

Plan of Service

Gibbons Library 2020 - 2025



This Plan of Service is intended as a guiding light for future improvements to the Gibbons Public Library and the services it provides.

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Gibbons Public Library

Connect, Explore, Discover



www.gibbonslibrary.ab.ca

RICH IN HISTORY, ROOTED IN FAMILY

Gibbons is a vibrant, growing community located along the banks of the Sturgeon River Valley. It is conveniently positioned at the junction of Highway 28 and 28A, just 15 minutes from northeast Edmonton.

The 2016 Census Profile (Statistics Canada, 2019) records the population of Gibbons as 3,159, up 4.3% from 2011. The population's average age is 35; the age of 67% of residents is relatively evenly distributed between 15-64 years of age. Residents are primarily English speaking, with a small percentage of first language French speakers.

Rich in history, Gibbons is named after one of the most energetic, determined pioneers to ever settle this area, William Reynolds Gibbons. In April of 1892, Gibbons, his wife, and their three young sons left their home in Orillia, Ontario. After loading the family possessions into a box car, they left Orillia by train and arrived in Calgary on May 12, 1892. The adventurous family decided to continue north and boarded the very first train to travel from Calgary to Edmonton. Construction of the railroad all the way to Edmonton was not yet complete so Gibbons, along with other passengers, assisted the railroad crew in laying the last ties and rails enabling the train to reach the new Edmonton platform. The Gibbons' bought property and built their first home on a parcel of land which is now the site of the Gibbons Municipal Office (Town of Gibbons, 2020).

Rooted in family and in close proximity to the Edmonton Garrison Canadian Armed Forces Base and the Alberta Industrial Heartland, Gibbons is home to long-standing generations of families and new families alike. Health care for residents and their four-legged family members, two schools that cover education for students from Kindergarten through Grade 9, an indoor hockey and curling facility, a new outdoor skate park, hockey rink and fitness facility, and cultural and community organizations - including the Gibbons Library - are just some of the services that bring families together, keep their bodies and minds healthy and active, and enhance the quality of resident life.

Gibbons is also home to a License and Registry office, a volunteer fire department, and a variety of restaurants, gas stations, convenience stores, auto repair shops, hairdressers and barbers, pharmacies, and independent businesses.

HISTORY

The Gibbons Municipal Library was established in September 1973. In its early days, the library was run out of a local resident's home and the fire hall, but later more permanently moved to the Gibbons Municipal Office. In October 2013, it was relocated to its current home in the Gibbons Community and Cultural Centre.



The grand opening of the Library's new location was held on February 16, 2014. As the doors opened to the public, so did they open to greater expansion of programming and diversity of service.

OUR GOVERNING STATEMENTS

Vision

Opening the doors to learning and curiosity.

Mission

To provide popular reading materials, educational and instructional materials as well as access to the internet and digital materials for the community.

Commitment

Our commitment is to be a library for everyone! We will provide:

- access to a collection that is balanced and current
- access to technology

TODAY'S LIBRARY

The Gibbons Public Library currently provides programming and services to residents of Gibbons and Sturgeon County.

2019 Annual Report Statistics

In 2019, the Gibbons Library loaned 20 706 items, including 2 718 digital items, to residents of Gibbons and Sturgeon County. In addition, 7 022 items were loaned to residents via inter-library loan. The local collection contains 14 477 items and saw 12 050 total visits to the Library premise. The Gibbons Library has 568 cardholders.

Library Staff and Volunteers

Gibbons Library is staffed with one full-time, and two part-time employees in addition to students [when grant funding permits]. The library is also proud to be supported by eight volunteers, ranging from 1 month - 30 years of service, who help keep day to day operations running smoothly.

Programs & Events

In 2019, 151 program sessions were held drawing in 1 666 participants.

One Time	Ongoing
VR Lab	Lego Club
3D Printer	Adult Book Club
Kompany Family Theatre	Enlightened Heart Book Club
Traveling Reptile	Knitting Circle
Art Display	Tech Tuesdays
	Winter Reading Program
	Monthly Senior's Outreach at Spruceview Manor
	Monthly Job Search and Resume Assistance

Services

The library offers 4 public computer stations with internet access, 4 laptop computers, and free WiFi. Scanning services and support for the use of e-readers and other electronic sources are offered as needed, and at no charge.

Photocopying and Exam Invigilation is offered for a nominal fee, and used books, headphones, book bags, or a cup of coffee can be purchased for \$2.00 or less. 3D printing services are currently being established.

Collaboration & Funding

Access to a variety of electronic resources.

The library participates in community events throughout the year including:

- Gibbons Town-wide Garage Sale
- Farmer's Market
- Family Day Events
- Pioneer Days
- Parade of Lights

The library is a member of the Northern Lights Library System and financially supported by the Town of Gibbons, Sturgeon County, and the Alberta Provincial Government. Individual donations.

THE FUTURE LIBRARY PROCESS

The Appreciative Inquiry Process

In the fall of 2019, the Gibbons Library Board and a handful of community members participated in an Appreciative Inquiry process as a starting point for revising the Library's Plan of Service. The process was facilitated by Amy Seiberlich, Gibbons Library Board Chair and trained Appreciative Inquiry Facilitator.

Appreciative Inquiry (AI) is a strengths-based process for creating change, often used for strategic planning. It is based on the principle that in every organization something is working, and it strives to identify and bring that something forward as it envisions its ideal future (Hammond, 1996).

The process began with the Board, who collectively identified three key areas of focus:

1. Intergenerational community working together
2. Inspiring joy
3. Sharing technology

The Board then generated a list of stakeholders for potential inclusion in the next steps in the AI process, and invitations were issued.

