

Mackenzie County Library Board

Plan of Service

Strategic Plan

2013 – 2019

Board Approved:

Date: _____

Chair: *x* _____

Vice Chair: *x* _____

INTRODUCTION

This report will detail our Mission Statement, Goals and Strategies which the Mackenzie County Library Board (MCLB), in partnership with our member libraries to guide Library Services through the next five years.

PROCESS

A Regional / community Needs Assessment survey was completed in partnership with our member Libraries, during the Spring/Summer of 2012. Our member libraries held meetings to review the data from their libraries and provide the Board with at least three goal statements with actions to address the data gathered from the patrons and community. The Board then reviewed submitted data and created and adopted this strategic plan in which will guide Mackenzie County Library services throughout the next five years.

Our Plan of Service was based upon input from library patrons, non-library users, society members and staff, board members, councilors and the general public. As well as other generated non-library reports on social needs of each community.

HISTORY & INFORMATION

Mackenzie County is located in the north-west corner and is the largest municipality in the Province of Alberta. It covers approximately 80,000 square kilometers, which is bigger than the province of New Brunswick. Total County population is 10,927 (2011 Federal Census). Over and above our hamlet populations, our rural Population as of census is 8090 (spread out over the whole region, large cluster service area around La Crete)

The Mackenzie County Library Board (MCLB) was jointly created by the Province and Mackenzie County on November 12, 1998. The MCLB has three member libraries located in the Hamlets of Fort Vermilion, La Crete and Zama City.

Zama City Public Library (ZCCL):

Zama City is located approx 165 kms North-West of the Town of High Level, in the very north-west corner of the Municipality. The hamlet census population is 225, with a very high transient population. The Library is located in the Cornerstone Building owned by Mackenzie County. ZCCL has provided service to the Zama City community since 1974.

Fort Vermilion Public Library (FVCL):

Fort Vermilion is located on the banks of the Peace River, along Highway 88, roughly in the center of the Municipality. The hamlet census population is 727, along with a large 1st Nation and rural population. The Library is located in their own building, owned by the Library Society FVCL has provided service to the Fort Vermilion Community since the 1930's.

La Crete Public Library (LCCL):

La Crete is located in the south-west end of the Municipality along Highway 697. The hamlet census population is 1885, with a very large rural population. The Library is located in the La Crete Public School, owned by Fort Vermilion School Division. LCCL has provided services to the La Crete community since 1962.

In order to keep local autonomy, meet the needs of the individual communities and successfully operate three libraries with the distance spread that occurs in Mackenzie County, the MCLB has Operating Service Agreements with the three local library societies. These societies operate the

Libraries on a day to day basis and meet the needs of the individual communities they serve, while implementing the direction set by the MCLB.

We also have a partnership agreement with the Town of High Level Library to offer services to the Mackenzie County residents.

. The Mackenzie County Library Board is made up of appointed members from:

- 2 from the La Crete Area*
- 2 from the Fort Vermilion Area*
- 1 from Rural High Level Area*
- 1 from the Zama Area*
- 1 from County Rural*
- 2 Mackenzie County Representatives*

Our member terms are staggered. We have 3 year, 2 year and one year terms for Board Members. Our Board structure is set for regional representation as well as staggered terms to ensure that all communities and interests are addressed, and that the Board has the continuity to be effective and efficient. All board members are appointed by Mackenzie County Council.

MISSION STATEMENT

To enrich lives and communities through universal access to knowledge, lifelong learning and literacy.

VISION STATEMENT

To develop strong libraries, that are dynamic community destinations for knowledge, inspiration, innovation and cultural awareness.

GOALS AND STRATEGIES

Goal #1.

To increase library memberships, awareness and visibility.

Measure:

- *5% regional membership increase by the year end 2017*

OVERALL STRATEGIES	WHO
Greater promotion and advertising. (ie: all available media, signage, innovative and creative community promotion displays, county image, etc)	Societies, MCLB
Improved accessibility (hours of service, community accessibility programs, partnerships with external agencies, etc)	Societies, MCLB
Promote library services to funding bodies. Provide financial support based on available funding to the Societies.	MCLB
Continue to showcase regionally significant cultural publications (Mennonite, regional history, oilfield, aboriginal, local autobiographies, supporting regional authors, etc)	Societies, MCLB
Implementation of Regional Library Card & Inter-library loaning (goal was identified within previous Plan of Service, continue to gain financial support to bring this goal to fruition)	MCLB, Societies
Increase regional programming and initiatives to meet the needs of the individual communities.	MCLB, Societies
All inclusive patron base, eliminate dual standards for membership benefits	MCLB, Societies
<i>Short Term, individual library actions are attached on separate sheet that will be reviewed and updated annually</i>	MCLB, Societies

