

Present:

Regrets:

1. Approval of the Agenda
2. Board Feedback
3. Consent Agenda
 - a. Approval of Minutes of December 20 2023 meeting
 - b. Items for Information
 - i. Correspondence
 - a. Camrose County RE 2024 Funding
 - ii. Libraries in the News
 - a. 2023 Minister's Awards for Municipal and Public Library Excellence – Government of Alberta
 - b. Analysis: Program at Hamilton Public Library shows how libraries can expand the social services they provide – McMaster University
 - c. Regina Public Library and Family Service Regina Expand Counselling Services – Global News
 - c. Reports
 - i. Director's Report
 - ii. Program Overview to December 31 2023
 - iii. Program Report and Library Stats Year-End 2023
4. Items for Discussion and Decision
 - a) Executive Election
 - a. Chair
 - b. Vice Chair
 - c. Secretary/Recorder
 - d. Communications (Suggested New Position)
 - e. Finance Committee
 - f. Personnel Committee
 - g. Policy Committee

- h. Plan of Service Committee
- b) Meeting Date
- c) 2024 Library Closures
- d) Board Orientation – Date and Orientation Provider
- e) Letter from Norm Mayer RE: Sunday Operations

Next regular Board meeting: February 21 2024, 5:00pm

Present: Renee Greer (Chair), Lynette Irvine (Vice Chair), Alyssa Martin (Director), Naomi Finseth, Elizabeth Bagdan, Margaret Holliston, Joy-Anne Murphy (City of Camrose Council), Don Simpson (Camrose County Council), Peter Hamm; Vikki Williams (Treasurer)

Absent: Jade Hulkovich (emailed regrets after the meeting)

Call to Order: Chair Renee Greer called the meeting to order at 5:08 pm

1. Approval of the Agenda

Motion 45/23 M/S/C – Margaret Holliston/Vikki Williams: That the agenda be approved as distributed.

2. Board Feedback

a. Discussion on frustrations with the updated website. Alyssa has passed these on to Parkland Regional, noting that some improvement requests could not be achieved within the allotted budget. Alyssa also noted that there are new functions to enhance accessibility.

3. Consent Agenda

a. Approval of Minutes of November 15, 2023, meeting.

Motion 46/23 M/S/C – Naomi Finseth/Joy-Anne Murphy: That the minutes of November 15th, 2023, be approved as amended (Naomi Finseth attended the ALTA conference rather than Jade Hulkovich).

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

c. Reports: Board members reviewed prior to the meeting.

d. Draft Policies: Board members reviewed prior to the meeting.

4. Items for Discussion

a. Employee Mileage Compensation (lump sum payment): Alyssa updated the board on policy regarding mileage, which is set at the CRA rate (currently .68/km). Employees using their vehicles for work must have 'enhanced insurance' included in their personal insurance policies, the cost of which is covered by the library. Two program staff did not track/claim mileage; Alyssa requested permission to compensate them based on estimated mileage.

Actions:

- Further clarification regarding policy related to enhanced insurance requirements and compensation requested; is this part of the regular mileage rate (.68/km)?
- Programming staff will be directed to track and claim mileage in 2024, as per Employee Handbook

Motion 47/23 M/S/C – Elizabeth Bagdan/Peter Hamm: That Alyssa provide one-time lump-sum payments to two program staff covering their unclaimed 2023 mileage.

- b. Draft Policies.
 - Programming and Events Policy: Request for further re-working, particularly with respect to the broad range of permitted programs (notably fifth bullet point on first page) and the potentially limiting or confusing term “Canadian” on the last page. Action:
 - Returned to Policy Committee for further work and revision.
 - Margaret will email observations/suggestions to the committee in January 2024.
 - Request for Reconsideration of a Library Program form: Deferred until such time as Programming and Events Policy is revised and approved.
 - Hours of Use Policy: Ready for board approval (see below).
 - Working Alone Policy: Ready for board approval (see below).
 - c. Community Support Worker: Camrose Helps received a grant to contract a Community Support Worker; location shared between the library and Camrose FCSS. Board members expressed enthusiasm for the long-needed position.
 - d. New copier: Board members discussed the report Alyssa provided in the board package, agreeing with Alyssa’s recommendation that a Ricoh copier be purchased, using a portion of the operating reserve (see below for motion).
 - e. Plan of Service Consultant: As requested at the November meeting, Alyssa prepared a comprehensive summary of six consultant options. The ad-hoc committee (Renee, Naomi, Margaret, and Alyssa) recently met to review the summary; they chose three of the six for further conversation to clarify outcome expectations, budget details, capacity, etc. The cost will come from the CPL Operating Reserve. A further update will be provided at the January meeting.
 - f. 2024 Budget: Board members reviewed the 2024 budget prior to the meeting; Allyssa’s notes were very helpful. Neither the City nor the County approved increases to cover Sunday costs. Despite some unanticipated revenue, expense adjustments were needed such that the budget allows for less programming than we would like. Alyssa also reported that the *Fellowship of the CPL* has just two members; with little or no capacity to fundraise, a membership drive is planned for early 2024. The *Fellowship* is necessary to access casino fundraising.
5. Items for Decision
- a. Employee Mileage Compensation – 2023 Lump Sum Payment: See 4a above.
 - b. Approval of Policies: Programming and Events policy, and Request for Reconsideration of a Library Program form policy: deferred as per 4b, above.

