

**NORTH COAST LIBRARIES
FEDERATION**

**SERVICE PLAN
2007 - 2010**

THE NORTH COAST LIBRARIES (Hazelton District Public Library, Kitimat Public Library, Prince Rupert Public Library, Smithers Public Library, Stewart Public Library and Terrace Public Library) have established a Library Federation to:

- Promote the sharing of resources and the coordination of efforts in order to improve access to library services in the context of strong local libraries,
- Foster and promote quality public library service for their communities,
- Develop and implement collaborative service efficiencies and enhancements, and
- Assist public library boards and staff in reaching a level of excellence by providing support, training and professional development opportunities.

Our Mission

The Federation is committed to creating a dynamic system of public libraries that enables equitable and easy access to library services while retaining local autonomy.

Priorities

1. Maximize the effective use of resources,
2. Expand and promote quality public library service,
3. Develop and implement collaborative service efficiencies and enhancements and
4. Provide training and professional development opportunities for Boards and staff

The Service Plan

1. Maximize the effective use of resources

1.1 Implement a multi-type library system that supports seamless access to all public, school, and college library collections in the Northwest

Action: Implement a single Federation Library Card

- Design a single Federation Library card that includes the Federation logo, to be used by all member libraries (June 2007)
- Establish membership policies for the use of the Federation Library card (June 2007)
- Promote the use of the card region-wide (July/Oct 2007)

	2006/07	2007/08	2008/09	2009/10
Federation contribution	\$1,000 (logo artwork)	\$27,000 (purchase cards)	\$3,200	\$3,200

Action: Implement an integrated library system (ILS)

- Participate as a pilot in the provincial Open Source ILS (Evergreen)
- Phase one (year one – 2007/08) would include Terrace and Prince Rupert public libraries;
- Phase two (year two – 2008/09) would introduce the rest of the Federation public libraries, college library, and pilot school libraries.

EXPENDITURES	2006/07	2007/08	2008/09	2009/10
Barcoding	0	6,000 (Houston)	3,000	0
Hardware for Libraries	\$35,000	0	0	0
Training (travel, meals, etc.)	\$3,000 (PR demos in Nov. 2006)	2,000	2,000	2,000

Action: Provide a materials delivery service

- Purchase distinctive Federation book bags
- Use NWCC's internal mail delivery system to deliver materials between the seven communities of the Federation – Prince Rupert, Terrace, Kitimat, Hazelton, Stewart, Smithers, and Houston
- Develop policies and procedures around the circulation of materials
- Implement and promote in 2007

	2006/07	2007/08	2008/09	2009/10
NWCC annual service fee	0	\$700	\$700	\$700
Cost of Federation Shipping Bags	\$1,200	\$2,300	\$300	\$300

1.2 Acquire a wide range of goods and services cost effectively

Action: *Coordinate the purchasing of library supplies to achieve greater cost-saving by bulk purchasing*

- investigate and identify opportunities for joint purchasing of materials, supplies and services to maximize discounts and reduce costs
- coordinate consortium purchasing and re-distribution of library materials, supplies and services
- coordinate provincial purchasing initiatives, eg. 3M tattle-tale strips
- explore the purchasing cross-over with the college and school libraries and achieve efficiencies
- create and coordinate a central supply inventory and list of preferred suppliers from which all northwest libraries could order

The joint purchasing of library materials, supplies, and equipment will be coordinated by the Federation and funded from individual library budgets. The expected savings to each library will be used to increase purchasing power, resulting in enhancements to collections and programs.

2. Expand quality public library services

2.1 Cooperate with literacy organizations, First Nations, schools and other organizations to develop programs and collections that promote greater literacy

Action:

- identify community organizations concerned with literacy issues
- collaborate with those organizations, seek funds and develop programs and collections that will support their work
- purchase Literacy bags with the Federation logo for all libraries, based on the model set up by the Terrace Public Library. Each library will then be responsible for filling the bags from their own collection.

Support for the purchase of these bags will come from the Shared Collections budget line.