Goal #2:

Greater Community Engagement

Measure:

- *Youth and Senior membership and/or regional user rates will increase by 5% by year end 2017.*
- *2017 Community needs assessment returns will meet or exceed 5% of total population.*

STRATEGIES	WHO
Expand Society membership to include youth and seniors or create brainstorming library groups that include all age or demographic groups	Societies
Continue to increase and maintain book and non-book collections in order to engage return visits by all age and group demographics	Societies
Mackenzie Regional Library sharing and lending Partnerships within our three libraries	MCLB, Societies
Increased library programming for all age and group demographics, as well as regional programming opportunities	Societies, MCLB
Target and implement youth based services and programming to entice and retain youth patrons	Societies, MCLB
Continue or implement Senior partnerships or outreach programs that target Senior demographic	Societies
<i>Short Term, individual library actions are attached on separate sheet that will be reviewed and updated annually</i>	MCLB, Societies

Goal #3:

Enhance communications and relationships with our Library Societies

Measure:

- *80% of Society meetings have Board Member attendance*
- *To have the three libraries represented directly on the MCLB*
- *Cohesive Library Team; MCLB, Societies and Staff all working together on the successful implementation of the MCLB Vision Statement*

STRATEGIES

WHO

Regular MCLB Board member attendance at the Society meetings.	MCLB, Societies
Strive to have MCLB Board members who are directly involved in the local Societies or Library	MCLB, Societies
Strive to host regional meetings, training and events to engage and include Board, Societies and Staff.	MCLB
Continue to offer additional conditional grant funding for regional conferences and programming	MCLB
Continue to assist the Societies with the overall goal of providing quality library services to our region. (Governing policies, financial policies, MCLB and Society meetings communicated and held at convenient times and locations, open door policy for Board members)	MCLB, Societies
<i>Short Term, individual library actions are attached on separate sheet that will be reviewed and updated annually</i>	MCLB, Societies

Goal #4:

To provide inviting library facilities within our region.

Measure:

- *5% regional membership increase by the year end 2017*
- *Inclusion of La Crete library building on long-term Capital projects list*

STRATEGIES	WHO
Offer and maintain inviting and accessible facilities	Societies
Review Municipal Affairs Library Assessment and review and implement recommendations where required	Societies, MCLB
Complete feasibility plan and advocate for a future expanded Library facility in La Crete.	La Crete Society, MCLB
Individual Societies to implement initiatives related to their area demographic	Societies
<i>Short Term, individual library actions are attached on separate sheet that will be reviewed and updated annually</i>	MCLB, Societies

PLAN OF SERVICE IMPLEMENTATION

This is a living document that will assist our Societies and the Board on an ongoing basis. Our actions should be tied to the Plan of Service and its included goals in some form or another. Schedule annual meetings with Societies to determine our progress achieving the goals detailed in the service plan and to update the short term goals that are outlined within for each Library.

REGIONAL LIBRARIAN

The MCLB has been urged by Municipal Affairs Library Division that once the County Population reaches 10,000 a Regional Librarian Position must be looked at.

The MCLB has struggled with this Regional Librarian scenario for many reasons and has decided that within this 5-year strategic plan that the MCLB will to continue to operate as we are without a Regional Librarian Position.

Rational:

- While our County population exceeds the 10,000; our individual communities are far from the population number and our actual library patrons are approximately 25% of total county population.
- Our total budget to operate three libraries and the Board is less than \$250,000; which does not give us the resources to hire and retain a Regional Librarian.
- Our partnership with the three local Societies and their long standing history of providing service to the communities is strong, viable and working well.
- Our patron satisfaction is relatively high and 89% of the surveyed patrons would recommend their library to others.
- We have dedicated staff in all libraries, and a strong volunteer base that is working well for the delivery of library services.
- Our three libraries are very different demographically and the grass roots hands on approach of the local Societies works extremely well to keep in tune with the different community needs.
- The distance between communities lends to extreme difficulty in providing one regional staff the opportunity to adequately operate the libraries effectively. (258 kms between Zama City and La Crete, with 60 kms of the Zama Rd being gravel)

Short Term Goals / Actions

MCLB

2013-2014

GOAL #1 & #2: To increase library memberships, awareness and visibility and greater community engagement

ACTIONS:

- Promote libraries in County Image regularly
- Create and distribute a regional library newsletter annually
- Revamp and renew the current MCLB website
- Explore additional regional partnership opportunities
- Explore, develop and implement a regional library card model
- Explore, develop and implement regional sharing and inter-library loan system
- Explore, develop and implement regional add-on services
- Lobby and gain additional funding for regional service add-ons.

