

# Plan of Service

2024  
2026



Cochrane Public  
Library





# Mission, Vision, & Values

## Mission

Support - Inspire - Innovate - Educate

## Vision

To inspire a journey of discovery, learning and connections.

## Values

### *WE ARE SUPPORTIVE*

Cochrane Public Library strives to be a great place to work, a great place to visit and a great place to get informed.

### *WE PROMOTE CREATIVITY*

We believe in freedom of expression in all forms and create programs, activities and access to a world of inspiration and creative freedom.

### *WE ARE INNOVATIVE*

We embrace new ideas and technologies in order to provide access to new ways of thinking, interacting and personal growth.

### *WE ARE INCLUSIVE*

We strive to reflect the diversity of our community and endeavour to provide a safe space for all.

### *WE FOSTER CONNECTION*

We assist people and organizations in forming relationships that help to create a supportive and engaged community.

### *WE ARE A GREAT PLACE TO WORK*

We provide a positive work environment that respects each staff member's unique contributions. Our talented, well trained, knowledgeable staff are a vital part of the cultural, social, business/entrepreneurial, and educational life of the community. We offer opportunities for professional growth.



# Introduction

## A Message from the Library Board Chair

Cochrane Public Library lives within a vibrant and growing community where having access to natural spaces is paramount, and being connected and inclusive are key values for the populace, and for our Library. We will continue to be a hub for connection and gathering, as well as a center for resources. We continue to expand our reach into the arts, utilizing our resources to create inclusive spaces for each of our present and future patrons.

Our Plan of Service for these next years is ambitious but possible - due to the strong leadership of our Library Director, Monique Fiedler-Sills, and the amazing team that she has put together. We also have incredible support from our Town Council, Administration, and Mayor, who really get the value of a library where the community can gather to learn, to play and connect. In addition, we are

surrounded by businesses who value the resources that our Library offers patrons and staff.

So, on behalf of the Cochrane Public Library Board, our leadership team, and our staff, we invite you to join us on this thrilling journey on our road to service. It is with great excitement we can look to the future and the key role our Library will play in meeting the needs of our community!



**Cyndie Baum B.Ed., M. Ed., Ph.D**  
**Chair, Cochrane Public Library Board**

## About the Plan of Service

The Plan of Service acts as a powerful tool in helping libraries meet the needs of the communities they serve. The Alberta *Libraries Regulation* requires Library Board's to have a current plan of service based on a community needs assessment, thus, creating goals and objectives based on resident feedback. These responses help the Library identify and address issues within the community.

The 2024-2026 Plan of Service addresses the challenges of increased demand for library

services within the community, while working within an undersized facility.



# How we plan

## Community Needs Assessment Process

The Cochrane Public Library (CPL) undertook significant steps to ensure a community-led approach in developing the Plan of Service. In late 2022, CPL conducted a month-long Patron Satisfaction Survey and received over 200 responses in print and online. These responses provided feedback about aspects such as usage, the facility, collections, programs, hours of opening, customer service, and overall satisfaction.

In 2023, the Library contracted Barbara Pedersen Facilitation Services Inc. to review the Patron Satisfaction Survey feedback and facilitate the following workshops to inform the development of the Plan of Service.

- **Staff Input Session:** A session to gather input from library staff.
- **Environmental Scan Session:** This session involved the participation of the Board and library leadership staff to analyze the broader external factors and trends influencing the library.

- **Community Workshop Session:** A half-day workshop attended by 52 stakeholders from diverse community organizations and affiliations. This session gathered insights and perspectives from the community.
- **Strategic Direction Session:** Following the community workshop, the Board and library leadership staff held a session to develop the top four priorities based on the community input.

Subsequently, the library leadership staff analyzed the current library services in relation to the new priorities and drafted objectives and measures designed to effectively meet the identified priorities.

The facilitator reviewed the draft Plan of Service and provided further recommendations to ensure its alignment with the input from the community and staff and with the direction provided by the Library Board.

The 2024-2026 Plan of Service was approved by the Town of Cochrane Library Board on June 13, 2023.





# Inclusivity

*Cochrane Public Library has something for everyone, with accessible and inclusive spaces and services*



## Objective

**CPL will deliver and assess services that celebrate and promote an appreciation and understanding of diversity in Cochrane**

- ✓ In each year of the Plan of Service, CPL will deliver a minimum of 6 program offerings aimed at increasing awareness of our diverse community
- ✓ In each year of the Plan of Service, CPL will deliver a minimum of 6 program offerings aimed at increasing awareness of Indigenous culture
- ✓ CPL will create monthly curated collection displays aimed at increasing awareness of our diverse community
- ✓ In each year of the Plan of Service, CPL will assess community needs through a Patron Satisfaction Survey
- ✓ In each year of the Plan of Service, patron satisfaction with the collection of physical items will increase



## Objective

### CPL will increase accessibility by going beyond its walls

- ✓ By 2026, CPL will hire an Outreach Services Coordinator to deliver offsite programming for ages 0-18
- ✓ By 2026, CPL will partner with four senior care facilities to increase access to the collection and provide offsite programming
- ✓ In each year of the Plan of Service, CPL will offer outdoor programming to engage community members in natural spaces
- ✓ In each year of the Plan of Service, offsite program participation will increase by 10%



## Objective

### CPL will create a welcoming and engaging space for children and youth

- ✓ In each year of the Plan of Service, teen program attendance will increase by 10%
- ✓ By 2026, circulation of the children's French collection will increase by 10%
- ✓ By 2026, CPL will offer an inviting children's space with additional seating and an expanded collection of materials



# Collaboration

*Cochrane Public Library is a trusted leader and collaborative partner*

## Objective

### CPL will support and amplify the messages of community organizations

- ✓ In each year of the Plan of Service, CPL will add a new initiative to promote services and resources from other community service organizations
- ✓ In each year of the Plan of Service, CPL will offer two partnered programs that highlight local services







## Objective

### CPL will forge equitable and strategic partnerships

- ✓ In each year of the Plan of Service, CPL will offer two programs in collaboration with new local partners
- ✓ By 2025, CPL will have partnership agreements in place with all community partners

## Objective

### CPL will offer welcoming spaces to community partners

- ✓ By 2026, there will be a 10% increase in bookings of meeting room space by community partners at the Library
- ✓ CPL will make available the Spray Lake Board Room for community service organizations for five hours every month to provide outreach services to community members



# Communication

*Community members are more aware of the Cochrane Public Library's services and resources available to meet their needs*

## Objective

### CPL will increase promotional reach

- ✓ In each year of the Plan of Service, CPL will increase its social media following by 5%
- ✓ In each year of the Plan of Service, CPL will increase outreach opportunities for library awareness by 8%
- ✓ By 2026, CPL will collaborate with other community service organizations on the development of a community calendar







## Objective

### CPL will increase cardholders

- ✓ In each year of the Plan of Service, CPL will deliver a new initiative to reach Rocky View County residents
- ✓ In each year of the Plan of Service, CPL will offer a card campaign to every school in Cochrane and area
- ✓ By 2026, CPL will work with other community service organizations to welcome newcomers to Cochrane and area

# Future-Focused

*Cochrane Public Library is developing plans for new spaces*

## Objective

### CPL will develop and present plans for a new facility

- ✓ By 2025, the Library will have secured funding for a Facility Needs Assessment
- ✓ By 2026, the Library will have conducted the Facility Needs Assessment and developed a preliminary design for a new facility



## Cochrane Public Library

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