

Strategic Plan 2017-2018

The North East Library Federation is a partnership between libraries in the North East of British Columbia, which became officially effective with the approval of the Minister of Education on September 1, 2007. The public libraries of Chetwynd, Fort Nelson, Fort St. John, Hudson's Hope, Pouce Coupe, Taylor and Tumbler Ridge, are members of the Federation.

The purpose of the Federation is to promote and encourage the development, operation, and improvement of public library services in the North East of BC.

Mission

A collaborative network dedicated to creating opportunities to strengthen our libraries

Vision

Strong libraries; strong communities

Reference

- <http://nelf.ca>
- [NELF Agreement 2016](#)

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Where are we going?

- We intend to be a highly collaborative network that anticipates future needs
- The strength and success of the Federation empowers its members
- As identified by the province, there are 4 key trends influencing all libraries today: our communities are changing, the economy is changing, technology is evolving and a learning transformation is underway
- We acknowledge current trends in public library usage, such as:
 - E-books, electronic resources and digital technologies
 - Resource sharing
 - Maker spaces: creation spaces
 - Outreach
 - Services for new Canadians
 - Community living room: space expectations
 - Community-centered library services
- We are excited about the future, and especially the opportunities that come with:
 - Expanded access to services and resources
 - Open and flexible spaces
 - Highly collaborative environment
 - More cost savings and cost avoidance

- We acknowledge the challenges we need to meet, such as:
 - The pace of technological change
 - The need for more and different spaces
 - The changing needs of our communities
 - Time and funding
 - Resistance to change
 - Supporting our staff and trustees

How we will get there?

- By sharing ideas and resources
- Through partnerships across the region and beyond
- By leveraging our strengths:
 - Staff training
 - Program sharing (maker bus; author tours)
 - Cost & resource sharing (databases; library cards; interlibrary connect)
 - Administrative capacity
- By improving in these areas:
 - **Building Capacity**
 - Information Technology and Connectivity
 - Staff Training that Empowers
 - Federation Manager as Key Federation Resource
 - Partnerships to Enhance Capacity
 - Develop Library Management Tools and Resources
 - **Sharing Resources**
 - Impactful Initiatives
 - Cost-Sharing and Federation Pricing Opportunities
 - Shared Skills and Knowledge
 - **Solving Challenges**
 - Strengthened Orientations for Board and Staff
 - Strengthened Communications
 - Governance and process enhancements: participation and decision making

How will we know that we have been successful?

- Cost avoidance and savings
- Expanded access to resources, programming and learning opportunities
- Higher levels of engagement across the Federation
- Strong performance against our evaluation rubric

Note: S=Staff, LD=Library Directors, B=Board

Strategic Priority 1: Building Capacity	2017	2018	Outcomes & Measurement
GOAL 1: Information Technology and Connectivity			
KEY DELIVERABLES:	Plot Federation member connectivity levels against guidelines to identify and map the issues (in partnership with the Co-op)[S,LD]	Develop strategies to improve connectivity for the least well connected members [S,LD,B]	Connectivity improvements observed; active monitoring
KEY DELIVERABLES:	Explore desire for standardized Hardware and Network equipment [S,LD] Develop or co-develop baseline hardware and software standards for Federation members [S,LD]	Procure standardized equipment and service agreement with supplier [S,LD] Consider Federation incentives to meet Federation IT standards [S,LD,B]	Hardware & Network enhancements observed; procurement process completed

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<p>Goal 2: Staff Training that Empowers</p>			
<p>Key Deliverables:</p>	<p>Continue and maintain current level of professional development opportunities: develop strategies to increase current level [S,LD,B]</p> <p>Investigate Lynda.com Federation license [S]</p> <p>Continue support for in-person staff attendance at library conferences [S,LD,B]</p> <p>Work with other federations and Co-op; explore a proposal to co-fund a provincial training coordinator [S,LD,B]</p> <p>Support library use of competency training matrix and related tools [S,LD]</p>	<p>Continue developing a series of webinars and online training opportunities for those who cannot attend in person [S,LD]</p> <p>Promote the use of, and contributions to, the Toolshed and training competency matrix [S,LD]</p>	<p>Measurable increase in uptake of consolidated set of learning offerings and opportunities that empower member library staff; standard library staff competencies achieved; Increased skill sets of library directors, staff members and trustees;</p>

