

Strategic Plan 2018-2021

INVERMERE PUBLIC LIBRARY

MISSION

Connecting the Columbia Valley community and opening the door to a world of knowledge and adventure.

VISION

A welcoming community hub that meets the evolving literacy needs of our valley's diverse population.

GUIDING PRINCIPLES

- Service
- Accessibility
- Accountability
- Responsiveness
- Engaging
- Respect
- Integrity



OUR SERVICE REGION

The Invermere Public Library (IPL) provides services to permanent and seasonal residents throughout the Columbia Valley, from Spillimacheen to Canal Flats. Residents of the District of Invermere (DOI), the Village of Radium Hot Springs, and Areas F and G of the Regional District of East Kootenay (RDEK) are eligible for a free library card. Our service area includes a permanent population of 7,706 and our seasonal population often swells to 30,000 in the summer months. We participate in the BC One Card program which allows residents of British Columbia to borrow materials from libraries across the province with their home library card.

Active Cardholders at Year End			
2014	2015	2016	2017
2,114	2,228	2,331	2,529

Total Annual Circulation of Materials			
2014	2015	2016	2017
47,571	50,686	53,359	52,449

Community	Member Count as of May 2018
District of Invermere	1389
RDEK, Area F	725
RDEK, Area G	160
Village of Radium Hot Springs	102
Village of Canal Flats	110
TOTAL	2,486



MORE ABOUT US

Board of Trustees

Public libraries across British Columbia are governed by a volunteer Board of Trustees. Trustees are appointed to the board on an annual basis by local government bodies. In 1997, the DOI council enacted a bylaw that established the IPL as a municipal library. The DOI appoints two representatives as well as one member of council and the RDEK appoints two representatives from Area F, one representative from Area G, and one representative from the Village of Canal Flats.

Library Staff

There are five permanent staff positions at IPL. This is a team of dedicated professionals who are committed to providing the Columbia Valley with high quality customer service. Each staff member loves the work that they do and puts a great deal of energy into creating a vibrant and welcoming place for all who visit and access the library's services.

Volunteers

The IPL is supported by an amazing group of volunteers. The Friends of the Invermere Library is an active group of volunteers who work to raise funds that support programming at the IPL. The Friends have two main fundraisers annually, the Big Book Sale each summer and a Christmas Silent Auction. In 2017, the Friends raised \$20,000 to outfit the Children's Section in the new library. There are several volunteers who work each week inside the library shelving books and helping to keep the library materials organized. There are also other volunteers who support the library from time to time for special projects and events. IPL appreciates all of the work that its volunteers do and their contribution is greatly appreciated.

PATRON FEEDBACK

We conducted a survey in January of 2018 as a lead-up to writing our new strategic plan. We asked for the public's input on library services and here is what we heard from you:

You love the staff...

You made it more than clear that you value the customer service that our librarians provide and our efforts to engage with our community in a variety of ways.

“This library brings the community together. The extra events that the staff take part in (parades, dressing up at the Museum, etc.) are efforts that bring magic to this community.”

You rated access to books as important...

Borrowing materials was once again ranked as the most important service that IPL offers with library programs and access to interlibrary loans a very close second and third. You also told us how important it is for us to provide free Wi-Fi access as well as computers and printers for public use.

“Libraries everywhere are not just beneficial, they are essential. Access to books is the core of learning.”

You love our variety of programs...

There was a great deal of love expressed for the programs we offer for children such as story time, baby rhyme time, and STEAM. There were also many great ideas suggested for program themes for adults and seniors. We love providing our community with opportunities to learn something new and we will continue to fill our calendar with workshops and events.

“I think [the programming] is perfect, and then they add something else that I enjoy. Amazing and caring staff.”

You find value in your library...

You believe the library is an important part of our community, offering a range of services to a vast population. You have a vibrant passion for print and electronic books, workshops, local knowledge, and access to a friendly space.

“IPL, like other libraries, is a long-standing fixture in the community. The library is a centre for learning, socializing, and communication. It is the hub of the community.”



