

Appendix 9.1

SERVICE RESPONSE AREA: COMMUNITY COMMONS/ DEVELOPMENT CENTRE

Objectives, Activities, Responsibilities and Timeline Charts

Goals Priority Ranked	Objectives/Activities	Library Responsibility Centres	Partnership Requirements	2008	2009	2010	2011	2012
Goal A Library becomes a recognized source for events, discourse, and resource sharing in the community	A-1 City of Lethbridge sees the library as a conduit to public communication	Library Administration Library IT Information Services	Chinook Arch IT City Administration City IT	*	*	*	*	
	A-2 Business community sees LPL as an information resource and as an organization that can assist in public communication and provide non-profit service to the community	Administration Membership Services Information Services Library IT	Chinook Arch IT Lethbridge Business Community	*	*	*		
	A-3 Public sees LPL as a gateway to community and municipal government information resources	Information Services Administration Library IT	Chinook Arch IT Lethbridge Community Service Groups City of Lethbridge	*	*	*	*	*
Goal B Create an online and self-serve approach to facilities and library services use	B-1 Streamline room and equipment rentals	Administration Library IT	Chinook Arch IT	*	*			
	B-2 Develop an online program, registration and room booking capability	Administration Library IT	Chinook Arch IT		*	*		
	B-3 Develop an online membership capability	Library IT Membership Services	Chinook Arch IT		*	*		
	B-4 Develop an online payment and donation capability	Library IT Administration Membership Services	Chinook Arch IT City IT City Financial Services	*	*	*	*	*
Goal C Develop programs and services to engage hard to service groups and groups that don't traditionally use library facilities	C-1 Develop the profile and market the Library's Young Adult Services within the community and with youth	Children's/YA Services	Lethbridge Schools Lethbridge Community Organizations and Not for Profit Agencies		*	*	*	

Goals Priority Ranked	Objectives/Activities	Library Responsibility Centres	Partnership Requirements	2008	2009	2010	2011	2012
	C-2 Market LPL services at selected community events through booths and other community engagement opportunities	Information Services Administration Library Board	Lethbridge Community Organizations	*	*	*	*	*
	C-3 Increase adult orientation programming and services (e.g. book clubs)	Public Services Information Services Administration Branches/Outreach Services	Community Groups Lethbridge Community College University of Lethbridge Galt Museum	*	*	*	*	*
Goal D Develop LPL's online and IT resources to enhance communication and discourse through electronic means	D-1 Increase the online profile of LPL by enhancing the web presence and maximizing user friendliness	Public Services Administration Library IT	Chinook Arch IT	*	*			
	D-2 Develop LPL's online resources by supporting community organizations and agencies through the LPL website by providing a gateway or portal access to their resources	Public Services Administration Library IT	Lethbridge Community Service Groups and Not for Profit Agencies City of Lethbridge SAIN		*	*		
	D-3 Develop LPL's online resources to support community organizations and agencies by providing information and content to assist customers in finding community resources	Public Services Library IT	Chinook Arch IT Lethbridge Community Mental Health Alberta Government City of Lethbridge	*	*			
	D-4 Electronic means of assembling (e.g. videoconferencing)	Library IT Public Services	Chinook Arch IT TAL / APLEN		*	*		

Note: Goals, objectives and activities are meant to be applied to the Lethbridge Public Library as a whole. The more detailed Plan of Action associated with each year of the Plan of Service will provide more detail on the resources required to accomplish the goals and where in the Library these resources would be utilized.

