

Leeds and the Thousand Islands Public Library

STRATEGIC PLAN 2004 – 2007

Recommendations for Strategic Plan Revision, May 2006

1. INTRODUCTION

The Corporation of the Leeds and the Thousand Islands Public Library was established in 2000 with the amalgamation of three township libraries: The Front of Leeds & Lansdowne, The Rear of Leeds and Lansdowne and The Front of Escott. The Rear had two facilities, one in Lyndhurst and the other in Seeley's Bay, both libraries being part of the Rideau Lakes Union library system since 1975. Both Front of Escott and Front of Leeds and Lansdowne libraries were established in 1974.

The Leeds and the Thousand Islands Public Library Board serves a large region of Eastern Ontario from Gananoque in the west, to Escott in the east and north to the rural communities of Lyndhurst and Seeley's Bay. The libraries provide service to almost nine thousand residents living in over five thousand households. 54,014 items were circulated in 2003 and the collection is approximately 35,161 items. There are 1,639 active members.

Prior to amalgamation the collection catalogue systems varied from branch to branch. The Lansdowne Branch was automated, Escott was on a card system, and Lyndhurst and Seeley's Bay did not own their own catalogue. A new catalogue and circulation system was acquired in 2000 through the Leeds & Grenville Consortium, a partnership with North Grenville and Rideau Lakes. 90% of the branch collections have been integrated and the project should be completed by the end of 2004.

In 1997 the library benefited from a partnership with Industry Canada's Rural Community Access Program providing free public Internet access. In 2001, the current system was upgraded with the addition of one extra computer in each branch. In 2004, another link was provided by a Sustainability grant received from Industry Canada, expanding access through three public stations per site, keeping our services up-to-date with new technology.

In 2003 the Board surveyed the community to assess the services the library provides. Response to the survey gives the board direction in planning for the next 3-5 years ensuring the library provides optimum services to its residents.

2. MISSION STATEMENT:

That the Leeds and the Thousand Islands Public Library Board provides access to cultural and information services to ALL the residents of the community.

3. VISION

The vision of the Leeds and the Thousand Islands Public Library Board is to nurture the love of reading and the pursuit of knowledge for citizens of all ages.

4. ROLE OF OUR LIBRARIES IN THE COMMUNITY

In preparing this long-range plan, the Planning Committee discussed the eight possible library service roles outlined in Planning and Role Setting for Public Libraries by Charles McClure. Aware of the impossibility of accomplishing all eight roles adequately based on resources available, the Committee has chosen to improve service for two roles with immediate priority action in 2004-2005, and subsequent attention to two other roles as resources permit in 2005-2006.

These roles are:

1. Popular Materials Library – 2004 / 2005
2. Preschool Door to Learning – 2004 / 2005
3. Independent Learning Center – 2006 / 2007
4. Community Information – 2005 to 2007

Other roles, although equally important in the library delivery of services, have been put aside for consideration until 2007. Currently, limited space within our facilities precludes addressing these roles at this time. Solving the long-term problem of inadequate facility size and layout will empower future boards to initiate plans to add or improve the service standards deserved by our community in these presently neglected but mandated library roles.

1. Formal Education Support Centre
2. Reference Library
3. Research Centre
4. Community Activities Centre

Recommendations 2006: The Planning committee recommends no change in approach to the library service roles. Hopefully, in the near future improved facility size will permit expansion of service in those roles noted above which are currently constrained by space.

5. PLANNING POLICY.

The Leeds and the Thousand Islands Public Library Board will develop, implement and assess a planning document to enable the Board to perform with purpose and consistency, and provide assurance that the best interests of the community, library users, and staff are met.

The Board will ensure that the Planning Committee follows the terms of Reference which defines the duties and reporting schedule.

The Board will ensure that adequate staffing and budgetary resources are available to support planning goals and objectives.

The Board will ensure that funds are available for staff training required to implement any initiative.

Year 1 Steps:

- Review needs assessment.
- Identify services and resources programs required by the community.
- Revise the Mission Statement.
- Review and assess the roles as defined in the Planning for Library Services A Sourcebook. (See appendix *What are the roles?*).
- Set specific and attainable objectives based on community needs assessment.
- Develop an action plan to implement objectives.
- Implement objectives as procedures.
- Define staff resources requirement to meet the objectives.
- Review budgetary requirement to meet the plan.

Year 2 Steps:

- Implement, monitor and adapt the plan as set by timelines defined in the planning document.
- Review budgetary requirements to meet the plan.

Year 3 Steps:

- Review, evaluate the plan.
- Make recommendation for future planning.
- Develop a needs assessment in the form of a survey.
- Review budgetary requirement to meet the plan.

The Planning Policy is carried out according to Board Motion # 30-2003 and the revised By-Law # 2 – Purpose of the Board, Motion # 2004-20 (See Appendix).

The new **Planning Committee Terms of Reference** were adopted by Board Motion # 2004-29.

6. SERVICE ROLES:

At the meeting of April 28, the Board adopted the Planning Committee recommendations to improve delivery of service within the four roles identified in Section 4.

The Leeds and the Thousand Islands Public Library Board will assess in a formal way the adequacy of the size and layout of the present physical facilities, and the extent to which the achievement of the library's mandated roles is limited by physical constraints. The Board will make recommendations to Council based on its findings.

