

**Present:**

**Regrets:**

1. Approval of the Agenda
2. Board Feedback
3. Consent Agenda
  - a. Approval of Minutes of October 18 2023 meeting
  - b. Items for Information
    - i. Correspondence
      - a. 2023-2024 City Council Appointments
  - c. Reports
    - i. Director's Report
    - ii. Program Overview to October 31 2023
    - iii. Program Report and Library Stats October 2023
    - iv. Opinion: Paying more attention to the health and social benefits is overdue – Globe and Mail
    - v. 3 Page summary of *Overdue: The Case for Canada's Public Libraries* Report
    - vi. 2024 Funding Request to Camrose County
    - vii. DRAFT – 2024 Plan of Service
4. Items for Discussion
  - a) Treasurer's Report
  - b) Policy Committee Report
  - c) New copier for the library
  - d) 2025-2029 Plan of Service
  - e) Summary of Overdue Report
5. Items for Decision
  - a) 2024 Plan of Service Draft Approval
  - b) Creation of 2025-2029 Plan of Service Committee
  - c) Approval of the following policies:
    - i. Dogs in Library
    - ii. Records Management and Confidentiality: Personal and Public Information Retention
    - iii. Resource Sharing

**Next regular Board meeting: December 20 2023, 5:00pm**

**Present:** Renee Greer (Chair), Alyssa Martin (CPL), Naomi Finseth, Vikki Williams, Elizabeth Bagdan, Peter Hamm, Margaret Holliston, Joy-Anne Murphy (City of Camrose Council), Don Simpson (Camrose County Council)

**Regrets:** Lynette Irvine (Vice Chair)

**Absent:** Jade Hulkovich

**Call to Order:** Chair Renee Greer called the meeting to order at 5:00 pm

1. Approval of the Agenda

**Motion 37/23 M/S/C** – Vikki Williams/Joy-Anne Murphy: That the agenda be approved, with the addition of 5c) Strategic Planning.

2. Board Feedback – The presentation to Camrose City Council went well; the need to further clarify the full role of libraries within communities was noted.

3. Consent Agenda

a. Approval of Minutes of June 21, 2023, meeting: Margaret noted that she erroneously reported Peter Hamm as present twice.

**Motion 38/23 M/S/C** – Elizabeth Bagdan/Vikki Williams: That the minutes of June 21, 2023, be approved as corrected.

b. Items for Information: Board members read prior to the meeting.

c. Reports: Board members reported as having read prior to the meeting; several items in the Director's report generated discussion:

a. Staffing: Clarification regarding appointments resulting from the Service Desk Coordinator vacancy. Alyssa explained, noting that there are no current vacancies resulting from the internal 'shuffling'.

b. Social Services organizations at the library: This new initiative generated a brief, supportive discussion amongst board members.

4. Items for Discussion

a. Treasurer's Report: Vikki reported that CPL has a solid cash flow: \$307,613.93 in the chequing account; \$544,469.40 invested in GICs; credit card balance of \$5,496.92 available.

b. 2024 Budget: The budget was approved at the September meeting. Alyssa and Renee presented to Camrose City Council earlier this month and will present to County Council on October 30. Decisions are normally made late November/early December.

c. Appointment/Dismissal of Board members policy:

- City of Camrose does not appear to have a full CPL by-law, though members are appointed by City Council. City administration needs to clarify responsibility for creating this policy – City or CPL?

- Discussion on grounds for dismissal; for example, actions that violate the library's code of ethics.
  - Parkland could be helpful with advice and templates, if needed.
- d. Reading with Royalty: Alyssa reported:
- CPL created a specific safety plan in case of event disruptions; several 'detractors' attended but were not disruptive as such.
  - Several participants in the recent March for Children were very disruptive, blocking the library entrance, and shouting verbal abuse to staff. Staff handled it well, utilizing, in part, the RWR safety plan.
  - CPL will 're-activate' the RWR plan into a generic plan for future events, including a second March for Children on October 21.
  - CPL confirms the right to protest, including on the grass in front of the building; however, this right does not include blocking access, disrupting patrons and staff, or using abusive language.
- e. Stronger Together Conference: Most staff will attend the November 10 conference. CPL close, as approved by the board in September.
- f. Annual Director Evaluation: Referred to the Policy Committee, with Renee taking the lead as CPL Chair.
- g. Overdue: The Case for Canada's Public Libraries: The report provides an opportunity to engage in a comprehensive education process with elected officials and local agencies. Various ideas and options were explored in preparation for 5b) below.
5. Items for Decision
- a. Policy re Appointing/Dismissing Board Members: Alyssa will check with City administration and report back to the November meeting.
- b. Overdue Report: An initial 'action plan' includes:
- First step: Alyssa will create a two-page letter summarizing the diverse roles a library performs in contemporary society, to send to Councillors in conjunction with 2024 budget deliberations next month. A link to the report will be included in the letter.
  - Second Step: CPL to host an Open House for elected officials during the first half of 2024, perhaps inviting key agency partners as well, to explore and discuss the full role of modern-day libraries.
- c. Strategic Plan: Alyssa noted that the current plan ends soon. CPL is required to submit a new plan to the Public Library Service Branch by year-end. Alyssa's preference is to re-submit the current plan as a one-year plan, and then engage in a planning process next year to create a full five-year plan.

**Motion 39/23 M/S/C:** Naomi Finseth/Joy-Anne Murphy: That CPL submit the current Strategic Plan to the Public Library Service Branch as a one-year plan and inform the branch that CPL will engage in a full Strategic Planning Process to create a new five-year plan for submission in 2024.

6. Adjournment – the meeting adjourned at 6:21 pm

**Next regular Board meeting: November 15, 2023, 5:00 pm**



**City of Camrose  
Council Appointments  
Committees, Commissions, Boards and Authorities**

<b>Name and Authority</b>	<b>Authority</b>	<b>Meetings</b>	<b>Council Appointments</b>	<b>2023/2024 Council Appointments</b>
<b>Camrose Airport Commission</b> (Legislated by City)	Bylaw 3255-23 Terms of Reference	Bi-Monthly	1 Council Member	Councillor Francoeur
<b>Camrose and District Support Services</b> (Legislated by City)	Agreement 423	Monthly	2 Council Members 1 Alternate	Councillor Hoveland Councillor Murphy Councillor Ilg (Alt)
<b>Camrose &amp; Area Lodge Authority</b> (Legislated by Province)	Ministerial Order No. H:196/94 & 2013 Amendment H:009/13	Bi-Monthly	3 Council Members	Councillor Banack Councillor Francoeur Councillor Hoveland
<b>Camrose Arts Council</b> (Legislated by City)	Bylaw 3255-23 Terms of Reference	Monthly	2 Council Members	Councillor Hoveland Councillor Murphy
<b>Camrose Green Action Committee</b> (Legislated by City)	Bylaw 3255-23 and Bylaw 3273-23	Monthly	1 Council Member	Councillor Murphy
<b>Camrose Intermunicipal Committee</b> (Legislated by City)	Bylaw 3080/20	Bi-Annually	3 Council Members 1 Alternate	Councillor Banack Councillor Ilg Councillor Rosland Mayor Stasko (Alt)
<b>Camrose Performing Arts Centre (CPAC) Board of Governors</b> (Legislated by City)	Agreement 703-1	As Required	2 Council Members	Councillor Hoveland Councillor Murphy
<b>Camrose Police Commission</b> (Legislated by Province)	Bylaw 2844/15	Monthly	2 Council Members	Councillor Hoveland Councillor Hycha
<b>Camrose Public Library Board</b> (Legislated by City)	Bylaw 3068-19 & Motion 157/23	Monthly	1 Council Member	Councillor Murphy
<b>Camrose Recreation Committee</b> (Legislated by City)	Council Motion 117/18	As Required	3 Council Member 1 Alternate	Councillor Banack Councillor Ilg Councillor Rosland Mayor Stasko (Alt)
<b>Camrose Regional Exhibition Board</b> (Externally)	CRE	As Required	1 Council Member 1 Alternate	Councillor Broker Councillor Francoeur (Alt) (Temporary Suspend, Motion #26/23)



## City of Camrose Council Appointments Committees, Commissions, Boards and Authorities

Name and Authority	Authority	Meetings	Council Appointments	2023/2024 Council Appointments
<b>Camrose Regional Solid Waste Authority</b> (Legislated by City)	Agreement 315	As Required	3 Council Members	Councillor Francoeur Councillor Hycha Councillor Rosland
<b>Capital Region Southwest Water Services Commission</b> (Externally)	Capital Region Southwest Water Services Commission	As Required	2 Council Members 1 Admin (Only As Observers)	Councillor Broker Councillor Hycha City Manager or Designate
<b>Community Transit Advisory Committee</b> (Legislated by City)	Bylaw 3255-23 Terms of Reference	Monthly	1 Council Member 1 Alternate	Councillor Banack Councillor Hycha (Alt)
<b>Discretionary Grants Review Committee</b> (Legislated by City)	Bylaw 3255-23 Terms of Reference	Bi-Annually	3 Council Members	Councillor Broker Councillor Ilg Councillor Rosland
<b>Emergency Advisory Committee</b> (Legislated by Province)	Bylaw 3062-19	Annually or As Required	Mayor 3 Council Members	Mayor Stasko Councillor Broker Councillor Hycha Councillor Rosland
<b>Finance Committee of Council</b> (Legislated by City)	Bylaw 3255-23 Terms of Reference	As Required	All Members of Council	All Members of Council
<b>Heritage Advisory Committee</b> (Legislated by City)	Bylaw 3255-23 Terms of Reference	Monthly	2 Council Members 1 Alternate	Councillor Francoeur Councillor Ilg Councillor Broker (Alt)
<b>Member at Large Review Panel</b> (Legislated by City)	Bylaw 3255-23 Terms of Reference	As Required	Mayor & Council Members	Councillor Hoveland Councillor Hycha Councillor Rosland
<b>Municipal Planning Advisory Committee</b> (Legislated by City)	Bylaw 3255-23 Terms of Reference	As Required	3 Council Members 1 Alternate	Councillor Banack Councillor Francoeur Councillor Ilg
<b>Parkland Regional Library Board</b> (Legislated by City)	Agreement A433	Quarterly	1 Council Member 1 Alternate	Councillor Murphy Renee Greer (Alt)
<b>Rose City Handi-van Society Board</b> (Externally)	Rose City Handi-van Society	As Required	1 Council Member 1 Admin	Councillor Hycha Engineering Administrative Assistant
<b>Subdivision &amp; Development Appeal Board</b> (Legislated by Province)	Bylaw 2975/18	As Required	1 Council Member 1 Alternate	Councillor Broker Councillor Rosland (Alt)

## Director's Report

November 6 2023

Alyssa Martin

### Community Pantry

The Community Pantry has now been running for approximately one month, and it is heavily utilized. In an informal assessment, it appears to be used by all demographics including families with young children, and 5-10 groups check to see if there is food per day. Frequently the fridge and shelf is empty for those who come to check it as the need and desire is outweighing the supply.