On the day of the AI event, Board and community participants completed three main activities, beginning with a partnered interview. The interview guide that follows, based on the key areas of focus identified above, served as the focal point for this activity.

I. The Interview - Discovery

Question 1

Topic: Intergenerational community working together

Lead-in: We are in a time of rapid and unprecedented change, and people are living longer than ever before. The knowledge and experience gap between generations is, as a result, wide and deep. At the same time, appreciating the wisdom and historical viewpoint of one generation, the practicality and the fun-loving nature of another generation, and the creative, fresh perspective of yet another generation, is important for the satisfaction of members of all generations.

Sub-questions: Think about a time when you had an opportunity to work alongside or spend time with someone who was a member of a different generation. The person /people may have been quite older or quite younger than you, and had very different perspectives, but you found a way to harness the strengths of their view of the world and combine it with yours. There was a sense of community, togetherness and an overarching commitment to honour, respect, and include all perspectives in the work

THE FUTURE LIBRARY PROCESS (cont.)

you were doing together. Describe the feeling of being involved in this group. What strategies did you use to create connections with one another? What did the individuals involved do to cultivate an environment that welcomed people of all generations? In the end, how did the variety of generational perspectives contribute positively to the outcome?

Question 2

Topic: Inspiring joy

Lead-in: One of the ways that many people cope with a stressful world is by frequenting a specific place or engaging in a particular activity that brings them a sense of reprieve, happiness, or peace. Some people have a favourite coffee shop where they can curl up in the corner with their favourite hot beverage and a good book and disappear for a moment or two. Some people seek out nature, take a long walk through the woods, or simply spend time outdoors in reflection. Others disappear into crowds, shop, spend time with loved ones, or wrap themselves up in the love of their pets.

Sub-questions: Think about a time when you visited or spent time in a place, or engaged in an activity, that makes your heart happy. Where was it or what were you doing? Who was there? What did the environment feel like, or what did it feel like to be engaged in that activity? What were the qualities that describe this “happy place” or activity?

Question 3 (10 min)

Topic: Sharing technology

Lead-in: Times are a changing...and fast!!! Computers, cell phones, tablets, watches that are cell phones, and voice activated devices are becoming obsolete faster than we can wear them out. New apps, ways of reading, watching movies, communicating with one another, creating documents and films, shopping, expressing our creativity, accessing library services, expressing ourselves via social media, etc., are generated everyday. How is a person to keep up with all of this change?

Sub-questions: Think about a time when you had a difficult time keeping up, when the world felt like it was moving too fast. What was happening? How did you get through it? Who or what did you lean on for support?

Or, think about a time when you were able to stay on top of it all. How did you do it? Where did you go for information, or to have questions answered, or to learn what you needed to know in order to keep moving forward at the speed of the change?

THE FUTURE LIBRARY PROCESS (cont.)

Closing

Imagine you had a magic wand and could have three wishes granted to improve your local library. What would they be?

II. The Debrief - Dream

At the completion of the interview, the group gathered to identify key themes that emerged from the partnered dialogues. These themes were then narrowed down to the three that generated the most positive momentum:

1. Discover, Explore, Expand
2. Safe Haven
3. Connections

These three themes were used as the basis for the third, and small group, activity.

THE FUTURE LIBRARY PROCESS (cont.)



Connections

- ▶ Library as a community hub
- ▶ Local artisans, art teachers
- ▶ Free flowing, easy access to the Library from all areas of the Cultural Centre
- ▶ Improved signage and visibility (i.e. reader boards, sandwich boards)
- ▶ Additional programming
- ▶ Create a lounge area for multi-use

The ideas generated in this part of the process were then used as the Board's jumping off point for goal-setting. The goals generated by the Board for the 2020-2025 Plan of Service follow.

DISCOVER, EXPLORE, EXPAND

Goal 1.1

All library patrons will have ample and diverse opportunities to discover new interests, explore interests in greater depth, and expand their perspectives, understanding, and experience of the world around them.

Objectives

- Increase programming yearly, over the next 5 years.
- Increase the number of *new* program options yearly, over the next 5 years.

Goal 1.2

Reconfigure the library space to allow for diversity in programming offerings.

Objectives

- Create and submit a reconfiguration proposal to the Town of Gibbons by December, 2020.

SAFE HAVEN

Goal 2.1

Create a welcoming, relaxed, and safe atmosphere for patrons of all ages, races, creeds, and gender orientation.

Objectives

- Replace a minimum of 50% of current shelving with moveable, low profile shelving by 2022.
- Encourage the display of local artisan and community artwork in the library.

CONNECTIONS

Goal 3.1

Create mutually beneficial business, educational, and social connections in the Gibbons and surrounding area.

Objectives

- Increase participation in Sturgeon County community events.

Goal 3.2

Create space in the library dedicated to providing patrons opportunities to connect with others.

Objectives

- Secure a new technology space for computers and video-conferencing ability.
- Create a coffee/refreshment station, in partnership with local business.

Goal 3.3

Generate programming specifically designed to bring members of different generations together in purposeful play and learning.

Objectives

- Offer at least one, ongoing intergenerational opportunity or program per year, over the next 5 years.

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Theresa Carey
Ibby Babichuk
Kim Verhage
Heather-Anne Elliott-Martin
Arlene Dykstra

Library Staff

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Elizabeth Richardson, Library Assistant
Jody Locken, Library Assistant

Board Members

Gord Carey [Vice Chair]
Julie Arbo [Secretary]
Mathew Barker
Jean Woodger [Councilor]
Rae Elson
Kim Verhage
Heather-Anne Elliott-Martin

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Library room: <https://www.pinterest.co.uk/pin/485122191092090282/>

Boys building robots: <https://www.sachemlibrary.org/services-resources/studio-2/>

Woman and child: <https://sarahcare.com/intergenerational/>

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