2.2 Develop and support Federation-wide programs for children and adults

Action: Ensure quality library programming that is pertinent to the participants

- adopt a community-based approach to program development
- identify programming gaps in the Federation area and develop programs to fill those gaps
- coordinate grant and proposal writing efforts to secure funding for Federation-wide programs
- support program development on a Federation-wide basis

2.3 Explore funding opportunities from the three Regional Districts to extend service to unrepresented communities and area

Action: Ensure that all residents of the Federation have access to library services

- Develop a presentation for the Regional District councils of the benefits of library services to their constituents
- Organize a meeting with representatives of the three Regional Districts and the Federation Board to discuss funding options

2.4 Sponsor and support Friends of the Library groups who will assist in promoting the Libraries and their services

Action: Effectively use the resources available through voluntary library support organizations

- Work with existing Friends groups to maximize their effectiveness
- Assist Federation Libraries to establish Friends groups as required
- Support an annual meeting of Federation Friends' groups, to further their collaborative work

3. Develop Collaborative Services

Promote and market Federation services

Action: Develop a marketing plan for the Federation and its member libraries

- Provide a press release to various local media, announcing the formation of the Federation, focusing on enhanced library services for library patrons
- Create a Federation logo and slogan, to be used on all promotional materials
- Purchase book bags, bumper stickers, etc. with the Federation logo and slogan, to be resold by individual libraries as both a marketing and fundraising initiative
- Design, produce and distribute Federation bookmarks and posters to participating libraries

- Design, produce and maintain a current, exciting, and accurate website for the Federation
- Develop promotional materials, eg. PowerPoint, brochures, etc. to be delivered to local service groups, organizations and local governments

	2006/07	2007/08	2008/09	2009/10
Marketing, Promotion, and Website	0	\$9,000	\$5,000	\$5,000

Provide Federation members full access to all circulating collections

Action:

- Reconcile circulation procedures of member libraries
- Remove borrowing restrictions connected with interlibrary loans

Create a mechanism for recycling duplicate, discarded, and/or donated materials

Action:

- Make available items that are of value and post a list on the Federation website and/or wait until the bi-annual meeting for an exchange
- Arrange for the most cost-effective means of transport (responsibility of the receiving library)

Build special collections for the benefit of all Federation libraries

Action: *Effectively share quickly read-out collections such as large print, talking books, and multilingual books, and coordinate selection and purchase of special collections so as to minimize duplication*

- Produce and keep current a list of member area expertise/special collection development and post on Federation website as an acquisition/reference tool
- Identify common special collection needs (large print, multilingual, talking books, etc.)
- Develop and purchase special collections as identified to be shared amongst the member libraries
- Establish circulation policies and procedures for region-wide access to these special collections
- Develop promotional materials that highlight the special collections and how to access them
- Develop a Collections Development policy and plan for the Federation, that would include (but not be limited to) the following materials:
 - Literacy materials
 - E-books
 - Audio books
 - Northwest newspaper archives

- Northwest history collections
- Online databases

4. Provide training and professional development opportunities for Boards and staff

Action: Provide professional development workshops for staff members

- Identify and prioritize training needs
- Deliver workshops at the bi-annual meetings of the Federation
- Share information of other local and regional opportunities for staff PD
- Coordinate grant and proposal writing efforts to secure funding for PD opportunities
- Provide networking and support opportunities for library employees enrolled in formal library education programs

Action: provide training opportunities for Trustees

- Strongly encourage all new Trustees to take the Trustee Orientation program (TOP) through BCLTA
- Provide TOP workshops
- Ensure that one Library Trustee is certified as a TOP trainer
- Promote Library Board membership

Action: Provide support to libraries for volunteer coordination and training

- Share information on volunteer programs within libraries
- Develop volunteer training materials

5. Coordination and Management

The Federation will contract out specific duties as required to organize meetings, events, and programs, and to manage the financial affairs of the Federation (book-keeping, financial statements, etc.).

	2006/07	2007/08	2008/09	2009/10
Coordination and Management	\$5,000	\$20,000	\$20,000	\$20,000