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Goal 3: Federation Manager as Key Federation Resource			
Key Deliverables:	Work with NCLF to formalize shared management of the 2 federations, to ensure continuity [S,LD,B]	Ongoing support for, and evaluation of, the position [S,LD,B]	Continuity plan developed and annual reviews completed
Goal 4: Partnerships to Enhance Capacity			
Key Deliverables	Maintain existing partnerships [S,LD,B] Strike an ad hoc committee of trustees and directors to develop a partnership action plan [LD,B]	Pursue relationships with, e.g. The Peace River Regional Districts, the Northern Development Initiative Trust, the Treaty 8 Association and with regional/rural libraries across provincial borders [LD,B] Constant vigilance in pursuit of shared opportunities [S,LD,B]	Partnership action plan developed with associated deliverables
Goal 5: Develop Library Management Tools and Resources			
Key Deliverables:	Work with other Federations to co-develop standards and guidelines for libraries [S,LD]	Continue development of standards and guidelines; support libraries to work towards standards [S,LD]	Consistent user experience in services, programs and spaces for all NELF libraries

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Strategic Priority 2: Sharing Resources	2017	2018	Outcomes & Measurement
GOAL 1: Impactful initiatives			
KEY DELIVERABLES:	<p>Develop a measurement rubric for all Federation programs and services [S,LD,B]</p> <p>Gather quantitative (dollars saved) and qualitative (testimonials) data about Federation services [S,LD]</p> <p>Federation-wide sharing of posters/templates (easily downloadable) [S,LD]</p> <p>Explore implementation of shared database to gather robust library program data [S,LD]</p>	Ongoing use of rubric and reporting out to members [S]	<p>Measurement rubric developed; Federation initiatives evaluated; new initiatives introduced</p> <p>More applicable program/service data collected by libraries and federation</p>

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GOAL 2: Cost sharing and Federation pricing opportunities			
KEY DELIVERABLES:	Continue and maintain current level of consortium purchasing [S, LD] Explore enhanced federation support for resource sharing/ILL/ILC [S,LD]	Explore new opportunities for cost sharing/consortium purchasing and resource sharing [S, LD]	Expanded access to resources with cost avoidance and cost savings observed
Goal 3: Shared Skills and Knowledge			
KEY DELIVERABLES:	Consider a roaming staff resource and/or Train the Trainer model [S,LD]	Develop or co-develop a Federation skills inventory, library and community; consider skills-based secondment program [S,LD]	Reduced need to source training from outside the federation Ongoing in-house training to meet basic competency requirements

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Strategic Priority 3 : Solving Challenges	2017	2018	Outcomes & Measurement
GOAL 1: Strengthened orientations for new library staff and trustees			
KEY DELIVERABLES:	<p>You get what you give: develop incentives and penalties for participation / non participation in Federation board and LDAG decision-making/governance [[S,LD,B]</p> <p>Provide a copy of the NELF strategic plan & key documents to all new library trustees and employees [[S,LD,B]</p> <p>Include regular updates & discussion about the Federation at library board and staff meetings [D]</p>	Constant vigilance of Library Directors and Trustees in pursuit of shared opportunities [LD,B]	Improved engagement across the Federation; high awareness of emerging opportunities

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<p>Goal 2: Strengthened Communications to Improve Awareness</p>	<p>Improved use of Federation blog [[S,LD]</p>	<p>Consider rotating blog post assignments [[S,LD]</p> <p>Explore blog post email alerts [S]</p>	<p>Measurable increase of Federation blog use</p>
<p>Goal 3: Governance and process enhancements: participation and decision making</p>	<p>Obtain an independent opinion regarding optimal governance structure given unique NELF challenges [S,B]</p>		<p>Optimized governance</p>

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