

Present:

Absent:

**1. Approval of Agenda**

**2. Board Feedback**

a.

**3. Consent Agenda**

a. Approval of Minutes of January 15, 2019 meeting

b. Items for Information

i. Correspondence

- Camrose City Council Representative Letter – to Elizabeth Luck
- Camrose City Council Representative Letter – to Robyn Gray
- Letter to Malcolm Boyd
- Email Correspondence with Malcolm Boyd
- County Requisition Thank You
- Letter to Blain Fowler
- Cheryl Breitreutz – Invitation to Art Show
- Council Committee Code of Conduct Bylaw – to Elizabeth Luck
- Letter to Trevor Miller
- Letter to Paul King
- Email Correspondence with Paul King

ii. Other

- ALTA Board Meeting Highlights – Bob Green
- Life Cycle Minister's Award Application
- Laws and Statements Applicable to Sandra Taillieu's Complaint

c. Reports

i. Librarian's Report

ii. Program Report

iii. Statistics

**4. Items for Decision**

a. Policy revisions:

i. Request for Reconsideration Policy



- ii. Selection, Acquisition and Disposition of Materials Policy
- iii. Naming Rights and Sponsorship
- iv. Vacation Policy

- b. Annual Report

**5. Items for Discussion**

- a. International Public Library Fundraising Conference
- b. Public Library Services Branch sessions
- c. Possible Staff PD Day

**6. Adjournment**

Next regular Board meeting: **March 19, 2019 at 5:00 PM**



Present: Elizabeth Luck (Chair), Renee Greer, Krista Larocque, Al Corbett, Agnes Hoveland (City Council Representative, Katherine Schwaiger, Robyn Gray (Director), Cheryl Hamel (Manager)

Absent with Notice: Susanna Bruneau, Trevor Miller

1. **Approval of Agenda with additions: Budget 2019 Motion 01/19 M/S/C** Moved by K. Larocque, Seconded by A. Hoveland. Passed

2. **Board Feedback**

- a. Elizabeth Luck

- i. Christmas Party was well attended, CSL students did a great job and the handbell choir was a nice change
    - ii. Read for 15 is coming up on January 25
    - iii. Be Your Own Valentine is on February 8, from 7-9pm

- b. Agnes Hoveland

- i. Questioned where we are at concerning Tailieu Poster Response, which led to discussion. Waiting on the County along with T. Miller to provide latest correspondence from complainant before proceeding

3. **Consent Agenda Motion 02/19 M/S/C** Moved by K. Larocque, Seconded by K. Schawiger. Passed

- a. Approval of Minutes of November 20, 2018 meeting

- b. Items for Information

- i. Correspondence

- Director's Introduction to Council
- Taillieu Poster Response
- 2018 Alumni Citation Award from the Augustana Campus of the University of Alberta
- Letter of Appointments from City of Camrose
- PRL Board Talk, November 8, 2018 Meeting
- City Requisition 2019 thank you letter
- Social Development Committee Shannon Stolee Appointed

- c. Reports

- i. Librarian's Report
    - ii. Adult Program Report
    - iii. Teen and Tech Report
    - iv. Statistics

4. **Items for Decision**



- a. evote (New Director)
  - i. Robyn Gray as new Director  
**Motion 03/19 M/S/C** A. Hoveland/K. Larocque. Passed
- b. Election of Chair and Vice-Chair
  - i. Election of Chair – Elizabeth Luck nominated – **Motion 04/19 M/S/C** K. Schwaiger/K. Larocque. Passed
  - ii. Election of Vice Chair for 2019 – Al Corbett nominated – **Motion 05/19 M/S/C** A. Hoveland/K. Larocque. Passed
- c. Cheque Signing Authority
  - i. Adding Al Corbett in addition to Robyn Gray, Elizabeth Luck, and Katherine Schwaiger to the cheque signing authority – **Motion 06/19 M/S/C** K. Larocque/K. Schwaiger
- d. Annual Closures **Motion 07/19 M/S/C** A. Corbett/K. Schwaiger. Passed
  - i. Annual closures for 2019 will be:
    - Family Day – February 18 (February 16 and 17)
    - Good Friday – April 19 (April 20 and 21)
    - Easter Monday – April 22
    - Victoria Day – May 20 (May 18 and 19)
    - Canada Day – July 1 (June 29 and 30)
    - Heritage Day – August 5 (August 3 and 4)
    - Labour Day – September 2 (August 31 and September 1)
    - Thanksgiving Day – October 14 (October 12 and 13)
    - Remembrance Day – November 11 (November 9 and 10)
    - Christmas Eve – December 24 – (Tuesday)
    - Christmas Day – December 25 – (Wednesday)
    - Boxing Day – December 26 – (Thursday)
    - New Year’s Eve – December 31 (Tuesday)
    - New Year’s Day 2020 (Wednesday, January 1, 2020)
- e. Alberta Library Conference Attendee
  - i. All board members are unable to attend
  - ii. Decided to take the budget allotment usually reserved for sending a board member to ALC, and dedicated it to this year’s Centennial Celebration.  
**Motion 08/19 M/S/C** A. Hoveland/K. Larocque
- f. Budget 2019 **Motion 09/19 M/S/C** K. Larocque/A. Corbett



- i. The following cuts will be made to balance the budget:
  - Annual closures to include weekends associated with statutory holidays (approximately \$7375 in savings)
  - Cut acquisitions budget by \$15,000 (leaving \$35,000)
  - Cut staff training/travel by \$4000 (leaving \$5200)
  - Cut fundraising by \$1000 (leaving \$1500)
  - Cut marketing & advertising by \$2000 (leaving \$2500)
  - Cutting board training/travel by \$900 (leaving \$1600) – this remaining \$1600 is now for Centennial Celebrations
  - Cutting 2.5% COLA and grid step, savings of \$17,340
- ii. Goal for 2019 is to collect more stats on program attendance by county members (no names, just numbers)

#### 5. Items for Discussion

- a. Logo – Consent to accept the colour and changes of the logo - **Motion 10/19 M/S/C** A. Corbett/A. Hoveland
- b. CPL's 100<sup>th</sup> Birthday – the programmers have had a few discussions regarding potential activities for CPL's 100<sup>th</sup> birthday such as a party or formal ceremony, along with strategic promotions throughout this exciting year. The birthday itself is November 19<sup>th</sup> (a Tuesday).
- c. New Sign at Library – concerned about the impression that this sign gives, because it says “ ‘City of Camrose’ Public Library” instead of just “Camrose Public Library. A. Hoveland will speak with the City Manager and R. Gray will write a letter and cc. E. Luck about possible alternatives to this sign

#### 6. Adjournment 6:25 PM

Next regular Board meeting: February 19, 2019 at 5:00 PM





The City of  
**Camrose**

5204 – 50 Avenue, Camrose, Alberta T4V 0S8 PH. (780) 672-4426 FAX (780) 672-2469

January 9, 2019

File: G1.C3.00

Camrose Public Library Board  
c/o Camrose Public Library  
4710 – 50 Avenue  
Camrose, AB T4V 0R8

Attention: Elizabeth Luck, Chair

**re: 2018-2019 Camrose City Council Representative(s) to the Parkland  
Regional Library Board**

Dear Ms. Luck:

Please be advised at a Regular Meeting of Council, held January 7, 2019, Camrose City Council approved of the following Council appointments to the Parkland Regional Library Board for the term of January 7, 2019 to the Organizational Meeting of Council to be held in October, 2019.

Parkland Regional Library Board:      Robyn Gray  
Elizabeth Luck (Alternate)

Please give me a call if there are any questions.

Yours truly,

***The City of Camrose***

Norman Mayer  
Mayor

cc: Jenny Wallace, Legislative Services Coordinator, City of Camrose





The City of  
**Camrose**

5204 – 50 Avenue, Camrose, Alberta T4V 0S8 PH. (780) 672-4426 FAX (780) 672-2469

January 9, 2019

File: G1.C3.00

Attention: Robyn Gray, Director  
Camrose Public Library  
4710 – 50 Avenue  
Camrose, AB T4V 0R8

**re: 2018-2019 Camrose City Council Representative(s) – Park Regional Library Board**

Dear Ms. Gray:

Please be advised at a Regular Meeting of Council, held January 9, 2019, Camrose City Council approved of your appointment as their representative to the Parkland Regional Library Board and Elizabeth Luck as the alternate representative in your absence. Your appointment commences January 7<sup>th</sup>, 2019 to the Organizational Meeting of Council to be held in October 2019.

If you are interested in serving on the Parkland Regional Library Board Executive Committee, please put your name forward at the February 21, 2019 Parkland Regional Library Board Meeting. Please find attached a copy of a letter from the Parkland Regional Library regarding the Executive Committee.

I would ask that you please provide a criminal records check, at no cost to yourself, by attending the Camrose Police Service on 48<sup>th</sup> Avenue at your convenience. Please ensure that you bring a copy of this letter to Camrose Police Service at the time you request the check.

On behalf of myself and Council, we express thanks and appreciation for your willingness to serve on the Parkland Regional Library Board and hope that your involvement in civic affairs in such manner will be an interesting and rewarding experience.

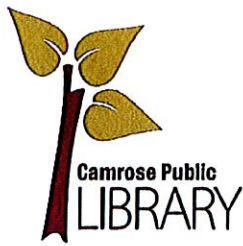
Yours truly,

***The City of Camrose***

  
Norman Mayer, Mayor

cc: Elizabeth Luck, Chair, Camrose Public Library Board  
cc: Jenny Wallace, Legislative Services Coordinator, City of Camrose





4710 50 Avenue Camrose AB T4V 0R8  
p: 780.672.4214  
<http://cpl.prl.ab.ca>  
@CamroseLibrary1  
[facebook.com/CamroseLibrary](https://www.facebook.com/CamroseLibrary)  
[rgray@prl.ab.ca](mailto:rgray@prl.ab.ca)

January 17, 2019

City of Camrose  
5204 – 50 Avenue  
Camrose AB T4V 0S8

Dear Mr. Boyd,

To begin, allow me to introduce myself. My name is Robyn Gray, and I am the new Director of Camrose Public Library. I look forward to having the chance to make your acquaintance in person sometime soon.

I am writing this letter in regards to the new sign that was placed on the outer wall of Camrose Public Library in December 2018. While this sign is aesthetically pleasing, it has been noted by patrons, staff, and the board that the sign says “ ‘City of Camrose’ Public Library” whereas our previous sign had simply said “Camrose Public Library.” We had also taken a lot of pride in our previous sign’s simplicity and appearance.

While the City of Camrose technically owns the Camrose Public Library building, there are certain components of the library that are external from the City. The Library is partially funded by Camrose County as well as other funders, and receives funding from every level of government including Provincial and Federal. We are concerned about the exclusionary impact of a sign that says “City of Camrose Public Library”. This sign could make County members feel unwelcome, which is in opposition of what this library stands for. This sign could also discourage the County from contributing to our budget in the future if they feel there is favouritism in our signage.

If there is any way at all that the sign can be replaced or altered, we would be extremely grateful. We would be happy to either accept another new sign that is more inclusive in its language, or to put our previous sign back up. Camrose Public Library has just released our new logo and graphics, so it would be wonderful if we could create a sign featuring these graphics. We are hoping to emulate other libraries, such as Edmonton Public Library and Calgary Public Library, and use our logo and branding as a way to strengthen not only our visibility in the city and the county, but also enhance residents’ recognition of Camrose Public Library as a destination for education, recreation, and community. Perhaps a new sign could say “Camrose Public Library” and then include the City of Camrose logo in the corner to acknowledge the significant influence the City of Camrose has. If we





replace the current sign with either our old one or another new one, we would be happy to relocate the current sign somewhere else, such as near the flagpole on our grounds. In the future, we would appreciate being aware of new signs being put in place in advance of when it happens, so that we can note technicalities such as this before the time and effort has been put into making the signs and putting them up.

Thank you for your understanding in this matter. I look forward to working together in the future!

Sincerely,

A handwritten signature in blue ink, appearing to read "Robyn Gray". The signature is fluid and cursive, with the first name "Robyn" being more prominent than the last name "Gray".

Robyn Gray, Director

cc: Camrose Public Library Board



I have reviewed your concern with Council and they are sympathetic to your concern. I should be available for a discussion on Wednesday afternoon. If that doesn't work, I won't be available until sometime late in the week of Feb 4<sup>th</sup>. Please let me know if Wednesday works.

Also, are you familiar with the budget to the degree that the County does not contribute to either the capital or maintenance costs of the building? This is 100% funded by the City.

Finally, does the Library Board have any budget available to address the concern with the sign?

Hope to talk soon.

Malcolm

---

**From:** Robyn Gray <[rgray@prl.ab.ca](mailto:rgray@prl.ab.ca)>  
**Sent:** Friday, January 18, 2019 5:28 PM  
**To:** Malcolm Boyd <[mboyd@camrose.ca](mailto:mboyd@camrose.ca)>  
**Subject:** Letter from Director of Camrose Public Library

Good Afternoon,

My name is Robyn Gray, and I am the new Director of Camrose Public Library. Attached, please see a copy of a letter I have written on behalf of the staff and board of Camrose Public Library. I look forward to receiving your response, and to working more with you in the future.

Thank you,

Robyn Gray, MLIS, Director  
Camrose Public Library 4710 50 Avenue Camrose AB T4V 0R8  
p 780.672.4214 e [rgray@prl.ab.ca](mailto:rgray@prl.ab.ca)  
*We wish to acknowledge that Camrose Public Library is on Treaty 6 territory.*

Confidentiality Notice: This message is intended only for the use of the individual or entity to which it has been addressed and may contain information that is privileged and confidential. If you are not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If this communication has been received in error, please respond immediately via telephone or return e-mail and delete all copies of this material.



Just FYI, the "supply only" cost of the new sign was \$1,186. I think that the City can accommodate the replacement. Were you thinking that the design would be OK if we simply removed "the city"? or did you have other ideas. Please note that this was planned to be a branding exercise for all City facilities.

Malcolm

**From:** Robyn Gray <[rgray@prl.ab.ca](mailto:rgray@prl.ab.ca)>  
**Sent:** Tuesday, January 22, 2019 10:05 AM  
**To:** Malcolm Boyd <[mboyd@camrose.ca](mailto:mboyd@camrose.ca)>  
**Subject:** RE: Letter from Director of Camrose Public Library

Hello Malcolm,

Thank you so much for your consideration of my concern. I would be very happy to meet for a discussion Wednesday afternoon – I am available from noon onward, so please let me know what would be the best time for you.

In answer to your questions, yes, I am aware of the fact that the City is the one that fully funds the maintenance of the outside of the building and some of the inside, whereas the County does not do these things. We are extremely grateful for all of the support that the City provides us, and I do believe the City deserves that acknowledgement. The main issue is the optics of the sign itself...while the City deserves to be thanked and acknowledged for their contributions, we face a struggle as we try to convince the County that our library deserves their full support. To be able to function at our top capacity, we need their contributions to our budget along with the City's, and I am worried that this sign will not make our relationship with the County any easier.

I have spoken with Cheryl briefly about your question regarding the budget. We have had to make cuts to our marketing budget this year, but would be interested in examining ways we could make it work financially. What sort of costs and price range would we be working with?

Thank you so much for your time and consideration. I look forward to meeting tomorrow.

Robyn Gray, MLIS, Director

Camrose Public Library 4710 50 Avenue Camrose AB T4V 0R8

p 780.672.4214 e [rgray@prl.ab.ca](mailto:rgray@prl.ab.ca)

*We wish to acknowledge that Camrose Public Library is on Treaty 6 territory.*

---

**From:** Malcolm Boyd <[mboyd@camrose.ca](mailto:mboyd@camrose.ca)>  
**Sent:** Monday, January 21, 2019 4:37:14 PM  
**To:** Robyn Gray  
**Subject:** RE: Letter from Director of Camrose Public Library

Robyn



**From:** Malcolm Boyd  
**Sent:** Wednesday, January 23, 2019 8:11 AM  
**To:** Robyn Gray  
**Subject:** RE: Letter from Director of Camrose Public Library

Robyn

I would like to meet, but I am a little pressed for time (leaving on vacation tomorrow). In the meantime, I'll get someone to look into changing the sign.

Hopefully we can meet up around mid Feb.

Thanks

Malcolm

---

**From:** Robyn Gray <[rgray@prl.ab.ca](mailto:rgray@prl.ab.ca)>  
**Sent:** Tuesday, January 22, 2019 5:00 PM  
**To:** Malcolm Boyd <[mboyd@camrose.ca](mailto:mboyd@camrose.ca)>  
**Subject:** RE: Letter from Director of Camrose Public Library

Hi Malcolm,

If you simply removed "the city" on the sign, we would be very happy with it! I think that would be a fantastic compromise. That way, we can keep the branding that other City facilities have, while having more inclusive wording. Thank you so much!!

Please let me know if there is other information I can provide. I am happy to still meet tomorrow afternoon if you would like, but if you would prefer a phone call or if these emails are sufficient then I am happy too.

Robyn Gray, MLIS, Director

Camrose Public Library 4710 50 Avenue Camrose AB T4V 0R8

p 780.672.4214 e [rgray@prl.ab.ca](mailto:rgray@prl.ab.ca)

*We wish to acknowledge that Camrose Public Library is on Treaty 6 territory.*

---

**From:** Malcolm Boyd <[mboyd@camrose.ca](mailto:mboyd@camrose.ca)>  
**Sent:** Tuesday, January 22, 2019 2:58:07 PM  
**To:** Robyn Gray  
**Subject:** RE: Letter from Director of Camrose Public Library

Robyn





4710 50 Avenue Camrose AB T4V 0R8  
p: 780.672.4214  
<http://cpl.prl.ab.ca>  
@CamroseLibrary1  
[facebook.com/CamroseLibrary](https://www.facebook.com/CamroseLibrary)  
[rgray@prl.ab.ca](mailto:rgray@prl.ab.ca)

January 17, 2019

Camrose County  
3755 43 Avenue  
Camrose AB T4V 3S8

Dear Reeve and Council,

On behalf of the Board and Staff of the Camrose Public Library, I would like to sincerely thank you for your financial support of our 2019 budget. We are honoured that your Council continues to support the library, and appreciate your ongoing confidence in us to provide the community with exceptional library service.

2019 is shaping up to be an extraordinary year:

- Our newest bike to the fleet, the Life Cycle, participated in the MS Bike Tour between Camrose and Leduc this past summer, and enabled 3030 seniors and people with disabilities out to experience “the wind in their hair”. We are looking forward to recruiting more volunteer pilots to help fight social isolation in our community.
- Our award winning Book Bike spent the summer in parks, playgrounds, markets, and celebrations and was visited by 3,300 people this year.
- Snacks in the Stacks fed a total of 4746 children after school in 2018 (an average of 26 children every day), and was funded completely by the community outside of our budget. Our primary funder is Wild Rose Co-op, along with private donors and support from other community organizations.
- In 2018, our internet computers were used 18,469 times, and our WiFi is accessed an average of 7000 times per month. We continue to work hard to bridge the digital divide and to give access to those who may not otherwise have access to high-speed internet.
- By the end of 2018, 118,805 people had visited the library to attend programs, borrow items, or to just sit and spend some time in a comfortable chair in a public space.
- Camrose County cardholders have borrowed 20% of the 140,720 items borrowed over the course of this past year.





Camrose Public Library hopes to continue to make a difference in the broader community literacy and to improve services and programs for the community's children, young adults and seniors. Your support and input we will allow us to continue to see improvements in this endeavor.

Again, thank you. I hope we will encounter more opportunities to work together in the future!

Sincerely,

A handwritten signature in blue ink, appearing to read 'Robyn Gray', with a stylized flourish at the end.

Robyn Gray, Director

cc: Camrose Public Library Board





4710 50 Avenue Camrose AB T4V 0R8

p: 780.672.4214

<http://cpl.prl.ab.ca>

@CamroseLibrary1

facebook.com/CamroseLibrary

rgray@prl.ab.ca

January 30, 2019

Blain Fowler, Publisher  
The Camrose Booster  
4925-48 Street  
Camrose AB T4V 1L7

Dear Mr. Fowler,

To begin, allow me to introduce myself. My name is Robyn Gray, and I am the new Director of Camrose Public Library. I look forward to having the chance to make your acquaintance in person sometime soon.

I am writing this letter in regards to Camrose Public Library's Centennial Celebration. Our official 100<sup>th</sup> Birthday takes place on November 19, 2019, and we plan on doing everything we can to promote this significant milestone throughout 2019. The Camrose Public Library strives to make a difference in people's lives through connections, community engagement, and inclusion, and we provide opportunities for all to share and grow through curiosity and creativity. To that end, we have a year-long reading challenge in place, and are hoping to facilitate a "One Book" program where the entire Camrose community is invited to read the same book and generate discussion about said book. We host many large events throughout the summer, and this year's Summer Kickoff Event will have a birthday party theme. In addition, we are hoping to create several exciting programs during the week of our official birthday, so from about November 15<sup>th</sup> to the 22<sup>nd</sup>. This includes a potential scavenger hunt throughout Camrose, where participants have to locate previous Camrose Public Library locations or else find little free libraries throughout town.