### Canadian Library Month

Canadian Library Month is over, and the Parkland Regional Library prizes have been awarded. Camrose did not win any of the contests this year, but the Camrose specific prize was awarded this week. This was an incredibly successful membership drive. Our new memberships increased by 288% over last year (388), our renewals increased by 84% (224), and our in-house visits increased by 15% (7521) This was our busiest month for foot traffic since we started recording these numbers (2022), and this number would be consistent with library attendance circa 2013. Many of the community who got new memberships said that they had not been in the library in decades, or in some cases had never been in the library. This was the first year that we advertised our membership drive in the Booster, and many patrons mentioned the advert while signing up.

### October 2022 vs 2023 Membership Drive







Camrose Public Library  
 Adult Programs  
 January 1 to October 31, 2023

Outreach	Program	Attendance
Deliveries to Care Facilites	85	699
German Circle	32	99
Ukulele Online	21	62
Mind Masters	10	1579
Seniors Hub Website Launch	1	25
Augustana Preview Day	1	50
Visually Impaired Persons Outreach	1	11
Book Bike @ Seniors Week	3	33
Seniors Week Info	1	220
Bethany Pride	1	25
Wellness Fair	1	50
Bones of Crows @ the Bailey	1	55
SOS Café	1	15
Augustana Wellness Fair	1	30
	160	2953

In House	Program	Attendance
Spanish	37	204
Ukulele	31	215
Cosy Cards	3	18
Yarn Club	19	126
Drum Circle with CMHA	1	7
French (Wednesday)	3	9
French (Thursday)	4	18
Climate Café	1	8
Adult Dungeons & Dragons	7	33
Vinyl Record Flowers	1	5
Cricut Wine Glasses	1	12
Pride Wreaths	1	2
Cricut Flower Bouquets	1	5
Art Trading Cards	1	3
Cricut Leather Bracelets	1	3
Terrariums	1	11
Cricut Garden Markers	1	8
Paper Quilling	1	11
Felt Flowers	2	13
Print Making	1	5
Wall Hangings	1	3
SRC Loop Knitting	4	28
SRC Walking Book Club	7	31
Orange Shirt Day Beading	1	16
Yarn Dyeing	1	12

NaNoWriMo	1	3
	133	809
Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	12	144
	12	144
Total	305	3906

Camrose Public Library  
Family Programs  
January 1 to October 31, 2023

Outreach	Program	Attendance
Read for 15	1	3349
Chuck Maclean Family workshops	4	51
Women's Shelter Family Literacy	6	39
Curious Cuties with Camrose Family Resource Centre	2	40
Earth Day with Chuck Maclean	1	13
Red Hot Science: Trouble with Tribbles	1	12
Book Bike @ Market	10	471
Book Bike @ Jaywalkers	2	255
Book Bike @ Purple Martin Festival	1	7
Book Bike @ Pride Picnic	1	40
Book Bike @ Indigenous Peoples Day	1	162
Book Bike @ Canada Day	1	213
Book Bike @ Wellness Walks with CMHA	6	147
Book Bike @ Parks	6	97
SRS/Book Bike Persieds Viewing	1	102
BVJ Parade	1	500
Nature Art with Chuck MacLean	1	16
Registration Night	1	884
Country Fair	1	60
Augustana Preview Days	1	143
	49	6601

In House	Program	Attendance
Snacks in the Stacks	163	3284
Summer Snacks in the Stacks	45	361
Something Cool After School	144	814
Books & Bounces	47	556
Terrific Tales	37	512
Tech Help	107	218
Geek Days	15	125
Bed Time Stories	31	236
Rainbow Club	7	30
Mini Yogis with CFRC	6	128
3D Print workshop	1	6
Family Literacy Day with CFRC	1	56
Volunteer Appreciation	1	4
Spring Break Geek week	5	77
String Art with Chuck MacLean	1	9
Summer Kick-off Tea Party	1	579
Reading with Royalty	1	106
SRC Finale	1	14
Game Day	4	26

Anime Club	6	18
International Dot Day	1	16
Welcoming Week	1	7
Crafternoon	4	37
Early Dismissal Matinee	1	52
	631	7271

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses		
	0	0

Total	680	13872
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Camrose Public Library  
 Childrens Programs  
 January 1 to October 31, 2023

Outreach	Program	Attendance
Sifton Makerspace	3	37
OLMP Break the Fake	1	307
Red Hot Science Rock Paper Scissors Circuits	1	8
SRC at Schools	4	472
Chester Ronning Class visit (Nicole)	2	44
BB @ OSCAR	7	297
BB @ Action for Healthy Communities	4	64
BB @ Reading University	3	116
Reading University Online (Nicole)	2	34
Reading University Class Visits (Nicole)	4	78
BB @ Art in the Park with CFRC	2	65
Sifton Kgindergarten Visit	1	16
	34	1538

In House	Program	Attendance
Red Hot Science Droids	1	11
BRSD PD Days	2	62
Chester Ronning Tours and program	5	93
Reading U Library Visit (Nicole)	1	40
SRC Junior Book Club	6	28
SRC Beginner Book Club	7	50
School Tours	3	65
	25	349

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses		
	0	0

<b>Monthly Total</b>	<b>59</b>	<b>1887</b>
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Camrose Public Library  
 Teen Programs  
 January 1 to October 31, 2023

Outreach	Program	Attendance
Print Making with Chuck MacLean	1	4
Collage Art with Chuck MacLean	1	3
ECKS QSA	6	131
Earth Day with Chuck MacLean	1	8
SRC at schools	2	225
SRC Park Watercolour Painting	6	69
	17	440

In House	Program	Attendance
Golden Flames Teen D & D	30	275
Anime Club	12	72
Red Hot Science Bats	1	7
Book Origami	1	3
Cricut Notebooks	1	2
Leather Bracelets	1	9
Terrariums	1	10
SRC Teen D & D	7	82
SRC Webcomic Club	5	13
SRC Poetry Slam	1	5
Resume workshop with CAFCL	1	10
	61	488

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses		
	0	0

<b>Total</b>	<b>78</b>	<b>928</b>
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Camrose Public Library  
Total Programs  
January 1 to October 31, 2023

Outreach Programs	260	11532
In-house Programs	850	8917
Outside Groups	12	144
YTD	1122	20593

Submitted by Nicole Bannick  
8-Nov-23



# October 2023

## Program and Library Statistics

Submitted by Nicole Kyle  
November 8, 2023

**845**

people accessed programs that help develop relationships, end social isolation, and make them feel welcome in our library and our community.

**564**

people either renewed or obtained new library memberships in October which is **318% more** than the month of October 2022!

**238**

People were reached through library advocacy events designed to promote programs and services to residents and organizations.

**1 awesome piece of feedback:**

"I love this place. I feel safe here and you feed us."

-8 year old child attending Snacks in the Stacks and Something Cool After School

# October Program Summary

- October was Canadian Library Month and we celebrated with a membership drive, plenty of advocacy, outreach, and All The Contests!
- I connected with around 50 families (around 140 people) at Augustana's Preview Day and spoke with prospective Augustana students about the opportunities for recreation, education, volunteerism, employment, and community engagement available through the library's programs and services.
- Louis hosted a full-day yarn dying workshop facilitated by Maria Lougheed, the wonderful volunteer who runs our Fibre Club every Sunday.
- Louis organized a Community Craft Swap with many folks dropping unwanted craft items and swapping them for things they will use.
- I hosted tours for two kindergarten classes and one grade 3 class this month, and followed up with a couple of classroom visits to deliver library cards. By reaching out to local schools, we made library cards for well over 200 students this month!
- Our first Half-Day Matinee for school kids on early dismissal day was a smash hit! I was expecting 10-15 people, and we had 50 people join me for lunch, a reading from the creepy classic *Coraline*, and then a screening of the film and the creation of *Other Mice* with cardstock and buttons.



PRL had some great Golden Ticket prizes to be won, but since that was open to all PRL member libraries, we created our own Golden Ticket prize just for our Camrose Public Library members!



One of our circulation staff is working toward their Early Childhood Educator certification and partnered with me to present a session for preschool children that was fun, engaging, and educational!



At one session of Terrific Tales, we read books about socks and then made "Socktopi".



## STEAM Programs for Youth

We're taking the opportunity provided by a full week of no school to host some coding and crafting programs for youth! Kids 8 and under must be accompanied by an adult.

**Space limited; email [cpltechhelp@prl.ab.ca](mailto:cpltechhelp@prl.ab.ca) to register.**

- Trouble With Tribbles (5-7 years) November 15 @ 10:30
- Rock, Paper, Scissors, Circuits (7-10 years) Nov 15 @ 1:00
- Cybernetic Hot Hands (10-14 years) Nov. 16 @ 10:30
- Aerodynamic Design (10-14 years) November 16 @ 1:00

**Hacking for the Holidays: November 17**

- Grades 1-3 @ 9:30
- Grades 4-6 @ noon
- Grades 7+ @ 2:00

## Save the Date!

**All Ages Winter Wonderland Party**  
**December 2 from 11:00 AM to 1:00 PM!**

There will be something for everyone: crafts, snacks, photos with a professional photographer, and of course, community. Come out of the cold and do something cool with us!

## Ongoing Programs

**Ukulele Jam (adults)**  
Mondays @ 12:30

**Spanish Circle (adults)**  
Mondays @ 3 in person and on Zoom

**Anime Club (all ages)**  
Mondays @ 5

**Books & Bounces (infants)**  
Tuesdays @ 11:30

**German Circle (adults)**  
Tuesdays @ 4 on Zoom

**Terrific Tales (families)**  
Wednesdays @ 10:30

**Golden Flames D&D Club (teens)**  
Wednesdays @ 4

**Bed Time Stories (families)**  
Wednesdays @ 6

**Ukulele Online (adults)**  
Thursdays @ 1 on Zoom

**French Circle (adults)**  
Wednesdays @ 4:30 & Thursdays @ 1

**Drumming Circle (16+)**  
**1st Thursday Monthly @ 5**  
Register at <https://bit.ly/CMHADrums>

**Half-Day Matinee (all ages)**  
First Thursday monthly from Oct.-Dec. @ 12:30

**Snacks in the Stacks (grades 1-12)**  
School days @ 3:30

**Something Cool After School (grades 1-8)**  
School days @ 3:30

**Rainbow Club Public GSA (all ages)**  
1st operational Saturday Monthly @ 11 (Nov 4)

**Game Day (all ages)**  
Saturdays @ 2

**Crafternoon (all ages; 11 and under accompanied by an adult)**  
Sundays from 1-4

**Fibre Club (all ages)**  
Sundays @ 1

**Climate Cafe (all ages)**  
1st Tuesday Monthly @ 5:30

## Special Events

**Find Fergus! (All ages, entire month)**

Find our friendly dino Fergus hiding in the library and be entered in a draw for a year membership to the Royal Tyrrell Museum! Visit us to play!

**Community Clothing Swap for Climate Action Week**  
**Oct. 29- Nov. 3: Drop & November 4-9: Swap!**

DROP off your gently used and recently laundered clothing and then SHOP with your re-useable bags to pick out some free new-to-you fashions! All remaining items will be donated locally.

**NaNoWriMo Write-ins (All ages, entire month)**  
**Thursdays in November @ 5**

Drop in to any of the Write-ins and join other writers to bump up your word count, make new friends, find inspiration, and get some moral support in your month-long writing journey.

**For Cricut's Sake (Adults, registered)**  
**November 3 @ 5**

Learn how to design and print decals to create your own personalized wine glass. All materials provided. Get your free ticket with QR below. Space limited; get your free ticket with QR below.

