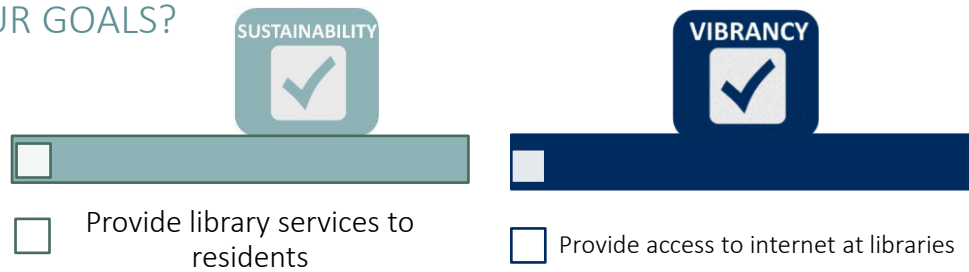


2020 SERVICE LEVELS

LIBRARY

WHAT ARE OUR GOALS?



HOW WILL WE ACCOMPLISH OUR GOALS?

Key Strategies

STRATEGY	DESCRIPTION
Customer Care	Provide reliable and current library services to CVR residents that includes access to Internet to accommodate government information and on-line applications and services

WHEN & HOW WILL WE DO THIS?

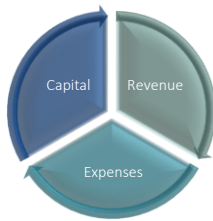
Actions/Initiatives

ACTION	EXPLANATION	ACHIEVEMENT DEADLINE
Mill rates	To make residents aware of the costs for the Northern Lights library by having a specific mill rate	Ongoing
Operational efficiencies	Operate with minimal budgets and maintain service agreements with each library	Ongoing
Funding	MSI operational funding and special Mill rate	Ongoing
Council Involvement	A Councillor is assigned each year to sit on the Northern Lights Library Board.	Annually

HUMAN RESOURCES



FINANCIAL RESOURCES



DETAILS	
REVENUE	MSI grant; Library levy
EXPENSES	Approved library funds \$9,500
CAPITAL	None required

MEASUREMENTS

CATEGORY	MEASUREMENT	GOAL
FINANCIAL	Budget	Operate within budget
ORGANIZATIONAL	Time Frame	Complete actions in allotted time frame

REGULATIONS & POLICY

- A) Library agreements
- B) Agreement with Northern Lights Library system

HISTORY

- Joined the Northern Lights Library in 2001
- 2002 & 2003 per capita - \$4.83
- 2004 per capita costs - \$6.40
- 2005 per capita costs - \$6.41
- 2006 per capita costs - \$6.72
- 2007 per capita costs - \$7.02
- 2008 per capita costs - \$7.18
- 2009 per capita costs - \$8.16
- 2010 per capita costs - \$8.16
- 2011 per capita costs - \$8.66

- 2012 per capita costs - \$9.10
- 2013 per capita costs - \$9.56
- 2014 per capita costs - \$9.75
- 2015 per capita costs - \$10.14
- 2016 per capita costs - \$5.07
- 2017 per capita costs - \$ 5.07
- 2018 per capita costs - \$ 5.15
- 2019 per capita costs - \$ 10.30
- Per capita adjustment on a year we receive our census
- Started using part of the MSI Operational grant to assist with funding libraries in 2008
- Rural Service Grant is available to rural libraries annually