We are planning for our celebration to incorporate lots of excitement about and reflection on where the Camrose Public Library began, what we have achieved in the last 100 years, and where we are headed with library services in the future. It has been great to promote historical and significant moments on our social media, and we are hoping to create some sort of slideshow or video of archived images featuring the library. Thank you so much to the Fowler family for providing the photo of Ms. Lucy Fowler, our very first Librarian, to kick off our Centennial Year. From your grandmother's posting here at the library, to your parents' achievement in founding the Camrose Booster, to your dedication to Reading University, your family's legacy of promoting literacy in our





community is no small achievement, and we are happy to recognize you all during this year of celebrations.

We at Camrose Public Library would be extremely grateful for any support that Camrose Booster or the Fowler family can provide. We would be happy to receive any other historical or relevant images or stories about the Camrose Public Library that are available. In addition, any financial support that could be provided would go towards enhancing Camrose Public Library's Centennial Celebration through creating literacy initiatives, organizing exciting programs, and acknowledging the library's crucial role in the community. If there is a way for us to collaborate and enhance the historical or literacy element of our Centennial Celebration, we would be thrilled to make this happen.

Thank you for your time and attention. I look forward to working together in the future!

Sincerely,

A handwritten signature in blue ink, appearing to read 'Robyn Gray', with a stylized flourish at the end.

Robyn Gray, Director

cc: Camrose Public Library Board



**From:** Carol Breitreutz  
**Sent:** Wednesday, February 6, 2019 9:43 AM  
**To:** Robyn Gray  
**Subject:** Special Invitation

Good morning, Robyn,

On behalf of Camrose Pride Community, it is my pleasure to invite you to attend the opening of the Queer Like Me Art Show, which was made possible through the generous donations from the Camrose Police Association, the Camrose Boys and Girls Club, Camrose Public Library and private donors.

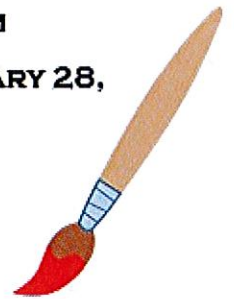


**AS A VALUED SPONSOR OF THIS PROJECT,  
YOU ARE SPECIALLY INVITED TO  
THE OPENING OF THE  
QUEER LIKE ME ART SHOW**

**CAMROSE PUBLIC LIBRARY**

**7:00-8:00 PM**

**THURSDAY, FEBRUARY 28,  
2019**



Please let me know if you are able to attend as there will be a brief program at the beginning of the event which will include introductions and acknowledgements.

We hope you can come! Please feel free to invite any others who may wish to attend.

Thank you.

*Carol*





## Wellness Champion Network

Helping AHS staff find their balance.

Ask me how I can support your health and wellbeing.

### Carol Breitzkreutz

School Health Promotion Facilitator | 📍 5510 - 46 Ave Camrose AB | T4V 4P8 | ☎ (780).679-2976  
| 📞 (780).781-6484 | 📠 (780).679.2999 | ✉ [carol.breitzkreutz@albertahealthservices.ca](mailto:carol.breitzkreutz@albertahealthservices.ca)

**Healthy Albertans.**  
**Healthy Communities.**  
**Together.**

*This message, and any documents attached hereto, is intended only for the addressee and may contain privileged or confidential information. Any unauthorized disclosure is strictly prohibited. If you have received this message in error, please notify us immediately so that we may correct our internal records. Please then delete the original message. Thank you.*

---

This message and any attached documents are only for the use of the intended recipient(s), are confidential and may contain privileged information. Any unauthorized review, use, retransmission, or other disclosure is strictly prohibited. If you have received this message in error, please notify the sender immediately, and then delete the original message. Thank you.





The City of  
**Camrose**

5204 - 50 Avenue, Camrose, Alberta T4V 0S8 PH. (780) 672-4426 FAX (780) 672-2469

January 9, 2019

Elizabeth Luck, Chair  
Camrose Public Library Board  
4710 - 50 Avenue  
Camrose, AB T4V 0R8

Dear Chair Luck:

**RE: Bylaw 3012-18 - Council Committee Code of Conduct Bylaw**

Please be advised that Council passed Bylaw 3012-18 - Council Committee Code of Conduct Bylaw at the January 7, 2019 Regular Council Meeting, which is attached for your reference. Please provide a copy of the bylaw to your members so they are aware of the code of conduct that applies to them.

Council took into consideration the feedback received from the Council Committees, Commissions, and Boards, and made amendments to the bylaw taking into account the feedback.

Should you have any questions regarding the bylaw, please call Jenny Wallace, Legislative Services Coordinator, at 780-672-4426. She would also be able to attend one of your meetings if you would like her to speak to the changes.

Yours truly,

Norman Mayer  
Mayor



**BYLAW 3012-18  
OF THE  
CITY OF CAMROSE  
PROVINCE OF ALBERTA**

**A BYLAW OF THE CITY OF CAMROSE IN THE PROVINCE OF ALBERTA TO  
ESTABLISH THE CODE OF CONDUCT FOR MEMBERS OF COUNCIL  
COMMITTEES.**

WHEREAS pursuant to section 146.1(3) of the *Municipal Government Act*, a Council may, by bylaw, establish a code of conduct governing the conduct of members of Council Committees and other bodies established by the Council who are not councillors;

AND WHEREAS the establishment of a code of conduct for Members of Council Committee's is consistent with the principles of transparent and accountable government;

AND WHEREAS a Code of Conduct ensures that Members of Council Committees share a common understanding of acceptable conduct;

NOW THEREFORE the Council of the City of Camrose duly assembled, hereby enacts as follow:

**1. Title**

This Bylaw may be cited as the "Council Committees Code of Conduct Bylaw".

**2. Definitions**

In this Bylaw, words have the meanings set out in the Act, except that:

- 2.1 "Act" means the Municipal Government Act, R.S.A. 2000, c. M-26, and associated regulations, as amended;
- 2.2 "Adjudicative Body" means a body such as the Municipal Government Board;
- 2.3 "Council Committee" means a committee, board or other body established by a council under the Act but does not include an assessment review board established under section 454 or a subdivision and development appeal board established under section 627.
- 2.4 "Member" means a member of a Council Committee;
- 2.5 "Municipality" means the municipal corporation of the City of Camrose.

Mayor



Deputy  
City  
Manager





- 2.6 "Presiding Officer" means a committee member chosen by the Council Committee to preside at a meeting in the absence of the Chair/Chairman or Vice-Chair/Vice Chairman.

**3. General Conduct**

Committee Members shall, when conducting Committee business, preparing written correspondence, interacting with Council Members, the media, the public or staff, act in a manner that:

- 3.1 Fulfills the mandate of the Committee;
- 3.2 Respects due process and the Chair, Vice-Chair or Presiding Officer,
- 3.3 Demonstrates due diligence in preparing for meetings, special occasions, or other Committee-related events;
- 3.4 Demonstrates professionalism, transparency, accountability and timeliness in completing any tasks or projects undertaken by the committee;
- 3.5 Contributes in a meaningful manner, offering constructive comments to Council, staff and fellow committee members.

**4. Adherence to Policies, Procedures and Bylaws**

- 4.1 Committee Members shall conform to all relevant legislation, terms of reference, bylaws, policies, and procedures.

**5. Respectful Interactions with Council Members, Staff, the Public and Others**

Committee Members shall:

- 5.1 Act in a manner that demonstrates fairness, respect for individual differences and opinions, and an intention to work together for the common good and in the furtherance of the public interest.
- 5.2 Treat one another, employees of the Municipality and members of the public with courtesy, dignity and respect and without abuse, bullying or intimidation.
- 5.3 Not use any harassing, discriminatory or disrespectful language toward another Member, any employee of the Municipality or any member of the public.
- 5.4 Not speak in a manner that is discriminatory to any individual based on the person's race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation.

Mayor



Deputy  
City  
Manager





**6. Confidential Information**

Committee Members shall:

- 6.1 Respect confidential information that is provided confidentially to members of the Council Committee.
- 6.2 Not use confidential information for personal benefit or for the benefit of any other individual or organization.

**7. Conflicts of Interest**

Where a Committee member believes he or she has a conflict of interest in a particular matter, he or she shall:

- 7.1 Prior to any consideration of the matter, disclose his or her interest and the general nature thereof.
- 7.2 Leave the room for the duration of the time that the matter is being considered.
- 7.3 Not take part in the discussion or vote on any question or recommendation in respect of the matter.
- 7.4 Not attempt in any way whether before, during or after the meeting to influence the voting on any such question or recommendation.

**8. Improper Use of Influence**

- 8.1 No member shall use the influence of the Member's office for any purpose other than for the exercise of the Member's official duties.
- 8.2 Members shall not contact or otherwise attempt to influence members of any adjudicative body regarding any matter before it relating to the Municipality.

**9. Orientation and Training Attendance**

- 9.1 Every Member must attend orientation training for the Council Committee they are appointed to when offered by the respective committee and/or municipality.

**10. Gifts and Hospitality**

- 10.1 Members shall not accept gifts, hospitality or other benefits that would, to a reasonable member of the public, appear to be in gratitude for influence, to induce influence, or otherwise to go beyond the necessary and appropriate functions involved.

Mayor



Deputy  
City  
Manager





- 10.2 Members may accept hospitality, gifts or benefits that normally accompany the responsibilities of office and are received as an incident or protocol or social obligation, provided that the value of the hospitality, gift or benefit does not exceed \$100.
- 10.3 Gifts received by a Member on behalf of the Municipality as a matter of official protocol which have significance or historical value for the Municipality shall be left with the Municipality when the Member ceases to hold office.

**11. Compliance and Enforcement**

- 11.1 Members shall uphold the spirit and intent of this Bylaw.
- 11.2 Alleged breaches of this Code of Conduct by a Committee Member shall be submitted as a written complaint addressed to the Mayor or the Deputy Mayor in his/her absence.
- 11.3 The Mayor or Deputy Mayor in his/her absence shall consider alleged breaches of this Code of Conduct, direct that any inquiries he or she considers appropriate be undertaken, and submit the complaint to Council in a closed meeting of Council.

**12. Review**

- 12.1 This Bylaw shall be brought forward for review at the beginning of each term of Council, when relevant legislation is amended, and at any other time that Council considers appropriate to ensure that it remains current and continues to accurately reflect the standards of ethical conduct expected of Committee Members.



**13. Come Into Force**

- 13.1 That Bylaw 3012-18 City of Camrose Council Committee Code of Conduct Bylaw shall come into force and effect upon the date of the final passing thereof.

READ a FIRST time in COUNCIL this 7<sup>TH</sup> day of JANUARY, A.D. 2019.

  
MAYOR

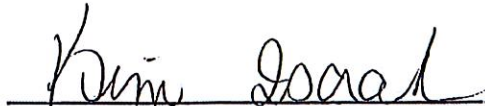
  
DEPUTY CITY MANAGER

Mayor	Deputy City Manager
	



READ a **SECOND** time in **COUNCIL** this 7<sup>TH</sup> day of JANUARY, A.D. 2019.



  
MAYOR

  
DEPUTY CITY MANAGER

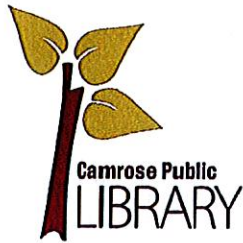
READ a **THIRD** time and **FINALLY PASSED** this 7<sup>TH</sup> day of JANUARY, A.D. 2019.

  
MAYOR

  
DEPUTY CITY MANAGER

Mayor	Deputy City Manager
	





4710 50 Avenue Camrose AB T4V 0R8

p: 780.672.4214

<http://cpl.prl.ab.ca>

@CamroseLibrary1

[facebook.com/CamroseLibrary](https://www.facebook.com/CamroseLibrary)

[rgray@prl.ab.ca](mailto:rgray@prl.ab.ca)

January 23, 2019

Trevor Miller, Division 4 Councillor  
Camrose County  
3755 – 43 Avenue  
Camrose AB T4V 3S8

Dear Mr. Miller,

On my first day of employment with Camrose Public Library (January 14<sup>th</sup>, 2019), I was made aware of the fact that you have received a second letter of complaint from Sandra Taillieu regarding a piece of artwork. I would like to request that you please forward this letter to me so that I can prepare a response accordingly as well as include it in the Camrose Public Library Board meeting package for February 19<sup>th</sup>. While I believe that Mrs. Taillieu addressed this letter to the County, it is a matter that should and will be addressed by Camrose Public Library and its Board. Your role on the Camrose Public Library Board enables the County's voice to be heard and represented as the Board makes decisions regarding Policy and the Library's Plan of Service.

The first letter had been distributed to the Camrose Public Library Board on November 20<sup>th</sup> 2018, although you had received it on November 18<sup>th</sup>. We appreciate the fact that the arrival of this letter presented an awkward situation, as Camrose Public Library was between Directors and I had not yet been hired. Since I am now in place as the new Director of Camrose Public Library, I would really appreciate the chance to see this second letter and consider how to appropriately respond to Mrs. Tailleau's concerns. Camrose Public Library's Plan of Service guides all decisions made by the Library and its Board, and it is necessary for me to see all pieces of correspondence in order to make the best decisions and responses possible. Camrose Public Library Board's role is governance, while my role within the library is operational, and this matter presents an operational decision that I am authorized to make based on policies the Board has already developed.

Thank you so much for your support of Camrose Public Library and its ability to meet the needs of citizens of both the City of Camrose and Camrose County.

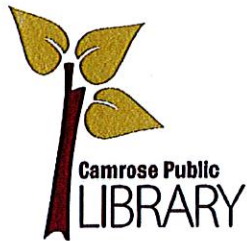
Sincerely,

Robyn Gray  
Director, Camrose Public Library

Cc: Camrose Public Library Board







4710 50 Avenue Camrose AB T4V 0R8

p: 780.672.4214

<http://cpl.prl.ab.ca>

@CamroseLibrary1

facebook.com/CamroseLibrary

[rgray@prl.ab.ca](mailto:rgray@prl.ab.ca)

February 8, 2019

Paul King, County Administrator  
Camrose County  
3755 – 43 Avenue  
Camrose AB T4V 3S8

Dear Mr. King,

First of all, allow me to introduce myself – my name is Robyn Gray, and I am the new Director of Camrose Public Library. I look forward to getting to know you better as the library and Camrose County continue to work together!

On January 14<sup>th</sup>, 2019 (which was my first day of employment), I was made aware of a letter of complaint regarding a piece of artwork at Camrose Public Library from Sandra Taillieu. This was the second letter sent by this individual, and she addressed it to Camrose County/Trevor Miller instead of to Camrose Public Library. Today, Mr. Miller informed the Camrose Public Library Board Chair, Elizabeth Luck, that he has sent this correspondence to you.

I would like to kindly request that you please forward this letter to me and Chair Luck as soon as possible, so that we can prepare a response accordingly as well as include it in the Camrose Public Library Board meeting package for our next meeting on February 19<sup>th</sup>. While Mrs. Taillieu addressed this letter to the County, it is a matter that myself and the library board will gladly address. It is vital that I see all pieces of correspondence regarding this matter so that I can best handle the situation.

Thank you so much for your support of Camrose Public Library and its ability to meet the needs of Camrose County citizens.

Sincerely,

Robyn Gray  
Director, Camrose Public Library

Cc: Camrose Public Library Board





**From:** Paul King  
**Sent:** Monday, February 11, 2019 9:22 AM  
**To:** Robyn Gray  
**Cc:** Cindy Trautman; Trevor Miller  
**Subject:** Re: Correspondence Request regarding library patron

Good Morning Robyn, I am in your receipt of your request for a copy of correspondence that was addressed to Camrose County Council, unfortunately as this correspondence has not been discussed in an open public meeting of Council, and I have not been grant authorization by the author to release, I will not be able to release it to you. Should Council make a decision regarding its contents and discuss it publicly at a future Council meeting I will then ensure you receive a copy.

*Paul King* P. Ag.  
CAO  
Camrose County  
[pking@county.camrose.ab.ca](mailto:pking@county.camrose.ab.ca)  
t. [780-672-4446](tel:780-672-4446)  
c. [780-878-1282](tel:780-878-1282)  
[Skype/DID 587-769-0388](https://www.skype.com/did/587-769-0388)



---

**From:** Robyn Gray <[rgray@prl.ab.ca](mailto:rgray@prl.ab.ca)>  
**Sent:** February 8, 2019 3:45 PM  
**To:** Paul King  
**Subject:** Correspondence Request regarding library patron

Good Afternoon,

Attached, please find a letter I have written regarding concerns brought forward by Sandra Taillieu. If you have any questions, please don't hesitate to contact me. I look forward to receiving your response.

Thank you,

**Robyn Gray, MLIS**  
Director, Camrose Public Library



p. (780) 672-4214 fb. [CamroseLibrary](#) t. [camroslibrary](#) in. [camrosebookbike](#)  
*We wish to acknowledge that Camrose Public Library is on Treaty 6 territory.*

This information including any attachment(s) is intended only for the use by the person(s) to whom it is addressed and may contain privileged or confidential information. If you are not the intended recipient or their employee responsible for receiving the message on their behalf, your receipt of this message is in error. Please notify us immediately, and delete the message and any attachments without reading any such information. Any dissemination, distribution or copying of this communication by anyone other than the intended recipient is strictly prohibited.



## **ALTA Board meeting highlights Feb 09, 2019**

The regular board meeting was held in Trochu, Alberta on Saturday February 09, 2019. We had eight board members in physical attendance; an additional two members attended via the Zoom video system.

This meeting was the first of a new format that the board is trying out this year; we are attempting to have more face-to-face meetings, as they seem to be more productive than the video system we have been using. The goal is to have at least three of our planned eight board meetings in this manner. Our next face-to-face meeting is scheduled for June 15<sup>th</sup>. (Meeting venue location to be announced later.)

Outlined below are the subjects that we discussed with some expanded points from each:

ALTA's Board is committed to continuing with its bylaw and policy review. The bylaws are now pretty much up-to-date; however, the same cannot be said for our policies. Of late we have made a number of policy changes, and at our next board meeting on March 28 (this meeting will take place in video format,) we will have reviewed and prepared changes to policies 2.5 and 2.7 and 3.1

In Trochu, we approved the 2019 budget, and looked at the preliminary figures for our 2018 year-end financial report. The books are currently with the auditor, and the statement will be presented at the ALTA Annual General Meeting in Jasper in April.

We discussed our marketing and communications plan, with a YouTube video and the ALTA Brand Identity Guide just about ready to go. Work is continuing on our Trustee communication tool. Also discussed was an ALTA advocacy platform for the upcoming 2019 provincial election. More details on this will come out shortly.

Increasing trustee education resources was discussed in great detail. We will look at what we can do to assist new trustees coming on to a local library board. What can we have on our website that they can access for a quick reference? We also tossed around some ideas regarding a revamp of our current ALTA Handbook to increase ease of use. One such idea was listing related web links on the handbook page where a topic is being discussed to make accessing the websites much quicker. Please watch for more info regarding this project to come out later this year. *(FYI: Trustee Education resources can currently be found on ALTA's newly reworked website. [www.librarytrustees.ab.ca](http://www.librarytrustees.ab.ca) Click on "Trustee Learning" in the upper toolbar; you will find lots of educational resources listed below.)*

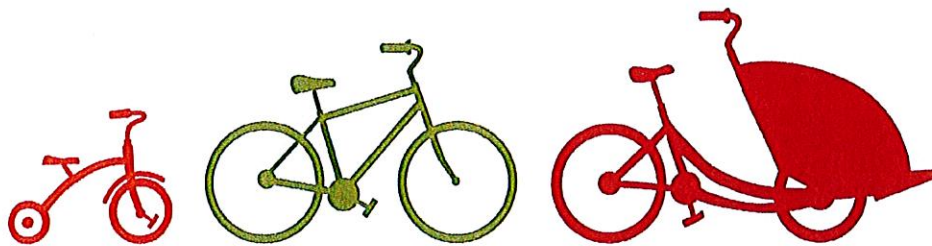
We are going to send out a note to all library boards to create an awareness of the 2019 ALTA awards that have an application deadline of March 31. These include: ALTA's AWARD(S) OF EXCELLENCE (community population LESS than 20,000) and (community population GREATER than 20,000). ALTA also presents The Lois Hole Life Membership Award. (10 years +).

There were a number of other items of course, but the above are the main ones. Reminder: PLSB requires your library's annual report to them by February 28, 2019.

If you have any questions, please feel free to contact me at [bgreener2011@gmail.com](mailto:bgreener2011@gmail.com)

**Bob Green** ALTA board representative for the Parkland region





# LIFE CYCLE

- Moving Stories -

2019 Minister's Award for Excellence  
in Public Library Service Application

## Abstract

This application is for the committee's consideration for innovative library service that provides direct benefit to the public.

Nicole Bannick  
nicole@prl.ab.ca



## Introduction – The Life Cycle

The library service under consideration for the award.

The Life Cycle is the City of Camrose chapter of Cycling Without Age. The Cycling Without Age (CWA) Movement began in Denmark in 2012 when founder Ole Kassow was trying to find a way to get seniors and people with limited mobility back onto bicycles. Kassow, in consultation with the City of Copenhagen, bought five trishaws; since those small beginnings, the CWA movement has spread across Denmark and to 40 countries worldwide.

There are 16 Cycling Without Age chapters in Canada, four of which are in Alberta; we were not the first CWA chapter in Alberta, but The Life Cycle is the first library-housed chapter in the world. We believe that libraries and CWA go hand-in-hand. Our Physical Literacy collection is growing in size and popularity; healthy, active living is essential for a healthy, active mind. Most importantly, we at Camrose Public Library are dedicated to helping people build connections, and that is what The Life Cycle does: it helps people build connections with each other, with our community, and with a sense of place and belonging.