GOAL #3: *Enhance communications and relationships with our Library Societies*

ACTIONS:

- Ensure that Societies are aware of date, time and location of MCLB Meetings
- Promote Society members or suggestions for filling vacancies on MCLB
- Update and implement additional working policies and procedures to assist libraries with efficient library service delivery
- Keep and enhance ‘open door’ attitude for effective two-way communication between MCLB and Societies
- Explore additional information sharing opportunities using our website

GOAL #4: *To provide inviting library facilities within our region.*

ACTIONS:

- Continue to explore options for enhanced library building in La Crete
- Continue to support individual libraries in meeting their individual goals that meet community needs
- Continue to support ‘outside the box’ ideas within our libraries

Short Term Goals / Actions
Zama Community Library
Submitted by Zama City Library Society
2013-2014

GOAL #1: To increase library memberships, awareness and visibility

ACTIONS:

- Regular membership drives at local establishments
- Enhanced signage within library
- Enhanced signage outside library
- Enhanced signage throughout community
- Community Newsletter & Mailouts
- Maintain and keep current the Facebook Page
- Switch the in-house library displays often
- Place a drop box within the community in a secure location
- Continue to improve in-house services (ie: Book lists, similar authors,
- Continue to maintain non-traditional collections (ie: Audio, CNIB, Video, cake pans) and research additional non-traditional collections (ie: ebooks)

GOAL #2: Special Events, Programming and Fundraising

ACTIONS:

- Start and maintain a regular coffee night
- Start and maintain regular special event programming
- Continue Real Men Read displays and promotion
- Continue to enhance the Wellness Room
- Continue to monitor community for non-traditional services that the library can provide
- Start a in-house material fundraising campaign (ie: bookmarks, journals, book lights etc)

GOAL #3: Partnerships

ACTIONS:

- Continue partnership with the Zama Recreation Society
- Continue partnership with Zama City School
- Continue partnership with Mackenzie County
- Engage new partnerships to enable additional educational and community events, programs and initiatives in our community

Short Term Goals / Actions
La Crete Community Library
Submitted by La Crete Library Society
2013-2014

GOAL #1: To increase basic library services for the community

ACTIONS:

- New library building
- Better signage within library

GOAL #2: To increase visibility of library services in community

ACTIONS:

- Start and maintain a Facebook page
- Keep the website current
- Create a new pamphlet / brochure for the library

GOAL #3: Promote literacy in the community

ACTIONS:

- Start a community *Book Club*
- Start a monthly *Book Swap*

Short Term Goals / Actions
Fort Vermilion Community Library
Submitted by Fort Vermilion Library Society
2013-2014

GOAL #1: To increase basic library services for the community

ACTIONS:

- Gain familiarity with the Video Conferencing Equipment
 - Training, lunch hour sessions, community learning sessions
- Better signage outside the library
- Create and maintain a used book area
- Organize and structure the basement storage area

GOAL #2: To increase visibility of library services in community

ACTIONS:

- Maintain a Facebook page
- Keep the website current
- Create a new pamphlet / brochure for the library
- Establish a coffee bar in the conference room

Update on Service Plan – May 2014

Mackenzie County Library Board

GOAL #1 & #2: To increase library memberships, awareness and visibility and greater community engagement

ACTIONS:

- Create and distribute a regional library newsletter annually
 - First edition was printed, Fall of 2013, attached for review.
 - Developing 2nd edition for Fall of 2014
- Revamp and renew the current MCLB website
 - Upgraded, easier to use site was launched in April 2014
 - Continuing to add features that are thought based and have value
 - www.mclboard.com
- Explore additional regional partnership opportunities
 - Have had multiple meetings with Fort Vermilion School Division on additional partnership possibilities
- Explore, develop and implement a regional library card model
 - Implemented regional card system at our three libraries as well as a partner card for High Level Library in March 2014
- Explore, develop and implement regional sharing and inter-library loan system
 - Implementing MCLC (Mackenzie County Library Consortium) services within our region. All three libraries will be on the same electronic system and linked with a single electronic database, patron search capabilities, inter-library loan capabilities. Working out the privacy details for shared database with FVSD in regards to LCCL.
- Explore, develop and implement regional add-on services
 - Have implemented regional add-on services: Fregal Music, Freeding E-books and Rocket Languages. Accessible by using the new regional library cards.
 - Will continue to explore additional add-on opportunities
- Lobby and gain additional funding for regional service add-ons.
 - Have gained additional continued funding from Mackenzie County for regional MCLC services.

