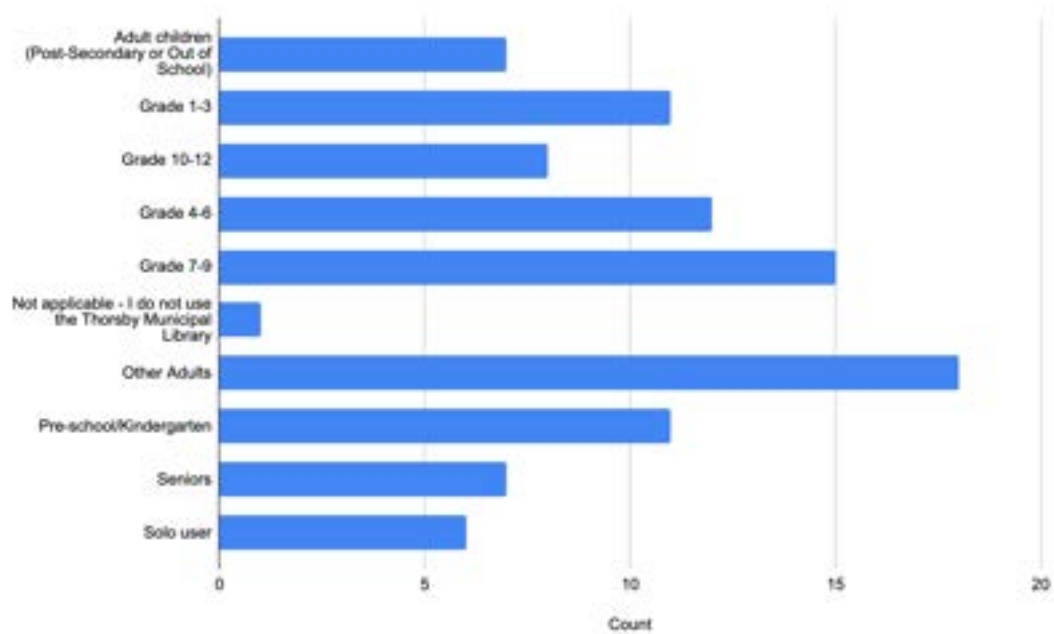
**Where Do You Live?**



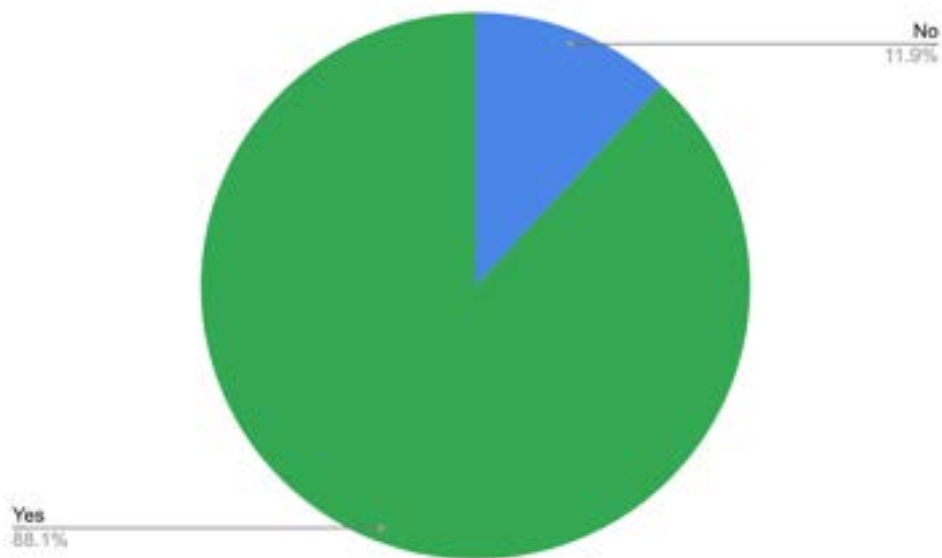