With the help of a New Horizons for Seniors grant, we purchased our Triobike Taxi in the spring of 2017. We hosted an online poll for the naming of our new bike, and The Life Cycle won; you can see the concept of the Life Cycle and Cycling Without Age represented in the logo we commissioned from local artist and former library staff member, Alyssa Martin (who just completed her MLIS!)

## Goals and Desired Outcomes

What were the goals, objectives and/or desired outcomes of this service?

The goals of The Life Cycle are:

- To support social inclusion and civil engagement of seniors and those with limited mobility within the community of Camrose.
- To help alleviate social isolation of seniors and those with limited mobility within the community of Camrose.
- To foster healthy living and physical literacy through outdoor activity via the Life Cycle.
- To facilitate intergenerational relationships.
- To encourage active citizenship by recruiting volunteers to pilot the Life Cycle.
- To raise awareness of the issue of social isolation and foster joint solutions through community engagement and partnerships.

### Plan of Service Goals

The library's four main goals as stated by its official Plan of Service are:

1. Social Engagement: Developing Relationships & Ending Isolation
2. Connect to the World Online: Public Internet Access
3. Satisfy Curiosity: Lifelong Learning
4. Visit a Welcoming Place: Physical and Virtual Spaces

The Life Cycle is helping achieve Camrose Public Library's goals highlighted in green text.



## Camrose Plan of Service and the Life Cycle's Objectives

How does this service fit into the library's plan of service?

Sir Arthur Conan Doyle, in the January 18, 1896 edition of *Scientific American*, wrote, "*When the spirits are low, when the day appears dark, when work becomes monotonous, when hope hardly seems worth having, just mount a bicycle and go out for a spin down the road, without thought on anything but the ride you are taking*".

Many people within the community of Camrose are living with advancing age, health, or mobility issues; in fact, according to the 2016 census, 23 percent of people living in Camrose are 65+ years old. Due to physical barriers and our lack of public transportation, many people are unable to access community events and services, visit recreational facilities, or enjoy the beauty of the walking and bike paths that wind throughout our city. The overarching objective of The Life Cycle is to support social participation of people who may be living with marginalization due to health and mobility issues. There are important peripheral benefits of the Life Cycle and CWA, and they include fostering lifelong learning across generations, and connecting people to our community spaces that may otherwise be inaccessible to them. The Life Cycle and the Cycling without Age movement are changing people's lives in Camrose by allowing people to share not only moving stories, but also stories on the move.

### Social Engagement: Developing Relationships and Ending Isolation

Social isolation has been linked by many studies to the development of a host of mental illnesses including depression and other mood disorders, and in some cases it may increase the risk of suicide (Weldrick & Grenier, 2017). Feelings of loneliness can deepen into despair when people are unable to make connections with others or their community.

One of the most difficult things for seniors to adjust to is the increasing dependence on others, and the lack of impulsivity that dependence brings. The Life Cycle gives people agency, enabling them to attend community events, or just spend an afternoon at a park on the other side of the city. A tour on the Life Cycle, regardless of the trips destination, is a social event, with the pilot and passengers engaging in conversation, or simply enjoying the comfort of quiet company and a shared bike ride through our community.

### Satisfy Curiosity: Lifelong Learning

The way in which people stay physically active changes throughout one's life. For most of us as children, physical activity comes naturally, and we incorporate it into almost every type of play we engage in. Structured physical play becomes the norm once we enter Junior High. Our outlet for exercise as adults is regimented even more so, as work and family life use up most of our time and energy. Staying active as an adult can be a challenge, but when you throw in the health and mobility issues that can affect us as seniors, it becomes even more difficult. The Life Cycle is helping seniors learn new ways of staying physically active, whether it is as a passenger or as a volunteer pilot.

Social isolation can have negative outcomes that affect more than just an individual's health and well-being. As more and more of our seniors become isolated, it is not just they who will miss out on



opportunities for social engagement, and a lack of intergenerational relationships may negatively impact social cohesion within our community (Weldrick & Grenier, 2017).

Seniors are keepers of knowledge, much in the same way that libraries are. Their memories and experiences are keys to both the near and distant past, as they are also keepers of their elders' stories. Their experience, though, is of no good to our society if they are unable to share their stories because of the lack of an audience. Imagine a library that is not accessible to others because it stands on the top of a foreboding mountain. People will, at first, question what wonders it holds, but it will eventually become invisible and forgotten because of its inaccessibility. The same thing happens to seniors and those with limited mobility when social isolation sets in; they lose the ability to share their knowledge and expertise with the rest of our community, and as a result, society starts to believe that seniors actually have nothing to contribute. The Life Cycle facilitates lifelong learning for the passengers, as they are able to access programs and services in our community; just as important is the fact that it enables seniors to be teachers who can share their knowledge with younger generations.

#### Visit a Welcoming Place: Physical and Virtual Spaces

Social isolation, and specifically a lack of social engagement, has been linked to dementia and cognitive decline (Weldrick & Grenier, 2017). John T. Cacioppo and Louise C. Hawkley, in their 2009 article *Perceived Social Isolation and Cognition*, stated, "Research indicates that perceived social isolation (i.e., loneliness) is a risk factor for, and may contribute to, poorer overall cognitive performance, faster cognitive decline, poorer executive functioning, more negativity and depressive cognition". The Life Cycle makes it possible for people at risk for social isolation to attend events and programs, not just at the library, but around the entire city. By providing opportunities for seniors and those with limited mobility to engage both socially and physically with our community, we may help alleviate or prevent the cognitive decline that often comes with social isolation.

The Life Cycle, itself, is a welcoming place because of the stories and conversations shared by passengers and pilot. It is also helping to raise awareness of social isolation in our community, as the Cycle has prompted many people to stop the pilot to ask questions about the Life Cycle and Cycling Without Age.



## Results of Service

What were the goals, objectives and/or desired outcomes of this service?

### Outputs

Statistics of The Life Cycle from June 2017 to the end of September 2018:

- **Summer of 2017:** 2485 people reached
- **Summer of 2018:** 3024 people reached: We estimate this amount could have been at least 25% higher, but we had many trip and event cancellations due to B.C. wildfire smoke in the area. It would have been unsafe for pilots to exert themselves, and many of our passengers are already living with health issues that could have been exacerbated under smoky skies.
- **Total amount of people reached since inception:** 5509
- **Number of service days:** 334
- **Average amount of people who benefit from the program per operational day:** 17
- **Community partners for The Life Cycle:** 9 Care Facilities
- **Community Engagement:** Participated in 35 community events including Canada Day celebrations, outdoor Farmers Markets, parades, and much more. The highlight of these events was the Life Cycle, along with volunteer pilots and passengers living with Multiple Sclerosis, participating in the 180km MS Bike Tour from Camrose to Leduc on June 9 & 10, 2018.
- **Business partners and supporters:** Three local businesses provided free ice cream, beverages, and other treats to passengers and pilots during excursions.

### Outcomes

We are very excited about and pleased with the short-term goals that we have achieved in the last two summers with the Life Cycle and Cycling Without Age. Rides on the Life Cycle have helped seniors and those living with mobility issues in our city feel a sense of happiness and connectedness while riding the Cycle.

Some rider responses (as reported by pilots) state that it was "the highlight of her summer", and that they would "remember this bike ride for the rest of her life", and that "It brought back memories of them riding their own bikes". Some responses directly to our staff piloting the bike were "This is the most excitement I've had in a long time", and "It's a joy to have in the community". One of the staff from a Care Facility we visit in the summer said, "Our residents enjoyed their time on the Life Cycle. Some reminisced about their own experiences riding bikes. As a young girl, one resident said she owned a banana bike. One man said he hoped he could share this experience with his wife. Another fellow loved seeing the Arena, ball diamonds and swimming pool. It is a wonderful way to offer more outdoor activity and to see things without a van window between them! As one of the drivers, I'd like to thank you for giving us the opportunity to share these experiences with our residents. I look forward to doing this again in the upcoming years."

One of the most poignant stories about the effect the Life Cycle has had in someone's life relates to the MS Bike Tour, which is an annual fundraising event for the MS Society. The Life Cycle participated with volunteer pilots and passengers who are living with MS. One of the passengers who was on board when



the Life Cycle crossed the finish line said that she was grateful to see what each rider had to go through to participate in the fundraiser, and that, as a person living with Multiple Sclerosis, she was more grateful now for their efforts than she has ever been.

### Impact

The Life Cycle, having had only two summers in Camrose, is still quite young. We feel certain that with each summer that it is out in our community, pilots and passengers alike will feel stronger connections to our community and to each other. In order to make a long-term impact on reducing social isolation, we will be working with our summer Intergenerational Programmers to make the Life Cycle even more visible in and invaluable to our community. We will achieve this by building on existing partnerships and seeking new ventures with businesses and organizations who serve seniors and people with limited mobility, and with volunteer pilots who want to make a positive difference in our community.

## Excellence and Innovation

What makes the service excellent and/or innovative?

The Life Cycle provides excellent, innovative library services by stepping outside the box of what people think libraries do. One of the outcomes in the Government of Alberta's *Aging Population Policy Framework* is that "Alberta seniors are engaged as full and welcome participants in their communities". The Life Cycle is helping to fulfil this outcome by getting seniors and those with limited mobility out of their homes and in to our community spaces for physical and social recreation and lifelong learning opportunities, giving them chances to share their knowledge and opinions with others, and helping them build meaningful relationships with people of all ages.

Seniors are the fastest growing age group throughout the world. In 2013, Canadian seniors were approximately 15 percent of the entire population in the country, and The Federal/Provincial/Territorial Working Group on Social Isolation and Social Innovation has estimated that by 2036, that number will rise to between 23 and 25 percent. Camrose is already there. A 2016 municipal census found that more than 23 percent of our population were seniors; that is almost a full quarter of our population who are at risk for social isolation and all the related physical, mental, and emotional side effects. The Life Cycle and Cycling Without Age is working in our community to help keep seniors connected not only to the library, but to local businesses, recreational facilities, community events, opportunities for civic engagement, and most importantly, to other people.

How could this service work in other libraries?

This service would be beneficial for many other libraries, big or small. As seen in literature and research done within Canada on Municipal, Provincial, and Federal levels, social isolation for seniors and those with limited mobility are issues faced by communities across our country. Social isolation and lack of adequate, affordable public transportation exist in communities of all sizes, but particularly in rural communities. Section V. of the Government of Alberta's *Aging Population Policy Framework* speaks about the importance of affordable and accessible alternative transportation, and identifies non-profit



organizations as a part of the solution. The idea of libraries' ability to be tools for social change is being affirmed on social media, in the newspapers, and throughout the community as residents interact with The Life Cycle pilots and passengers. This visibility in our community has also brought new attention to the library and its programs for occasional library users.

Starting a library-housed chapter of Cycling Without Age is definitely duplicable in other communities; The New Horizons for Seniors Grant and other funding opportunities would mean some research and applications, but every library is familiar with grant applications. We have already shared our story and The Life Cycle itself when the newly minted Beaumont Cycling Without Age Chapter had planned some events around the arrival of their new Trioshaw Trike. When the delivery of their trike was delayed, we loaned The Life Cycle to them so they could still host their introductory and advocacy events. We went on to partner with Beaumont CWA to participate with The Life Cycle in the Leduc-Camrose MS Bike Tour fundraiser.

We at Camrose Public Library would be happy to share our journey with The Life Cycle with libraries who are interested in beginning a Chapter of their own. Camrose Public Library staff answer inquiries from other libraries regularly and are more than happy to share tips on their experience and execution of the project, from researching grants, creating community partnerships, and finding volunteers for programs like The Life Cycle.

## Community Needs

What community need did this service meet? How was this need determined?

There are many people in Camrose who, due to either age or mobility issues, live with physical barriers that inhibit them from fully participating in community activities and events. Lack of adequate public transportation greatly influenced our decision to purchase the Life Cycle and house a CWA chapter. At the time that we were writing the New Horizons for Seniors grant application which funded the Life Cycle, the City of Camrose, with a population of almost 19,000 people, had only a very limited public transportation route available two days per week. There are, of course, taxi cabs available, but for those living on a fixed income (like many seniors), cab fare is most likely reserved for medical and business appointments rather than spent on opportunities for social engagement.

We often receive calls from seniors and those with limited mobility enquiring about our special events like Be Your Own Valentine, our annual summer tea parties, volunteer recognition events, and community information sessions. On many occasions, the callers have commented that it would be nice to come, but they had no way of getting to the library, and have actually asked if library staff could pick them up from their home or care facility. Now, thanks to The Life Cycle, the Camrose Public Library has more opportunities to say "yes".

Thank you for your consideration to receive the Minister's Award of Excellence in Library Service.



## Additional Information

Includes scholarly articles, letters of support, Camrose Public Library's Plan of Service, Cycling Without Age links, links to Federal and Provincial documents, and photos.

1. Weldrick, R., & Grenier, A. (2018). *Social Isolation in Later Life: Extending the Conversation*. Canadian Journal on Aging / La Revue Canadienne Du Vieillissement, 37(1), 76-83.  
doi:10.1017/S071498081700054X
2. Cacioppo and Hawkey. *Perceived Social Isolation and Cognition*:  
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2752489/>
3. Letter of Support from Camrose Arts Society
4. Letter of Support from Municipal Councilor Cathy Johnson
5. Letter of Support from Camrose and District Support Services
6. Letter of Support from Camrose and District Hospice Society
7. Letter of Support from Camrose Mayor Norm Mayer
8. Camrose Public Library Plan of Service
9. Cycling Without Age: <https://cyclingwithoutage.org/>
10. Camrose Cycling Without Age: <https://cyclingwithoutage.org/camrose/>
11. Employment and Social Development Canada's *Social Isolation of Seniors-Volume 1*:  
<https://www.canada.ca/en/employment-social-development/corporate/partners/seniors-forum/social-isolation-toolkit-vol1.html>
12. Government of Alberta *Aging Population Policy Framework*:  
<https://open.alberta.ca/dataset/74aeef84-ae46-4b25-9b1b-aaa7fac7bf7c/resource/a9851b7b-0ddd-431d-a764-e3cdc6066d30/download/aging-population-framework-2010.pdf>
13. Videos of the Life Cycle:
  - Inaugural Trip:  
<https://www.facebook.com/CamroseLibrary/videos/1764360970247116/>
  - MS Tour Finish Line:  
<https://www.facebook.com/CamroseLibrary/videos/2228911007125441/>
14. Images of the Life Cycle in action



Michael Foster  
Beaumont Chapter Chair  
Cycling Without Age Beaumont  
72 Reichert Dr.  
Beaumont AB T4X1P1



January 25, 2018

Minister Shaye Anderson  
Minister of Municipal Affairs  
Office of the Minister of Municipal Affairs  
132 Legislature Building  
10800 97 Avenue  
Edmonton, AB T5K 2B6

Dear Honourable Anderson:

**Re: Nomination – Camrose Public Library Board – The Life Cycle – 2019 Minister’s Award for Excellence in Public Library Service**

On behalf of the Beaumont Chapter of Cycling Without Age, I would like to offer this letter of support to Camrose Public Library in their application for the 2019 Ministers Award for Excellence in Public Library Service. The Camrose Public Library and their Life Cycle was integral in the establishment of our Beaumont Cycling Without Age chapter in 2018. Cycling Without Age works to improve the lives of the elderly by promoting intergenerational relationships and providing seniors with an opportunity to connect with neighbors, nature and fresh air.

The generous sharing of the Camrose trishaw bike, The Life Cycle, twice in the spring of 2018 was invaluable in bringing the program to life for the people of Beaumont. We exhibited The Life Cycle at numerous community awareness events (e.g. Spring Awareness, Seniors Center brunch, Town and Country Daze Parade) and we had numerous people sign up to be pilots and passengers of our own trishaw. Thus, when our bike arrived in late July, we were able to get the program going quickly and let our seniors experience the “wind in their hair”. This is a great example of communities in Alberta working together and we can’t thank the Camrose Public Library team enough. We even made the Edmonton news <https://edmonton.ctvnews.ca/video?clipId=1521712>! We look forward to paying it forward.

If you have any further questions, please do not hesitate to give me a call at 780.288.6068.

Sincerely,

A handwritten signature in black ink that reads 'Michael Foster'.

Michael Foster  
Beaumont Chapter Chair  
<https://cyclingwithoutage.ca/beaumont/>



**Camrose  
Arts  
Society**



Chuck MacLean Arts Centre  
4809 – 52 Street  
Camrose, AB T4V 1T9  
Ph: 780-672-9949  
Fax: 780-608-8740  
e.mail: jcherry@camrose.ca

January 22, 2019

Attention: Honorable. Shaye Anderson  
Minister of Municipal Affairs

Dear Sir:

I am writing on behalf of the Camrose Arts Society in support of the Camrose Public Library's application to be considered for the Minister's Award for Excellence in Public Library Service.

I understand that the focus of their application surrounds the Camrose Life Cycle, which is the first library-housed chapter in the world of the Cycle without Age movement.

In Camrose the Life Cycle was introduced in 2017 and in the last two years it has served many local seniors and people with mobility issues. The Camrose Arts Society was fortunate enough to include the Life Cycle as part of its Arts & Recreation in the Park which allowed people in need to be able to travel around the park to take in the event. Without the Life Cycle they would have been very limited as to their participation in this fun event.

Our local library does many wonderful things within our community so I hope you will vote favorably for the Library's application and that they will be the deserving recipients of the Ministers Award once again.

Sincerely

A handwritten signature in black ink, appearing to read 'Jane Cherry-Lemire'.

Jane Cherry-Lemire  
Arts Director  
City of Camrose



Cathy and Paul Johnson  
2809-55 Street  
Camrose, AB T4V4A3

January 4, 2019

Dear Hon. Shaye Anderson,

I am writing in support of the Camrose Public Library winning the Ministers Award for Excellence for the Life Cycle.

I have an old friend who is living with MS in a Nursing Home. She is only 64 years old but is very frail. I have worked out an arrangement with the Physiotherapy staff to assist my friend (using a mechanical lift) to get into and off of the Life Cycle at least once per month in the nice spring and summer months. My husband pilots the Life Cycle and I sit with her in front.

These outings mean the world to my friend. She told me that other than these outings, she had only been out of the building twice in six months.

Please support the Camrose Public Library's recognition of the Life Cycle to help people like my friend do something most of us take for granted - get out and enjoy the fresh air, feel a breeze on our skin and see what's happening in the community!

PS - my friend is a devout Catholic. One day we rode over to see the construction progress on the brand new Catholic Church. She was delighted, saying she'd heard so much about it and now she could picture what people were talking about.

Thank you!

A handwritten signature in black ink, appearing to read "Cathy Johnson", followed by a long, horizontal, wavy line that extends to the right.

Cathy and Paul Johnson





The City of  
**Camrose**

5204 – 50 Avenue, Camrose, Alberta T4V 0S8 PH. (780) 672-4426 FAX (780) 672-2469

January 14, 2019

File: G1.C1.00

Hon. Shaye Anderson  
Minister of Municipal Affairs  
Office of the Minister Municipal Affairs  
132 Legislature Building  
10800 - 97 Avenue  
Edmonton, AB  
T5K 2B6

Dear Honourable Anderson:

**re: Nomination - Camrose Public Library Board - The Life Cycle - Alberta  
Municipal Affairs Minister's Award for Excellence in Public Library Service**

On behalf of Camrose City Council, I am writing in support of the nomination of the Camrose Public Library for the Life Cycle, the first library-house chapter in the world of the Cycling Without Age movement, for the 2019 Alberta Municipal Affairs Minister's Award for Excellence.

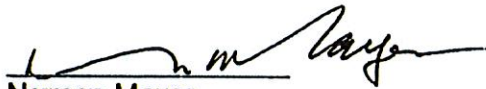
The Cycling Without Age Movement began in Denmark in 2012 when founder Ole Kassow was trying to find a way to get seniors and people with limited mobility back onto bicycles.

The Camrose Public Library purchased a Trioshaw, a three-wheeled cycle for a pilot and two passengers, in the spring of 2017 with the help of a New Horizons for Seniors Grant. In our two summers with the Life Cycle, and with the help of volunteer pilots, we have helped 2,485 Camrosians living with social isolation due to age or limited mobility to reconnect with our city, its places, and most importantly, with its people. The Life Cycle is helping seniors and those with limited mobility out of their homes and into our community spaces for physical, social, recreational, and lifelong learning opportunities, and providing them an opportunity to share their knowledge and opinions with others, and helping them build meaningful relationships with people of all ages.

The City of Camrose is pleased to support this important service. It is my hope that this letter of support will receive favourable consideration.

Yours truly,

**The City of Camrose**

  
Norman Mayer  
Mayor





**CAMROSE & DISTRICT  
SUPPORT SERVICES**

#3, Camrose Community Centre  
4516-54 Street  
Camrose, Alberta T4V 4W7  
Ph: (780)672-0141 Fax: (780)672-2833  
[www.camrosefcss.ca](http://www.camrosefcss.ca); [cdss@telus.net](mailto:cdss@telus.net)

January 24, 2019

Camrose Public Library  
4710 – 50 Avenue  
Camrose, AB T4V 0R8

ATTN: Nicole Bannick, Program Coordinator

**Letter of Support: Camrose Public Library (CPL) Cycling Without Age Project  
Excellence in Public Library Service Award – Minister of Municipal Affairs, Alberta**

Dear Nicole:

As you know, Camrose and District Support Services (CDSS) is the Family and Community Support Services (FCSS) program for eight municipalities in Central Alberta (one urban and seven rural). As an FCSS program, CDSS engages in community development and collaborative initiatives with a variety of partners, including the Camrose Public Library (CPL). In our experience, the Library is an amazing community asset, offering diverse, creative, and often unique programming to community residents.

