



Plan of Service 2019-2023

A. Vision

To be recognized as a community champion of equality, collaboration, and inspiration.

B. Mission

Build Connections. Strengthen Community. Transform Lives.

C. Values

We are committed to:

- intellectual freedom, and access to knowledge for all;
- treating everyone with dignity, respect, courtesy and compassion;
- providing quality service without bias;
- encouraging innovation and personal development;
- recognizing and valuing the contributions of staff and volunteers;
- appreciating and responding to the diversity of our community.

D. Strategic Directions for 2019-2023

Based on the recommendation of the Library's Community Planning Committee¹, SGPL's Plan of Service will focus on three strategic directions for the 2019-2023 time period:

Visit a Comfortable Place: Community members of all ages will have barrier-free² access to welcoming physical and virtual spaces.

Practice and Promote Inclusion: Community members of all ages will have programs and services that embrace diversity through acceptance, appreciation, and recognition of all people in our community.

Encourage Literacy: Community members of all ages will have programs and services that provide opportunity for life-long learning while helping them make sense of the world in a variety of ways.

A focus on these strategic directions will enable SGPL to respond to community needs at a standard of excellence.

The Plan of Service is a living document and, as action is taken, changes may be made to the plan and new objectives may be added to realize the Vision, Mission, Values and Goals of SGPL.

¹ SGPL used the *Strategic Planning for Results* process developed by Sandra Nelson for the Public Library Association of the United States to develop its 2019-2023 Plan of Service. This process includes the formation of a Community Planning Committee (CPC). The Committee identifies community needs and recommends priority service responses (strategic directions) for the library to respond to these needs. The SGPL Board reviewed and approved the CPC recommendation on May 15, 2018.

² Please see *Appendix 1: Definitions of Key Terms* for the definition of key terms used in the Plan of Service.

Appendix I: Definition of Key Terms

Barrier-Free The absence of physical, economic, and social obstacles that prevent or impede access to Spruce Grove Public Library

Digital Literacy The ability to find, evaluate, apply, and create online information using current technology and electronic communication

Diversity Being composed of differing elements and the inclusion of different types of people in Spruce Grove Public Library programs and services

Inclusion Being free of barriers, prejudice, and bias that might otherwise prevent and or dissuade participation, involvement or membership such as gender, ethnicity, race, religion, politics, health, ability, and socio-economic status

Library Participant An individual who has experienced something the library has to offer

Literacy The foundation of life-long learning and successful living that results from actively developing the critical thinking skills that help people acquire, understand, and communicate information and thereby reach their full potential, have a better quality of life, and contribute to their community
(Inspired by [Edmonton Public Schools](#))

Literacy Skills A developed competence with or knowledge in a specified area

Partnership A mutually beneficial agreement between the library and another party that enhances and complies with Spruce Grove Public Library's current plan of service

Place A particular space that provides an awareness of surrounding and creates a sense of belonging

Programs & Services All activities and resources provided by Spruce Grove Public Library

Resources Spruce Grove Public Library staff, collection materials, technology, equipment, and facilities available to the public

Social Media Engagement Includes mentions, likes, shares, comments, and any other activity that is captured by analytics

Space A defined area that can be either physical or virtual in nature

Virtual Visit The arrival and/or engagement of an individual accessing library websites, e-resources, social media, Internet, and/or Wi-Fi