**What Is Your Age?**



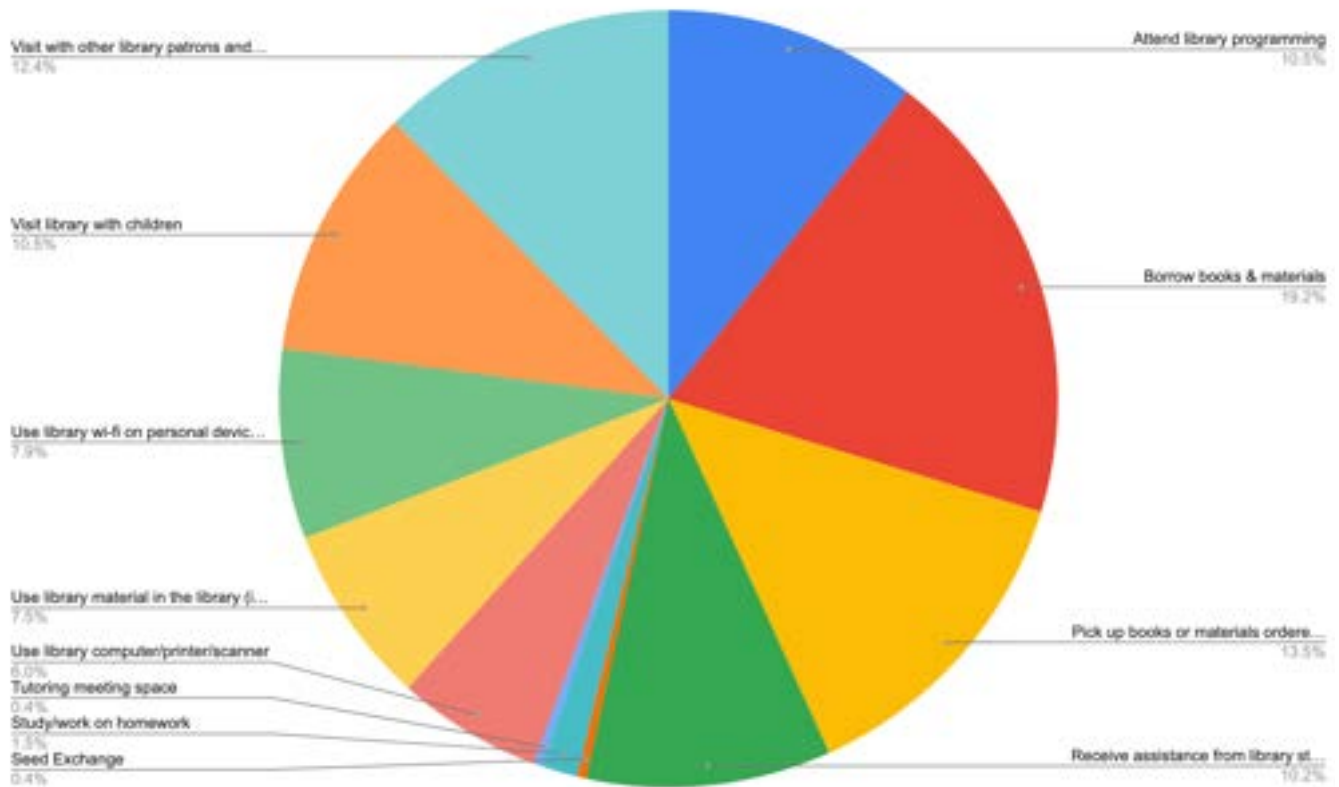
### Grade Level Of The Children Or Peers Who Go To The Library With You