**Rag Rug Workshop for Climate Action Week (Adults)**  
**November 4 from 1-4 PM**

Save fabric from the landfill & decorate your home with this free workshop! All supplies provided. Space limited; get your free ticket with QR below.

**Enviropalooza for Climate Action Week (Families)**  
**November 5 from 1-3 PM**

Have eco-friendly fun with crafts & activities and learn how to help the earth!

**Local Author Visit: Dr. Timothy Parker (Adults)**  
**November 9 @ 6**

Dr. Timothy Parker will share a reading from his newest non-fiction book "Trapped by the High" followed by a Q&A. Books will be available to purchase for \$25.00.

**Lunch & Learn: Alcohol and Health (Adults)**  
**November 24, Noon-1 PM**

Join AHS, and Prairie Central FASD for an info session to help you make informed health decisions. Light snacks provided; please register with QR below.

**Writing Workshop: Lorna Schultz Nicholson (Adults)**  
**November 18 from noon to 2:00**

Learn how to build richer settings, characters, and books in this interactive writing workshop. Space limited; get your free ticket with QR below.

**Fun with Oil Pastels @ Chuck MacLean (Families)**  
**November 25, 10 AM to noon**

Use oil pastels to make faux stained glass and scratch art. Space limited; get your free ticket with QR below.

**NaNoWriMo "TGIO" (Thank Goodness It's Over)**  
**(All Ages) December 1 @ 5**

Celebrate the ups and downs of a month of writing madness with this finale event!



**QR is for registered programs.**  
**For Zoom links and more program/service information:**

Phone: 1 780.672.4214,

Web: [cpl.prl.ab.ca](http://cpl.prl.ab.ca),

Email: [cpltechhelp@prl.ab.ca](mailto:cpltechhelp@prl.ab.ca)



## Our hours:

Monday to Friday 10-7

Saturday 11-4

Sunday 12-4

Closed on November 10, 11, 12, & 13

## Room Bookings

Thanks to the City of Camrose, we have two new rooms on our lower level. These new spaces mean that CPL now has affordable rooms to rent again! The Irving Room can seat ~25 with tables or 50 people with theater seating. It has a projector and screen. Our new room (naming rights available) can seat approximately 12 theater style, and will have a projector and screen in the (hopefully) near future. Email [cpltechhelp@prl.ab.ca](mailto:cpltechhelp@prl.ab.ca) for more information.

## Resident Superheroes



We want to bring your public service organization in to the library to meet your community where they are at. Other libraries host social workers,

settlement workers, free tax advice, resume help, and more; the possibilities are endless! All of these partnerships help to connect people with the support they need most. Organizations would be working out of a large office in our lower level children's section, which offers some degree of privacy for any meetings you have. In the long term, CPL is looking for organizations who can do this on a predictable, ongoing basis so that word of mouth can spread. If your organization offers free, inclusive services and might be interested in this type of outreach partnership, we would love to talk. Thank you for all you do for our community!

Contact Alyssa Martin at [amartin@prl.ab.ca](mailto:amartin@prl.ab.ca)

## We are here for you!



24/7 access to electronic resources: Visit [cpl.prl.ab.ca/eLibrary](http://cpl.prl.ab.ca/eLibrary) to check out electronic print materials, audio books, learning resources, and resume building software. You will need your library card and PIN to log in.

### 1-on-1 Tech Help

Please call or email to book your 1 hour appointment.



## Important Service Update:

In order to protect your privacy and ensure requests are being checked out to the proper person, if you are having someone else pick up your materials, they must either have your library card with them or you must visit us in advance to have their information added to your borrower record in our database. Please visit the library to have staff set this up for you!

## Makerspace

We've got the tools you need to make your dream a reality! Use of tools is free. Vinyl and 3D prints can be purchased.



### VHS Digitizer

Turn those family movies digital



### Wacom Drawing Tablet

Draw and paint digitally



### Cricut cutting machine

Cut paper, vinyl and more! Under 16 requires adult supervision



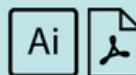
### Midi Keyboard

Create the next big chart topper



### 3D Printer

Create your designs and we'll print them!



### Creative Cloud Suite

Photoshop, Illustrator, etc.



### Photo Scanner

High resolution scans for photos

[cpltechhelp@prl.ab.ca](mailto:cpltechhelp@prl.ab.ca) for more info

# October Library Statistics

YTD daily visit averages (and hourly based on operational hours in brackets)

Mondays: 255 (avg of 28/hr)      Tuesdays: 327 (avg of 36/hr)  
 Wednesdays: 295 (avg of 33/hr)      Thursdays: 256 (avg of 28/hr)  
 Fridays: 273 (avg of 30/hr)      Saturdays: 153 (avg of 31/hr)  
 Sundays: 119 (avg of 30/hr)

Circulation	Oct 2023	Oct 2022	2023 YTD	2022 YTD	Under/ Over 2022	% Chg. Over 2022
Adult Material	5821	5882	57139	56630	509	1%
Young Adult Material	440	447	5720	4604	1116	24%
Juvenile Material	5092	5313	50034	49232	802	2%
TAL Items Borrowed	139	169	1419	1392	27	2%
TAL Items Sent	23	29	297	360	-63	-18%
<b>Total</b>	<b>11515</b>	<b>11840</b>	<b>114609</b>	<b>112218</b>	<b>2391</b>	<b>2%</b>

Econtent	Oct 2023	Oct 2022	2023 YTD	2022 YTD	Under/ Over 2022	% Chg. Over 2022
Cloud Library/RBDigital	488	693	5596	6247	-651	-10%
Overdrive	1228	842	10025	8379	1646	20%
<b>Total</b>	<b>1716</b>	<b>1535</b>	<b>15621</b>	<b>14626</b>	<b>995</b>	<b>7%</b>

Circulation by Residence	Oct 2023	Oct 2022	2023 YTD	2022 YTD	Under/ Over 2022	% Chg. Over 2022
City of Camrose	9595	9257	93635	90315	3320	4%
County of Camrose	2012	2488	20912	21714	-802	-4%
Outside City/County	64	45	468	627	-159	-25%
ME	50	14	374	300	74	25%
<b>Total</b>	<b>11721</b>	<b>11804</b>	<b>115389</b>	<b>112956</b>	<b>2433</b>	<b>2%</b>

Miscellaneous	Oct 2023	Oct 2022	2023 YTD	2022 YTD	Under/ Over 2022	% Chg. Over 2022
Visitors	7521	6527	68590	53773	14817	28%
WiFi Users	11548	13184	114119	87569	26550	30%
Internet Users	0	868	8765	7330	1435	20%
Exams	12	19	179	239	-60	-25%
<b>Total</b>	<b>19081</b>	<b>20598</b>	<b>191653</b>	<b>148911</b>	<b>42742</b>	<b>29%</b>

## 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/ Service Response	Oct 2023		2023 YTD		Participants	
	Sessions	People	Sessions	People	2022 YTD	2021 YTD
1	32	242	228	2286	2111	1,255
2	12	24	61	475	107	22
3	31	516	433	6099	4226	5,232
4	47	603	380	5666	3357	516
Advocacy	2	173	20	6067	6231	3,313
<b>Total</b>	<b>124</b>	<b>1558</b>	<b>1122</b>	<b>20593</b>	<b>16,032</b>	<b>10,338</b>

# Paying more attention to the health and social benefits of libraries is overdue



ANDRÉ PICARD > HEALTH COLUMNIST  
PUBLISHED YESTERDAY  
UPDATED 3 HOURS AGO

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Toronto's public library system is one of the world's busiest, with 100 branches, including the landmark Reference Library in Yorkville (pictured).

SHAI GIL/MORIYAMA TESHIMA ARCHITECTS

"The only thing you absolutely have to know is the location of the library." Albert Einstein spoke these words almost a century ago, but they are as true as ever.

While Einstein was primarily concerned with access to knowledge, libraries today have become much more than mere repositories for books.

There were dire predictions that brick-and-mortar libraries would become obsolete in the digital age. Yet, they have become even more important in recent years, as essential community hubs that offer not only cultural events but also health and social services.

Where else can you find a public bathroom in the downtown core of cities? As climate chaos grows, libraries serve as warming and cooling centres. They offer free WiFi for those who can't afford it, a bit of story-time respite for overwhelmed parents and caregivers, language courses for new Canadians, free technology training courses, job training for hundreds of thousands, cooking classes, and a place for students to study, and gig workers to work, as well as social interaction for the growing legions of the lonely.

While [COVID-19](#) exposed many of the holes in our health and social safety net, it also shone a light on how invaluable libraries have become. During the pandemic, libraries were responsive to community needs in a manner few other institutions were.

They distributed rapid tests. They used their 3D printers to produce personal protective equipment for health workers. They provided laptop loans to students forced to learn remotely. Portable toilets were installed outside, and snacks and menstrual products were distributed to the unhoused. Some opened temporary food banks.

They “leaned in,” to use popular business jargon.

Yet, as libraries do more and more, they are struggling to meet all these new demands because of stagnant or shrinking funding.

A new report from the Canadian Urban Institute and the Canadian Urban Libraries Council makes the point that libraries are as essential a service as other municipal services such as transportation, sanitation, and policing, but are not getting their due.

[”Overdue: The Case for Canada’s Public Libraries”](#) makes for fascinating reading, beginning with how libraries are taken for granted.

Libraries as we know them today were born of a massive gift by American philanthropist Andrew Carnegie who, between 1883 and 1929, funded the creation of 2,509 libraries worldwide, including 125 in Canada.

Today, across the country, there are 652 library systems and 3,350 library branches. They receive more than 100 million visits each year, according to the report. In the digital age, libraries are actually more popular than ever, as one of the last public spaces open and welcoming to all.

Canada has some spectacular libraries. Calgary’s [Central Library](#) is an architectural gem. It was also the catalyst and cornerstone for the development of the city’s East Village neighborhood.

The centrepiece of Halifax’s downtown is its [Central Library](#). Edmonton’s [Stanley A. Milner Library](#) is state-of-the-art, with creative programming to match. Montreal’s [Grande Bibliothèque](#) is a favourite of library rats. Toronto’s public library system is one of the world’s busiest, with 100 branches, including the landmark Reference Library in Yorkville and the marvelous Lillian H. Smith branch downtown, which focuses on children’s literature.

We should be building on these investments. But every one of these facilities is facing financial and social challenges, sometimes verging on overwhelming. Because they are philosophically committed to openness, libraries often struggle with the concomitant crises of homelessness and toxic drugs.

Library workers are routinely called upon to treat overdoses with naloxone; in Edmonton’s downtown branch, there were almost [100 last year alone](#), the report notes. Violent patrons, many with untreated mental illness, are a challenge, too: Workers are assaulted, sexually assaulted, spat upon, yelled at and more. It’s not what bookish people signed up for.

Security guards are now essential to daily operations. Some branches have metal detectors. A growing number of libraries employ social workers, who try to work with other social service agencies, from homeless shelters to hospital emergency departments.

Libraries are also at the heart of culture wars, from [readings by drag queens](#) to the newfound [zealotry for book banning](#).

There are, unfortunately, few concrete recommendations in the Overdue report, other than a passing call for a national task force on the future of libraries. It makes the case that more funding is needed. But every institution wants more funding.