Several years ago, CDSS was excited to support the Library's application for a federal New Horizons for Seniors grant to purchase a three-wheeled cycle now known as "The Life Cycle". A central component of the CPL's intergenerational "Cycling Without Age" project, the Life Cycle is piloted by a younger person, usually a university student hired for the summer or otherwise volunteering for that purpose. The passengers are often seniors or others with reduced mobility.

The Life Cycle has since become a popular addition at community events, and a frequent visitor to seniors' residences. A primary purpose of The Life Cycle is to help reduce isolation experienced by some seniors who might not otherwise get out and enjoy the fresh air and warmth of a sunny summer's day. Children have also enjoyed it, however, as well as a few middle-aged people from time to time. Students enjoy their interaction with their passengers while keeping in shape. Along with Camrose Public Library's Book Bike, the Life Cycle is a familiar sight in Camrose; it is good for the Library and good for the community.

I was not aware that the CPL Cycling Without Age is the first library-housed chapter of the CWA movement in the world. How cool is that! The movement itself began in Denmark in 2012, and, I expect, slowly gained momentum in that part of Europe before the Library became aware of the opportunity. It did not surprise me when the Library decided to apply for funding to purchase its own Life Cycle. Our Camrose Public Library is nothing if not innovative and responsive to the needs of community residents.

It is my honour to submit this letter in support of the Library's application for a Minister's Award for Excellence in Public Library Science. I love our Library, which is so very deserving of this recognition.

Sincerely,

  
Margaret Holliston  
Executive Director





# Hospice Society

OF CAMROSE AND DISTRICT

P: 780.608.0636  
E: [camrosehospice@gmail.com](mailto:camrosehospice@gmail.com)  
W: [www.camrosehospice.org](http://www.camrosehospice.org)

December 17, 2018  
To Whom it May Concern  
A Letter of Support for Camrose Public Library

The Hospice Society of Camrose and District (HSCD) is pleased write this letter of support for the Camrose Public Library's application for the Minister's Award for Excellence in Public Library Service.

Camrose Public Library (CPL) and HSCD have engaged mutually beneficial collaboration for many years. CPL hosts numerous HSCD events in their public meetings spaces, including our monthly Death Café, bereavement and grief workshops, and special film nights. Reciprocally, HSCD is a lending resource for grief and palliative care topics that CPL patrons may access.

As an organization focused on raising quality of life for Camrose and district residents, supporting the Life Cycle project is an endeavor that touches the heart of our work.

It is our pleasure to recommend, without reservation, the Camrose Public Library for the Minister's Award for Excellence in Public Library Service.

For more information, please call 78/0.608.0636 or email [camrosehospice@gmail.com](mailto:camrosehospice@gmail.com)

Sincerely,

Bill Harder

Program Coordinator



Minister Shaye Anderson  
Minister of Municipal Affairs  
Office of the Minister of Municipal Affairs  
132 Legislature Building  
10800 97 Avenue  
Edmonton, AB T5K 2B6

Dear Honourable Anderson:

Re: **Nomination – Camrose Public Library Board – The Life Cycle – 2019 Minister's Award for Excellence in Public Library Service**

I am the Activities Coordinator at Rosealta Lodge in Camrose, and I am writing this letter in support of Camrose Public Library's nomination for a Minister's Award for The Life Cycle. We have had The Life Cycle come to our lodge the past few years. It is a fantastic program for the seniors. They get to go for a bike ride that they have not been able to do in many years. It brings back many memories for them and gets them out in the fresh air. The staff are great and courteous. The residents absolutely loved it.

Sincerely,



Angie Lorente  
Activities Coordinator, Rosealta Lodge  
4318-53st  
Camrose AB  
Ph. (780)679-0851



## June

5 - Downtown Camrose welcomed new executive director, Bettyann Skagen, in mid-March of this year.

Skagen has extensive experience volunteering in the community and has made a career working in the non-profit sector where she focused on member relations and community building.



6 - Camrose Municipal Airport hosted a slew of people, pilots and planes at the 2018 annual Camrose Fly In Breakfast held at the airport. Airport officials reported 116 arrivals, including four helicopters and two gyrocopters, during the Fly In Breakfast. Planes in all shapes, sizes and colours descended into the Camrose Airport, each carefully guided by air traffic advisory and ground support personnel.

8 - Fiddle players from across western Canada were entered in the second annual Prairie West Fiddle Contest, June 8 and 9. Competitors competed for prizes and a chance to participate in a grand concert.

12 - The Camrose Swans and Roses Leo Club took flight in March of 2017 and with 10 active members and close to 15 occasional volunteer members the club is ready and willing to be of service to Camrose and surrounding area.

Leo president Shelby Bianic said the club has already started doing events in and around Camrose and is anxious to do more fundraising for the community.



12 - Get ready for the biggest and hottest show ever held at the Jeanne and Peter Loughheed Performing Arts Centre. Main Street was jammed with music fans on Saturday, June 2. "We were excited to play in Camrose during the Jaywalkers' Jamboree and everyone loved it," said Marc, the oldest of the Melisize Brothers.

12 - Michael Harrison, 23, of Camrose won the Maple Leaf Junior Golf Tour Humber College Professional Golf Management Classic, at Fairmont Banff Springs by a whopping nine strokes.

19 - Kyle Charchun of Camrose is focusing his future in sports on the baseball field.

The all-around good athlete has put his cross-training aside and wants to go as far as he can in baseball.

19 - The Camrose branch of the Royal Canadian Legion celebrated its 90th anniversary as a Royal Canadian Legion Branch in Camrose. An open house was held on June 23 from 2 to 4 p.m. at the branch.

The Legion set up a few displays in the meeting room so people could view items and visit with veterans.



19 - Bill Sears, driver, gave Anna Harder, passenger, a lift on the Camrose Public Library Life Cycle at the Hike for Hospice event held on May 6 at Stoney Creek Centre. The Cycling Without Age: Life Cycle initiative is designed to take two passengers for rides and is oriented towards seniors and those with limited mobility. On June 9 and 10, several volunteers from Camrose and area peddled passengers on the Life Cycle during the two-day, Johnson MS Bike 180km road trip from Leduc to Camrose and back to Leduc.

26 - The Lions Centennial Park (Est. 2017), also known as the Downtown Pocket Park, has seen completion of phase one and is near completion of phase two, according to City of Camrose senior development officer, Colin MacPhee.

26 - The Camrose Spirals skip rope club sent four competitors and a coach to the World Jump Rope Championships this summer.



26 - The bridge deck along 48 Avenue is starting to take shape over Mirror Lake as we head into summer. It will be wider and improve traffic flow once it is completed. An under road walkway has been built to keep joggers, walkers and hikers on the trails and off the highway.

**25**  
YEARS OF SERVICE



WINE • BEER • SPIRITS  
6520-48 Avenue, Camrose  
Phone 780-672-1010

**26**  
YEARS OF SERVICE



PROJECT MANAGEMENT INC.

4710-44 Street  
Camrose  
Phone  
780-672-3534

**26**  
YEARS IN BUSINESS



3720B-48 Avenue  
Camrose  
780-679-0822

**26**  
YEARS IN BUSINESS

**R&D HOT TUBS**

3843F-44 Avenue, Camrose, AB  
780-679-4003  
www.rdhottubs.com  
Home of outstanding customer service!



Russ  
and  
Doneal  
Greipl

**26**  
YEARS OF SERVICE



**The Little Yard Care Company**  
780-679-4100

Specializing in total care for commercial, industrial & condo properties

**26**  
YEARS IN BUSINESS

**VISIONMASTERS**

#3, Duggan Mall, 6601-48 Avenue, Camrose Phone 780-672-6988  
Wetaskiwin Mall, 3725-55 Street, Wetaskiwin Phone 780-352-3730

**26**  
YEARS IN BUSINESS



Electrical & Instrumentation  
Maintenance & Construction  
Phone 780.672.0700  
3831 44 Avenue, Bay D  
Camrose, Alberta  
Toll Free 1.800.955.2988

**28**  
YEARS IN BUSINESS



Your Insulation Specialist

COMMERCIAL  
RESIDENTIAL  
AGRICULTURAL  
780-672-3433  
OR 780-878-1067

**28**  
YEARS OF SERVICE

**CAMROSE  
EAVESTROUGH  
SERVICE**

• Residential  
• Commercial  
• Agricultural  
780-672-5370

**28**  
YEARS OF SERVICE



• Sales • Service  
• Installation  
• Spring Replacement  
780-608-9433

**29**  
YEARS IN BUSINESS



REAL ESTATE  
An Independent member broker

780-672-7474  
Grand Park Plaza  
6006-48 Ave., Camrose  
Fax 780-672-4048

**29**  
YEARS IN BUSINESS



**ELLIOTT'S AUTO  
CARE LTD.**  
Cindy and Eric Elliott  
5811-48 Ave., Camrose  
780-672-1888

**29**  
YEARS OF SERVICE



1/2 mile east on Hwy 26  
Camrose  
www.piomac.com  
780-672-9400

**29**  
YEARS OF SERVICE

**Duggan Dental**

Dr. Kenneth Cha  
30, 6601-48 Avenue  
Camrose



780-679-2224



# Research Note / Note de recherche

## Social Isolation in Later Life: Extending the Conversation

Rachel Weldrick<sup>1,2</sup> and Amanda Grenier<sup>1,2</sup>

### RÉSUMÉ

Avec le vieillissement de la population canadienne, l'isolement social des personnes âgées constitue une préoccupation croissante et une priorité d'action au niveau national. Bien que les risques individuels de l'isolement social des personnes âgées et les conséquences négatives sur leur santé soient relativement bien connus, les impacts des trajectoires de vie et des expériences collectives sont rarement considérés. Les définitions actuelles et les réponses à cet isolement social se basent sur des programmes qui tendent à privilégier les approches individuelles. Ici nous proposons que la discussion soit élargie afin de considérer les aspects sociaux et culturels de l'isolement social des personnes âgées. En particulier, nous suggérons que les définitions et les approches prennent en compte trois dimensions : les facteurs temporels, les facteurs spatiaux et les liens entre l'isolement social et l'exclusion. Ainsi, nous pensons qu'il serait possible d'élaborer une approche d'intervention plus inclusive face à l'isolement social des personnes âgées, et de développer les capacités en ce sens chez un plus grand nombre d'âinés, en vue de pouvoir répondre, en particulier, aux besoins des personnes âgées les plus vulnérables ou marginalisées.

### ABSTRACT

As Canada's population continues to age, social isolation among older people is a growing concern and national-level priority. Although much is known about individual-level risks and negative health outcomes associated with social isolation in later life, the impact of life course trajectories and the more collective experiences are seldom considered. Current definitions and program responses tend to rely on individualized approaches to social isolation. Here, we argue that the conversation be extended to consider the social and cultural aspects of social isolation among older people. Specifically, we suggest that definitions and approaches consider three particular dimensions: temporal factors, spatial factors, and the relationship between social isolation and exclusion. Doing so, we argue, would result in a more inclusive approach to social isolation in late life, and the development of capacity to address social isolation among a wide range of older people, particularly the needs of vulnerable or marginalized groups.

<sup>1</sup> Department of Health, Aging & Society, McMaster University

<sup>2</sup> Gilbrea Centre for Studies in Aging, McMaster University

Manuscript received: / manuscrit reçu : 31/01/17

Manuscript accepted: / manuscrit accepté : 08/06/17

**Mots clés :** vieillissement, exclusion sociale, inégalités, politiques sociales, gérontologie critique

**Keywords:** aging, social exclusion, inequality, social policy, critical gerontology

Correspondence and requests for reprints should be sent to / La correspondance et les demandes de tirés-à-part doivent être adressées à :

Rachel Weldrick, MA, PhD Candidate  
Department of Health, Aging & Society  
McMaster University  
Kenneth Taylor Hall, Room 226  
1280 Main Street West  
Hamilton, ON L8S 4M4  
<weldrirc@mcmaster.ca>



## Introduction/Rationale

Increased life expectancy and population aging are altering the composition of societies on a global basis. Consequently, countries such as Canada face new questions about how to best meet the needs of a wide range of older people. One of the issues at the forefront of these conversations is that of social isolation. Older people who are socially isolated are often separated from their communities, and known to experience adverse outcomes to health and well-being (Bowling & Grundy, 1998; Keefe, Andrew, Fancey, & Hall, 2006; Victor, Scambler, Bond, & Bowling, 2000; Wister, 2014). Although research over the past two decades has uncovered clear links between social isolation and risk factors for older people (Nicholson, 2010; Valtorta & Hanratty, 2016), the conversation and response to social isolation among older people remains incomplete.

This growing interest in social isolation has resulted in a number of international and domestic programs to reduce social isolation among older people. At the international level, institutions such as the World Health Organization (WHO) have flagged social isolation as a key social and policy issue for aging (International Federation on Ageing, 2012; World Health Organization, 2015). In Canada, social isolation has been identified as a national level priority. In 2013, The National Seniors Council completed an investigation of social isolation among seniors to determine how to reduce the issue of isolation in later life<sup>1</sup> – a task directed by the then Minister of State (Seniors), Employment and Social Development Canada (ESDC), and the Minister of Health (The National Seniors Council, 2014). In 2015, ESDC launched a special funding opportunity through the New Horizons for Seniors program to fund pan-Canadian projects aimed at reducing social isolation among older people.<sup>2</sup> At the provincial level in Canada, provinces such as British Columbia and Ontario have also identified social isolation as a priority issue facing older people (British Columbia Ministry of Health, 2004; Health Quality Ontario, 2008).

Despite research that outlines the risks and adverse outcomes of social isolation in later life, and government initiatives that seek to address isolation, there are several key obstacles that may impede policy and program efforts. First, researchers working from a variety of disciplinary backgrounds continue to struggle with how to define and measure social isolation. There is little consensus on the meaning of social isolation (Coyle & Dugan, 2012; Valtorta & Hanratty, 2016; Victor et al., 2000), and some confusion exists between, for example, isolation and loneliness. Second, there is uncertainty about how to prevent or reduce social isolation in later life. The evidence demonstrating how social isolation may be effectively reduced is thin, making it difficult

for researchers and decision makers to determine a plan of action (Findlay, 2003). Third, the complex nature of social isolation makes it difficult to approximate prevalence. It is estimated that somewhere between 19 per cent and 24 per cent of older people in Canada experience some level of isolation, and that over 30 per cent of older Canadians are at risk of isolation (Keefe et al., 2006; The National Seniors Council, 2014). This phenomenon, however, is not unique to Canada but is considered to affect older people, families, and communities on an international level (World Health Organization, 2015). Changes to global migration patterns, fertility rates, and the shrinking of family sizes are factors considered to increase social isolation on a global scale (World Health Organization, 2015). Although recognition of social isolation represents a first step in improving the lives of older people, we argue that the conversation needs to be extended to view social isolation among older people as a social and cultural phenomenon.

## Risks and Outcomes

Social isolation has been linked to a number of *individual-level risk factors*, and has long been recognized as dangerous to the health and well-being of older people (e.g., see Brown [1960] and Munnichs [1964]). Individual-level risks for older people include health and wellness-related factors such as complex health conditions (Kobayashi, Cloutier-Fisher, & Roth, 2009; The National Seniors Council, 2014) and mental health concerns (Buffel, Rémillard-Boilard, & Phillipson, 2015; Elder & Retrum, 2012). Personal risk factors also include advanced age (e.g. 75 and older), losing the ability to drive, being widowed or divorced, and having no children (Buffel et al., 2015; The National Seniors Council, 2014). Belonging to a group with minority status is also considered a significant risk factor, with older people who belong to LGBTQ+, language minority, or a racial minority group, identified as having an increased risk of social isolation (Elder & Retrum, 2012).

The literature is clear that social isolation can have *negative effects* on older people's physical/mental health and well-being, and that a bi-directional relationship exists whereby health challenges can impact isolation. Older people who are socially isolated are at an increased risk of physical health conditions that include higher rates of circulatory conditions including hypertension (Tomaka, Thompson, & Palacios, 2006) and coronary heart disease (Heffner, Waring, Roberts, Eaton, & Gramling, 2011), increased rates of falls and re-hospitalization (Mistry et al., 2001; Nicholson, 2012), and pre-mature mortality (Bowling & Grundy, 1998; Steptoe, Shankar, Demakakos, & Wardle, 2013). Research has also identified that social isolation can be



detrimental to older people's mental health and well-being, and that physical and mental health concerns are both a risk factor for and a negative outcome of social isolation (Wister, 2014). Most notably, social isolation has been linked to the development of depression and/or depressive symptoms (Alspach, 2013; Beach & Bamford, 2014; Nicholson, 2012), and in some cases, may increase the risk of suicide (Conwell, Van Orden, & Caine, 2011). Social isolation, and specifically a lack of social engagement, has also been linked to dementia and cognitive decline (Barnes, De Leon, Wilson, Bienias, & Evans, 2004; Fratiglioni, Paillard-Borg, & Winblad, 2004).

*Family and community-level risks* for social isolation also exist, and tend to be discussed as having a compound effect with individual risks. At the family level, identified factors for risk of social isolation include particular household and family characteristics, such as low household income and living alone (Elder & Retrum, 2012; Kobayashi et al., 2009). Becoming socially isolated may be associated with changing household structures, such as transitioning into residential care, or having household members die or move out (Buffel et al., 2015; Elder & Retrum, 2012). At the social and community level, risks of social isolation for older people include physical barriers and/or poor urban design (Buffel et al., 2015; Elder & Retrum, 2012), lack of accessible transportation, and too few opportunities for meaningful social participation (The National Seniors Council, 2014).

These family and community-level risks are beginning to be considered as creating *negative community-level outcomes* that extend beyond individual health and well-being. As more older people become isolated and closed off from other people, their communities miss out on the important contributions that older people make, and social cohesion within society can be negatively impacted (Hortulanus, Machielse, & Meeuwesen, 2006). Through this process, older people may become invisible, and/or reinforce negative age-related stereotypes (Falletta & Dannefer, 2014). As Buffel et al. (2015) have stated, communities with socially isolated older people experience a "weakening of social bonds" across generations (p. 13). Such findings suggest the need for a careful reconsideration of the assumptions and understandings that guide current approaches, accompanied by an analysis of social isolation as a social and cultural phenomenon.

### Defining Social Isolation – The Individual and the Collective

Despite a broad understanding that social isolation is a complex phenomenon comprising a range of contributing factors, and a variety of uses in policy and research contexts,<sup>3</sup> research and responses to social isolation

among older people have tended to focus on the individual level (Bachrach, 1980; Lowenthal, 1964). This has taken place through an objective/subjective distinction, and in many cases, a privileging of the individual, objective-level criterion. Most notably, early definitions of social isolation – such as those used in public health – focused on counting the objective number of social connections and network attachments of an individual (Berkman & Syme, 1979). These types of definitions led to social isolation typically being framed as an exclusively objective measure of social embeddedness, and distinguished from the experience of loneliness, which is usually defined as being entirely subjective (Victor et al., 2000; Wenger, Davies, Shahtahmasebi, & Scott, 1996). Such distinctions are not surprising considering the then dominance of psychological perspectives, focused on objective factors such as cognition, motivation to engage with other people, and other potential psychological barriers such as poor mental health (Bassuk, Glass, & Berkman, 1999; Elder & Retrum, 2012; Nicholson, 2009). Authors have since challenged some of this work, suggesting that subjective feelings accompanying a lack of interaction are also a key component of social isolation among older people (Ackley & Ladwig, 2004; Lien-Gieschen, 1993; Nicholson, 2009).

Over time, the definition and uses of social isolation shifted to be more inclusive of the subjective dimensions of older people's experiences. Approaches from the early 2000s onward began to move away from defining social isolation as entirely objective or subjective, and towards the development of multi-pronged definitions that included objective and subjective dimensions. This meant that definitions began to incorporate feelings and subjective measures of "aleness" as a means to provide balance to objective indicators and outcomes, and to recognize that an objective measure of social contact may not always be indicative of isolation (Pettigrew, Donovan, Boldy, & Newton, 2014). Nicholson (2009), for example, outlined a useful definition that draws together objective and subjective components into five key attributes: (1) number of contacts; (2) belonging; (3) inadequate relationships (non-fulfilling); (4) engagement; (5) quality of network members. Although extremely useful in building a model that blends subjective and objective dimensions, this conceptualization misses the experience of social isolation as a social and cultural phenomenon that occurs across time, is structured in particular ways, and is shared and/or collective.