Appendix 9.2

SERVICE RESPONSE AREA: LIFE-LONG LEARNING

Objectives, Activities, Responsibilities and Timeline Charts

Goals Priority Ranked	Objectives/Activities	Library Responsibility Centres	Partnership Requirements	2008	2009	2010	2011	2012
Goal A Residents see and use the Library to provide information and resources to support their educational, vocational and personal development goals	A-1 Expand complimentary membership opportunities	Membership Services Administration Library IT	Chinook Arch IT Lethbridge Government and Social Services Agencies Donors	*	*	*		
	A-2 Expand Great Reads collection to bridge the gap between basic literacy and the general collection	Information Services Literacy Services	Chinook Arch Technical Services			*	*	
	A-3 Promote special collections by creation and distribution of subject brochures to external organizations and distribution points	Information Services	Chinook Arch IT		*	*		
	A-4 Expand tours and orientations through targeted areas	Information Services Branches / Outreach Services	Community Based Groups		*	*	*	
	A-5 Review and requisition equipment required to allow customers full access to the formats and resources available at LPL	Public Services Information Services Children's/YA Services Branches/Outreach Services Administration	Chinook Arch IT		*	*		
	A-6 Develop a staff compliment that is representative of the social and ethnic makeup of the community	Administration	Lethbridge Government and Employment Agencies	*	*	*	*	*
Goal B Develop and expand LPL's online presence	B-1 Develop LPL's online community resources including connections outside the LPL	Library IT Administration	Chinook Arch IT Lethbridge Community Mental Health Alberta Government City of Lethbridge		*	*	*	*

Goals Priority Ranked	Objectives/Activities	Library Responsibility Centres	Partnership Requirements	2008	2009	2010	2011	2012
	B-2 Develop life-long learning online resources	Library IT Information Services	Chinook Arch IT Lethbridge Lifelong Learning Association Lethbridge Community College University of Lethbridge 5 th on 5 th		*	*		
	B-3 Develop a web presence that is a portal to independent learning	Library IT Information Services	Chinook Arch IT Lethbridge Chamber of Commerce Lethbridge Economic Development Community Service Groups			*	*	
Goal C Ensure LPL outreach and program resources are used in the most effective manner	C-1 Evaluate outreach programs for currency, usage and appropriateness	Information Services Children's/YA Services			*			
	C-2 To meet the needs of the growing community review the LP volunteer process and use for Homebound and Books on the Move	Information Services	Volunteer Lethbridge Rotary Clubs of Lethbridge Friends of the Library		*	*		

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Appendix 9.3

SERVICE RESPONSE AREA: POPULAR MATERIALS

Objectives, Activities, Responsibilities and Timeline Charts

Goals Priority Ranked	Objectives/Activities	Library Responsibility Centres	Partnership Requirements	2008	2009	2010	2011	2012
Goal A Improve access to popular materials, collections and services	A-1 Streamline borrowing process including self-serve options	Membership Services Library IT	Chinook Arch IT	*		*		
	A-2 Complete South-Wing redesign to facilitate customer independence	Membership Services Information Services Library IT Library Maintenance Services	Chinook Arch IT City Facilities Services	*				
	A-3 Implement the “combined service point” philosophy throughout library facilities	Public Services		*	*			
	A-4 Easily understood library space navigation tools for the public	Public Services			*	*		
	A-5 Training and ongoing practice opportunities for front-line staff on library resources and tools	Public Services		*	*	*	*	*
Goal B Eliminate barriers to borrowing materials	B-1 Develop collections and service types that increase access to highly popular titles	Public Services Information Services Children’s/YA Services Library IT	Chinook Arch Technical Services	*	*			
	B-2 Enhance self-serve access to collections to allow for browsability and merchandising of collections	Information Services		*	*	*	*	*
	B-3 Increase the variety of circulating formats	Information Services Children’s/YA Services	Chinook Arch Technical Services		*			
	B-4 Evaluate materials budget allocation	Public Services		*				

Goals Priority Ranked	Objectives/Activities	Library Responsibility Centres	Partnership Requirements	2008	2009	2010	2011	2012
Goal C Increased availability and use of young adult services and collection	C-1 Expand the Young Adult Collection's range of materials	Children's/YA Services Branches/Outreach Services	Chinook Arch Technical Services	*	*			
	C-2 Develop the Young Adult audiovisual collection	Children's/YA Services	Chinook Arch Technical Services		*	*		
	C-4 Develop LP's online resources to support youth and their online recreational and research needs	Children's/YA Services Branches/Outreach Services Library IT	Chinook Arch IT TAG		*	*	*	
	C-5 Market LPL services and collections at selected youth oriented community events through booths and other community engagement opportunities	Children's/YA Services	Lethbridge Schools Lethbridge Community Organizations and Not for Profit Agencies TAG	*	*	*	*	*