RECENT ACCOMPLISHMENTS

- In September 2017, the library moved into a new space located at the Columbia Valley Centre. In preparation for the move, the library conducted fundraising efforts that resulted in the collection of \$90,000 which was used to outfit the new library space with shelves, furniture, and other fixtures. As part of the move, the library board and staff collaborated with the District of Invermere and general contractor to outline the required leasehold improvements for the space. The library then moved more than 10,000 library materials from the old library up the street to the new library in a short time frame of four days with the assistance of more than 20 community volunteers.
 - Established regular communication with elected officials from the District of Invermere and the Regional District of East Kootenay to keep them informed of the activities and plans at the library. In 2017, engaged in discussions for an increase in annual operating grant allocations from both local government bodies and received confirmation of increases for 2018. This has allowed for an increase of open hours for library service by 25% to 48 hours per week starting June 2018.
 - The library board of trustees continued to enhance their governance practices by establishing a schedule to review policies at regular intervals to ensure they are current and kept up to date. The board also developed and implemented a library trustee recruitment and orientation process that provides guidelines for new trustees when they are appointed to the library board.
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STRATEGIC PRIORITIES FOR 2018-2021

GOAL 1: COMMUNITY ENGAGEMENT

The Invermere Public Library is a collaborative community resource in the delivery of public library services to the communities of the Columbia Valley.

OBJECTIVE 1.1:

To encourage the public's awareness, participation, and perception of the library as an important resource for the communities of the Columbia Valley.

STRATEGIES:

- 1.1.1 Actively promote the library's programs and services to the communities of the Columbia Valley.
- 1.1.2 Facilitate connections with residents of the communities of the Columbia Valley that provide opportunities to define emerging needs.



GOAL 2: REGIONAL COLLABORATION

The Invermere Public Library is recognized as a community hub that provides programming and services to the communities of the Columbia Valley.

OBJECTIVE 2.1:

To continue to raise the awareness of the regional scope of public library service delivery that is provided to the communities of the Columbia Valley and to seek out ways to enhance it.

STRATEGIES:

- 2.2.1 Continue to enhance regional services through the provision of outreach programs that improve access to public library services.

OBJECTIVE 2.2:

To continue to develop a network of partnerships with other community organizations in order to enhance the delivery of services to the communities of the Columbia Valley.

STRATEGIES:

- 2.3.1 Seek out opportunities for collaboration with community groups and organizations.



GOAL 3: SERVICES

The services provided by the Invermere Public Library will meet the needs of the communities of the Columbia Valley.

OBJECTIVE 3.1

To continue to provide public library programs and services.

STRATEGIES:

- 3.1.1 Maintain and enrich a range of relevant library services for the communities of the Columbia Valley.

OBJECTIVE 3.2

To ensure funding levels and facilities meet the evolving literacy needs of the communities of the Columbia Valley.

STRATEGIES:

- 3.2.1 Continue to connect with our major funding partners on a regular basis to keep them informed of our performance and plans.
- 3.2.2 Seek out ways to increase operational funding levels for the delivery of library services to the communities of the Columbia Valley.

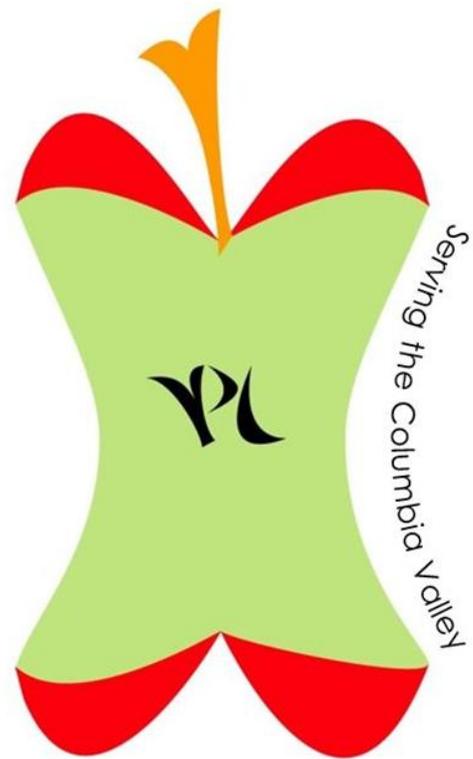
OBJECTIVE 3.3

To enhance the accessibility of the library services for the communities of the Columbia Valley.

STRATEGIES:

- 3.3.1 Develop and implement a long-range capital plan.
- 3.3.2 Continue to provide the communities of the Columbia Valley with access to current technology.





Invermere Public
LIBRARY

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<https://invermere.bc.libraries.coop>