



# Wood Buffalo Regional Library

## Plan of Service

2019-2023

Approved by the Regional Municipality of Wood Buffalo  
Library Board on January 16, 2019

### OUR VISION

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**Sharing Stories. Inspiring Dreams. Connecting Wood Buffalo to  
Limitless Possibilities.**

### OUR MISSION

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**At Wood Buffalo Regional Library we support our community in building  
connections through information, technology resources, opportunities for  
creativity and learning, and inclusive programs and services.**

### PLANNING PROCESS

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Throughout 2018, Wood Buffalo Regional Library (WBRL) consulted with  
community members, local organizations, and library staff and board to  
create our 2019-2023 Plan of Service.

Four strategic goals emerged:

- Promote creative expression and foster an engaged community.
- Reduce barriers for teens and adults to access information and  
learning opportunities.
  - Nurture an inclusive and informed community.
- Expand beyond the physical space to connect with the entire  
Wood Buffalo Region.

### ACKNOWLEDGEMENTS

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Wood Buffalo Regional Library thanks the participants of our community and staff  
consultations for their valuable involvement in our Plan of Service process.

We gathered data and input from a number of community reports to facilitate our  
needs assessment:

- Advisory Committee on Aging: Age-Friendly Needs Assessment August, 2017
- Diversity & Inclusion in Wood Buffalo: A Community Plan – 2017-2022
  - FuseSocial Community Needs Assessment Study – March, 2017
  - Regional Municipality of Wood Buffalo Strategic Plan – 2018-2021
  - Wood Buffalo Social Sustainability: A Community Plan – June, 2018

Thank you for laying the groundwork and helping WBRL's new strategic direction  
align with the needs of our community.

## **Our goal is to promote creative expression and foster an engaged community.**

We will know we have achieved our goal when we meet the following objectives:

- We provide opportunities for the community to share their talents.
- We develop spaces for community connection, reflection, and creation.
- Community members form connections through library programs and services.

## **Our goal is to reduce barriers for teens and adults to access information and learning opportunities.**

We will know we have achieved our goal when we meet the following objectives:

- We provide technology to meet the needs of teens and adults.
- Library staff are confident in using technology and offering support to patrons.
- The virtual WBRL, including our website and online catalogue, contributes to a positive user experience.
- Library learning opportunities and resources are well used and highly regarded.

## **Our goal is to nurture an inclusive and informed community.**

We will know we have achieved our goal when we meet the following objectives:

- Empowered staff have knowledge of diverse and inclusive services.
- We create a welcoming environment through signage, space design, and accessible services and programs.
- We provide opportunities to expand awareness of varying perspectives and experiences.
- The community has knowledge of Indigenous culture, history, and Truth and Reconciliation through WBRL's collaboration with local Indigenous communities.

WBRL supports the Regional Advisory Committee on Inclusion, Diversity, and Equality's 10 dimensions of diversity: children & youth, seniors, ethno-cultural, religion, language, socio-economic, Indigenous & rural, health & mobility, sexual orientation, and gender.

(Diversity & Inclusion in Wood Buffalo: A Community Plan 2017-2022)

## **Our goal is to expand beyond the physical space to connect with the entire Wood Buffalo Region.**

We will know we have achieved our goal when we meet the following objectives:

- Outreach and rural communities have expanded access to information and library resources.
- The community has increased awareness of outreach and rural services.
- Library activities based on consultation, partnerships, and relationship building are viewed as essential throughout the region.

**Details on action items and success measures can be found in  
WBRL's Action Plan at [wbrl.ca](http://wbrl.ca).**