Motion 48/23 M/S/C – Joy-Anne Murphy/Elizabeth Bagdan: That the board approve the Hours of Use Policy as presented.

Motion 49/23 M/S/C –Naomi Finseth/Elizabeth Bagdan: That the board approve the Working Alone policy as presented.

- c. Deferral of \$13,067 to the 2024 Budget: Deferred funds comprised of the \$6,400 BRCF Ross and Denise Irving grant, a private general donation of \$5,000, and the \$1,667 remaining of a designated donation for Sunday operations (will cover January costs only).

Motion 50/23 M/S/C - Margaret Holliston/Joy-Anne Murphy: That the board approve the deferral of \$13,067 to the 2024 Budget.

- d. Copier Purchase

Motion 51/23 M/S/C - Margaret Holliston/Vikki Williams: That the board approve the purchase of a new copier, the cost of which will be covered by up to \$10,000 from the Technical Reserve.

- e. Approval of 2024 Budget

Motion 52/23 M/S/C – Lynette Irvine/Joy-Anne Murphy: That the board approve the 2024 budget as presented.

- f. Additional Item: Alyssa asked for approval to attend the Ontario Library Association Super Conference in 2024, with costs covered by the library. Expenses include flight, hotel, meals, and conference registration, estimated at roughly \$5,200, some of which are covered by the budgets, but may also need to access some of the Staff Training Reserve.

Motion 51/23 M/S/C – Don Simpson/Margaret Holliston: That the board approve the Director's request to attend the 2024 Ontario Library Association Super Conference, which costs will be covered by Camrose Public Library, and may include accessing up to \$1,500 from the CPL Staff Training Reserve.

- g. Additional Item (Personnel): Alyssa left the meeting so the board could discuss the outcome of the Director's annual evaluation.

Motion 53/23 M/S/C – Lynette Irvine/Vikki Williams: That the board approve the Director's grid movement to Step 3, retroactive to September 5, 2023.

The board also thanks Alyssa for an excellent job.

6. Adjournment – the meeting adjourned at 6:50 pm

The board then thanked outgoing members Elizabeth Bagdan and Lynette Irvine for their service, and presented both with cards of appreciation.

Next Board meeting: January 17, 2024, 5:00 pm



December 21, 2024

File No: 970-03-71

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

RE: 2024 Allocation

Council at their December 12, 2023 Council meeting reviewed recommendations from the Budget Committee and after careful consideration Camrose County Council allocated \$73,500.00 (Seventy Three Thousand Five Hundred Dollars) in the Interim Budget to the Camrose Public Library.

We appreciate the contribution your local library makes to your community and wish you a successful year.

If the Library allocation remains the same in the final County budget a cheque in the amount of \$73,500.00 will be forwarded in July, 2024.

Yours truly,

Teresa Gratrix, BComm
County Administrator

/jy

Cc Accounts Payable

2023 Minister's Awards for Municipal and Public Library Excellence



This publication is issued under the Open Government Licence – Alberta (<http://open.alberta.ca/licence>)

This publication is available online at <https://open.alberta.ca/publications/ministers-awards-for-municipal-and-public-library-excellence>

2023 Minister's Awards for Municipal and Public Library Excellence | Ministry of Municipal Affairs

©2023 Government of Alberta | Published: December 2023

Contents

Message from the Minister	4
About the awards.....	5
Award categories	
· Building Economic Strength Category	6
· Enhancing Community Safety Category	7
· Partnership Category	8
· Public Library Services (serving under 10,000 population) Category	10
· Public Library Services (serving over 10,000 population) Category	12
· Red Tape Reduction Category	14
· Service Delivery Enhancement Category	15
· Smaller Municipalities Category	17

Message from the Minister



Congratulations to the 10 outstanding recipients of the 2023 Minister's Awards for Municipal and Public Library Excellence! These awards recognize excellence in the delivery of municipal and library services for Albertans. It is my honour and privilege to recognize the impressive work, innovative thinking and the many talented people involved.

The municipal component of these awards highlights categories that span a wide range of municipal services, programs and initiatives. Whether contributing to an area's economic vitality, improving the health and wellbeing of residents through programs and public safety initiatives, fostering community partnerships, or cutting red tape to elevate the effectiveness of your services, each municipal award winner exemplifies the key role that municipalities play in building strong, prosperous and resilient communities. Thank you all for your willingness to share your municipality's accomplishments, and I wish you continued success going forward.