GOAL #3: *Enhance communications and relationships with our Library Societies*

ACTIONS:

- Ensure that Societies are aware of date, time and location of MCLB Meetings

- Continuing to work on two-way communication between MCLB and Societies
- Promote Society members or suggestions for filling vacancies on MCLB
 - Have one vacant position on MCLB, trying to find dedicated member that has strong ties to Fort Vermilion Library to fill the vacancy.
- Update and implement additional working policies and procedures to assist libraries with efficient library service delivery
 - Updated Policy & Procedure Manual is set for adoption at the May 2014 meeting, have instituted MCLC policies, additional financial and budgetary policies for Societies
- Keep and enhance ‘open door’ attitude for effective two-way communication between MCLB and Societies
- Explore additional information sharing opportunities using our website

GOAL #4: *To provide inviting library facilities within our region.*

ACTIONS:

- Continue to explore options for enhanced library building in La Crete
 - Have expressed interest with Mackenzie County support to acquire the ATB building in La Crete for future Library
- Continue to support individual libraries in meeting their individual goals that meet community needs
 - Continue to gain monthly library reports and assist where we can to assist
- Continue to support ‘outside the box’ ideas within our libraries

Short Term Goals / Actions

Zama Community Library

Submitted by Zama City Library Society

2016-2017

GOAL #1: To increase library memberships, awareness and visibility

ACTIONS:

- Regular membership drives at local establishments –
 - ***Continues...*** have done one at the Cardlock and one at the Annual Ratepayers meeting. The ZRS has allowed us to utilize their wireless Interac Machine for membership sign up fees and fines. Has made it easier as no one packs cash.
 - ***Update Jan 2016...*** longer term agreement with ZRS on interac machine use. Are going to be additional membership drives at Cardlock and Noralta. Looking at creating an Alumni Membership program. Cardlock has the large stand up banner on display now as well.
- Enhanced signage within library -
 - ***Continues...*** have made some enhancements, will continue with larger ceiling hanging signage and more permanent signage on 3rd party services
 - ***Update Jan 2016 ...***Need to come up with a consistent plan for interior genre signage. Have been using banners that have been supplied for additional promotion within building
- Enhanced signage outside library –
 - ***Continues...*** working with County on joint venture, if doesn't happen soon will take initiative to get one designed and installed on our own.
 - ***Update Jan 2016...*** outside signage-working with MCLB to supply and install box style light up sign for side of building.
- Enhanced signage throughout community –
 - ***Continues...*** will continue to update and post posters and flyers and have thought about some additional more permanent signage at key locations.
- Community Newsletter & Mailouts –
 - ***Continues...*** one mailout overviewing new service was mailed out in April 2014, in October 2014 a similar updated mailout along

with magnetic calendars are set to go out to all post boxes and available for handout.

- **Update Jan 2016** ... *did 2016 magnetic calendars, and will continue to build and print promo flyers, posters etc.*
- Maintain and keep current the Facebook Page
 - **Continues....** we have currently 116 likes on the page and try to keep it updated with lots of material and announcements. Have linked to all other regional libraries as well as MCLC. Are trying to build the MCLC FB site with our 'likes' as well.
 - **Update Jan 2016** ...*have 156 likes on the page and continue to update with links, new materials arriving, contest and program news. Continue to link to MCLC as much as possible.*
- Switch the in-house library displays often
 - **Update Jan 2016** ...*have created new display spaces and have dedicated one larger rolling shelf to larger monthly displays*
 - **COMPLETED.** Place a drop box within the community in a secure location. Tried having it at the Cardlock but didn't work out well, it is now located in the Lobby of the Cornerstone so is available during all business hours.
- Continue to improve in-house services (ie: Book lists, similar authors)
 - **Continues...** still will keep the printed lists updated, but have put more focus into the Insignia Kiosk features as well as tags for search purposes
 - **Update Jan 2016** ...*have talked to ZRS about moving the large photocopier to the library for community to access, as it would be easier as we have staffed hours of operation. That way community would have photocopier, scanning and fax access. ZRS stated that we could use any fees charged as a fundraiser.*
 - **Update Jan 2016** ...*also promote the use of Goodreads to our patrons for them to make lists, track reading, and check reviews, etc.*
 - **Update Jan 2016** ...*upgraded in-house TV's to 2 with BluRay/DVD players one in childrens, and one in fireplace area. Continue to have VHS players as well.*
- Continue to maintain non-traditional collections (ie: Audio, CNIB, Video, cake pans) and research additional non-traditional collections (ie: ebooks)