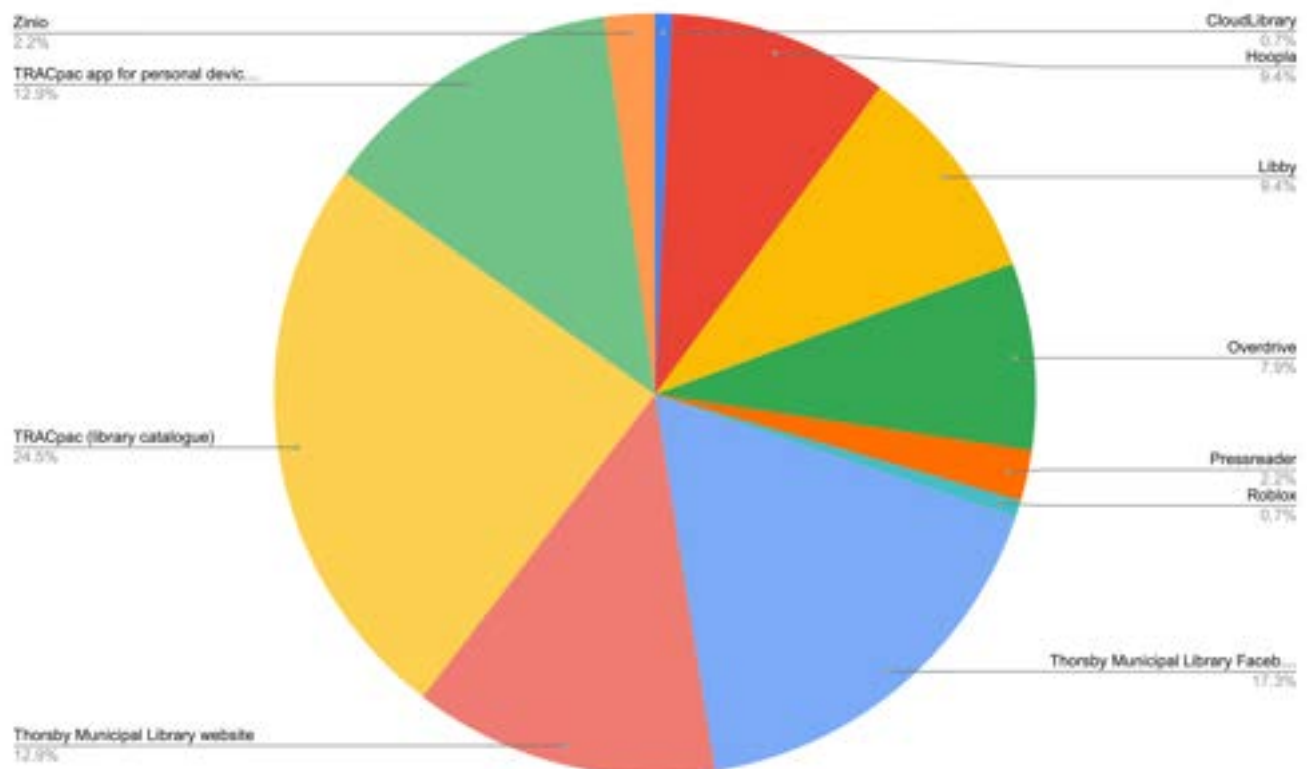
### Are You A Current Thorsby Municipal Library Card Holder?



## What Library Services Have You Used?



## Which Library E-Resources Do You Use?



### Library Services Rankings

1 - most important, 5 - least important; Please rank what you feel is important for a library to offer, regardless of whether or not you access the Thorsby Municipal Library. Ranked below using the largest number of #1 responses

1. Borrowing of materials **(62.7%)**
  2. Offering a welcoming space for all community members **(55.9%)**
  3. Promoting literacy among children **(52.5%)**
  4. TIE: **(39.0%)**
    - a. Internet access
    - b. Affordable library programs
  5. TIE: **(37.3%)**
    - a. Access to public computers (including printers)
    - b. Offering resources for the community to learn about topics of personal interest
  6. Finding information about the history of one's community **(28.8%)**
- 

### Services Not Currently Offered

- **Programming**
  - Getting books into the outdoors (about the outdoors, reading outside, etc.)
  - For ALL ages
    - Tweens/teens underserved in Thorsby
  - Children's crafting/making/art classes/book writing
  - Game nights/escape rooms/movie nights/makerspace
  - Desire to return to pre-COVID level of programming
  - Community programming - integrate with the community, schools, etc.
- **Education**
  - Tutoring
  - Workshops - writing, art, skill development
  - Job search/career skill development
- **Accessibility**
  - Consistent hours/evening hours/expanded hours
  - Outdoor after hour drop off box
  - High value but low use items for check out (i.e. tools, etc.)
  - Leveled reader section for early readers
- **Community Hub**
  - Tech - 3D printer, laser colour copier, specialized software, audio/video processing, fax machine (aid in skill development, career exploration, and digital literacy)
  - Gathering space for marginalized/isolated populations
  - Social media presence that is consistent and effective

### Barriers to Access

- **Accessibility**
  - Evening hours/expanded hours/weekend hours - align better with Recreation Complex hours, other Complex programming (i.e. playschool)
  - Outdoor after hour drop off box
  - Expanded information/services/promotions on website and social media
  - Ensuring accessibility features of the building (i.e. power assist door) are operational



- **Programming**
  - Needs to serve diverse populations (age, interests, availability, etc.)
  - Kid-authored book projects
- **Education**
  - Grant writing workshops

### **Suggested Changes**

- **Accessibility**
  - Expanded hours
- **Community Hub**
  - Natural light
  - Space and staff approachable by everyone
- **Programming**
  - Enhanced variety (ages, topics, timing, etc.)
  - Available after school
  - STEAM (science, technology, engineering, the arts, and math) learning
  - Group and independent options
  - Survey service population to help direct programming

