

Library Service Responses

These describe at a high level the varied services that public libraries as a whole deliver in response to community needs.

1. **Be and Informed Citizen: Local, National and World Affairs** – Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, provincial and national levels, and to fully participate in community decision making.
2. **Build Successful Enterprises: Business and Nonprofit Support** – Business owners and nonprofit organization directors and their managers will have the resources they need to develop and maintain strong, viable organizations.
3. **Celebrate Diversity: Cultural Awareness** – Residents will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.
4. **Connect to the Online World: Public Internet Access** – Residents will have high speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet.
5. **Create Young Readers: Early Literacy** – Children from birth to 5 will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen.
6. **Discover Your Roots: Genealogy and Local History** – Residents and visitors will have the resources they need to connect the past with the present through their family histories and to understand the history and traditions of the community.
7. **Express Creativity: Create and Share Content** – Residents will have the services and support they need to express themselves by creating original print, video, audio, or visual content in a real-world or online environment.
8. **Get Facts Fast: Ready Reference** – Residents will have someone to answer their questions on a wide array of topics of personal interest.
9. **Know Your Community: Community Resources and Services** – Residents will have a central source for information about the wide variety of programs, services and activities provided by community agencies and organizations.
10. **Learn to Read and Write: Adult, Teen and Family Literacy** – Adults and teens will have the support they need to improve their literacy skills in order to meet their personal goals and fulfill their responsibilities as parents, citizens and workers.
11. **Make Career Choices: Job and Career Development** – Adults and teens will have the skills and resources they need to identify career opportunities that suit their individual strengths and interests.
12. **Make Informed Decisions: Health, Wealth and Other Life Choices** – Residents will have the resources they need to identify and analyze risks, benefits, and alternatives before making decisions that affect their lives.
13. **Satisfy Curiosity: Lifelong Learning** – Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.
14. **Stimulate Imagination: Reading, Viewing and Listening for Pleasure** – Residents who want materials to enhance their leisure time will find what they want when and where they want them and will have the help they need to make choices from among the options.
15. **Succeed in School: Homework Help** – Students will have the resources they need to succeed in school.
16. **Understand How to Find, Evaluate and Use Information: Information Fluency** – Residents will know when they need information to resolve an issue or answer a question and will have the skills to search for, locate, evaluate and effectively use information to meet their needs.
17. **Visit a Comfortable Place: Physical and Virtual Spaces** – Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.
18. **Welcome to Canada: Services for New Immigrants** – New immigrants and refugees will have information on citizenship, English/French language learning, employment, public schooling, health and safety, available social services and any other topics that they need to participate successfully in Canadian life.