- **Continues...** grow our audio collection, and will continue with cake pans.
- **Update Jan 2016** – will continue to actively promote the 3rd party services (freeding, Freegal and rocket languages) and continue to educate and bring awareness of the value of these services
- **Update Jan 2016** – will promote ILL services and continue to respond in a timely fashion to all requests
- **NEW** – *an idea of loaning 'collections' to Fort and/or La Crete Library to more easily share the collections... that way individual ILL's don't have to be completed and circulation should go up due to actually seeing the book.*

GOAL #2: Special Events, Programming and Fundraising

ACTIONS:

- Start and maintain a regular coffee night
 - **Continues...** Has been on discussion and first one will be Valentines Sunday! ☺
- Start and maintain regular special event programming
 - **Update Jan 2016** – *non-regular seems to work better, continue with special event craft, movie days. Read Across Canada challenge was successful, should do it again. Looking at more ways to challenge and include patrons in events and promotion (Freegal – win an iPod, Adult Reading Challenge – win an eReader, etc)*
- Continue Real Men Read displays and promotion
- Continue Book to Screen display and promotion
- Continue in-house puzzle table
- Continue in-house material fundraising campaign (ie: bookmarks, journals, book lights etc)
 - **Continues...** have had success in sales of items including calendars, journals, bookmarks, book lights, pen sets etc.
 - Selling off VHS collection, is going better than expected ☺
- **Update Jan 2016** – *Over last two years have been more involved in Annual Auction, and with partnering with the ZRS. The last two auctions gift certificates for the wellness chair have been given out, increasing patronage and visits to the library. We will continue to be involved.*

GOAL #3: Partnerships

ACTIONS:

- Continue partnership with the Zama Recreation Society

- **Update Jan 2016** – *as mentioned this partnership is very strong, and the ZRS supports the Library and visa versa. We supplied Gift Certificates for door prizes and game at the last two auctions and the ZRS lets us use the interac machine with no service charges, we supply assistance and even movies for their movie nights and they are going to move the large copier to the library for our use and community use and any fees charged we will benefit from with no charge from ZRS.*
- Continue partnership with Zama City School – need to strengthen this possibly
- Continue partnership with Mackenzie County
- **Update Jan 2016** – *continue display partnership with Mental Health*
- **Update Jan 2016** – *continue to try and strengthen partnerships with Fort Vermilion, La Crete and High Level Libraries. Sharing of tips, and tricks instead of everyone reinventing the wheel.*
- **NEW** – create partnership with ENFORM to facilitate the proctoring of Oilfield exams in our Community.
- **NEW** – as mentioned look at ‘bulk lending’ of individual collections to within MCLC... such as a ‘graphic novel collection’ or ‘teen collection’ or ‘mystery/thriller collection’ ... so that all libraries benefit from collections and that patrons can borrowing easier and from within their own library.
- Engage new partnerships to enable additional educational and community events, programs and initiatives in our community

Short Term Goals / Actions
La Crete Community Library
Submitted by La Crete Library Society
2016-2017

GOAL #1: To increase basic library services for the community:

- Before opening the new library in La Crete we had 3126 memberships. Between opening the new library building on July 5, 2016 and August 30, 2016 memberships increased to 3406. Goal by end of December 2016: 3500 memberships.
- Continue giving (coveted) library bags to new members. P
- Promote library via: GTKYN on September 9, 2016, CIAM, FB messages and pictures, ads in library, in-house promotions, giving library cards as gifts / prizes.