### **Gaps in the Community**

- **Accessibility**
  - Recognition and celebration of diversity
  - Better signage around town directing people to the library
- **Programming**
  - Options for teens that they are interested in
- **Community Hub**
  - Safe spaces for teens/tweens
  - Integrate the library and its programming in the community - get outdoors when possible, make information easy to get (website and social media especially)
  - Mental health services and supports
  - Opportunities for residents to connect
- **Education**
  - Resources for students graduating from high school
  - Variety of skill building/interest classes
  - Better Canadian history offerings (books, films, web resources)

### **Additional Comments**

- **Community Hub**
  - Needs to be welcoming to all clientele, families, kids of all ages, diverse interests, diverse desired levels of participation
  - Providing quiet music from time to time in the space
  - Library needs to better embed itself in the community
  - Connect to new ideas, programs, learning opportunities so the library evolves with the community/society and serves it in the best way possible
  - Staff are and should remain knowledgeable, friendly and welcoming
  - Should be the first stop to find information for the community

- Vital part of the community
- **Programming**
  - Reevaluation of current program and return to pre-COVID levels, variety, etc.
  - Options for older kids/teens
  - Options to speak to the needs of the community (i.e. lend out the sewing machine instead of having to come to the library with all your sewing stuff)
  - Needs to exciting for families
- **Education**
  - Tutoring options - should complement what is happening at the schools in town
- **Accessibility**
  - Weekend hours

**Thorsby Municipal Library  
2022 Plan of Service  
APPENDIX TWO  
Public Consultation Themes**

Themes in bold and purple



**PRIORITIES**

- **Community building - Thorsby should thrive!**
  - Respect, camaraderie, safety, belonging
  - Squash negativity
  - Clear communication and transparency
  - Working together
  - Successful businesses
- **Support for all**
  - Mental health
  - Children - build a love of reading
  - Parents
  - Wellness



## GAPS & IDEAS TO ADDRESS

### • Enhance community

- A hub for better communication between community groups and with residents
- Space to make things, access resources, share work/art/creative pursuits - for all ages
- Use social media effectively to help disseminate information, improve communication
- Community events calendar to encourage collaboration and coordination
- Leverage the great location the library enjoys
- Gathering place - welcoming, enhancing membership (more cardholders, reducing barriers, etc.), inclusive
- Services
  - Help with online banking
  - Employment opportunities - adult and youth
  - Career services
  - Open houses for various topics
  - Skill building
  - Having items available for those who might have barriers to access
  - Delivery for the homebound
  - Remote telehealth
  - Welcoming newcomers
- Collaborate with other organizations on programming/events

### • Opportunities for education

- Post-secondary information sessions/networking - could be a regional approach
- Literacy - child and adult
- Guest speakers by interest area
  - Skill building
  - Authors/illustrators/self publishing
  - Truth and Reconciliation
  - Multiculturalism



- Parenting education - seminars, speakers, group learning
- Life-long learning
  - Seniors & technology
  - English language learning
  - Address COVID learning gaps
- **Programming**
  - For ALL ages
    - Preschool
    - Elementary
    - Teens
      - Beyond sports
      - Get excited about reading (design dust covers for books in library)
      - For those who do not participate/are left out
      - Kits for different topics
    - Parents & kids together
      - Walking/playground groups
    - Seniors
  - Collaborate with the Family Resource Network (formerly ParentLink)
  - Art displays/shows
  - Truth and Reconciliation - learn and build the future
  - Multiculturalism - respect diversity



## VALUE OF THE THORSBY MUNICIPAL LIBRARY

- **'Heart of the community'**
  - Welcoming gathering place
  - Building life skills
  - Communication and collaboration
  - Promoting diversity and inclusion - through programming, inventory, attitudes
  - Connecting people and groups to maximize talents and skills for the betterment of the community
  - Community hub for information and services - perfect location
- **Accessibility**
  - Reduce barriers to the library
    - Deliveries by volunteers
    - Free membership
  - Everyone should be able to make use of what the library offers
  - Supporting diverse life stages
- **Education**
  - Resources and skill building
  - Bringing in guests to offer learning experiences and growth opportunities
    - Post-secondary and careers
    - Truth and Reconciliation
    - Multiculturalism
    - Other aspects of diversity





# PLAN OF SERVICE

2023-2028