Considering the relationship between policy and practice, definitions that are individually oriented are likely to be matched with individual-level interventions. What this means for current ideas and practices is that the tendency to focus on individual and objective measures or factors of social isolation tends to overlook the social



and cultural nature of social isolation, and in doing so, misses both the processes that produce isolation, and the connections with poverty, inequality, and exclusion. Although overlooking marginal groups is unintended, especially when considered within population health models characterized by discourses of prevention, participation, and inclusion, the way of operating in relation to social isolation configures isolation as an individual problem with largely individual causes. Part of the issue here is that the understandings and responses to social isolation are located in a context characterized by increasing individualism, fragmentation of community life, and individualized risks (see Bauman, 2000; Beck, 1992; Giddens, 1990). Such interpretations overlook the social and cultural context within which isolation operates and is understood, and the social processes that give rise to social isolation and the experiences thereof. As such, current approaches to social isolation risk concealing trajectories of inequality – especially those that occur in relation to age and disadvantage – and the problems of participation and access that may underpin social isolation and exclusion. The problem of taking an individualized approach to social isolation – in particular, as it applies to marginalized or disadvantaged groups – is that older people may be blamed for their situations, and for failing to adequately integrate into their communities. The individualization of social isolation thereby reinforces exclusion and obscures the shared negative community-level outcomes. From this point of view, it becomes clear that a more social reading on social isolation that includes a macro or community-oriented perspective is needed if the root causes of isolation among older people are to be addressed. To do this, research must reach into more detailed understandings of social isolation as socio-cultural, political, economic, and spatial. This includes taking account of trajectories into social isolation, and how experiences may differ across contexts, settings, and social locations in late life.

### Suggestions for Change – Expanding the Conversation

We suggest that existing understandings and policy/practice approaches to social isolation would benefit from a sociological and cultural reading of social isolation, and an expansion to include social and structural dimensions that are apparent in the field of aging and gerontology. Although a larger analysis of social isolation among older people within the context of rising individualism (see Bauman, 2000; Beck, 1992; Giddens, 1990) and declining community opportunities and supports (see, e.g., Bellah, Madsen, Sullivan, Swidler, & Tipton, 2007; Putnam, 2001) is not possible in this research note, a number of directions can be taken in

the short term. Specifically, the current individualized definitions and responses to social isolation among older people would benefit from the inclusion of three dimensions, including time/duration, place/space, and inequality/exclusion.

The first dimension is *duration and time*. Social isolation is an experience with many temporal components, and variations across individuals and groups. Timing may be especially significant with respect to social isolation in later life. In some cases, the onset of social isolation and loneliness in late life may occur in alignment with a major transitional event, such as following the loss of a spouse or friend (Beach & Bamford, 2014). For others, the experience of social isolation may be more reflective of a lifelong pattern of few meaningful social supports, illness, or mental health issues (Machielse, 2006, Part 1, Chapter 2). Although such circumstances are occasionally listed as being risk factors for social isolation, researchers could benefit from taking a closer look at age relations (see Calasanti, 2003), the trajectories of inequality across the life course, and the temporal variations in onset. Both the timing of onset and the duration of the experience are important temporal factors. Buffel and co-authors (Buffel et al., 2015) distinguished between situational – a temporary reduction in the size of a social network – and chronic social isolation, a longer term of social isolation. Likewise, Grenier, Sussman, Barken, Bourgeois-Guérin, and Rothwell's (2016) research on homelessness has demonstrated patterns and trajectories of inequality that occur across time. These types of temporal distinctions and life course trajectories could have potentially noteworthy implications for prevention and intervention efforts, especially where the intersection of age and time are concerned.

Second, *place and space* feature prominently in older people's experiences of social isolation. Within gerontology, spatial perspectives have explored the intersection of aging and place at micro (e.g., how an individual navigates a space as they age), meso (e.g., the age-friendliness of a community), and macro levels (e.g., the impact of globalization on population aging) (Wahl & Oswald, 2016). Recently, spatial analysis has gained considerable momentum as a result of the global age-friendly cities movement (see World Health Organization, 2007) and is useful in rethinking experiences of isolation. For example, spatial perspectives can highlight differences between older people who live in the community and in institutional settings such as long-term care. Community-dwelling older people may experience an overall greater risk as a result of living alone (Kobayashi et al., 2009), whereas living in a residential care facility may further isolate older people, geographically and socially, from their families (Cannuscio, Block, & Kawachi, 2003).



A further issue with regards to place and space is the notion of rural versus urban isolation (Keating, Swindle, & Fletcher, 2011; Scharf & Bartlam, 2008). Rurality, or living in a rural region, is sometimes considered a risk factor for social isolation, whereas living in an urban region is sometimes framed as being mutually exclusive with social isolation (Locher et al., 2005; Tomaka et al., 2006). In other words, it is sometimes falsely believed that a person cannot experience social isolation if they are living within close proximity to other people. Although rurality or living in institutional care brings unique challenges that may not be applicable across contexts (e.g., living at home in an urban setting), many older people residing in urban regions do in fact experience social isolation. Indeed, living in a disadvantaged urban neighbourhood may be a significant risk factor for isolation and loneliness among older people despite the fact that they may be surrounded by many people (Scharf, Phillipson, Smith, & Kingston, 2002). Likewise, living in an urban environment that is inaccessible and/or excludes older people (i.e., age unfriendly) is an important risk factor for isolation among older people.

Third, considerations of *inequality and exclusion* have much to offer understandings and approaches to social isolation in Canada and abroad. As mentioned, research and programming have taken a highly individualized response to social isolation, often failing to address the social processes that lead to the isolation of older people. A wider lens, however, would begin to account for broader social and cultural shifts towards individualization, as well as for how these produce and sustain exclusion and inequality across the life course and into late life. Generally speaking, social exclusion occurs when individuals are disconnected or detached from "mainstream society" (Walsh, Scharf, & Keating, 2016). Accordingly, social isolation in later life can be seen as a by-product of structural developments and/or accumulated disadvantage or inequalities (Machielse, 2006, Part 1, chapter 2). A closer analysis of age, age relations, and time – especially time spent in disadvantage – deepens insight on social isolation and exclusion in later life. Indeed, the fact that disadvantaged older people are more likely to become socially isolated suggests a connection with marginalization, inequality, and social exclusion. This can be seen in examples whereby particular groups are overrepresented as socially isolated or excluded. For example, research has highlighted how older people who identify as LGBTQ+ are overrepresented among those who are isolated in later life (Addis, Davies, Greene, & Macbride-Stewart, 2009; Guasp, 2011), and how older people from minority ethnic and language groups who are excluded from services and resources experience a heightened risk of social isolation (Jopling, 2015).

Building on this connection between isolation and exclusion provides valuable insights into social relations that produce and sustain isolation and exclusion among older people. This lens of inequality and exclusion shifts the focus from addressing risk factors at the individual level (e.g., living alone), to understanding the social processes (e.g., social and structural causes, age relations) and risk factors (e.g., disadvantaged neighbourhoods) that exist at the macro, population, and group level.

### Conclusion – An Extended Approach to Social Isolation

Many important aspects should be considered in moving forward with an extended conversation that recognizes societal transitions, structured and shared aspects of social isolation, and disadvantage over time. In the short term, we suggest broadening existing approaches to include three aspects that could be integrated into policy and practice: First, social isolation is a temporal experience whereby experiences of isolation or risk of isolation vary greatly in onset and duration over a lifetime. Overlooking the temporal and situated life course aspects of the experience fails to recognize the heterogeneity that exists across the lives of diverse groups of older people, and how responses may need to be better suited – or timed – according to key transitional moment, onset, and/or duration. Second, geographical, spatial, and place-based factors can greatly affect social isolation. Living conditions, neighbourhoods, institutions, and other spatial factors, such as accessibility and perceived safety, should also be accounted for when designing research and policy interventions. Third, conversations must begin to take into account the relationship between social isolation, inequality, and exclusion. By failing to recognize that social isolation is closely linked with processes of exclusion, and may be connected with patterns of inequality across the life course, we conceal the social conditions and root causes that underpin the problem.

We suggest that conversations be broadened to include larger social trends, and to link current understandings with our proposed dimensions of social isolation in order to respond more fully to the needs of a diverse range of older people, including vulnerable or marginalized groups. Such a broadening would contribute to a more nuanced definition of social isolation, provide context to better assess the prevalence and differences within experiences of social isolation among older people, and broaden the scope of research and planning to ensure that risk factors and outcomes at both individual and collective level are addressed. At the same time, we note the importance that any program or response must move forward in a way that does not stigmatize or blame those who have been isolated or excluded.



## Notes

- 1 Message from Chair of the National Seniors Council: <https://www.canada.ca/en/national-seniors-council/programs/publications-reports/2014/social-isolation-seniors/page02.html>
- 2 Employment and Social Development Canada: Funding: New Horizons for Seniors Program – Pan-Canadian Projects; <https://www.canada.ca/en/employment-social-development/services/funding/new-horizons-seniors-pan-canadian.html>
- 3 For a review of definitions and uses across contexts, see Findlay, 2003; Nicholson, 2009; and Valtorta & Hanratty, 2016.

## References

- Ackley, B., & Ladwig, G. (2004). *Nursing diagnosis handbook: A guide to planning care* (6th ed.). St. Louis, MO: Mosby.
- Addis, S., Davies, M., Greene, G., & Macbride-Stewart, S. (2009). The health, social care and housing needs of lesbian, gay, bisexual and transgender older people: A review of the literature. *Health and Social Care in the Community*, 17(6), 647–658.
- Alspach, J. G. (2013). Loneliness and social isolation: Risk factors long overdue for surveillance. *Critical Care Nurse*, 33(6), 8–13.
- Bachrach, C. A. (1980). Childlessness and social isolation among the elderly. *Journal of Marriage and Family*, 42(3), 627–637.
- Barnes, L. L., De Leon, C. F. M., Wilson, R. S., Bienias, J. L., & Evans, D. A. (2004). Social resources and cognitive decline in a population of older African Americans and whites. *Neurology*, 63(12), 2322–2326.
- Bassuk, S. S., Glass, T. A., & Berkman, L. F. (1999). Social disengagement and incident cognitive decline in community-dwelling elderly persons. *Annals of Internal Medicine*, 131(3), 165–173.
- Bauman, Z. (2000). *Liquid modernity*. Cambridge, MA: Polity Press.
- Beach, B., & Bamford, S.-M. (2014). *Isolation: The emerging crisis for older men*. London, ENG: Retrieved from <https://www.independentage.org/policy-research/research-reports/isolation-emerging-crisis-for-older-men>
- Beck, U. (1992). *Risk society: Towards a new modernity*. London, ENG: Sage.
- Bellah, R. N., Madsen, R., Sullivan, W. M., Swidler, A., & Tipton, S. M. (2007). *Habits of the heart: Individualism and commitment in American life*. Berkeley, CA: University of California Press.
- Berkman, L. F., & Syme, S. L. (1979). Social networks, host resistance, and mortality: A nine-year follow-up study of Alameda County residents. *American Journal of Epidemiology*, 109(2), 186–204.
- Bowling, A., & Grundy, E. (1998). The association between social networks and mortality in later life. *Reviews in Clinical Gerontology*, 8(4), 353–361.
- British Columbia Ministry of Health. (2004). Social isolation among seniors: An emerging issue. *Report of the British Columbia Ministry of Health*. Victoria, BC: Author. Retrieved from [http://www.health.gov.bc.ca/library/publications/year/2004/Social\\_Isolation\\_Among\\_Seniors.pdf](http://www.health.gov.bc.ca/library/publications/year/2004/Social_Isolation_Among_Seniors.pdf)
- Brown, R. (1960). Family structure and social isolation of older persons. *Journal of Gerontology*, 15, 170–174.
- Buffel, T., Rémillard-Boilard, S., & Phillipson, C. (2015). Social isolation among older people in urban areas. Manchester, ENG: Manchester Institute for Collaborative Research on Ageing. Retrieved from <http://www.micra.manchester.ac.uk/connect/news/headline-430995-en.htm>
- Calasanti, T. (2003). Theorizing age relations. In S. Biggs, A. Lowenstein, & J. Hendricks (Eds.), *The need for theory: Critical approaches to social gerontology* (pp. 199–218). Amityville, NY: Baywood.
- Carnuscio, C., Block, J., & Kawachi, I. (2003). Social capital and successful aging: The role of senior housing. *Annals of Internal Medicine*, 139, 395–400.
- Conwell, Y., Van Orden, K., & Caine, E. D. (2011). Suicide in older adults. *Psychiatric Clinics of North America*, 34(2), 451–468.
- Coyle, C. E., & Dugan, E. (2012). Social isolation, loneliness and health among older adults. *Journal of Aging and Health*, 24(8), 1346–1363.
- Elder, K., & Retrum, J. (2012). Framework for isolation in adults over 50. Washington, DC: AARP Foundation. Retrieved from [http://www.aarp.org/content/dam/aarp/aarp\\_foundation/2012\\_PDFs/AARP-Foundation-Isolation-Framework-Report.pdf](http://www.aarp.org/content/dam/aarp/aarp_foundation/2012_PDFs/AARP-Foundation-Isolation-Framework-Report.pdf)
- Falletta, L., & Dannefer, D. (2014). The life course and the social organization of age. In J. D. McLeod, E. J. Lawler, & M. Schwalbe (Eds.), *Handbook of the social psychology of inequality* (pp. 607–625). New York, NY: Springer.
- Findlay, R. A. (2003). Interventions to reduce social isolation amongst older people: Where is the evidence? *Ageing and Society*, 23(5), 647–658.
- Fratiglioni, L., Paillard-Borg, S., & Winblad, B. (2004). An active and socially integrated lifestyle in late life might protect against dementia. *The Lancet Neurology*, 3(6), 343–353.
- Giddens, A. (1990). *The consequences of modernity*. Stanford, CA: Stanford University Press.
- Grenier, A., Sussman, T., Barken, R., Bourgeois-Guérin, V., & Rothwell, D. (2016). "Growing old" in shelters and "on the street": Experiences of older homeless people. *Journal of Gerontological Social Work*, 59(6), 458–477.
- Guasp, A. (2011). *Lesbian, gay & bisexual people in later life*. London, ENG: Stonewall.



- Health Quality Ontario. (2008). Social isolation in community-dwelling seniors: An evidence-based analysis. *Ontario Health Technology Assessment Series*, 8(5), 1–49. Retrieved from <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3377559/>
- Heffner, K. L., Waring, M. E., Roberts, M. B., Eaton, C. B., & Gramling, R. (2011). Social isolation, C-reactive protein, and coronary heart disease mortality among community-dwelling adults. *Social Science & Medicine*, 72(9), 1482–1488.
- Hortulanus, R. P., Machielse, A., & Meeuwesen, L. (2006). *Social isolation in modern society*. Abingdon, ENG: Routledge.
- International Federation on Ageing. (2012). *Current and emerging issues facing older Canadians*. Toronto, ON: Author. Retrieved from <http://www.ifa-fiv.org/wp-content/uploads/2012/12/current-and-emerging-issues-facing-older-canadians-final-report-30-march-2012.pdf>
- Jopling, K. (2015). *Promising approaches to reducing loneliness and isolation in later life*. London, ENG: Tavis House. Retrieved from <http://www.campaigntoendloneliness.org/wp-content/uploads/Promising-approaches-to-reducing-loneliness-and-isolation-in-later-life.pdf>
- Keating, N., Swindle, J., & Fletcher, S. (2011). Aging in rural Canada: A retrospective and review. *Canadian Journal on Aging/La Revue Canadienne Du Vieillessement*, 30(3), 323–338.
- Keefe, J., Andrew, M., Fancey, P., & Hall, M. (2006). *Final report: A profile of social isolation in Canada*. Halifax, NS. Retrieved from [http://www.health.gov.bc.ca/library/publications/year/2006/keefe\\_social\\_isolation\\_final\\_report\\_may\\_2006.pdf](http://www.health.gov.bc.ca/library/publications/year/2006/keefe_social_isolation_final_report_may_2006.pdf)
- Kobayashi, K. M., Cloutier-Fisher, D., & Roth, M. (2009). Making meaningful connections: A profile of social isolation and health among older adults in small town and small city, British Columbia. *Journal of Aging and Health*, 21(2), 374–397.
- Lien-Gieschen, T. (1993). Validation of social isolation related to maturational age: Elderly. *International Journal of Nursing Knowledge*, 4(1), 37–44.
- Locher, J. L., Ritchie, C. S., Roth, D. L., Baker, P. S., Bodner, E. V., & Allman, R. M. (2005). Social isolation, support, and capital and nutritional risk in an older sample: Ethnic and gender differences. *Social Science & Medicine*, 60(4), 747–761.
- Lowenthal, M. F. (1964). Social isolation and mental illness in old age. *American Sociological Review*, 29(1), 54–70.
- Machielse, A. (2006). Theories on social contacts and social isolation. In R. Hortulanus, A. Machielse, and L. Meeuwesen (Eds.), *Social isolation in modern society* (pp. 13–36). Abingdon, ENG: Routledge.
- Mistry, R., Rosansky, J., McGuire, J., McDermott, C., Jarvik, L., & Grp, U. C. (2001). Social isolation predicts re-hospitalization in a group of older American veterans enrolled in the UPBEAT Program. *International Journal of Geriatric Psychiatry*, 16(10), 950–959.
- Munnichs, J. (1964). Loneliness, isolation and social relations in old age. *Human Development*, 7(3–4), 228–238.
- Nicholson, N. R. (2009). Social isolation in older adults: An evolutionary concept analysis. *Journal of Advanced Nursing*, 65(6), 1342–1352.
- Nicholson, N. R., Jr. (2011). *Predictors of social isolation in community-dwelling older adults* (Doctoral dissertation). Charleston, SC: ProQuest.
- Nicholson, N. R. (2012). A review of social isolation: An important but underassessed condition in older adults. *Journal of Primary Prevention*, 33(2–3), 137–152.
- Pettigrew, S., Donovan, R., Boldy, D., & Newton, R. (2014). Older people's perceived causes of and strategies for dealing with social isolation. *Aging & Mental Health*, 18(7), 914–920.
- Putnam, R. D. (2001). *Bowling alone: The collapse and revival of American community*. New York, NY: Simon and Schuster.
- Scharf, T., & Bartlam, B. (2008). Ageing and social exclusion in rural communities. In N. Keating (Ed.), *Rural ageing: A good place to grow old?* (pp. 97–108). Bristol, ENG: Policy Press.
- Scharf, T., Phillipson, C., Smith, A. E., & Kingston, C. (2002). Growing older in socially deprived areas: Social exclusion in later life. Staffordshire, ENG: Keele University. Retrieved from [https://www.ageuk.org.uk/documents/en-gb/for-professionals/communities-and-inclusion/id2255\\_a\\_growing\\_older\\_in\\_socially\\_deprived\\_areas\\_social\\_exclusion\\_in\\_later\\_life\\_2002\\_pro.pdf?dtrk=true](https://www.ageuk.org.uk/documents/en-gb/for-professionals/communities-and-inclusion/id2255_a_growing_older_in_socially_deprived_areas_social_exclusion_in_later_life_2002_pro.pdf?dtrk=true)
- Septoe, A., Shankar, A., Demakakos, P., & Wardle, J. (2013). Social isolation, loneliness, and all-cause mortality in older men and women. *Proceedings of the National Academy of Sciences of The United States of America*, 110(15), 5797–5801.
- The National Seniors Council. (2014). Report on the social isolation of seniors. Ottawa, ON: Government of Canada. Retrieved from <https://www.canada.ca/en/national-seniors-council/programs/publications-reports/2014/social-isolation-seniors/page05.html>
- Tomaka, J., Thompson, S., & Palacios, R. (2006). The relation of social isolation, loneliness, and social support to disease outcomes among the elderly. *Journal of Aging and Health*, 18(3), 359–384.
- Valtorta, N., & Hanratty, B. (2016). Loneliness, isolation and the health of older adults: Do we need a new research agenda? *Journal of the Royal Society of Medicine*, 105, 518–522.
- Victor, C., Scambler, S., Bond, J., & Bowling, A. (2000). Being alone in later life: Loneliness, social isolation and living alone. *Reviews in Clinical Gerontology*, 10(4), 407–417.
- Wahl, H.-W., & Oswald, F. (2016). Theories of environmental gerontology: Old and new avenues for person-environmental views of aging. In V. L. Bengtson & R. A. Settersten, Jr. (Eds.), *Handbook of theories of aging* (3rd ed., pp. 621–641). New York, NY: Springer.



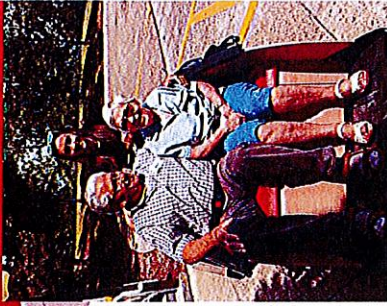
- Walsh, K., Scharf, T., & Keating, N. (2016). Social exclusion of older persons: A scoping review and conceptual framework. *European Journal of Ageing*, 1–36.
- Wenger, G. C., Davies, R., Shahtahmasebi, S., & Scott, A. (1996). Social isolation and loneliness in old age: Review and model refinement. *Ageing and Society*, 16(3), 333.
- Wister, A. V. (2014). Scoping review of the literature: Social isolation of seniors. Ottawa, ON: Government of Canada. Retrieved from [http://publications.gc.ca/site/archivee-archived.html?url=http://publications.gc.ca/collections/collection\\_2015/edsc-esdc/Em12-7-2014-eng.pdf](http://publications.gc.ca/site/archivee-archived.html?url=http://publications.gc.ca/collections/collection_2015/edsc-esdc/Em12-7-2014-eng.pdf)
- World Health Organization. (2007). *Global age-friendly cities: A guide*. Geneva, CHE: Community Health.
- World Health Organization. (2015). *World report on ageing and health*. Geneva, CHE: Author.