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Appendix 9.4

SERVICE RESPONSE AREA: BASIC LITERACY

Objectives, Activities, Responsibilities and Timeline Charts

Goals Priority Ranked	Objectives/Activities	Library Responsibility Centres	Partnership Requirements	2008	2009	2010	2011	2012
Goal A Increased community support and knowledge of Basic Literacy programs at LPL	A-1 Develop LPL's relationship with Immigrant Services and other community organizations to increase referrals	Literacy Services	Lethbridge Community Organizations and Not for Profit Agencies	*	*			
Goal B Increased programming for Basic Literacy in LPL	B-1 Increase number of volunteers and students in the Read On program	Literacy Services	Lethbridge Community Organizations and Not for Profit Agencies Volunteer Lethbridge	*	*	*		
	B-2 Increase programming for reading readiness	Children's/YA Services	Lethbridge Schools Lethbridge Day Cares	*	*	*		
	B-3 Increase programming for homework help	Children's/YA Services	Lethbridge Schools Home Schooling Association				*	
	B-4 Expand lectures to support individual's ability to exercise civic and social rights	Administration Information Services Branches/Outreach Services	City Council MLAs Southern Alberta Council on Public Affairs	*	*	*	*	*
Goal C Ongoing development and enhancement of basic literacy collections and services	C-1 Review and develop the Read On collections for both currency and format	Literacy Services		*	*			
	C-2 Modify basic literacy programs to include computer literacy as part of the core program	Literacy Services Library IT	Chinook Arch IT Lethbridge Community Network	*	*	*	*	*
	C-3 Expand access of Read On literacy collections to the general public	Membership Services Literacy Services	Chinook Arch Technical Services	*				
	C-4 Complimentary one year membership for graduates of Basic Literacy programs	Membership Services Literacy Services				*		

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Appendix 9.5

SERVICE RESPONSE AREA: PRESCHOOLER'S/CHILDREN'S DOOR TO LEARNING

Objectives, Activities, Responsibilities and Timeline Charts

Goals Priority Ranked	Objectives/Activities	Library Responsibility Centres	Partnership Requirements	2008	2009	2010	2011	2012
Goal A Collections and services meet the needs of children, parents and caregivers	A-1 Increase attention to collection development and management	Children's/YA Services	Chinook Arch Technical Services	*				
	A-2 Evaluate Children's language collections	Children's/YA Services	Alberta International Collection (<i>Managed by Parkland Regional Library System</i>)			*		
	A-3 Update Children's component of LPL website to maximize user friendliness and content	Children's/YA Services Library IT	Chinook Arch IT		*	*		
	A-4 Expand Children's computer facilities	Children's/YA Services Library IT	Chinook Arch IT	*	*	*		
Goal B Programs meet the needs of children, parents and caregivers	B-1 Evaluate current programming	Children's/YA Services	Lethbridge Schools Lethbridge Day Cares		*			
	B-2 Evaluate programming schedule to ensure programs are offered at the times best suited to both working and stay-at-home parents/caregivers	Children's/YA Services	Lethbridge Schools Lethbridge Day Cares		*	*	*	*
	B-3 Increase the level of children's and school age children's programming	Children's/YA Services			*	*	*	*
Goal C Children and families continue to use the LPL during Kindergarten years and beyond	C-1 Families, caregivers and community agency staff are offered resources to facilitate the development of early literacy and learning	Children's/YA Services	Chinook Books for Babies Program	*	*	*	*	*
	C-2 Evaluate Children's facilities with the intention to implement combined service desk philosophy	Children's/YA Services Admin Library Maintenance Services		*	*			

Goals Priority Ranked	Objectives/Activities	Library Responsibility Centres	Partnership Requirements	2008	2009	2010	2011	2012
	C-3 Increase emphasis on readers' advisory and reference services	Children's/YA Services		*	*	*	*	*

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