Introduction


In April 2012, a needs assessment was conducted through an online survey to gather input from stakeholders about the trends, challenges, priorities, future directions and what they value most about TRAC. The results from this stakeholder input were distributed in a needs assessment report in June 2012.

In December 2012, Anne Smith of J A Smith Consulting was hired to design a facilitated session for additional stakeholder input into TRAC’s strategic directions and to assist with the development of the plan of service. On April 12, 2013 a planning session occurred that included twenty-four stakeholders. Input was provided on TRAC’s vision, mission, values, strategic directions and areas for action. The consultant then provided a draft strategic framework for the development of this plan of service.

Message from the President

All Public Libraries and Library Systems in Alberta are required to provide the Public Libraries Service Branch with a Plan of Service. Following this lead, the TRAC Directors decided that it would be a great opportunity to provide the managers and staff of our partner libraries with a strategic view of what we expect to do in the coming years.

As a first Plan of Service, the Directors felt that it was important to hire a consultant with experience in libraries and systems. Our consultant was Anne Smith, who has had lots of experience assisting Libraries and Library Systems as well as government and aboriginal organizations.

Survey responses were received from over 300 individuals including library managers, staff members, and Board members. TRAC members were also spirited contributors to discussions about TRAC’s future. We wish to thank all those who participated in the formation of our first Strategic Plan.

Your priorities and expectations are reflected in this bold Plan to strengthen TRAC as an organization that strives to innovate, create and support our members.

~ Mircea Panciuk
2014–2016 PLAN OF SERVICE

TO ENHANCE RESOURCE SHARING SERVICES AND SUPPORT
1. Investigate website design and content for TRACpac home page.
2. Implement Community Profiles.
4. Implement new TRAC cards.
5. Reinforce principles and benefits of resource sharing.

TO ADVANCE EFFECTIVE RELATIONSHIPS AND PARTNERSHIPS
1. Investigate collaborative website integration.
2. Investigate province-wide ILS.
3. Provide TRAC related technology training for HQ staff.
4. Implement a process for TRAC communications to member libraries.

TO BE INNOVATIVE AND ADAPTABLE TO TECHNOLOGICAL POSSIBILITIES
1. Add e-content to TRACpac.
2. Facilitate the implementation of Alberta Wide Borrowing for TRAC member libraries.
3. Integrate TAL Online functionality.
4. Investigate RFID for TRAC.

Vision
TRAC transforms library service through collaboration and innovation.

Mission
TRAC supports and elevates resource sharing for member communities through leadership and technology.

Goals
1. To enhance resource sharing services and support.
2. To advance effective relationships and partnerships.
3. To be innovative and adaptable to technological possibilities.