July 2017



Maren from Copenhagen rode around Camrose with some delighted passengers.



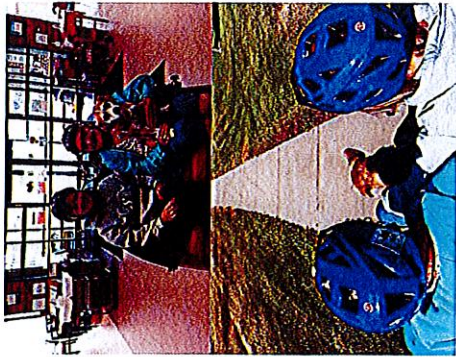
The Life Cycle and Intergenerational Summer Staff spend every Thursday evening at the open-air Downtown Camrose Market.

Maren Warming from the Copenhagen CWA Chapter visited Camrose Public Library in July, 2017 to host CWA info and pilot training sessions. While here, she took some locals out for a spin on The Life Cycle!

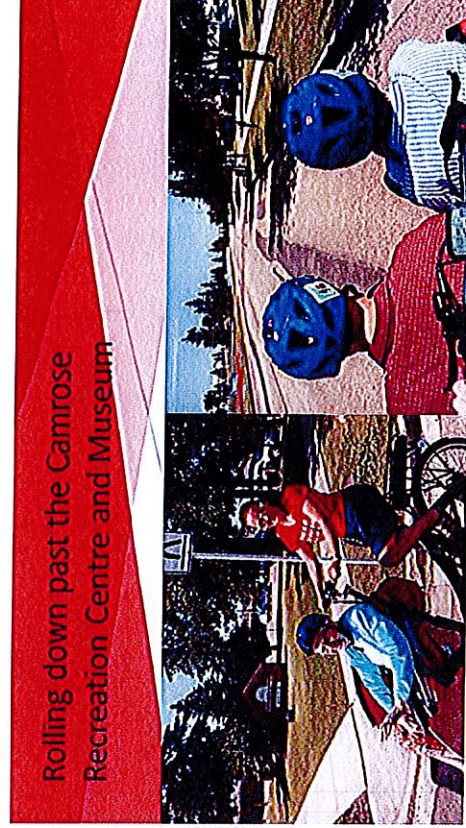
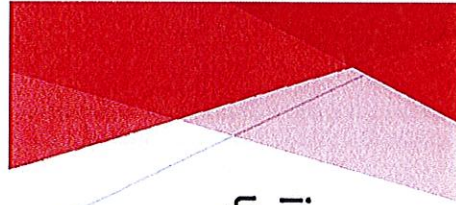


The Life Cycle visits local care facilities to get residents out into the sun and the community. Pictured here is 2017 Camrose Municipal Councilor Bill Sears out for a spin with Val Brown.



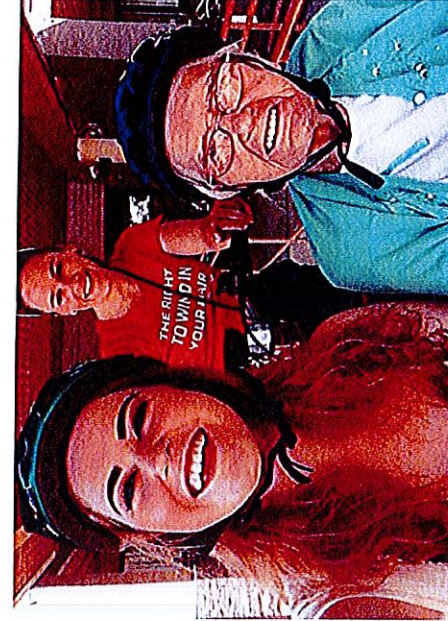


From care  
facility to  
carefree with  
furry friends!



Rolling down past the Camrose  
Recreation Centre and Museum

Out in a local  
park with a  
volunteer pilot



The  
pilot  
gets  
a  
ride!

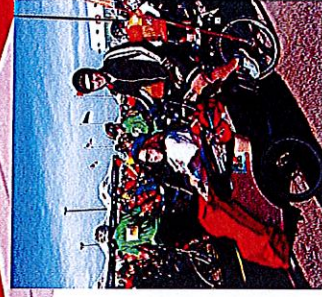


## Summer 2018

Although we had to cancel a number of regular outings and special event visits due to the BC wildfire smoke, we were still able to create many connections and smiles. This is our 2018 Intergenerational Programmer, Jennifer Laskosky, out with some passengers from Bethany Meadows Continuing Care facility.



## June 9 and 10, 2018: Leduc/Camrose MS Bike Tour



## June 2017: Cycling Without Age HQ, Copenhagen, Denmark



Kelsey Mailer, our summer Intergenerational programmer who researched and wrote the grant application for The Life Cycle, had the chance to visit the place where Cycling Without Age began! Kelsey is in the centre, flanked by Maren Warming and the creator of the CWA movement himself, Ole Kassow!

## June 17, 2018: Beaumont CWA launch with The Life Cycle standing in!







Connecting generations and  
creating community

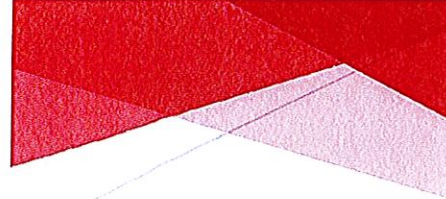


**LIFE CYCLE**  
- Moving Stories -  
**April 18, 2017**

Our Triobike Taxi arrived!  
We immediately began a  
contest to name her. The  
frontrunners were Paige  
Turner, Bikey McBikeface,  
and of course, The Life  
Cycle, which ended up  
getting the most votes  
from our patrons!



January 5, 2019:  
Ole Kassow, founder of the  
Cycling Without Age  
movement, travelled from  
Copenhagen to Camrose  
Public Library and borrowed  
the Life Cycle for a  
conference! He couldn't  
resist recruiting a couple of  
passengers, despite the -35  
degree weather.



**July 1, 2017**

Val Brown, our 2017  
Intergenerational Summer  
Programmer, spent  
Canada 150 with the Life  
Cycle at our City of  
Camrose celebration. The  
passenger in this photo is  
Connie, one of our long-  
time library volunteers  
who, sadly, passed away  
the winter after this photo  
was taken. She and this  
photo are one of our  
favourites.



## Life Cycle bike reconnects generations

By Ryan Squire, *Chatham Newswatch*  
Thursday, July 26, 2013 2:48 PM EDT



From Cape Breton to Chatham, the Life Cycle bike has been bringing joy to people all over the world.

Local media outlets were happy to share the story and mission of The Life Cycle





## Laws and Statements Applicable to Sandra Taillieu's Complaint

The American Library Association addresses the matter of Visual and Performing Arts in Libraries under the section "An Interpretation of the Library Bill of Rights" (<http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/arts>). Paragraphs 10 and 12 are particularly relevant, and state as follows:

All art in the library's permanent or exhibit holdings is an integral part of the library's collections just the same as literary, film, eBooks, and all other material types. Collection development policies should include the collection of, and access to, art where possible. The library should provide a welcoming and content-rich environment for all users to engage with visual art or to create their own projects. Libraries are encouraged to be intentional in including diverse voices, be it through creative projects, performances, or exhibits from many cultural traditions. When the library plans exhibitions or performances, the selection should consider all of the communities served and should provide diverse points of view.

In summary, visual images and performances in the library should not be restricted based on content. Librarians and library staff should be proactive in seeking out a wide variety of representational and abstract artwork and performance art, with limitations or parameters set only with respect to space, installation, fiscal, and technical constraints. The same criteria for access to literature of all kinds for all people are relevant to visual media and performing arts in libraries.

The Canadian Charter of Rights and Freedom (<https://laws-lois.justice.gc.ca/eng/Const/page-15.html>) and in particular section 2 (b) states that everyone has "freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication"

The United Nations Universal Declaration of Human Rights (<http://www.un.org/en/universal-declaration-human-rights/>) includes:

### Article 19.

Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.

This point especially supports us in our effort to supply information to people without censorship by those who do not want certain information available to others.



Article 20.

- 1) Everyone has the right to freedom of peaceful assembly and association.
- 2) No one may be compelled to belong to an association.

This point demonstrates that artwork or materials created by an individual of one faith does not imply that others must share or display that same faith.

Article 22.

Everyone, as a member of society, has the right to social security and is entitled to realization, through national effort and international co-operation and in accordance with the organization and resources of each State, of the economic, social and cultural rights indispensable for his dignity and the free development of his personality.

This point illustrates the fact that all individuals are entitled to freely develop their own personalities through the expression of their own rights. If we impose censorship within the library, we are not enabling people to access a variety of information sources that enable them to develop their own personalities.

Article 27.

- 1) Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits.
- 2) Everyone has the right to the protection of the moral and material interests resulting from any scientific, literary or artistic production of which he is the author.

This artwork represents a component of cultural life within the community of Camrose, and the artist has the right to participate in said cultural life.

These statements from the United Nations Universal Declaration of Human Rights align with one of our values as expressed in the Camrose Public Library Plan of Service 2019-2023 (<http://cpl.prl.ab.ca/about-us/guiding-principles>): “We are innovative. We embrace new ideas in order to be able to provide services our patrons might not even realize they need.”

Another of our values as expressed in our Plan of Service is: “We protect intellectual freedom. We believe everyone has the right to unrestricted access to knowledge without fear of censorship or discrimination.” This aligns with the Canadian Federation of Library Association’s Statement on Intellectual Freedom and Libraries (<http://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/>). In particular, it aligns with the statement that “Libraries have a core responsibility to safeguard and facilitate access to



constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.”

Another strong demonstration of the values of Camrose Public Library is the IFLA Statement on Libraries and Intellectual Freedom (<https://www.ifla.org/publications/ifla-statement-on-libraries-and-intellectual-freedom>). This statement says that “IFLA (The International Federation of Library Associations and Institutions) supports, defends and promotes intellectual freedom as defined in the United Nations Universal Declaration of Human Rights. IFLA declares that human beings have a fundamental right to access to expressions of knowledge, creative thought and intellectual activity, and to express their views publically.” This statement goes on to say that “the right to know and freedom of expression are two aspects of the same principle. The right to know is a requirement for freedom of thought and conscience; freedom of thought and freedom of expression are necessary conditions for freedom of access to information.” One of IFLA’s affirmations is that “Libraries shall acquire, organize and disseminate information freely and oppose any form of censorship.”

The Camrose Public Library’s Governance Principles (<http://cpl.prl.ab.ca/about-us/policies/governance>) state that “all persons in Canada have a legal right to intellectual freedom. The Camrose Public Library employees and employers are responsible for developing and maintaining that freedom. The role of the library is to provide the resources for intellectual freedom to thrive, allowing free expression and recognizing difference.”



The United Nations Universal Declaration of Human Rights (<http://www.un.org/en/universal-declaration-human-rights/> ) includes:

Article 19.

Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.

This point especially supports us in our effort to supply information to people without censorship by those who do not want certain information available to others.

Article 20.

- 1) Everyone has the right to freedom of peaceful assembly and association.
- 2) No one may be compelled to belong to an association.

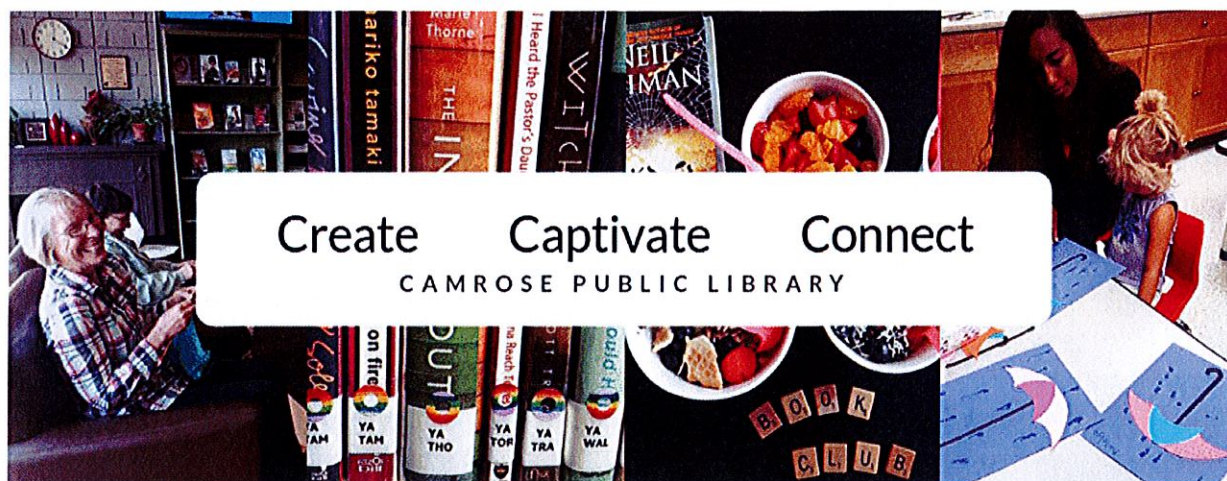
This point demonstrates that artwork or materials created by an individual of one faith does not imply that others must share or display that same faith.

Article 22.

Everyone, as a member of society, has the right to social security and is entitled to realization, through national effort and international co-operation and in accordance with the organization and resources of each State, of the economic, social and cultural rights indispensable for his dignity and the free development of his personality.

This point illustrates the fact that all individuals are entitled to freely develop their own personalities through the expression of their own rights. If we impose censorship within the library, we are not enabling people to access a variety of information sources that enable them to develop their own personalities.





## Introductions

I have been spending time this past month reaching out to different organizations around Camrose and introducing myself as the new Director. I recently attended an interagency meeting with Shannon, so got to meet a few more people that way as well. Shannon and I will be attending Augustana's Career Day next week, as well as La Celebration de la francophonie on Tuesday, March 12<sup>th</sup>.

## Parkland Executive

I attended my first Parkland Executive meeting on January 24<sup>th</sup> as a non-voting member. I cannot be elected onto the Executive until the meeting on February 21<sup>st</sup>, so I have put my name forward and will be attending that meeting to see whether I am accepted. On February 22<sup>nd</sup>, I will be attending the Public Library Services Branch of Alberta Municipal Affairs Symposium, titled "Shifting Services for Inclusivity".

## Annual Report

The Annual Report is done (with your approval) and ready to be sent to Public Library Services Branch. The Annual Report is one of the requirements of qualifying for the Provincial Operating Grant.

## Summer Students

We have applied for grants to hire summer students for the following positions:

- Summer Reading Club (2)
- Book Bike (2)
- Intergenerational Programmer/Life Cycle Coordinator (1)
- Marketing and Social Media Coordinator (1)

I hope to post the positions soon with interviews taking place in by March and positions starting on May 6.



## Logo

Shannon has finished up the logo and begun implementing the colours and fonts in our event posters. New business cards will be on their way shortly, and we have ordered a standing banner to bring with us when we conduct outreach in the community.

## Be Your Own Valentine

A terrific time was had by all at our seventh's annual *Be Your Own Valentine Event* on February 8! We had approximately 230 people attend, and that was even with the freezing cold weather outside! Our friends of the library group, which has recently been renamed as the "Fellowship of the Library", had a booth set up and signed up tons of people for the email list. Hopefully lots of those individuals will attend the next meeting on March 11! I stood by the door and handed attendees a survey, but I don't think a lot of people left the event realizing who I was. Still, BYOV was a great success!

## Weed All About It

We hosted a series of cannabis information sessions including "Weed All About It" January 15 and 17, and a full house for "Seniors and Cannabis" January 29 with over 30 people!

## Read for 15

Read for 15 took place on January 25, 2019. This year, there were several categories introduced based on different population sizes, as well as the overall competition encompassing everyone. We had a total of 44,732 participants reporting having read for 15 minutes. This year's winner was Bashaw, with 70.8% of the population having participated. Red Deer had the highest number of readers at 17,891. We came in third reader-wise with 3541 readers, and we had 18.9% of the population of Camrose reporting.

## Freedom to Read Week

Freedom to Read Week is an annual event that encourages Canadians to think about and reaffirm their commitment to intellectual freedom, which is guaranteed to them under the Charter of Rights and Freedoms. This year, it takes place from February 24 to March 2. The library staff are invited to dress casually and wear their "Banned Books" t-shirts all week.

## Camrose Pride Week

Camrose Pride week coincides with Freedom to Read week, so we are happily celebrating both by reminding the community that we are inclusive and welcoming to everyone. We have a rainbow flag we'll fly all week, and will decorate the Adult Fiction area like a rainbow flag. We are hosting the Queer Like Me Art Show, opening at the library on February 28 from 7-8pm, and are collaborating with the Fox and Fable Book and Game Café to host Ru Paul Drag Race Trivia Night on February 25 beginning at 5pm.



Camrose Public Library  
Programming Report  
January 2019

**CPL Service Responses and Applicable Programs**

*Social Engagement: Developing Relationships and Ending Isolation*

- Regular in-house programs: **388 people**
- PD Movie: **32 People**
- Programs facilitated by outside groups: **86 people**

**Total for service response 1: 506 participants**

*Connect to the Online World: Public Internet Access*

- Ongoing in-house programs: **37 participants**
- Probus Outreach: **40 people**

**Total for service response 2: 77 participants**

*Satisfy Curiosity: Lifelong Learning*

- Ongoing Outreach: **95 people**
- Adult Special Events: **105 people**
- Ongoing in-house programs: **14 people**
- Read for 15 patron reporting: **3541 people**
- Read for 15 school visit: **350 people**
- Visit to Kids Campus Child Care: **25 people**
- Programs facilitated by outside organizations: **172 people**

**Total for service response 3: 4302 participants**

*Visit a Welcoming Place: Physical and Virtual Spaces*

- Snacks in the Stacks: **765 people**

**Total for service response 4: 765 participants**

**Total program participation for January 2019: 5650 people**



	January	
	Programs	Patrons
Adult	58	490
Family	61	1498
Children	3	39
Teens	12	82
Other	1	3541
<b>Total</b>	<b>135</b>	<b>5650</b>
Outreach	18	4038
In House	119	1612
<b>Total</b>	<b>137</b>	<b>5650</b>
Advocacy	1	3541
Service Respo	134	2109
<b>Total</b>	<b>135</b>	<b>5650</b>

#### Upcoming special events:

- Miranda Maguire from the Public Library Services Branch of Alberta Municipal Affairs reached out to me at the beginning of December to ask if I would be interested in being a presenter at their annual Symposium on February 21 and 22. Their topic this year is “Shifting Services for Inclusivity”, and they were hoping I’d present about the history of our LGBTQ Safe Space, The Bunker. Since I am a speaker, they are covering my costs for the symposium; I’m excited to share what we are doing here to create space for marginalized community members. It will be a great jumping-off point for my presentation about forming partnerships to foster inclusivity (as well as challenges to library programs) at The Alberta Library Conference in April.
- Pride Week Partnerships
  - February 25, 5:00 PM: RuPaul’s Drag Race Trivia Night at Fox and Fable with Camrose Pride Community, Fox and Fable, Rebel Ink, and Robyn Bank\$
  - February 28, 7:00 PM at Camrose Public Library: Queer Like Me Youth Art Show with Camrose Pride Community, Art Therapist Nikki Featherstone of Haven, Camrose Police Service, and Cliff and Bev Drever. This ties in with Freedom to Read Week; please see below.
- Freedom to Read Week: February 24 to March 2 For more information, please visit <http://www.freedomtoread.ca/freedom-to-read-week/#.XGMwZdJ7ncs>
  - Passive program “Freedom Birds in Flight”: Patrons will be invited to write a word or the name of a book on a cardstock bird and hang it on the front windows where we will also have a giant birdcage with the door open, as a symbol of our freedom of expression.
  - I will be also incorporating discussions on our Charter Right to freedom of expression (and what that means in a library setting) into all of my ongoing programming that week.