GOAL #2: Greater Community Engagement:

- Continue to support and enhance the senior / shut-in Outreach Program to Altenheim, Continuing Care, Heimstaed, and home visits.
- Support the Blue Hills satellite library
- Senior's Tea. Because of the bad timing with moving the library in June we did not have a Senior's Tea in 2016, however, we plan to continue this outreach event again in June 2017.

GOAL #3: Enhance communications and relationships with our Library Societies:

- Plan a Society Social for all Society members in the area. Date TBA.

GOAL #4: To provide inviting library facilities within our region:

- Host authors, local and other guests.
- Support the MCLB local author initiative.
- Get feedback on how the new library is doing and how we can improve.

Short Term Goals / Actions
Fort Vermilion Community Library
Submitted by Fort Vermilion Library Society
2016-2017

GOAL #1: To increase library memberships, awareness and visibility:

- Continue to order new and culturally relevant books, dvds, audiobooks, and magazines.
- Continue to increase Facebook posts and website updates.
- Create a new pamphlet/brochure to distribute around town.
- Continue monthly contests for book borrowing and book returns.
- Advertise our services (photocopier, internet, etc.) at peak times, for example during tax season or at an employment office.

GOAL #2: Greater community engagement:

- Invite teachers and librarians from the public school system to our board meetings to help with ordering so that together the Fort Vermilion Community Library and the public school libraries can offer a larger selection of material.
- Start a program of borrowing materials for home school children.
- Develop an annual fundraiser activity.
- Develop children's programming featuring one monthly event.

GOAL #3: Enhance communications and relationships with our Library Societies:

- Improve collaborating with other libraries when ordering materials to provide the widest selection possible to our county.
- Advertise events for other libraries and ask other libraries to advertise for us.
- Promote inter-library exchanges.
- Promote Freegal and Freading with signage and suggestions on Facebook. Work with staff to recommend Freegal to library patrons.

GOAL #4: To provide inviting library facilities within our regions:

- Replace existing furniture to make a more comfortable and inviting atmosphere.
- Update signage to better advertise our hours and services.
- Redesign our children's area to make it more interactive.
- Organize our used book area and improve our after hours book borrowing services.
- Complete the plans and construction of a coffee bar.

Update on Service Plan – April 2017

Mackenzie County Library Board

GOAL #1 & #2: To increase library memberships, awareness and visibility and greater community engagement

ACTIONS:

- Continue to renew the current MCLB website and social media
 - Continuing to add features that are thought based and have value
 - www.mclboard.com
 - Continue to keep facebook page current, and promote the libraries social media pages
- Explore additional regional partnership opportunities
- Explore, develop and implement regional add-on services
 - Such as magazines, audiobooks, reference etc.
 - Will continue to explore additional add-on opportunities
- Host more regional initiatives, programs, and events
 - Such as author promotion, events, trade shows etc.

GOAL #3: *Enhance communications and relationships with our Library Societies*

ACTIONS:

- Continue two-way communication between MCLB and Societies
- Promote Society members or suggestions for filling vacancies on MCLB
- Update and implement additional working policies and procedures to assist libraries with efficient library service delivery
- Keep and enhance ‘open door’ attitude for effective two-way communication between MCLB and Societies
- Explore additional information sharing opportunities using our website

GOAL #4: *To provide inviting library facilities within our region.*

ACTIONS:

- Continue to support La Crete Library with future expansion of library facilities
- Support Fort Vermilion Library renewal project.
- Continue to support individual libraries in meeting their individual goals that meet community needs
- Continue to support ‘outside the box’ ideas within our libraries

Update on Service Plan – September 2019

Mackenzie County Library Board

GOAL: To create a new 5 year Plan of Service

We have received confirmation extension from Municipal Affairs.

As we were unable to complete many aspects of our Citizen engagement due the wildfires in our region that started in May 2019 and continued throughout the summer.

Even now many of our citizens are still busy with clean up and reclamation.

Our goal is to have our Plan of Service submitted by February 2020, for the years 2020 - 2025

ACTIONS:

- Citizen Survey
 - Online and paper survey distributed throughout region
 - <https://www.surveymonkey.com/r/mclb2019>
 - Engage Citizens
 - Engage Town of High Level Library Board
 - Engage partners such as FVSD, AHS and surrounding communities and entities that utilize Library services
- Strike a work group to sit down with survey and engagement results to draft a Plan of Service that will guide Library services in our region for the next five years.
- Work with our local Library Societies to finalize the draft Plan of Service
- Send our Draft Plan of Service to Mackenzie County for comments