The discussion we really need to have is about the role of modern libraries and how can we help them not just survive, but flourish. There is no doubt libraries are good for our health, individually and collectively.

The author R. David Lankes [says it well](#): “Bad libraries build collections; good libraries build services; great libraries build communities.”

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# **Summary of Overdue: The Case for Canada's Public Libraries**

## **Why investment in public libraries is essential to Canada's post-pandemic recovery, competitiveness, and resilience**

### **The Provocation**

The Canadian Urban Institute (CUI), works to highlight essential components of Canada's social, economic and environmental resilience and post-pandemic recovery. In collaboration with the Canadian Urban Libraries Council (CULC) they have compiled three years of engagement with libraries across Canada during the COVID-19 pandemic. This report makes the case that public libraries are an under-recognized and underfunded national asset, and that increased investment and strategic leveraging of their potential are essential for renewing post-pandemic social cohesion, economic wellbeing and community resilience.

Libraries are the one institution that provide a broad array of critical supports to our communities, including for knowledge distribution, culture, health, reconciliation, belonging, and our democracy. A short exploration of how libraries provide those supports is below:

#### **Knowledge:**

Libraries provide equitable access to essential resources and the collection. They provide accessible spaces such as quiet reading rooms, areas for collaboration, and hands on skills acquisition areas such as maker spaces. These improve literacy, which starts a domino effect, closing gaps in education, increasing employability, and contributing to workforce development.

#### **Culture:**

Libraries offer spaces and accessible opportunities for gathering, which enables the equitable exchange of ideas. Visitors can access and create culture. They can watch, read, and listen to diverse content (films, music, dance, books, etc.) and create new content through programming and resources.

#### **Health:**

Libraries are key partners in our health care system, working with social workers, organizations and governments. They provide programs and services that touch on essential indicators of the social determinants of health: early childhood development, literacy, employability, social inclusion and non-discrimination, which results in better health outcomes for everyone,



## **Reconciliation**

Libraries are leaders in responding to the federal Truth and Reconciliation Commission's 94 Calls to Action. They provide programs and a collection that highlight Indigenous knowledge language and values, while working to decolonize structures.

## **Neighbourhoods**

Libraries are catalysts for neighbourhood revitalization; some examples include Vancouver, Halifax and Edmonton. Libraries are frequently placed in innovative spaces with building partners such as commercial, social or recreational entities.

## **Belonging**

Libraries are the center of communities, serving more needs than any other public institution. Public libraries are places to access culture and information, are refuge from domestic violence, are election information or polling centres, job search centres, health clinics, places to warm up or cool down, language learning centres for newcomers, places to attend free university classes or concerts and are spaces for babies, children, caregivers and youth to make friends and form a community.

## **Democracy**

Libraries ensure that citizens can freely educate themselves by upholding freedom of expression, and fighting for EVERYONE's rights to access information to make informed decisions. They fight polarization, and are free and open to everyone. During elections, libraries distribute voter information, host candidate meetings, and operate as polling stations. Libraries help all governments fulfill core mandates.

## **The COVID Pivot and Post Pandemic Challenge**

Libraries responded to the pandemic rapidly, in a variety of ways. They provided what their communities needed them to. Examples include: foodbank distribution hubs, wifi hotspots to shelters, activity kits to battle social isolation, public portable toilets, 3D printing PPE. They also moved typical services online. Libraries also brought their community knowledge to emergency management teams. Libraries are highly capable partners for all governments, supporting critical mandates.

Libraries are an underfunded asset that supports governments in meeting their obligations to the public, and were critical in meeting community needs during the pandemic. Over the past 3 years, pressure rapidly mounted, and continues to exist, for libraries to provide local services in the absence of adequate social

infrastructure and comprehensive mental health care. Libraries are the triage centers for our communities, and are struggling to handle the demands. Greater demand and unmet social needs require greater financial and political support. Research in this report suggests that library programming generates a value return six times greater than the level of investment, in economic and social benefits, but this does not seem to be recognized, the library funding model contributing to the difficulties in obtaining adequate resources.

Libraries are essential to Canada's value proposition of an inclusive and prosperous country. They are the heart of every community, open to everyone, providing connections and experiences essential to our economic opportunities, equity, and democracy. They are essential to social cohesion and the healthy functioning of modern life.

## The Way Forward

### Priorities

- 1) **Relieve Current Operational Pressures** to ensure libraries remain safe, accessible, and welcoming libraries to everyone.
- 2) **Establish Libraries as Critical Infrastructure** where community resilience is strengthened through funding of libraries to deliver government priorities.
- 3) **Formalize Sustainable Investment Streams** that recognize their expanding role.

The COVID-19 pandemic highlighted the importance of places where people can gather information and find support. There are challenges on the horizon, and it is in our best interests to prepare now by strengthening public libraries. Canada's workforce is facing an aging population, we will be welcoming 500,000 immigrants annually by 2025 who will need to integrate, our society is increasingly dependent on technology and people need support with digital access and artificial intelligence. Lifelong learners and entrepreneurs will always need help adapting to the shifting economy and labour market, and communities will see increasing shocks stemming from climate change, technology disruptions, and political and social upheaval. Libraries can and do address all these concerns, and equitable access to the library where all are welcome is essential to social cohesion and democracy.

Report in entirety found here: <https://canurb.org/publications/overdue/>

Original report by Canadian Urban Institute 2023

Summary by Alyssa Martin, Director of Camrose Public Library

October 19 2023

County Council  
3755 43 Avenue  
Camrose Ab T4V 3S8

Dear Reeve and Councilors,

Thank you for your time and attention while considering the Camrose Public Library's 2024 funding request. In the following, you will find an overview of what a public library's mandate is, a brief summary of what Camrose Public Library offered in 2023, how CPL has fared in 2023, our goals for 2024, and our 2024 funding request of **\$77,979.60**. You will also find our 2024 Draft Budget, and our 2023 Expense/Revenue Statement to date.

### **Public Library Mandates in the 21<sup>st</sup> Century**

Globally, the mandate of the public library has changed over the decades. While libraries continue to provide books, they are now also responsible for providing internet access, building community, promoting literacy of all kinds, and protecting the privacy rights of individuals, as well as their right to read (1). The Canadian Federation of Library Associations asserts the core mission of all types of libraries is to ensure access to information for all, for all purposes, in an equitable fashion (2). The Canadian Urban Institute (CUI) and Canadian Urban Libraries Council (CULC) just released a report following three years of engagement with Canadian public libraries. They highlight that libraries play key roles in the areas of knowledge acquisition and dispersal, culture, public health, reconciliation, neighbourhood revitalization, a sense of community belonging, and supporting democracy (3). They also found that during the pandemic, pressure mounted (and continues to exist) for Canadian libraries to provide local services in the absence of adequate social infrastructure and comprehensive mental health care. As a public place, libraries see and serve everyone, and those who have fallen through every service gap and crack find their way to libraries in an attempt to meet their basic needs. The Camrose Public Library (CPL), along with all the other public libraries in Canada, is currently

experiencing the effects of inadequate social infrastructure first hand, and we are working hard to partner with other organizations and respond to the specific needs of our community.

### **2023 Offerings at Camrose Public Library**

In 2023, CPL continued to offer access to our collection, including books, e-content, DVDs, databases, magazines, news, our Library of Things and more. We continued to ensure that the public had access to computers and 24 hr wifi. In 2023 we added a Makerspace to CPL through a grant, giving the public access to a Cricut, VHS digitization tools and software, music editing tools and software, a drawing tablet and digital art software, as well as a photo scanner and continued access to a 3D printer. We also offered services such as exam proctoring, faxing, printing, room rentals, reference help, readers advisory and general community building. We attempted to increase access to our services by increasing our outreach. This involved bringing our collection to those living in assisted living facilities, having our book bike bring the collection, programming and wifi to those across Camrose during the summer, and we visited schools to ease families' abilities to get library cards for their children. We continued to offer 1 on 1 tech help to ensure our community has the assistance needed to engage in our increasingly digital world, as well as family reading programs, our daily after school programming, conversation circles in different languages, and more programs to increase community, literacy and knowledge acquisition.

Camrose Public Library frequently partners with other local organizations to offer programs and other initiatives so that we can pool our resources, extend our reach, share our expertise and eliminate duplication of efforts. There are three on-going partnerships I would like to highlight.

- The *Dolly Parton Imagination Library* project that we co-host with Rotary Camrose puts free, quality books into the hands of children under 5 in Camrose and Camrose County. Children with more books in their homes are more likely to do well in school. Rotary provides the funding, and CPL helps to facilitate the administration and promotion of the project.
- *Snacks in the Stacks* ensures that the children who spend hours here after school have something to eat while engaging in an activity with us. Local schools have reached out to CPL to let us know how rampant food

insecurity is in their students' lives, and expressed how important this is to some students who rely on school breakfast and this snack to eat. It has historically been funded by the Camrose CO-OP and other designated donations, and is frequently run by Community Service Learning students from Augustana. CPL does the shopping, and when we do not have CSL students we run the program.

- Our After-hours Community Pantry expands on our efforts to tackle food insecurity. Family and Community Support Services (FCSS) hosts a community pantry in partnership with Camrose Helps and Second Harvest, a charity that rescues perfectly good food that is about to be thrown out. The pantry at FCSS expands food access to vulnerable community members, but FCSS is only open Monday-Friday 8:30-4:00pm. To extend this reach, FCSS has supplied CPL with a fridge and shelf and Camrose Helps procures the food, arranges drop-offs, and administers the program. Simply by providing the space for the fridge and shelf, CPL has expanded community food access to include weekends and evenings at minimal cost to the library. The pantry was immediately utilized by our patrons, and it has given us a chance to connect new patrons to other library and community services.

The work Camrose Public Library does, particularly the partnerships that we have fostered, are the embodiment of Camrose County's Vision: "**A sustainable Camrose County strives to build collaborative networks and citizens working together on common goals, helping the County to become a more sustainable community, enhancing the well-being of all citizens and the natural world within the County.**" Our partnerships allow all of these organizations to achieve our common goals in the most efficient way possible, enhancing the well-being of all citizens.

### **State of the Library - 2023**

Library usage is on the rise and projected to return to pre-pandemic levels by the end of 2024, but CPL's funding has diminished compared to pre-pandemic levels. CPL lost (15%) of its funding from 2018-2023 (Appendix 5), and inflation rose ~16% (Appendix 6) in that time. After years of attempting to maintain the level and quality of service that our community has come to expect, Camrose

Public Library hit a breaking point in 2023, and made the difficult decision to cut our opening hours, which included Sundays. When the public heard of our decision, they reached out to express their frustration. One community member was so upset that they wrote a \$20,000 cheque to keep Sunday operating hours running for one year, but this was one time funding and will end soon.

CPL has continued to recover from the effects of the pandemic. Our library visits have increased by 37% over last year (Appendix 1 and 2), and Sunday usage specifically has increased by 50%. Our program attendance is projected to increase by 29% by year end (Appendix 3), and our wifi sessions are projected to reach their highest usage ever, increasing by 22% (Appendix 4). Our recovering attendance has helped us to increase our internal revenue, and our expected ROI for 2023 is \$5.23 (Appendix 7).

