

Strategic Plan 2018-2021

MISSION, VISION, VALUES AND MANDATE

With the establishment of a new governing body (the Alberta Law Libraries Board), comes a new strategic plan for Alberta Law Libraries. This change in governance structure is a significant step in the transformation of Alberta Law Libraries (ALL), signalling a fresh approach to new opportunities and challenges that lay ahead. A new path, in the form of this *Alberta Law Libraries 2018-2021 Strategic Plan* has been fixed, while the commitment to the role of ALL as a player in Alberta's Justice System and the rule of law remains set.

Mission

Your legal information navigator

Vision

We connect you to the world of legal information in an open and innovative environment

Values

INTEGRITY

We are open and honest in all of our dealings

INNOVATION

We seek opportunities to embrace change in order to fulfill our mandate

COMMITMENT

We fully participate in the continued growth of our organization and its broadening engagement with the community at large

COLLABORATION

We partner with our stakeholders to achieve common goals

RESPECT

We foster an environment in which each person is valued and treated fairly

SERVICE EXCELLENCE

We are committed to providing a professional, consistent and user-focused experience

Mandate

- We are an organization dedicated to promoting and supporting the administration of justice, the rule of law, and access to justice
- We are a service-based organization focused on user-centred activities and empowering stakeholders with legal information
- We are a dynamic and comprehensive legal information gateway accessible to all Albertans
- We are an integral and active part of our communities

STRATEGIC GOALS

1

Redefine our core services

Continuing the transformation of ALL as a legal information gateway by embracing new tools, methods and approaches to the delivery of library services

2

Leverage technology and infrastructure in the delivery of library services

Pursue new opportunities and innovative approaches to delivering a more robust, user-focused experience

3

Raise awareness and understanding of the vision, mission, values and mandate of ALL

4

Realign the organization to support flexible and sustainable delivery of our mandate

1

STRATEGIC GOAL 1 – Redefine our core services

Continuing the transformation of ALL as a legal information gateway by embracing new tools, methods and approaches to the delivery of library services

Outcome

Access to timely and relevant legal information for our users

ACTIONS

- Explore an expanded digital approach for collections in our branch libraries and reference collections across all locations
- Collaborate with other justice services and program providers
- Explore new technology to increase user-reach, such as through a web-based eReference chat service
- Offer a more robust user experience when accessing our library catalogue by making materials more visible and accessible

Outcome

Collections are aligned with the needs of users engaged with the legal system

ACTIONS

- Revise and update our current Collections Policy. Considering such things as:
 - Retention of historical materials
 - Reducing the duplication of print and electronic materials
 - Assessing the currency, relevancy, value of secondary resources

Outcome

Consistent fees and policies for services across the organization

ACTIONS

- Review current fees and policies for services across the organization
- Update internal fees and policies through consideration of financial implications
- Develop a communications strategy to educate and inform library users on revised fees and policies

2

STRATEGIC GOAL 2 – Leverage technology and infrastructure in the delivery of library services

Pursue new opportunities and innovative approaches to delivering a more robust, user-focused experience

Outcome

Increased user-reach through improved access to and findability of content-rich resources and services

ACTIONS

- Develop a task force whose mandate is to:
 - conduct a current review of existing technological tools
 - complete a literature review of best practices and trends
 - explore new tech tools for consideration of implementation
- Purchase and implement a discovery layer (a searchable meta-index of library resources) for the library catalogue in order to surface resource content and increase accessibility

Outcome

Positive user experiences through timely and comprehensive service delivery methods and processes

ACTIONS

- Purchase and implement an integrated library system (ILS; Library Catalogue) coupled with a discovery layer
- Launch an updated website with enhanced content
- Introduce new points of access (ex. a mobile friendly website)
- Implement an eReference chat service
- Solicit and collect feedback on user experience

Outcome

Reimagined physical space

ACTIONS

- Engage library users and stakeholders to explore ideas around physical space and service delivery
- Consider transforming some library locations into shared spaces with other justice services and program providers
- Develop a communications strategy to educate and inform library users on any changes to physical space and service delivery

3

STRATEGIC GOAL 3 – Raise awareness and understanding of the mission, vision, values and mandate of ALL

Outcome

Increased awareness of resources and services among users and future users

ACTIONS

- Develop targeted communication plans appropriate for identified user groups
- Explore marketing and outreach options to promote ALL services and resources

Outcome

Increased understanding among our funders of the role ALL plays in promoting and supporting the administration of justice, the rule of law, and access to justice.

ACTIONS

- Develop targeted communication plans for each of our three funders
- Offer updates and the reporting of achievements according to funder requirements and as part of a continuing active information sharing practice

4

STRATEGIC GOAL 4 – Realign the organization to support flexible and sustainable delivery of our mandate

Outcome

Improved flexibility in service delivery

ACTIONS

- Review access points (geographic, physical and virtual) and what services are offered via each access point
- Explore a centralized service model by engaging with users and reviewing usage data
- Collaborate with other justice services and program providers
- Develop a communications strategy to disseminate the results of such review(s) to all stakeholders

Outcome

Increased internal understanding and awareness of services and processes

ACTIONS

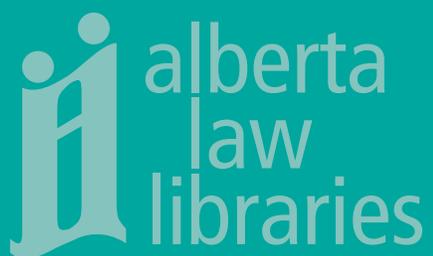
- Increase opportunities for job shadowing and job rotation
- Develop richer onboarding practices
- Promote active knowledge-sharing practices (ex. Internal *ALL in the Know* team blog; in-person and video meetings)

Outcome

Enhanced and improved employee engagement and job satisfaction

ACTIONS

- Encourage opportunities for staff skill development (learning about roles, technical expertise, external training, challenging user situations etc.)
- Solicit and collect internal feedback



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Grande Prairie

Lethbridge

Medicine Hat

Peace River

Red Deer

St. Paul

Wetaskiwin

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