

Indicators of Success

Collaborative **client service** to Nova Scotia public libraries through coordinating and promoting their services

- ✓ Successful initiation of new products and services that advance library service
- ✓ Highly responsive staff who provide value-added consulting
- ✓ Provision of a fully operational integrated library system
- ✓ A rating of excellent on annual client survey on a range of services: technology, program, business planning, standards, promotions
- ✓ Effective promotional support, resulting in increased public awareness of library services and a high profile for public libraries
- ✓ Effective representation of Nova Scotia public libraries on Nova Scotian and Canadian issues

Effective **performance** focused on results

- ✓ Essential library benchmarking in place for developing, implementing and measuring public library services
- ✓ Response to issues raised in public consultations has achieved benchmarked open hours, new collections and full accessibility
- ✓ Public libraries have optimal collection development practices
- ✓ All employee and team performance targets are met regularly
- ✓ To ensure progressive library services, library trends are monitored and responses prepared

Strength in **working relationships** from motivated and flexible people

- ✓ The Nova Scotia Provincial Library is an employer of choice with expert staff working within well-defined job descriptions
- ✓ Fully engaged in the changing environment of public libraries, each employee shows the flexibility necessary to work together and support libraries
- ✓ Two-way communications result in initiation of new ideas, feedback, organizational understanding and high morale
- ✓ Strong collaborative working relationships with public library stakeholders including staff, working groups and Department of Education colleagues

Fiscal resourcefulness and **financial accountability** to optimise resources

- ✓ Long term sustainable funding that ensures growth and innovation in public library services
- ✓ Administration of a fair and equitable distribution of provincial funding to public libraries
- ✓ Fiscal responsibility is maintained by managing division budget and making cases for increased allocation as appropriate
- ✓ Optimal contracts are negotiated (bulk purchases, technologies, databases, information technology providers)



Nova Scotia Provincial Library Strategic Plan *highlights*





Goals and Action Plans

Vision – *What the Nova Scotia Provincial Library is seeking:*

- ✓ To provide excellent public service in the support of Nova Scotia public libraries.

Mission – *Nova Scotia Provincial Library's reason for being:*

- ✓ To lead public libraries to province-wide innovative service delivery.

Values – *Nova Scotia Provincial Library is committed to:*

- ✓ Collaborative client service to Nova Scotia public libraries through coordinating and promoting their services
- ✓ Effective performance focused on results
- ✓ Strength in working relationships from motivated and flexible people
- ✓ Fiscal resourcefulness and financial accountability to optimise resources

Unique strengths

The Nova Scotia Provincial Library is proud of its record of supporting and coordinating public libraries in the Province of Nova Scotia. Nova Scotia public libraries reach residents in every community, enriching lives and connecting people.

- ✓ Technology expertise in maintaining and supporting the integrated library system: the catalogue and the system supporting the daily operations for 8 regional libraries
- ✓ The only agency dedicated to provincial leadership and coordination of public libraries
- ✓ A provincial structure that coordinates and actively promotes regional approaches and cooperation among public libraries

Objectives for the next year (to 31 March 2008)

Goal 1

Identify and develop essential benchmarks for public library services

Actions:

- ✓ Analyze information from public consultations to identify areas of focus for benchmarking
- ✓ Work with regional library staff in gathering and reporting library statistics
- ✓ Identify and track trends in library use

Goal 2

Benchmarks are matched to required funding

Actions:

- ✓ Develop new benchmarks
- ✓ Match funding requirements to government priorities
- ✓ Work with stakeholders to achieve funding for sustained growth and innovation in libraries
- ✓ Develop an accessibility strategy

Goal 3

Achieve a rating of "Very Good" in annual client survey

Actions:

- ✓ Develop a survey for the regional libraries to evaluate Nova Scotia Provincial Library services and administer the survey on an annual basis
- ✓ Respond to survey results in future planning
- ✓ Develop an annual province-wide promotion plan

Goal 4

Develop a new structure to take us forward

Actions:

- ✓ Communicate new directions arising from strategic plan to stakeholders
- ✓ Develop a highly skilled team of workers at the Nova Scotia Provincial Library

Objectives by year three (to 31 March 2010)

- ✓ Achieve essential benchmarks for developing, implementing and measuring public library services
- ✓ The public library web environment is a dynamic destination
- ✓ Ensure an engaged, talented team is in place to lead public libraries forward