CPL also saw some renovations in 2023. A new office and program room were constructed in our lower level in order to replace a programming room that has not been inhabitable since 2021. This will increase our ability to lease rooms, hold more programs, and offer more services. Additionally, our restrooms are in the process of being renovated. This much needed renovation will also make our restrooms more accessible for those with strollers, wheelchairs, or other forms of limited mobility. We expect these renovations to improve library usage and the user experience throughout 2024.

## **2024 Funding Goals**

(Please see Appendix 8 for an infographic summary)

Camrose Public Library's funding goals for 2024 predominantly focus on our ability to keep our doors open to the public on Sundays. The public has let us know that Sundays at the library allow the public a place to find a community outside a church, additional weekend access for those who rely on others for transportation, a safe place to be warm and have access to clean water (a need highlighted by the *2023 Alberta Provincial Housing & Service Needs Estimation Report*) (4). Sunday operating hours also facilitates increased access to food, allows those without internet access at home to complete homework, and provides at risk community members with clean, cool air during smoke and

heat advisories. Sunday library visits have increased by 34% this year, highlighting the public's appreciation of this service.

2024 Sunday opening hours will cost \$22,793. CPL managed to find just under \$14,000 from funding that is already procured, and we have approached the City of Camrose for additional funding despite being in the middle of a two-year budget. To bridge this gap, we are requesting that Camrose County increase our funding by \$4558.50, bringing the total allocation to \$77,979.60. This 6.2% budget increase will allow Camrose Public Library to continue to offer the same level of service we provided in 2023, for a larger number of library users.

### **Closing**

Thank you for your consideration regarding our 2024 funding request. Camrose Public Library appreciates the work that Camrose County does to enhance the well-being of its citizens, and we are eager to continue offering services to aid Camrose County in its efforts. We look forward to presenting our request to council, and hearing how Camrose Public Library can better serve its county patrons.

With gratitude,



Alyssa Martin  
Director  
Camrose Public Library

Cc: City of Camrose Library Board

## Citations

- (1) American Library Association "What Libraries Do." I Love Libraries, 24 May 2023, [www.ilovelibraries.org/what-libraries-do/](http://www.ilovelibraries.org/what-libraries-do/)
- (2) Garcia-Febo, Loida, et al. "CFLA-FCAB Code of Ethics." 27 Aug. 2018. <http://cfla-fcab.ca/en/guidelines-and-position-papers/code-of-ethics/>
- (3) Canadian Urban Institute (CUI) and Canadian Urban Libraries Council / Conseil Des Bibliothèques Urbaines Du Canada (CULC/CBUC), "OVERDUE: The Case for Canada's Public Libraries" October 2023. <https://canurb.org/publications/overdue/> Accessed 18 Oct. 2023.
- (4) Rural Development Network, "2023 Alberta Provincial Housing & Service Needs Estimation Report", 2023.

## Appendix

- (1) Average Library Visits Per Hour by Day of the Week
- (2) Library Visits per Hour - Annual Average
- (3) Annual Program Attendance
- (4) Annual Computer and Wifi Usage
- (5) Annual Budgeted Revenue
- (6) Consumer Price Index vs Cost of Living Adjustment rates
- (7) Return on Investment
- (8) Sunday Operation Hours Infographic
- (9) 2024 Draft Budget
- (10) 2023 YTD Expense Revenue Statement



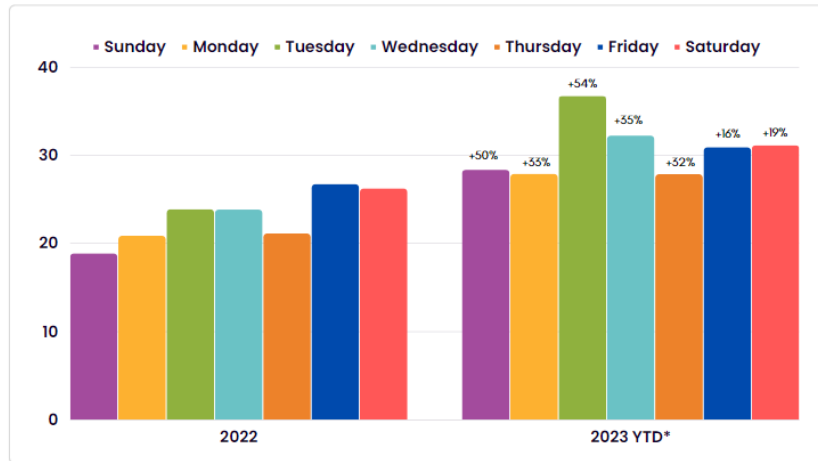
(1) Average Library Visits Per Hour by Day of the Week

Appendix

Our annual visits have increased 34% YTD

Sunday visits have increased by 50% YTD

Library Visits Per Hour - Annual Average - Day of the Week



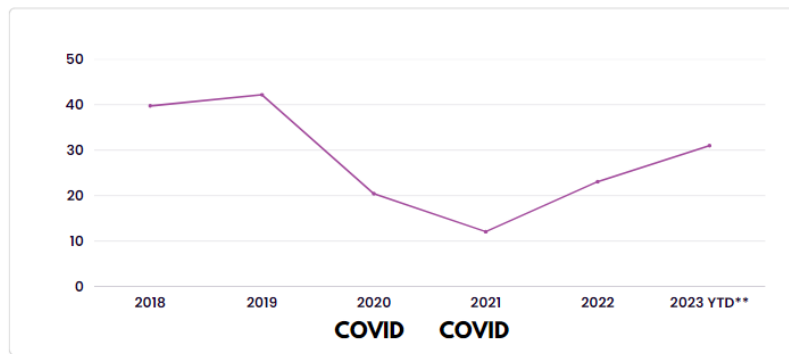
\*YTD September 30 2023

(2) Library Visits per Hour - Annual Average

Appendix

If CPL continues to recover at the current rate, it will approach pre-pandemic visits by 2024