Board Motion Number: 2004-34

Date: 26 May, 2004

Recommendation 2006: No change in policy is needed

Role # 1: - Popular Materials Library

Maintain collection quality and improve service to shut-ins.

Priority # 1 – Expand while keeping the collection current.

Planning Objective

To provide current and accurate popular material in all format.

Rationale:

The Leeds and the Thousand Islands Public Library has an excellent up-to-date collection of material both in fiction beyond best sellers, and non-fiction “hot topics” material. The 2003 Community Survey ranked *Expanded book collection* as their highest priority; therefore, the Board will ensure adequate funding necessary to continue providing this level of service.

Policies

The CEO is responsible for following the Collection Development policies purchasing new material as required. World Books Encyclopaedias will be kept for a period of 4 years.

Procedures

One set of Encyclopaedia will be purchased every year and placed at the branch requiring an updated version. Other reference material is to be replaced as current issues become available.

Amount of money spent on materials will follow the Acquisition Procedures as set by the CEO.

Evaluation

Acquisition of material will be evaluated and reviewed on a by-monthly basis by the CEO to ensure adherence to the Acquisition guidelines.

Review

The CEO will report to the Board on the progress being made and bring forward necessary recommendations.

<i>Recommendation 2006: No change in Priority 1</i>
--

Role # 1: - Popular Materials Library

Maintain collection quality and improve service to shut-ins.

Priority # 2 – Homebound Library Service

Planning Objective:

To expand service to shut-ins *by encouraging community use* of the Homebound Service

Rationale:

Library service to shut-ins was ranked as the second highest priority in the 2003 Community Survey. In answer to this request the Board will institute a Homebound Library Service to shut-ins.

Policies

The Program Coordinator is responsible for all aspects of the planning, scheduling and delivery of the program. The Program Coordinator is also responsible for recruiting, training and evaluating volunteers.

Procedures

- Customers will apply to be recipients of the Homebound Library Service.
- A schedule for delivery will be confirmed.
- A file will be open for the customer.
- Ongoing/Incoming routine procedures will be implemented.

Evaluation

The Program Coordinator will produce reports as requested by the CEO.

Review

The program will be reviewed quarterly and necessary changes will be implemented.

The CEO will report to the Board on the progress being made and bring forward necessary recommendations.

Recommendations 2006: The organization and planning of a Homebound Service has been completed. However, lack of demand suggests that emphasis should be placed on marketing the service to the community. The Planning Committee recommends that the revised strategic plan of the 2007-2010 Library Board direct attention to various means of promoting and marketing the Homebound service, as suggested by the revised Planning Objective statement above.

Role # 2 – Preschooler’s Door to Learning

Planning Objective

Expand on existing program by initiating a Book Club for teens and implement a second Toddler Time Program in Seeley’s Bay.

Rationale

To promote a lifelong interest in reading, to develop the love of reading and learning the library will offer appropriate programs for children.

Policies

The Program Coordinator is responsible for the planning and delivery of the children’s programmes and will report directly to the CEO.

Procedures

The Program Coordinator will prepare and deliver all programs and present reports as requested by the CEO.

The CEO will report to the Board.

Evaluation

Each program will be evaluated by the participants at the end of each session.

Review

Programs will be reviewed by the Program Coordinator and the CEO. Recommendation to improve the delivery will be brought to the Board annually.

Recommendations 2006: The Library Board recognizes the existing children’s programs as the most successful program offered by the libraries: Due to their popularity, it is important to attempt to maintain these programs, despite the lack of suitable space. A recommendation for consideration in the 2007-2010 Strategic Plan would be to add a “next generation” program, suitable for the children who will be quickly outgrowing the popular Toddler Time Program.

Role # 3 – Independent Learning Centre

Objective

To provide individual assistance to students through volunteer tutors.

Rationale

As Community support the Library Board perceives a need for students to receive assistance in developing basic skills necessary to pursue independent learning.

Action

In the spring of 2005 the Planning Committee will develop policies, procedures and methodologies with a goal to implement a pilot program in the fall of the same year.

Recommendations 2006:

1 - This service role of providing student tutoring was not pursued due to the constraint of lack of suitable space. It is recommended that this potential role be implemented when increased library space is provided in the future.

2 - For the heading to be changed to Literacy and Independent Learning Centre.

3 – With new funding made available, the possibility of further developing literacy programs through partnership be explored.

3 - Also it is recommended that the new program of encouraging literacy through the services and programs developed by a Literacy Coordinator initiated in 2006, be supported in the 2007-2010 Strategic Plan.

Role # 4 - Community Information Centre

Objective

To develop links with community organizations, government agencies and businesses.

Rationale

With the recent amalgamation which increased the size of the township and in view of large number of events and organizations in the community, the Leeds and the Thousand Islands Public Library Board perceives a need to centralize relevant information and facilitate its access.

Action

Initial planning and community profiling will start in the fall of 2005, policies and procedures will be developed based on needs.

Recommendations 2006: The task of building service links with organizations, agencies and businesses has proven challenging. A survey designed to assess needs was developed and will be mailed and evaluated in 2006. It is recommended that the new 2007-2010 Strategic Plan develop policies and procedures for the libraries based on the survey results.