# February 2019

- Families
- Children & Teens
- Adults

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
					<b>Something Cool After School</b> 3:45 p.m. 1
<b>Super Cool Sundays</b> 3:00 p.m. 3	<b>Got Ukulele?</b> 1:30 p.m. <b>Spanish Speaking Circle</b> 3:00 p.m. <b>Reading Tails</b> 3:30 p.m. <b>Something Cool After School</b> 3:45 p.m. 4	<b>Books and Bounces</b> 10:00 a.m. <b>Tales for Twos &amp; Threes</b> 11:00 a.m. <b>Concept Corner</b> 2:00 p.m. <b>Something Cool After School</b> 3:45 p.m. <b>Resume Workshop</b> 6:00 p.m. <b>Body Image</b> 6:30 p.m. 5	<b>Book Lovers' Discussion Group</b> 2:00 p.m. <b>Something Cool After School</b> 3:45 p.m. <b>Dungeons &amp; Dragons</b> 4:00 p.m. <b>Cercle de Conversation en Français</b> 6:00 p.m. <b>Meditation</b> 6:30 p.m. <b>Bedtime Storytime</b> 7:00 p.m. 6	<b>Technology Tutoring</b> 10:30 a.m. <b>Tales for Twos &amp; Threes</b> 11:00 a.m. <b>Yarns</b> 12:00 p.m. <b>Something Cool After School</b> 3:45 p.m. <b>Nordlys 101</b> 7:00 p.m. 7	<b>Resume Workshop</b> 10:30 a.m. <b>Something Cool After School</b> 3:45 p.m. <b>Be Your Own Valentine</b> 7:00 p.m. 8
<b>Super Cool Sundays</b> 3:00 p.m. 10	<b>Got Ukulele?</b> 1:30 p.m. <b>Spanish Speaking Circle</b> 3:00 p.m. <b>Reading Tails</b> 3:30 p.m. <b>Something Cool After School</b> 3:45 p.m. 11	<b>Books and Bounces</b> 10:00 a.m. <b>Tales for Twos &amp; Threes</b> 11:00 a.m. <b>Make and Take</b> 1:00 p.m. <b>Concept Corner</b> 2:00 p.m. <b>Something Cool After School</b> 3:45 p.m. <b>Body Image</b> 6:30 p.m. 12	<b>Something Cool After School</b> 3:45 p.m. <b>Dungeons &amp; Dragons</b> 4:00 p.m. <b>Cercle de Conversation en Français</b> 6:00 p.m. <b>Meditation</b> 6:30 p.m. <b>Bedtime Storytime</b> 7:00 p.m. 13	<b>Tales for Twos &amp; Threes</b> 11:00 a.m. <b>Yarns</b> 12:00 p.m. <b>Something Cool After School</b> 3:45 p.m. 14	<b>Something Cool After School</b> 3:45 p.m. 15
<b>Super Cool Sundays</b> 3:00 p.m. 17	<b>Got Ukulele?</b> 1:30 p.m. <b>Spanish Speaking Circle</b> 3:00 p.m. <b>Reading Tails</b> 3:30 p.m. <b>Something Cool After School</b> 3:45 p.m. 18	<b>Books and Bounces</b> 10:00 a.m. <b>Tales for Twos &amp; Threes</b> 11:00 a.m. <b>Concept Corner</b> 2:00 p.m. <b>Something Cool After School</b> 3:45 p.m. 19	<b>Something Cool After School</b> 3:45 p.m. <b>Dungeons &amp; Dragons</b> 4:00 p.m. <b>Cercle de Conversation en Français</b> 6:00 p.m. <b>Meditation</b> 6:30 p.m. <b>Bedtime Storytime</b> 7:00 p.m. 20	<b>Tales for Twos &amp; Threes</b> 11:00 a.m. <b>Yarns</b> 12:00 p.m. <b>Something Cool After School</b> 3:45 p.m. 21	<b>Something Cool After School</b> 3:45 p.m. 22
<b>Super Cool Sundays</b> 3:00 p.m. 24	<b>Got Ukulele?</b> 1:30 p.m. <b>Spanish Speaking Circle</b> 3:00 p.m. <b>Reading Tails</b> 3:30 p.m. <b>Something Cool After School</b> 3:45 p.m. <b>RuPaul's Drag Race Trivia Night</b> 6:30 p.m. 25	<b>Books and Bounces</b> 10:00 a.m. <b>Tales for Twos &amp; Threes</b> 11:00 a.m. <b>Winter Walking Safety</b> 1:00 p.m. <b>Concept Corner</b> 2:00 p.m. <b>Something Cool After School</b> 3:45 p.m. <b>The Openness Society</b> 1:00 p.m. <b>Understanding Queer Sexual Health</b> 1:00 p.m. <b>The Plot Matures</b> 7:00 p.m. 26	<b>Something Cool After School</b> 3:45 p.m. <b>Dungeons &amp; Dragons</b> 4:00 p.m. <b>Cercle de Conversation en Français</b> 6:00 p.m. <b>Meditation</b> 6:30 p.m. <b>Bedtime Storytime</b> 7:00 p.m. 27	<b>Tales for Twos &amp; Threes</b> 11:00 a.m. <b>Yarns</b> 12:00 p.m. <b>Something Cool After School</b> 3:45 p.m. <b>Queer Like Me Art Show</b> 7:00 p.m. 28	

**CAMROSE PUBLIC LIBRARY**  
 4710-50 Avenue

For more information,  
 talk to library staff,  
 call 780.672.4214  
 or visit [cpl.prl.ab.ca](http://cpl.prl.ab.ca)

Library programs  
 are free and on a  
 drop-in basis unless  
 otherwise stated.

Submitted by Nicole Bannick  
 February 12, 2019



# Camrose Public Library

## Monthly Stats

January 2019

Circulation by Residence	Jan 2019	Jan 2018	2019 YTD	2018 YTD	Under/Over 2018	% Chg. Over 2018		
City of Camrose	9252	9500	9252	9500	-248	-3%		
County of Camrose	2312	2952	2312	2952	-640	-22%		
Outside City/County	357	330	357	330	27	8%		
ME	207	248	207	248	-41	-17%		
Total	12128	13030	12128	13030	-902	-7%		
Selection of Service Responses								
1. Social Engagement: Developing Relationships and Ending Isolation								
2. Connect to the Online World: Public Internet Access								
3. Satisfy Curiosity: Lifelong Learning								
4. Visit a Welcoming Place: Physical and Virtual Spaces								
Programs	Jan 2019		2019 YTD		Participants			
Service Response	Sessions	Participants	Sessions	Participants	2018 YTD	2017YTD	2016 Total	2015 Total
1	58	490	58	490	829	1279	note: annual total program participation	
2	61	1498	61	1498	208	282		
3	3	39	3	39	297	351		
4	12	82	12	82	6	40		
Library Advocacy	1	3541	1	3541	7,017	5001		
Total	135	5650	135	5650	8,357	6953	25942	21794



# Request for Reconsideration Policy

## Request for Reconsideration Policy

The Camrose Public Library endorses the following "Statement on Intellectual Freedom" from the Canadian Library Association (CLA June 17, 1974, amended: November 17, 1983, November 18, 1985):

All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom under the law is essential to the health and development of Canadian society.

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those, which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, Camrose Public Library shall acquire, **display**, and make available the widest variety of materials.

It is the responsibility of the library to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them.

Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

The Camrose Public Library Board does not interpret its function or that of its staff to be the supervisor of public morals. The library board believes in the freedom of the individual and the right and obligation of parents to develop, interpret, and enforce their own code of acceptable conduct upon their own household.

## Complaints

Unless a material is officially prohibited from entering Canada, it is legally permissible to be on the library shelves. If an individual objects strongly to a particular material, that person may complete a "Request for Reconsideration of Library Material" form. Each complaint will be dealt with personally. A written response will be made to the patron. In reviewing complaints, the following principles will apply:

- contemporary significance or permanent value
- accuracy and literary merit
- popular demand or appeal



- the use of profanity or the treatment of sex in itself is not an adequate reason for withdrawing a book **or other material type** from the collection.

Patron requests for reconsideration of specific materials shall be made in writing to the Director. After review, including Board input when appropriate, the patron will receive a written explanation of the Library's decision.

Approval Date: May 2013

Amended: February 2016, February 2017

Revision/Review Date: February 2020

Approval Signature: original signed by Board Chair: Elizabeth Luck



# Selection acquisition and disposition of materials

## Definition of Materials

The word "materials" has the widest possible meaning and includes any material, regardless of format, that is held in the collection of the Camrose Public Library or borrowed by the Camrose Public Library including books, periodicals, audio, video, or projected media, paintings, drawings, photographs, micromaterials, toys, games, kits, and electronic databases.

The purpose of Camrose Public Library's materials selection policy is to guide staff and to inform the public about the principles upon which selections are made. The following principles have as their basis the **Canadian Federation Library Associations** "*Statement on Intellectual Freedom and Libraries*".

Camrose Public Library, as a tax-supported institution, is devoted to serving all segments of the community. As a community resource, it fulfills a number of roles, such as supporting early literacy; stimulating imagination for reading viewing and listening for pleasure; satisfying curiosity for lifelong learning; understanding how to find, evaluate and use information for information fluency; and engaging the community. These roles guide how **materials are selected, and the collections are developed and managed in the development and management of Camrose Public Library's collection.**

The library acquires:

- Contemporary materials representing various points of view, which are of popular interest and possible future significance, including materials which reflect current conditions, trends and controversies.
- Materials which support both formal and informal learning.
- Materials which entertain and which enhance the individual's enjoyment of life.
- Materials which stimulate the imagination, or increase the individual's potential for creativity, or build the individual's ability to function effectively as a productive member of society.
- Materials, which extend the individual's capacity to understand the universe, including the experimental or controversial.

The library strives to maintain awareness of, and to anticipate shifts in social, economic and environmental conditions. Materials are selected to reflect these changes and shifts as well as changes in educational, cultural, and intellectual norms, and the impacts of new technology.

The library attempts to make available a wide diversity of views and expressions, including those which may be viewed as unorthodox or which may be unpopular.



Works are selected on the basis of content without regard to the personal history, sex, race, nationality, or the political or religious views of the creator.

The library does not advocate all the ideas and opinions found in its collection. The presence or display of a book, periodical, piece of artwork, or other materials in the library does not indicate an endorsement of its contents by the library.

The library recognizes that many materials may be controversial and that any given item may offend some patrons. The materials selected for the library's collection will vary to suit the needs of different parts of the library's constituency. Not all materials selected and/or displayed, therefore, will be suitable to every patron or group of patrons. The ultimate responsibility for their choice of materials lies with the patron.

### **Parental or Legal Guardian Responsibility**

Selection of materials for the adult collections and/or displays is not restricted by the possibility that children may obtain or see materials that their parents or legal guardians might consider inappropriate. The library believes in the freedom of the individual and the right and obligation of parents or legal guardians to develop, interpret and maintain their own code of values in their family.

Responsibility for the choice of materials by children rests with their parents or legal guardians.

### **Responsibility for Materials Selection**

Although the ultimate responsibility for selection is vested in the library board, the board

delegates authority to the Director, to interpret and to guide the application of the policy set by the board. The Director authorizes other staff to apply this policy in building collections.

All staff members selecting library materials are expected to keep the selection criteria in mind and apply their knowledge and experience in making decisions.

### **Criteria for the Evaluation and Selection of Materials**

In building collections to serve the aims of the library, objective guidelines will be used. A detailed Collection Plan for the selection and weeding of all library materials is maintained, revised and updated by staff. All materials, whether donated or purchased, will be examined and evaluated in terms of the following standards. Items need not meet all the criteria to be acceptable.

#### **General Criteria for all materials, including new formats**

- Suitability of physical form for library use.
- Suitability of subject and style for intended audience.
- Present and potential relevance to community needs and interests.



- Appropriateness and effectiveness of medium with respect to content.
- Insight into human and social, economic and environmental conditions.
- Importance as a document of the times.
- Relationship to existing collection and other material on the subject.
- Authority, reputation and/or significance of author or artist.
- Skill, competence and purpose of the author or artist.
- Recommendation by standard selection tools, reviewers or public.
- Budgetary and space priorities.
- Representation of challenging, though extreme or minority, point of view.
- Canadian perspective.
- Current educational curriculum.
- Current reading trends.
- Interest/demand from the public.
- Language demand from the public.
- Format

### **Donations**

Donations will be accepted. Those meeting the requirements of this policy may be added to the collection.

### **Weeding Materials from the Collection**

The purpose of discarding materials is to maintain an appealing and up-to-date collection that follows the general criteria outlined in this policy.

Discarded materials will be disposed of by the library through such means as sale, donation or recycling. The organization which, or the individual who, obtains discarded items shall be responsible for the cost related to packaging and transportation.

### **Reconsideration of Materials Selected for the Collection**

Questions about the collection are welcome and are treated with courtesy and respect. If concerns or questions arise about a material, staff will follow the steps laid out in the *Request for Reconsideration Policy*. If a patron wishes to submit a written concern, a “Request for Reconsideration of a Library Material” form is offered and a response is made as detailed in the *Request for Reconsideration Policy*.

Unusual concerns will be referred to the Director; and, in exceptional cases, the Director will present comprehensive information to the Camrose Public Library Board. The Board’s decision is final.

Approval Date: May 2013

Amended: February 2016, April 2018



Revision/Review Date: April 2021

Approval Signature: original signed by Board Chair: Elizabeth Luck



# Naming Rights and Sponsorship

The Camrose Public Library welcomes and encourages the business community and other organizations to support the Library through the establishment of sponsorships that provide the Library with the resources, including revenue and/or in-kind contributions, to enhance events, programs, activities, and services to the community. The Board's first priority is to ensure the continuation and growth of support from the City of Camrose, Camrose County, and the Province of Alberta.

~~The Camrose Public Library Board endorses the Canadian Federation of Library Associations' Position Statement on Corporate Sponsorship Agreements in Libraries.~~

## Library Values

The Camrose Public Library is a cornerstone of the community. Sponsorships must not undermine the integrity of the non-commercial public space that the Library provides. In developing sponsorship arrangements, the Library will:

- Safeguard the equity of access to library services and not allow sponsorship agreements to give an unfair advantage to, or cause discrimination against, any sectors of the community;
- Protect its principle of intellectual freedom and equity of access to its programs, services, and collections;
- Protect the confidentiality of user records;
- Not permit sponsors to have an undue impact on the policies and practices of the Library or information provided by the Library (eg. materials selection, purchasing, or web content) or to influence or alter the basic goals and objectives of Library programs;
- Not seek or accept sponsorships for programs, events, services, or activities involving or targeted to children from companies whose products cannot be legally sold or distributed to children or from companies whose products are inappropriate for use by children;
- Not allow direct marketing of products to children, except where relevant educational material is promoted in conjunction with programs

## Application and Scope of Policy

The partner organization has marketing rights to promote their involvement with the Camrose Public Library for the duration of the sponsorship agreement subject to the provisions of this policy.

## Definitions



A **sponsorship** is a mutually beneficial exchange between the Library and an external organization (sponsor) whereby the sponsor contributes funds, products or in-kind services to the Library in return for recognition, acknowledgement or other promotional considerations. Sponsorships may involve an association between the sponsor and the Library and/or the specific programs, event, service or activity being sponsored. Sponsorships do not imply endorsement of products or services by the Association. A sponsorship does not automatically imply any exclusive arrangement with the Association.

Tax receipts are not issued for such contributions (CRA regulations).

A **philanthropic gift or donation** is an arrangement where a donor contributes cash and/or in-kind goods or services to the Library without expectation or requirement of a reciprocal benefit. While most donors expect some form of recognition as a result of their gift, the recognition is marginal in value relative to the value of the gift as defined by the Canada Customs and Revenue Agency.

---

Approval Date: March 2015

Amended: February 2017

Revision/Review Date: February 2020

Approval Signature: \_\_\_\_\_ Elizabeth Luck

*Camrose Public Library Board Chair*



# Vacation

The Library Board recognizes the importance of vacation entitlements to its permanent employees.

All **hourly paid library employees** shall bank vacation pay to be drawn upon when their vacation is scheduled. Vacation pay will be earned as in the following chart:

1- 2 years	5% of hours worked
3 – 9 years	6% of hours worked
10 – 19 years	8.3% of hours worked
20 or more years	10.5% of hours worked

For all hourly paid library employees, the following shows the number of weeks's annual vacation they are entitled to ("vacation time" equating the same weekly hours that they usually work):

<u>1 – 2 years</u>	<u>Two (2) weeks</u>
<u>3 – 9 years</u>	<u>Three (3) weeks</u>
<u>10 – 19 years</u>	<u>Four (4) weeks</u>
<u>20 or more years</u>	<u>Five (5) weeks</u>

Within hourly paid library employees' first year of employment, they can withdraw the amount of accrued vacation pay that they have accumulated in their months of earned vacation pay. For example, an employee beginning in January and wanting to take vacation in November can draw on 10 months worth of accumulated vacation pay. However, if they choose to do this then their following year will have less vacation pay to draw from.

The **Director** shall normally receive annual vacation time in accordance with years of employment, with each "year" beginning on the anniversary of their starting month:

1- 2 years	Three (3) weeks
3 – 9 years	Four (4) weeks
10 – 19 years	Five (5) weeks
20 or more years	Six (6) weeks

Other **salaried employees** shall normally receive annual vacation time in accordance with years of employment, with each "year" beginning on the anniversary of their starting month:

1- 2 years	Two (2) weeks
------------	---------------



3 – 9 years	Three (3) weeks
10 – 19 years	Four (4) weeks
20 or more years	Five (5) weeks

All wage employees will give three weeks' written notice for vacation requests. Vacation time will be granted based on maintaining necessary coverage.

A vacation schedule will be posted each year, with vacation dates based on: employee requested dates; whether an employee is salary or wage; seniority; maintaining necessary coverage; and approval by direct supervisor.

All paid vacation time must be taken within twelve (12) months from the time that the vacation was earned, except where prior approval has been granted in writing by the employer. Total deferred vacation shall not exceed 10 vacation days and must be used in the next twelve months or be forfeited.

Employees are normally entitled to receive their vacations in an unbroken period, unless agreed upon in advance with the Director.

Employees who begin employment between the 1st day of the month up to and including the 15th of the month will be entitled to vacation accrual for that month. Employees who begin employment between the 16th of the month up to and including the last day of the month are not entitled to vacation accrual for the month.

Termination of employment between the 1st day of the month up to and including the 15th of the said month does not entitle the employee to vacation accrual for that month. Termination of employment between the 16th of the month up to and including the last day of the month does entitle the employee to vacation accrual for that month.

Break in service: More than 90 days leave of absence without pay is considered to be a break in service and the employee will start their vacation accrual entitlement from the beginning of her return to work. The only exception would be if the employee is off on STD/LTD (Short Term Disability/Long Term Disability). Upon the return of the STD/LTD employee, she will continue to accrue vacation at her previous entitlement rate. An employee on STD/LTD will cease accruing vacation once she has reached 60 days of sick leave



## Camrose Library Board, City of - Camrose 2018

### Approval

The report and survey must be approved by the library board before it is submitted to Alberta Municipal Affairs. This is a required field.

	Date approved by library board

### Alberta Public Library Survey

For the Alberta Public Library Survey (up to but not including the Personnel section), please report current year details.

The Annual Report (reporting on the previous calendar year) begins at the Personnel section and carries through to the end of the report.

### Directory

This information is used in the Alberta Public Library Directory, which is produced by the Public Library Services Branch and is available at [http://www.municipalaffairs.alberta.ca/plsb\\_directory](http://www.municipalaffairs.alberta.ca/plsb_directory).

	Name of library board	Name of library (or libraries)
	City of Camrose Library Board	Camrose Public Library

Phone, Fax, Email, Website

	Library phone	Library fax	Library email	Library website
	780-672-4214		rgray@prl.ab.ca	cpl.prl.ab.ca

Address

	Address - Street and No.	P.O. Box	City/Town, etc.	Province	Postal code
	4710 50 Avenue		Camrose	Alberta	T4V 0R8

Contacts

	Name	Email	Phone	Alternate phone
Library Manager	Robyn Gray	rgray@prl.ab.ca	780-672-4214	
Respondent (if different than above)				



## Camrose Library Board, City of - Camrose 2018

### Library Management - Board Members

Please provide full names, addresses, phone numbers and email addresses for **CURRENT** board members (i.e. members at the time of filling in this report). Indicate the chairperson (it is not necessary to provide positions for other than chairperson). As well, indicate any board member who is also on the local municipal council. Give the term expiry date (month and year) for each board member. **Library board term expiry dates (month/year) MUST be provided for ALL board members, including those board members who are also councillors.** Note: While names of board members are public information, addresses, phone numbers and email addresses are for the use of the Public Library Services Branch only and are not made available to the public.

The Libraries Act requires **ALL** library board members to be **APPOINTED BY MUNICIPAL COUNCIL** (Part 1, Section 4). When the municipal council appoints members to the library board there should be written documentation regarding the term of appointment. If there is uncertainty about board member term expiration dates, contact the municipal administrator. If there is no record of library board appointments, please contact Public Library Services Branch.

	Name	Address	Phone	Email	Library board term expiry (month/year)	Councillor
Chairperson	Elizabeth Luck	RR #1 Ohaton, AB T0B 3P0	780-672-3533	ea.luck@hotmail.com	2019-12-31	No
Board Member 1	Susanna Bruneau	Box 67 (17555 TWP 432) Rosalind, AB T0B 3Y0	780-781-5494	suzwick@hotmail.com	2020-12-31	No
Board Member 2	Alan Corbett	74 Parkridge Drive Camrose, AB T4V 4V2	780-672-4299	corbettg51@gmail.com	2019-12-31	No
Board Member 3	Agnes Hoveland	4209 - 64 Street Camrose, AB T4V 3L3	780-672-2888	jahov@telusplanet.co m	2019-10-31	Yes
Board Member 4	Krista Larocque	5809 28 Avenue Camrose, AB T4V 1P8	306-461-3702	krista.larocque@yahoo .ca	2020-12-31	No
Board Member 5	Trevor Miller	RR #1 Bitter Lake, AB T0C 0L0	780-781-1277	tmiller@county.camros e.ab.ca	2019-10-31	Yes
Board Member 6	Katherine Schwaiger	4807 49 Street Camrose, AB T4V 1W8	780-781-0067	katherine.vigil@hotmai l.com	2020-12-31	No
Board Member 7	Renee Greer	7315 - 42 Ave Close Camrose, AB T4V 4W6	780-672-8851	rgreer_2@telus.net	2021-12-31	No
Board Member 8						
Board Member 9						



# Camrose Library Board, City of - Camrose 2018

## Library Management - General

	Library board email (e.g. libraryboard@abclibrary.ca)	Board meeting dates (e.g. Jan 28, Feb 13)	Board volunteer hours	Building ownership
	deb@pri.ab.ca	Jan 16, Feb 20, Mar 20, Apr 17, May 15, Jun 19, Sept 18, Oct 16, Nov 20	263	Municipality

## Library Hours

### Hours of Service

Provide the actual open hours for the library for each day of the week at the time of completing this report using the following format: 10:00-5:00; 1:30-8:30; etc. DO NOT JUST ENTER THE TOTAL NUMBER OF HOURS OPEN EACH DAY. Only enter summer hours if they differ from regular hours.