Library Visits per Hour - Annual Average

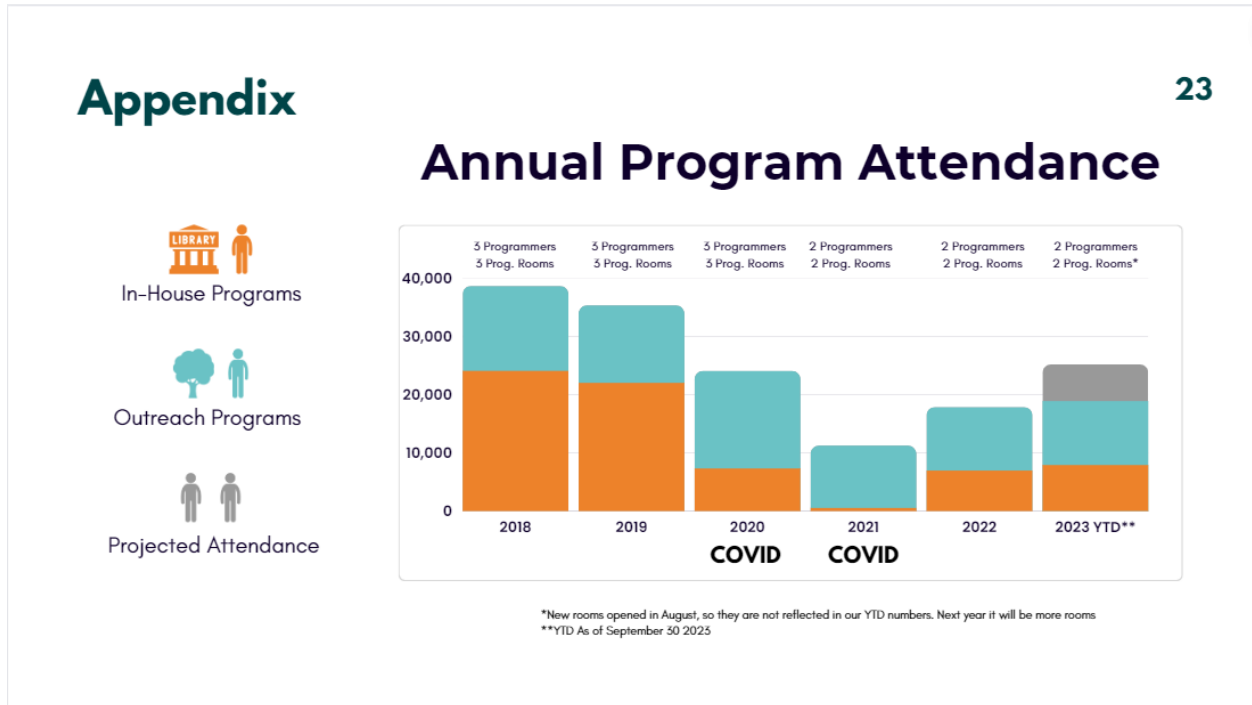


\*Adjusted for # of hours open.  
Annual Visitors/Annual Hours Open = Y

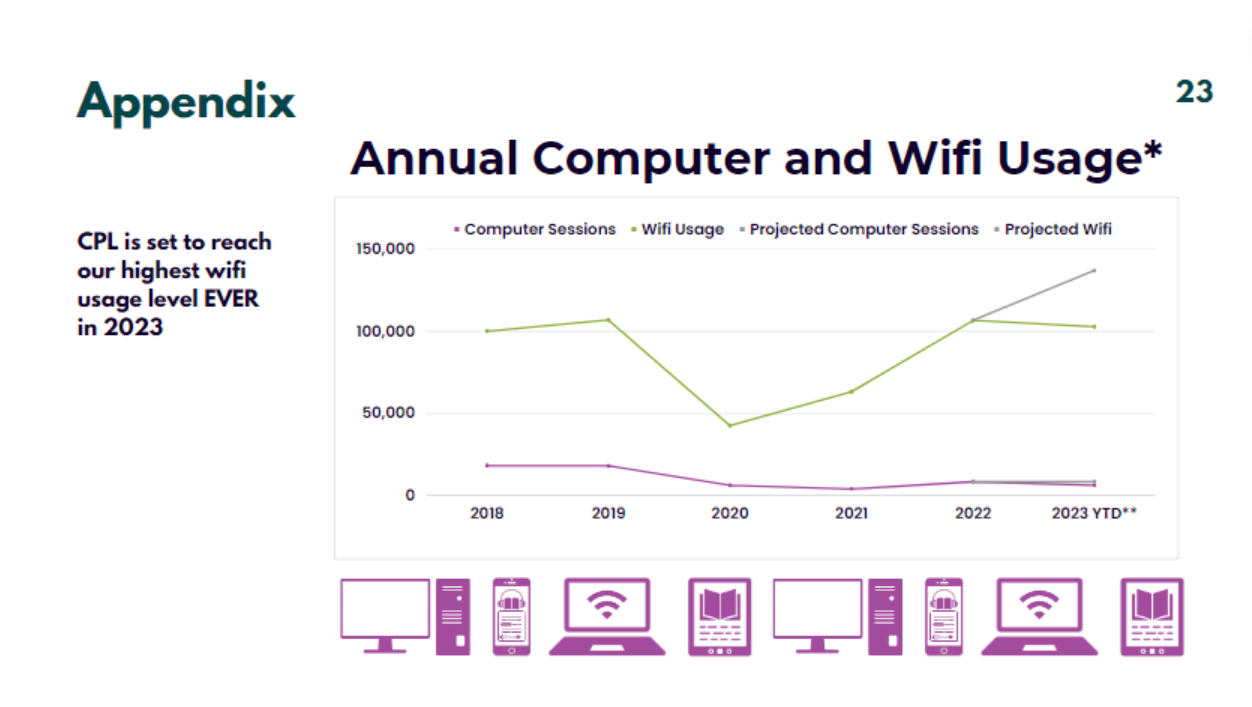
\*\* YTD is September 30 2023



### (3) Annual Program Attendance



### (4) Annual Computer and Wifi Usage



(5) Annual Budgeted Revenue

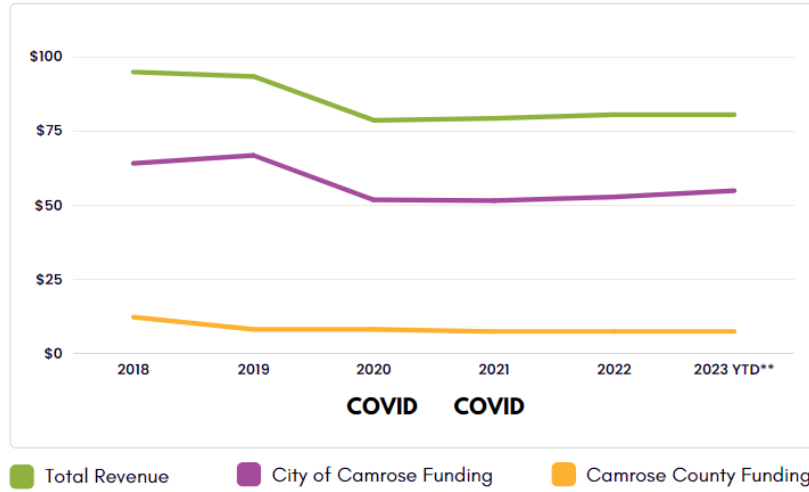
Appendix

20

Over the past 6 years, CPL has seen a 15% reduction in overall funding.



Annual Budgeted Revenue



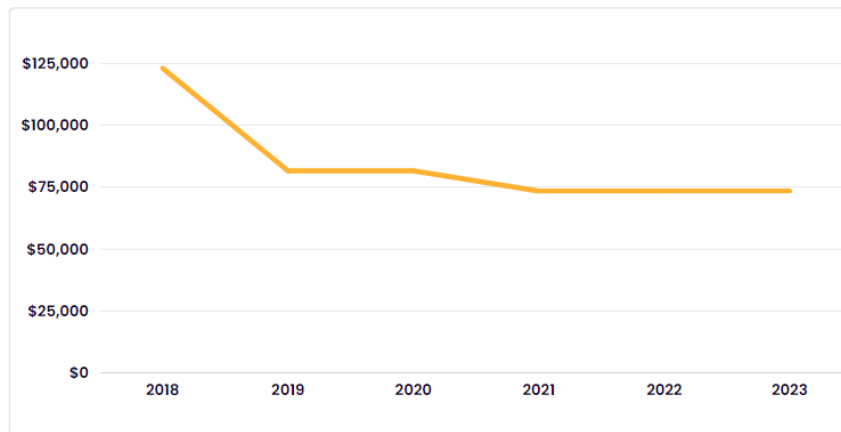
Appendix

21

Over the past 6 years, CPL has seen a 40% reduction in County funding

We are highlighting this simply to say that we are attempting to maintain standards, while serving the same number of people, with significantly fewer resources.

Camrose County Funding to CPL



## (6) Consumer Price Index vs Cost Of Living Adjustment

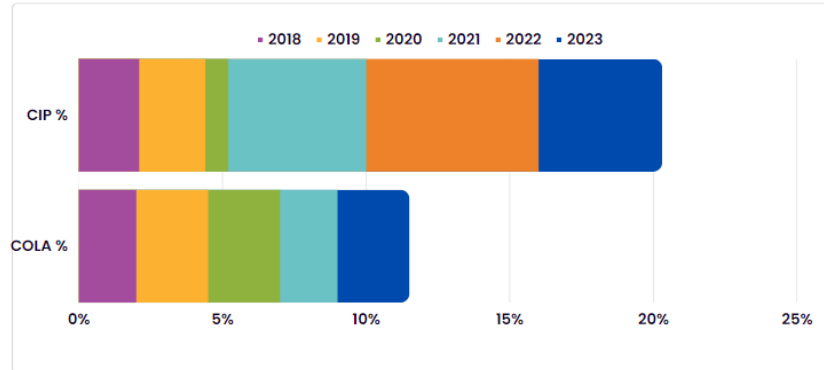
### Appendix

22

Over the past 6 years, CPL wages have lagged by -8.8%



Alberta CPI vs CPL COLA



## (7) Return On Investment

### Appendix

25

In 2022 we saved each citizen \$124.36 on average.

By this measurement, in 2023, for every \$1 the community contributes to the library they get \$5.23 in service, a 5% increase from 2022.

We would be saving each citizen \$132.05 on average.

<p><b>2022</b> Return on Investment</p>	<p><b>Income from the Community</b></p> <ul style="list-style-type: none"> <li>Municipal Contributions: \$601,508.00</li> <li>Patron Driven Revenue: \$13,713.27</li> <li>Total Local Contributions: \$615,221.27</li> </ul>			
	<p><b>Direct Financial Return triggered by your contributions:</b> \$113,955.00</p> <p>Government of Alberta Operating Grant</p>			
<p>For every \$1 the community contributes to the library, they get <b>\$4.99</b> of service</p>	<p>Borrowing Books Rather than Buying Them: \$2,497,947.40</p>	<p>Borrowing DVDs Rather than Buying Them: \$65,280.00</p>	<p>Borrowing eBooks Rather than Buying Them: \$13,881.00</p>	<p>Borrowing eAudio Books Rather than Buying Them: \$179,460.00</p>
<p><b>Total Service Savings: \$3,069,219.96</b></p>	<p>Using Computers Rather than Buying Them: \$3,780.04</p>	<p>Using Wifi Rather than Purchasing It: \$46,819.52</p>	<p>Attending Programs Rather than Paying for Them: \$262,052.00</p>	
<p><b>Total Annual Savings: \$2,462,501.69</b></p> <p>Financial Gains + Service Savings + Community Contribution</p>				

# Presentation to Camrose County Council

**CAMROSE**  
PUBLIC LIBRARY

October 30 2023

In 2018, CPL funding started to drop. In 2020 the revenue dropped too, and the expenses started to increase. Things were hard for everyone, and CPL could not keep up.



In 2023, CPL made the difficult decision to cut opening hours, which included **closing on Sundays**

## Closing Sundays hurt the vulnerable. Sundays at the library meant:

### A place outside a church to find community

Few places are open on Sundays



### Being able to catch a ride with someone who usually works

Limited funds and transit options make travel difficult for some of our community.



### A warm place to be with clean water



Many struggle to pay for heat, housing and water\*

### Access to food when other services are closed

CPL is working with Camrose Helps to host a community pantry. The Camrose Food Bank is only open Tues-Thurs



### Computers and internet to do their homework



Not everyone can afford a computer or internet

### Access to clean air

2023 set a record for smoke days, and people were urged to take a smoke break by visiting their local library\*\*



A private donor stepped forward and gave CPL  
**1 year of funding**



## This funding ends soon

\* 2023 Alberta Provincial Housing & Service Needs Estimation Report

\*\* Environment and Climate Change Canada Special Air Quality Statement

# Good news: 2023 exceeded expectations


Library attendance increased by

**+34%**

Sunday attendance increased by

**+50%**

## This means increased revenue



**Exam Proctoring**




**Room Rentals**



**Memberships**



**Printing**



**Book Sale and Donations**

This revenue, coupled with reduced spending meant  
**CPL found \$13,763.10**

## Sundays cost **\$22,793** a year

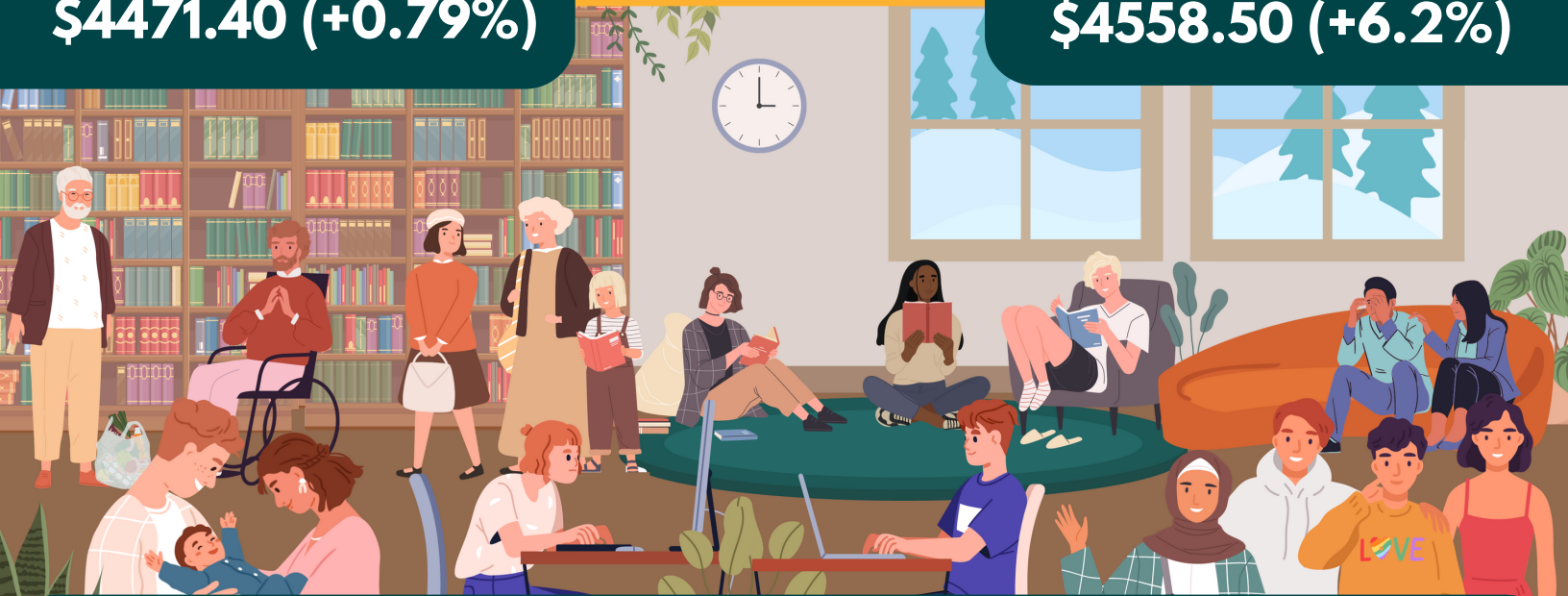


**\$4471.40 (+0.79%)**

### CPL Needs



**\$4558.50 (+6.2%)**



## Please help us to save Sundays

**CAMROSE**  
PUBLIC LIBRARY



# PLAN OF SERVICE

2024

**CAMROSE**  
**PUBLIC LIBRARY**

PREPARED BY:  
ALYSSA MARTIN,  
DIRECTOR



## MESSAGE FROM THE DIRECTOR

This Plan of Service is a one year continuation of our 2019-2023 plan. The last few years have been difficult for everyone, and as we all start to pick up the pieces, the long-term affects of the pandemic are just beginning to come to light. We want to work closely with other local organizations, governments and individual community members to fully understand the challenges that our community is facing before creating our next five year plan of service. Throughout 2024 we will be connecting with our community and using recently conducted surveys to inform our next priorities. We look forward to hearing from everyone, and unveiling our new plan next year.

Alyssa Martin, Director

## MESSAGE FROM THE BOARD CHAIR

As we proceed to recover and restore services affected by the pandemic, Camrose Public Library continues to meet the diverse needs of our community. We strive to be inclusive, accessible and welcoming, both through our materials and programming. Our Plan of Service 2024 sets out our goals, which we hope to achieve through our partnerships with local organizations and government. The ultimate goal of Camrose Public Library is to assist all members of the community with their needs, and to provide enrichment in the lives of all who enter our doors.

Renee Greer, Board Chair





# OUR PROCESS

In 2019, we decided that rather than conducting public consultations, would access strategic plans from organizations around the City of Camrose and Camrose County. We found common threads between them and sorted those threads into possible service responses, as outlined in Sandra Nelson's Strategic Planning for Results (Chicago: American Library Association, 2008). We determined which of those service responses we are equipped to undertake, then selected the four we felt we could best address.

## STRATEGIC PLANS WE REFERENCED

- Alberta Health Services 2017-2020 Health and Business Plan
- Augustana Campus Long Range Development Plan Amendment 2017
- Battle River Watershed Alliance Strategic Plan 2015-2020
- Camrose and Area Lodge Authority Business Plan 2018-2022
- Camrose Composite High School and Battle River Online Three-Year Education Plan 16/17-18/19
- Camrose County Municipal Operating Principles 2014-2017
- Camrose Municipal Sustainability Plan 2010
- Camrose Downtown Area Redevelopment Plan
- Camrose Police Service Strategic Plan 2017-2018
- City of Camrose Social Development Strategy 2009-2014
- University of Alberta Augustana Institutional Strategic Plan 2016-2021
- University of Alberta Augustana Library Strategic Priorities 2017/2018





## VISION

(WHAT WE WANT TO ACHIEVE)

We make a difference in people's lives through connections, community engagement, and inclusion.



## MISSION

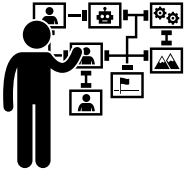
(OUR PURPOSE)

We provide opportunities for all to share and grow through curiosity and creativity.

A LIBRARY  
IN THE MIDDLE OF  
COMMUNITY  
IS A CROSS BETWEEN  
EMERGENCY EX  
A LIFE RAFT  
A FESTIVAL  
THEY ARE CATHEDRALS  
OF THE MIND.  
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# OUR VALUES

(what guides and defines us)



## WE ARE INNOVATIVE

We embrace new ideas in order to be able to provide services our patrons might not even realize they need.

## WE PROTECT INTELLECTUAL FREEDOM

We believe everyone has the right to unrestricted access to knowledge without fear of censorship or discrimination.

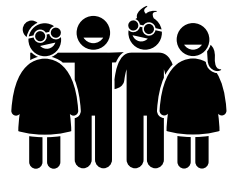


## WE ARE INCLUSIVE

We reflect the diversity of our community and endeavour to be a safe space for all.

## WE FOSTER CONNECTIONS

We assist people and organizations in forming relationships that help to create a supportive community.



## WE ARE LIT

Whether it's in the form of literature or a lit party, we strive to be a light in the darkness.



ImaginationLibrary.com



# SOCIAL ENGAGEMENT

## DEVELOPING RELATIONSHIPS & ENDING ISOLATION

### OBJECTIVES

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- We do the work to ensure everyone in the community feels included and at home in the library
- Our programs, resources, and services build personal connections
- We provide a social safety net
- We prioritize people

### OUTCOMES

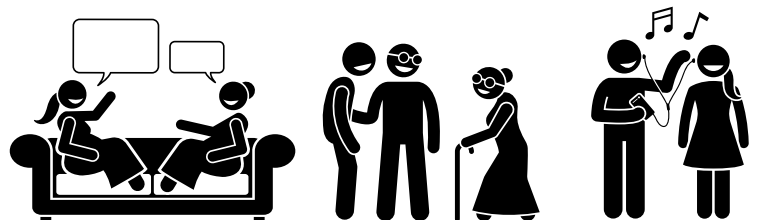
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- People understand our diverse community
- Visitors feel that they are community members
- Patrons are able to access resources they need to feel safe in the community
- Our community retains the people that make it up

### RESOURCES

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- Partnerships with community organizations
- Outreach programming, vehicles, and locations
- Opportunities for patrons to be a voice in the library's vision



SERVICE RESPONSE

# CONNECT TO THE WORLD ONLINE

## PUBLIC INTERNET ACCESS

### OBJECTIVES

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- We provide unfettered access to forthcoming technologies and digital learning opportunities
- We support social community and economic development through technology
- We foster digital media literacy by teaching people how to transfer their digital skills

### OUTCOMES

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- The community has access to the future of technology before it is the present
- Everyone has access to online social resources and communities
- Patrons are comfortable independently exploring technology and using it in their everyday lives

### RESOURCES

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- Knowledgeable staff
- Technology & the infrastructure to support it
- Digital content



SERVICE RESPONSE





# SATISFY CURIOSITY

## LIFELONG LEARNING

### OBJECTIVES

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- We provide uncensored access to all forms and all sources of knowledge
- We teach visitors to think critically and be able to recognize bias
- We foster the joy of discovery in our patrons

### OUTCOMES

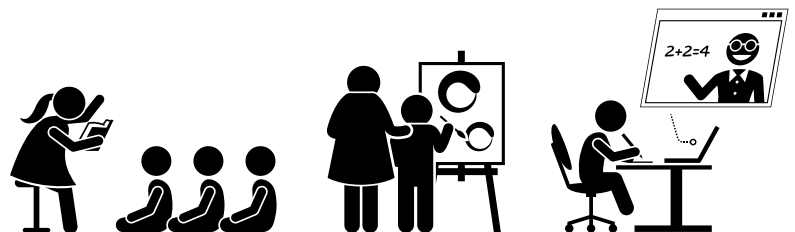
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- Patrons are informed on a variety of subjects
- Visitors are able to engage with their community
- Our community is happy and interconnected

### RESOURCES

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- Programs and materials that pique a variety of interests
- Partnerships with organizations to provide learning opportunities
- Engaged patrons who share their ideas and volunteer their time



# VISIT A WELCOMING SPACE

## PHYSICAL AND VIRTUAL SPACES

### OBJECTIVES

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- We maintain a space that is accessible, both physically and mentally to all
- We meet those who are unable to come to us in their space
- We help serve the needs of patrons who may be at risk by providing information and community connections
- We provide opportunities to explore multiple perspectives

### OUTCOMES

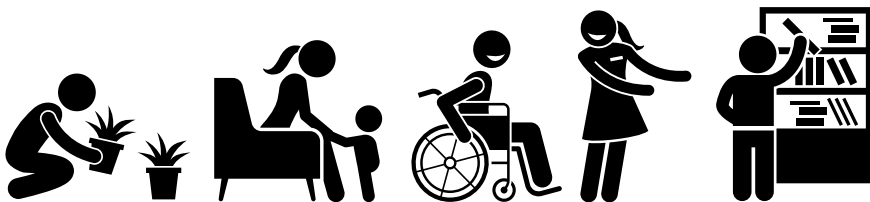
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- Everyone is able to access our services and resources
- All sectors of society see themselves in our resources, programs, and events
- Our community sees us as a destination

### RESOURCES

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- Inviting and safe physical space
- Welcoming and informative social media
- Information resources in multiple formats and with diverse perspectives
- Outreach vehicles and locations



# ABOUT THE LIBRARY

## COMMENCING OUR SECOND CENTURY OF SERVICE

### WHERE WE'VE BEEN

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The first meeting to establish the Camrose Public Library was held on November 19, 1919. Our first librarian, Mrs. Lucy Fowler, was paid a salary of \$15.00 per month, and library memberships were \$1.00 per year, with the collection being mostly made up of book donations. The library was housed through history in the town hall (where the Camrose and District Family Thrift Shop is today), the old city office on the corner of 49 Avenue and 50 Street, the Canadian Club on Main Street (now Mainstreet 1908). We have been in our current location since 1981.

### WHERE WE ARE

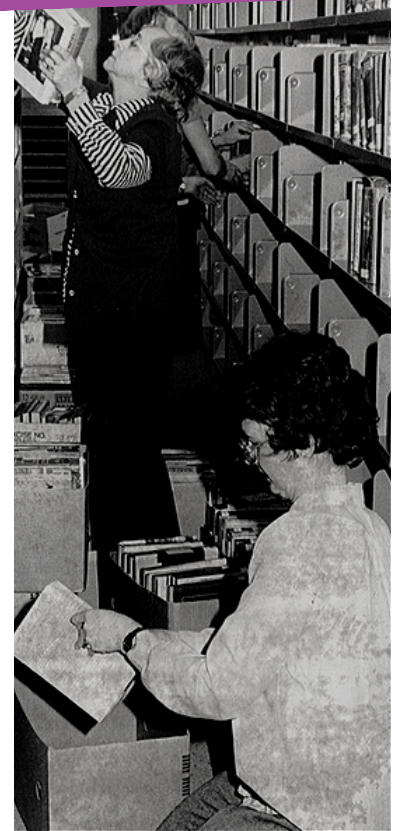
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Since that first meeting, we have built and solidified partnerships in order to create a strong web of support for our community. We have laid the groundwork for members of the community to be able to find the help they need, and we pride ourselves on being a space for those who may not otherwise have a space.

### WHERE WE'RE GOING

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We intend to continue our work by fostering more relationships between people and organizations. We want to meet the community in their spaces and respond to their needs. As a result, our programs and services will be a meaningful part of the lives of our community members.





# THANK YOU

IT TAKES A VILLAGE TO  
RAISE A PLAN OF SERVICE



## THANK YOU TO:

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- **Kaitlyn Romaniuk** – for reading and dissecting the many strategic plans we referenced
- **Jennifer McDevitt** – for putting our thoughts into sentences and designing the 2019-2023 document
- **The Board** – for their constant service and advocacy
- **The City and County of Camrose** – for their ongoing support
- **Our community partners** – for making what we do possible
- **Our staff** – for putting in the hard work every day
- **Our patrons** – for being our heart

## OUR PATRONS

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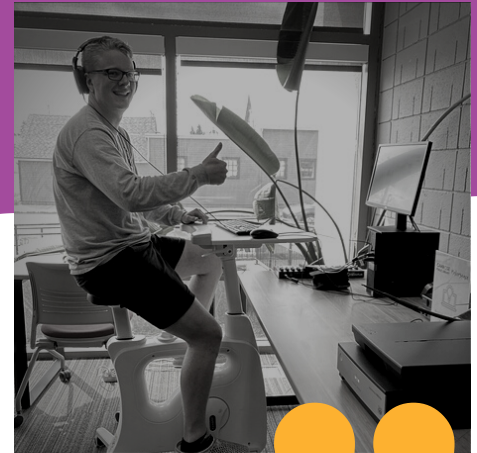
We couldn't possibly achieve our vision without our many community partners. Our service plan is built on the needs of the community, and we rely on our partners to help us identify what those needs are and to help us fulfill them.