Also, enter the total number of hours open per week based on the indicated library open hours.

This information will be used for the provincial directory.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total hours per week
Regular Hours	10:00-8:00	10:00-8:00	10:00-8:00	10:00-8:00	10:00-6:00	11:00-5:00	1:00-5:00	58.00
Summer Hours	10:00-8:00	10:00-8:00	10:00-8:00	10:00-8:00	10:00-6:00	11:00-5:00	1:00-5:00	58.00

### Hours Open Per Year

Total number of library hours open per year. There are two possible calculations:

1. If your library hours are the same all year: 50 x total hours per week
2. If summer hours differ from regular hours: [(50 - # summer weeks) x total regular hours per week] + (# summer weeks x total summer hours per week)

Hours Open Per Year	2,988
---------------------	-------

## Personnel

Paid and unpaid staff that worked in the library during the reporting period.



## Camrose Library Board, City of - Camrose 2018

### Staff

Report qualifications and the number of all paid staff (full and part time) who work for the library whether they are paid directly by the board or paid through the municipality. Report total number of employees (i.e., "live bodies") and the total hours worked in the reporting year (you may need to get this figure from the individual or agency that does your staff payroll).

Note: Do not include individuals who provide service through a contract, such as the library audit, custodial staff or bookkeeping.

	# Employees	Total Hours/Yr
MLIS or equivalent	1	1,820.00
Other university degree	1	988.00
Library technician	4	5,278.00
Library operations certificate	2	2,730.00
Other tech/college diploma	3	1,929.00
Other	14	9,797.00
Total staff	25	22,542.00

### Volunteers

Report the number of volunteers assisting with library activities, and the total number of volunteer hours per year.

If a board member is volunteer at the library to provide programming, fundraising, outreach or operations (e.g. shelving books), record those hours here. Do not include volunteer hours contributed by board members on library business (e.g. board meetings, committee meetings, etc.). Record those hours in the Alberta Public Library Survey section: Library Management - General > Board volunteer hours.

Friends of the Library groups are separate fundraising societies and are therefore counted separately from volunteers.

	# Volunteers	Volunteer Hours/Yr
Library Operations	39	721.00
Library Programming	27	183.00
Fundraising (aside from a Friends group)	0	0.00
Outreach	4	57.00
Total Volunteers	70	961.00
Friends of the Library	6	30.00

### Collections/Resources



# Camrose Library Board, City of - Camrose 2018

## Collection Management

	Acquired	Withdrawn
Print items	2,633	11,111
Non-print items	729	2,407
Total	3,362	13,518

## Print Items

In this section, include all materials/books (in all categories) in print format. Include both catalogued and uncatalogued print materials/books. Do not include audiobooks, Ebooks or MP3 books. They will be recorded in subsequent categories.

	Print Volumes	Periodicals (number of issues)	Total Print
	30,710	777	31,487

## Non-Print Items

Provide a count of each physical unit for a non-print item by category. DEFINITION: A physical unit of library material distinguished from other single units by a separate binding, encasement or other clear distinction.

	Audiobooks	Music	Video	Software/video games	Kits	Objects	Other	Total non-print
	1,579	17	4,101	74	178	255	0	6,204

## Virtual Items (Licensed by your board)

If your library board licenses any virtual resources such as eBooks, MP3 audiobooks, online magazine subscriptions, movies or games, include those items in this section. Count only items licensed by your board. If you are a node library, include licenses brokered by The Alberta Library (TAL).

Do not count databases licensed by your library system or the Public Library Services Branch (PLSB) in this section.

	eBooks	Periodicals	Audiobooks	Music	Video	Games	Databases	Other	Total licensed virtual items
	0	0	0	0	0	0	0	0	0

## Library Board Contributions

If your library board has contributed money to your library system for licensing virtual materials (e.g. eBooks, virtual magazine subscriptions, etc.), please indicate the dollar amount contributed. The items that have been licensed on behalf of your board will be counted in the annual report completed by your library system.

	Contribution
	\$4,560.00



# Camrose Library Board, City of - Camrose 2018

## Totals

	Total physical collection	Total licensed virtual collection	Total collections
	37,691	0	37,691

## Circulation

### Direct Circulations

Report number of items circulated directly to library users. Include all items that are charged out for use, whether the use is inside or outside the library. Do not include interlibrary loans loaned to other libraries.

	Adult print	Young adult print	Juvenile print	Adult non-print	Young adult non-print	Juvenile non-print
	50,254	4,539	44,911	29,365	111	5,569

### Direct Circulations, continued...

	Non-catalogued	Periodicals	Virtual	Total direct circulation	Bulk loans (not reported above)	Total circulation
	216	3,883	11,741	150,589	0	150,589

### Interlibrary Loan

Interlibrary loan is the loan of a library item (or items) from the collection of one library to another library in order to fill a request for a patron. Providing a substitute for the requested item (e.g. a photocopy) is also considered to be an interlibrary loan.

	Borrowed	Lent
Within Alberta (including within library system)	22,493	18,570
Outside of Alberta, but within Canada	24	5
Outside of Canada	0	0
Total	22,517	18,575

## Information Services & Use



## Camrose Library Board, City of - Camrose 2018

### Reference Transactions

A reference transaction is an encounter between a library user and a member of the library staff which involves an attempt to supply factual or bibliographic information requiring knowledge, use, recommendation or interpretation of an information source or bibliographic tool. It includes informal technology training sessions, such as how to use email, demonstrating a URL or how to print a document. It does NOT include a directional or administrative question.

Report the number of reference transactions for the reporting year (either from an actual count or 1 week's worth x 50 to provide an estimate).

Total reference transactions	Count method
83,237	Actual count

### Examination Services

If examination services are provided at the library (e.g., proctoring/invigilating, or exam administration), please report the number of exams held at the library during the reporting year. **For the 2018 reporting year:** if you do not have an actual count please estimate and add a note.

Total number of exams
336

### Library Use

Library visits and in-house use of materials.

In person visits	Count method (in person visits)	Virtual visits	In library material use	Count method (in library material use)
118,805	Actual count	93,018	6,938	Actual count

### Programs

A library program is a pre-planned, coordinated event that: meets a service response as indicated in the board's Plan of Service; is hosted/presented by the public library; is set for a designated time and place; has a defined purpose; has library resources (staff time, money, etc.) dedicated to it - i.e. is budgeted for; and may involve a registration process and/or some promotion of the event.

**Note:** To public libraries housed in schools - **DO NOT** count weekly class visits to the library, unless each class would have come to the public library every week even if it was housed in another building elsewhere in town. Weekly class visits are a program of the school.

	Sessions	Participants
Children's	320	4,355
Young adult	139	1,307
Adult	551	11,776
Family/multigenerational	719	22,779
Other	0	0
<b>Total</b>	<b>1,729</b>	<b>40,217</b>



## Camrose Library Board, City of - Camrose 2018

### Library Awareness

This is a count of activities held by the library which promote awareness of the library. These activities are not considered programs as they do not meet a service response (i.e. an identified need from the community). Examples include trade shows, an open house, participation in community nights, etc.

Library awareness	Sessions	Participants
	58	17,305

### Social Media

Please provide the names of the social media platforms used to promote the library, the URL or username for the account, etc., and any relevant metrics. If you use more than 5 different social media platforms, please use the "Add Notes" feature to record the additional data.

Name of Platform	Username/URL	Metrics
Facebook	<a href="https://www.facebook.com/Camroselibrary/">https://www.facebook.com/Camroselibrary/</a>	1422 Likes
Twitter	<a href="https://twitter.com/Camroselibrary">https://twitter.com/Camroselibrary</a>	1112 Followers
Facebook	<a href="https://www.facebook.com/councilofcam">https://www.facebook.com/councilofcam</a>	26 Likes

### Cardholders, Fees, Facilities

#### Total cardholders

Report the number of active cardholders as of December 31 in the reporting year (active cardholders are those whose cards have not expired). This includes both resident and non-resident library cards of all types (including family cards) issued by your library.

Note: If your library offers family cards and provides only one card/one patron account per family (which is shared among all family members), multiply the number of family cards by 3.1. If all members of a family receive their own card and have their own patron record, do not multiply by 3.1.

	Total cardholders (resident and non-resident)
	5,508



## Camrose Library Board, City of - Camrose 2018

### Card fees

Indicate **YES** or **NO** if card fees are charged for the following specific patron types: adult, juvenile, senior and family. If card fees are charged for a patron type that is not listed, indicate so in "Other".

Please use the "Add Note" feature if an explanation is necessary. **DO NOT** leave these fields blank - answer either YES or NO for each.

If you indicated YES for any of the listed patron types, please report the annual card fee charged as set out in the library board's bylaw. If you do not charge card fees, or do not charge a card fee in a certain category, please leave the amount as \$0.00.	
Do you charge card fees?	If yes, how much?
Adult	Yes \$12.00
Juvenile	No \$0.00
Senior	Yes \$12.00
Family	Yes \$12.00
Other	\$0.00

### Facility size

A service point is a location where users can directly access library service. This includes mobile libraries (e.g. bookmobiles). Report the area in square metres of all library service points operated by your board. Include all areas used for library purposes, e.g. shelves, workroom, study area, computer labs. Do not include areas used solely for janitorial, custodial, and mechanical storage or service. Do not include auditoria, art gallery space, coffee shops, and commercial space. In order to convert a measurement of square feet to one of square metres, multiply square footage by 0.09.

Library area (Sq. metres)	Library area (Sq. feet)
1,180.0	12,701.4

### Facility status

	Yes or No	Please provide a brief explanation (if applicable)
Did the library move locations (temporarily or permanently) in the reporting year?	No	
Has a new service point opened or an existing one closed in the reporting year?	No	
Did the library close for renovations at any point in the reporting year?	No	

### Electronic Performance Measures



**Camrose Library Board, City of - Camrose 2018**

**Workstations**

	Workstations with internet access	Workstations without internet access	Mobile workstations	Total workstations
	21	0	0	21

**Workstation sessions**

	Number of workstation sessions	Count method (sessions)	Workstation hours	Count method (hours)	Length of workstation sessions (minutes)	Percentage of time workstations in use
	18,469	Actual count	18,469.00	Actual count	60	29.43%

**Public Wi-Fi sessions**

	Number of public wi-fi sessions	Count method
	99,946	Actual count



## Camrose Library Board, City of - Camrose 2018

### Accomplishments & Comments

Provide your comments below. Please do not paste in text from a Word document as LibPAS is not compatible with Word formatting.

Accomplishments	Comments
<p>Starbucks donates daily coffee and snacks for those in the community that need a morning snack. Camrose Public Library coordinates a campaign for "Read for 15" with Sylvan Lake Municipal Library, Rimbey Municipal Library and Stony Plain Public Library' in conjunction with Family Literacy Day, and it has become a province-wide initiative with some inter-provincial participation (and it took place on January 26-27 2018). Snacks in the Stacks won the Minister's Award of Excellence in April. The program is totally funded outside of our library's budget. There are many private community donors and Wild Rose Coop is a major sponsor by donating funds from annual Fuel Good Day. The program is well used by youth in the community. The Board also won the ALTA Award of Excellence this year. Carley Angelstad won the Lorne MacRae Intellectual Freedom Award from ALTA for her work in breaking down technology barriers for seniors. Library Card Sign-up month is in September. We collaborate with local businesses for cross promotion. In 2018, nine local businesses participated and provided discounts to customers who showed them their library cards at time of purchase. Great opportunity for local businesses to promote products and services while supporting literacy in Camrose. Book Bike and Life Cycle continue to be well used in the summer. Life Cycle participated in the 2018 MS Bike Race with many volunteer drivers and passengers despite bad weather conditions. During 2018, the Life Cycle enabled 3030 seniors and people with disabilities to experience "the wind in their hair". The Book Bike spent the summer in parks, playgrounds, markets, and celebrations, and was visited by 3,300 people this year. Holds in a Hurry launched. Patrons can phone in and request their holds be signed out and ready when they arrive at the</p>	<p>I just wanted to send a quick note to say thank you for putting on such a terrific event! That Valentine's Day was the most fun I've ever had for Valentine's Day! I was surprised to see such a big group and it was awesome to get to know new people and explore new businesses. Without the Camrose Public Library, there would be such a void in this community. What a treasure this library is. I don't know what I'd do without this library! I don't think there is another library out there who brings together such a diverse group of people for this much fun. Thank you! What a wonderful opportunity this was for my business! Thank you for helping small businesses have a chance to thrive. I really appreciate Carley. When we arrived at the library and saw the pride flag, the pride window coverings, and the rainbow welcome, the entire bus cheered! The library card is free? I can take the book? I didn't know that! I LOVE the pride flag and decorations outside the library and on the windows!! They made my heart so happy :) Based on my short time spent in Camrose so far, I would say it needs more awesome safe spaces like this! Way to go! The public library is doing fantastic things! I LOVE your Welcome sign! So inviting and pretty! Thank you for your Pride support and inclusion in Camrose! It's efforts like yours that bring our community one step closer to where it should be. (in thanks for the Pride display) Your celebration of Pride Week meant a lot to many of our students (those who identify as LGBTQ and their allies). Thank you for assuring them that they are welcome and valued. We are so fortunate to have a public library with such rich programming and support for EVERYONE in our community. Thank you for all that you do for so many members of our community, especially those in the margins and without a voice! CPL rocks! (in response</p>



## Camrose Library Board, City of - Camrose 2018

	<p>Library. When they arrive at the back door they phone and staff bring the holds to the vehicle so they don't have to come inside to get them. It has been very well received by parents with young children. Our library continues to offer extensive programming for seniors (for example, "Tech for Seniors" programs), as well as STEAM programming for children. We hosted, in partnership with the Chester Ronning Centre for the Study of Religion and Public Life, Augustana's Distinguished Fellow Dr. Molly Worthen, who spoke to a large audience about Donald Trump and the Complexity of Evangelicalism in North America. We also hosted a presentation by Dr. Brian Goldman on the Power of Kindness, which was attended by 120 people. We increased the number of public information sessions presented in partnership with the City of Camrose. "Be Your Own Valentine" was attended by 304 people, and our Harry Potter Tea Party was attended by 785 people! Our Christmas party was also a huge success with 368 people in attendance. Our "Read with a Queen" program was attended by 40 people, and was a great learning opportunity for summer staff who helped us to respond to challenges associated with the program. Overall, program attendance in 2018 increased by 14% over 2017, and visitors to the library increased by 24% over 2017 year-end. Staff and management are inspiring young people to pursue further education in the world of libraries, and are in turn being inspired by them. We're happy to say that one of our former staff went on to begin full-time studies towards her MLIS, another completed her MLIS in 2018, and one of our current staff members has applied for the MLIS program! Camrose Public Library is also proud to announce that we have created a new logo, complete with theme colours and exciting graphics.</p>
	<p>to our International Women's Day programming) I really appreciate all the work the library did for Pride! It looked so awesome there and was so great. It's so awesome that you have that program (Spring Break program). Spring Break is so looong! It's really needed. Thank you for this program (Spring Break Program). It really saves us money on daycare. Even with subsidies, we don't have enough income to cover the costs, and we can't take time off of work. This is a great option! Please run it again! I really enjoy coming (to Tech Tutoring) every week. We're all gray hairs! And I always tell my friends that I come- I think they would learn lots too. 2 patrons, when having their material checked out to them, commented that they did NOT like the new tag system for the hold shelf. They felt the amount of information (full name, and also in one case the middle name aswell) as a breach of confidentiality, commenting they preferred the old system of last name and numbers. One patron asked me to shed their slips once I had checked out their materials... Thank you for the Pride article in the paper. It is so important that real people are shown in LBGTA issues. Especially for older people, like my parents generation, it can seem so foreign and not talked about. But this really showed the people behind it and we really need more of it. Thank you. My sister, Susan, suffered a major stroke a year and a half ago. After six months in hospital, she now resides in long term care in Camrose - at age 61. The stroke took away most of her mobility and most of her sight. The DAISY Reader and audiobooks are a "huge" part of her life every single day. The only time she leaves the care center is to come to the library in the DATS van with an aid. As for myself, I am really enjoying the ukulele circle on Monday afternoons. We are so very grateful for the Camrose Public Library and its services. Thank you so much to you and all the wonderful friendly staff. You make a difference. I've been to a lot of libraries around Alberta, from Medicine Hat to Calgary to Edmonton, and this one is by far the</p>



Camrose Library Board, City of - Camrose 2018

		<p>we still have to go. Camrose Public Library is setting an amazing example in the community by creating a welcoming environment that lets people know that it is okay to live outside of the "norm". We NEED more of these safe spaces in Camrose. We need public places where anyone can feel welcome and accepted for exactly who they are. I applaud Camrose Public for all that they do, and encourage them to continue their amazing work! Liana and Jen's thoughts... Today we spent the afternoon at Memory Lane with the Book Bike and both left feeling happy to our inner cores. We spent about an hour with some of the most lovely people, who were SO happy that we had come to visit them. We did crafts, looked at books, and simply had a lovely time. It's after days like these that we know we are in the right line of work, when you leave feeling like you've truly improved someone else's day. What we did today was very simple, and yet the patrons at Memory Lane smiled and giggled the entire time we were there.</p> <p>Thank you CPL for allowing us the opportunity to bring joy to so many lives. "I am grateful for how I have been embraced by the community. More so, though, I am impressed with groups like the Camrose Women's Shelter, Neighbor Aid, the Camrose Public Library and Camrose Open Door, among others. They reach out and help those who have been forgotten or are in need. They take care of those who often get swept under the rug by the rest of society when the city is considered."</p> <p>We would like to see OverDrive as part of the Camrose Library. We have used it for 5 years and wish Parkland would buy it. I'm thankful for the wonderful staff there, Happy Thanksgiving to you all! It (the Library) is truly the gift that keeps on giving. Could you please pass on how wonderful Kelly is, I am legally blind and she just helped me a lot and saved me so much time!! Let you supervisor know how grateful I am!!</p>
--	--	--



## Camrose Library Board, City of - Camrose 2018

---

- 1, This will be changing in 2019, but was the email contact throughout 2018(0-2019-01-28)
- 2, This is our "Friends of the Library" group - they have their own board but their work promotes the library(0-2019-01-21)
- 3, City of Camrose residents have free memberships, but we charge County residents \$12(0-2019-01-21)
- 4, Free whether City or County member(0-2019-01-21)
- 5, For seniors, we charge \$12 if they live in the County, but if they live in the City it is free(0-2019-01-21)
- 6, \$12 per household if they live in the County, but if they live in the City it is free(0-2019-01-21)





## About the Conference

The third annual 2019 International Public Library Fundraising Conference (IPLFC) will be hosted by **Calgary Public Library Foundation** and **Carl Bloom Associates, Inc.** at Calgary Public Library in Calgary, Alberta, Canada.

This is a free conference for public library development professionals. It's a fantastic opportunity to get together to explore common areas of interest, network with others who successfully raise money for their libraries and hear from other fundraising experts.

We'll have an information-packed agenda with sessions that cover important fundraising topics, such as **effective direct mail and digital fundraising strategies, proper messaging in today's political climate, how to turn fundraising challenges into successes**, and much more.

Registrations will be limited to two people per library organization so that we represent as many libraries as possible.

We've secured a room rate of \$149 **CAD** per night at the **Calgary Marriott Downtown Hotel**. The last day to book your room is June 15, 2019.

We'll provide more information about the conference over the coming months, which will be posted on this website. We look forward to seeing you in Calgary!



Please note that we're also accepting submissions conference session ideas.  
[Click here for details.](#)

## Conference Schedule

Below is a general schedule. More details to follow. Schedule is subject to change.

---

Sunday, July 28, 2019 – 1:30pm – 5:00pm Registration Open  
5:00 pm Conference Starts

Monday, July 29, 2019 – 8:00am – 5:00pm Sessions

Tuesday, July 30, 2019 – 8:00am – 12:00pm Sessions

---

### Registration Form

The Calgary Public Library Foundation is pleased to announce that the third annual International Public Library Fundraising Conference will be held from July 28-30, 2019 at the Central Library in downtown Calgary, Alberta, Canada.

**The deadline for registration is June 15, 2019, but space is limited so register today!**

[Click here for a special, discounted \\$149 CAD/night rate at the Calgary Marriott Downtown Hotel.](#)

### Your Information

**Name \***

First

Last

Suffix

**Job Title**

**Organization \***

*If you are with a Foundation or Friends group, please indicate what library you are affiliated with.*

**Phone**

**Email \***

**Where my library organization is located**

USA



**US Address \***



Address Line 1

Address Line 2

City

State



Zip Code

*If organization is located in the United States.*

## Accommodations & Arrival

Yes, I will be staying at the Calgary Marriott Downtown Hotel.

Arrival Date



## Food Preferences

Food allergies and/or preferences

*Please provide detailed information regarding any food preferences or restrictions. (Ex: allergies, kosher, vegetarian, etc.)*

REGISTER

Save

## CONTACT US

[About IPLF Conference](#) [Schedule](#) [Registration](#) [Become a Speaker](#) [Contact](#)

Website designed by Carl Bloom Associates, Inc.