Thank you to everyone we work with, including service and not-for-profit organizations, businesses, the municipality, the province, and (most importantly) our volunteers and patrons. We're proud to serve you.



# FACTS & FIGURES

NUMBERS AND CHARTS AND QUOTES, OH MY!

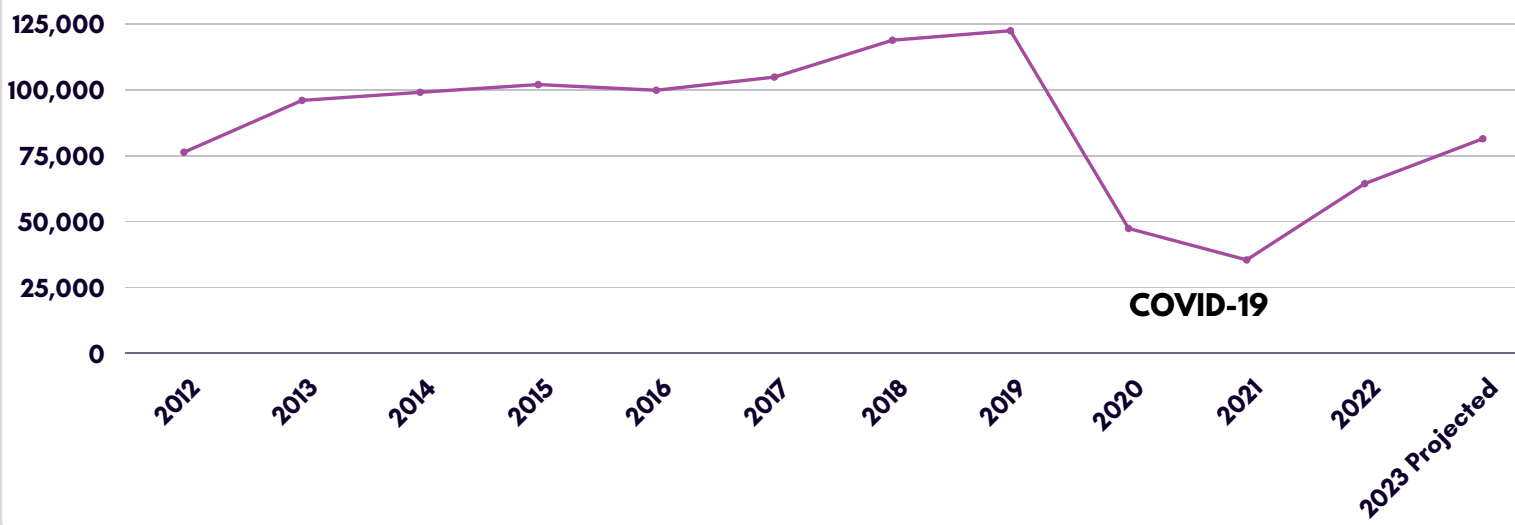


Camrose Public Library was hit hard during the COVID-19 pandemic. Mandated closures, diminished funding, lost staff hours and positions along with facility problems limited the resources available to the public.

*I don't have to talk to myself when I'm Lonely. I can read a book instead!*

*-Patron, Spring 2023*

## Annual In House Visits



CPL is overcoming these challenges thanks to the hard work of staff, our volunteers, the renovations to the facility and our community partnerships. We project that our annual visits will return to 2018 levels by the end of 2024.

# FACTS & FIGURES

NUMBERS AND CHARTS AND QUOTES, OH MY!



**In 2022, 11 FTE staff members answered 11,800 reference questions.**



**In 2022, WiFi usage reached an all time high with 106408 uses**

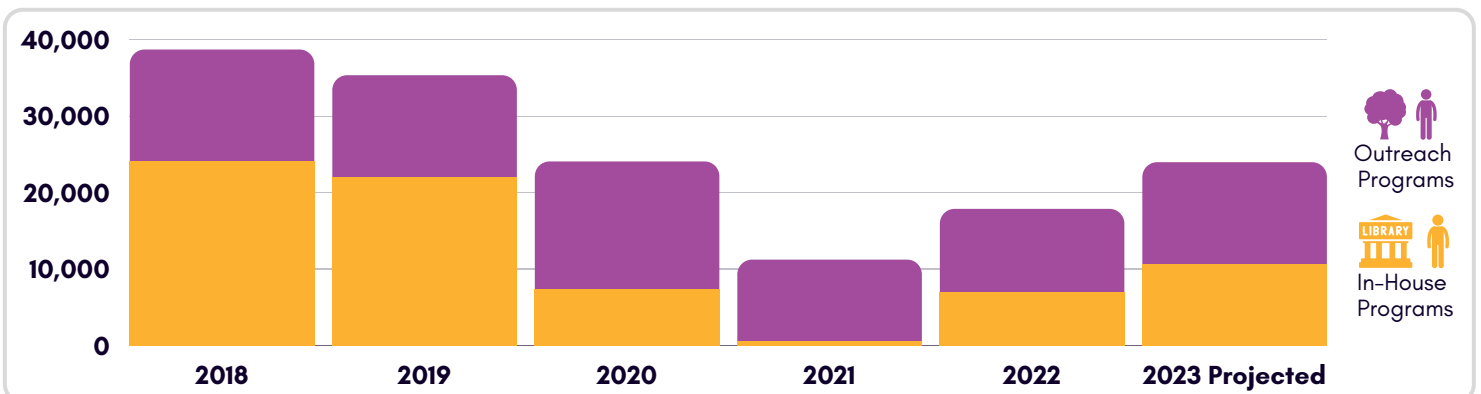


*I just want to say thank you for how much you guys have helped me out the last few months. These have been stressful times.*

*-Patron, Winter 2023*

Even with fewer programming staff, our program attendance is recovering! Outreach program attendance is projected to reach 2018 levels in 2024.

## Annual Program Attendance



## **DRAFT – November 2023**

### **Dogs in Library**

Camrose Public Library is an inclusive library and therefore will allow patrons to bring their quiet, well-behaved and leashed therapy or companion dog into the library with them at staff discretion.

Dogs will remain leashed at all times and under the responsibility of the dog's care taker. Caretakers will be expected to clean up after the dog should the dog misbehave or make a mess. A dog will be removed if misbehaving.

**Approval Date:** November 2023

**Revision/Review Date:** September 2026

**Approval Signature:** \_\_\_\_\_

*Camrose Public Library Board Chair*

## **DRAFT NOVEMBER 2023**

# **Records Management and Confidentiality: Personal and Public Information Retention**

## **Confidentiality and User Records**

Legislation: Freedom of Information and Protection of Privacy Act.

All Camrose Public Library employees and volunteers shall hold in strict confidence any records and/or transactions relating to patrons such as individual memberships, use, borrowing, complaints, delinquent accounts, reading habits, etc.

An exception will be made when required by law with a court order. Confidential information may be shared between libraries for the purposes of collecting fines, retrieving borrowed materials, and other related business.

Upon request, a library user will be given access to all information concerning their records that the library has on file. Access to a user's records is limited to that user, unless a parent or guardian's signature is required for a cardholder to obtain a library card, in which case that parent or guardian may have full access to the cardholder's records.

## **Personal Information Banks Policy**

Legislation: *Freedom of Information and Protection of Privacy Act.*

### **Patron Records**

- The Membership Database may contain the following information: patron name, library code, address, phone number(s), and email address.
- Records of items borrowed are deleted upon check-in unless the user consents to their Reading History being retained, in which case it will be visible to both staff and user. A user may opt out of Reading History at any time by informing library staff.
- The member database is a shared database and is accessible by library staff within the Parkland regional Libraries.
- *Programs/ Participant Lists* may be collected and may contain patron name, phone number(s), and email address and will be destroyed immediately following event.

- *Interlibrary Loan Forms* may contain patron name, library barcode, phone number(s) and email address. These will be disposed of upon completion of the transaction.

### **Volunteer Records**

- *Volunteer Schedules* contain the names and phone numbers of the volunteers.

### **Human Resource Records**

- *Personnel Files* may contain the following information: employee name, address, phone number(s), resume, Social Insurance Number, earnings and Income Tax Records, employment commencement date, salary grid placement, benefit plans, vacation status, sick leave, performance appraisals, evaluations, training certificates earned, correspondence, letters of discipline, and emergency contact information. See also: *Personnel Policy*

*Location: Camrose Public Library, Manager of Administrative services office.*

### **Board Trustee Records**

- *Trustee records* may contain the following information: name, address, phone number(s), years of service and positions held.

### **Trustee/Staff Directories**

- *Trustee/Staff Directories* contain the following information: name, address, phone number(s), and email address.

### **Retention of Library Records**

*Legislation: Freedom of Information and Protection of Privacy Act*

Camrose Public Library will retain the following library records based on the schedule provided by the *Canadian Income Tax Act* and in accordance with the schedules provided by the Camrose Public Library Board. The records are held in hardcopy and/or electronic formats.

### **Schedule of records retention**

- Cash receipts and deposit books, copies of paid invoices, receipt books, cancelled cheques, cheque stubs, year-end trial balances, accounts payable, bank statements, grant applications and a record of charitable receipts will be held for seven years *from the date that the tax return is submitted.*

- Bank reconciliations, outstanding cheques and design estimates will be held for *three calendar years*.
- Employee records including personnel files, job applications of hired personnel and personnel evaluations, payroll records, including T-4 slips, WCB claims and attendance records will be held *permanently*. See also: *Personnel Policy*
- Unsolicited resumes, job applications (not hired) and applications for grant funded positions, etc., will be held for *twelve months from receipt*.
- Interlibrary loan requests and daily logs will be held for *until transaction has been completed*.
- Board minutes and agendas, assets and final audit reports including financial statements, bylaws, court cases, deeds, insurance claims, legal opinions and proceedings, record of files destroyed, and Income Tax Records will be held *permanently*.

### **Disposition of Camrose Public Library records (implemented October 22, 2003)**

- Library records which have been slated for disposal following the time guidelines outlined above shall be shredded or incinerated by the Manager and/or appointed personnel and a record made of the date, method and time of disposal.

Permanent library records include but are not limited to bylaws, meeting minutes, policies, and the PLSB public library board survey and annual report.

Permanent library records will be kept locked in the library in either a filing cabinet or a room designated for this purpose.

Digital library records are kept in secure platforms that can only be accessed through staff passwords.

Approval Date: November 2023

Revision/Review Date: September 2026

Approval Signature:

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Camrose Public Library Board Chair



# DRAFT NOVEMBER 2023

## Resource Sharing

### Resource Sharing

The Camrose Public Library views resource sharing as an integral part of the service provided to library patrons. In this regard, every attempt will be made to provide material to fulfill patron requests.

The Camrose Public Library Board follows the principles and guidelines in the [Provincial Resource Sharing Network](#) by virtue of membership in the [Parkland Regional Library System](#), and [The Alberta Library \(TAL\)](#) and therefore shall abide by the rules and procedures as outlined by both.

Approval Date: November 15 2023

Revision/Review Date: September 2026

Approval Signature: \_\_\_\_\_  
*Camrose Public Library Board Chair*