Public libraries have been and always will be important community centres that contribute to the social fabric of Alberta neighbourhoods. These spaces are not merely repositories of books but vibrant hubs where people gather, learn, and find inspiration. Your commitment to creating welcoming and enriching library environments speaks to the heart of community building. Congratulations to this year's winners and thank you for sharing your uplifting successes.

Of course, these awards would not be possible without the expert review committee made up of municipal and library representatives. For the municipality awards, thank you to representatives from Alberta Municipalities, Rural Municipalities of Alberta, the Local Government Administration Association, the Alberta Rural Municipal Administrators' Association and the Society of Local Government Managers. I would also like to thank our library award representatives from the Alberta Library Trustees Association and the Library Association of Alberta. Thank you for your time, efforts and thoughtful contributions.

As we celebrate this year's winners, I am reminded of the profound impact that municipalities and libraries have on shaping the quality of life for residents – thanks in large part to you and the work you do in service to Albertans. Your dedication goes beyond the accolades you receive; it shapes the very essence of Alberta's communities.

Once again, congratulations to this year's winners on this well-deserved honor, and thank you to everyone who submitted an initiative for consideration.

Ric McIver, Minister of Municipal Affairs

About the awards



Since 2002, the Minister's Awards for Municipal Excellence program has encouraged municipalities to share their successes by recognizing accomplishments in the provision of municipal services in Alberta. The Minister's Awards for Excellence in Public Library Service were created in 2010. The two programs were combined in 2022 to ensure both municipalities and public libraries could be recognized for their work.

Each year, municipalities and public library boards submit successful initiatives to be considered for recognition.

Submissions include new and unique approaches to issues, streamlined processes for existing practices, and creative community partnerships. Submissions must show the practice addressed a community need and has been in place for enough time to produce verifiable results.

For 2023, submissions were received from municipalities in the categories of Building Economic Strength, Enhancing Community Safety, Partnership, Red Tape Reduction, Service

Delivery Enhancement, and Smaller Municipalities. Public library board submissions were considered in two categories:

Public Library Services (serving under 10,000 population) and Public Library Services (serving over 10,000 population),

Municipal submissions were evaluated by a panel of municipal representatives from Alberta Municipalities, Rural Municipalities of Alberta, Local Government Administration Association, Society of Local Government Managers, and Alberta Rural Municipal Administrators' Association. Public library board submissions were evaluated by representatives from the Alberta Library Trustees Association and the Library Association of Alberta.

Review committee members considered how submitted initiatives demonstrated measurable and sustainable impacts, used innovative approaches to meet community challenges and needs, the transferability and applicability of the initiative for other municipalities to support learning and knowledge sharing, and the quality of the submission.

Award categories

Building Economic Strength Category



Flagstaff County “Flagstaff Crafted” initiative

The Building Economic Strength award is given for an innovative initiative that builds the economic capacity and/or resiliency of the community and/or improves the attractiveness of the community to businesses, investors, and visitors.

2023 AWARD RECIPIENT

Flagstaff County: “Flagstaff Crafted”

Flagstaff Crafted is a program and platform run by Flagstaff County that enhances the exposure of local makers, artisans, and retailers of local products within the Flagstaff region. Through the county’s business retention efforts, it was recognized that small businesses in the region were seeking support in marketing and exposure, and regardless of any amount of training received, support had to come in the way of tangible resources. Since its launch in May 2019, the program has grown to consist of 121 businesses, the distribution of makers’ products into retailers throughout North America, and many indirect benefits to the Flagstaff region.

Small business accounts for 98 per cent of the Flagstaff region’s business community and Flagstaff County is proud to support their efforts as they create jobs, support local community events, create products for residents to enjoy, and put Flagstaff on the map globally. The program supports

entrepreneurs in the Flagstaff region and 40 kilometres outside of the region border by enhancing their exposure to consumers worldwide. It makes it easy for Flagstaff County residents and those outside our borders to find distinctly made Flagstaff crafted products. The county also shares makers’ stories through blog posts and social media. In today’s web engaged world, consumers are more likely to support a business they feel a connection to, and Flagstaff County believes in enhancing this connection through storytelling.

BUILDING ECONOMIC STRENGTH: OTHER INITIATIVES

Village of Berwyn: “Village of Berwyn Regeneration”

The Village of Berwyn implemented tax incentives to spur community growth. New business developments enjoyed a zero municipal tax rate for five years, attracting entrepreneurs and boosting economic activity. Residents were also offered incentives, such as a tax rebate of up to \$2500 for property improvements. Additionally, new residents received benefits like reduced tax costs and a grant of \$500. These measures aimed to enhance the local housing market and encourage individuals to choose Berwyn as their home. Through these tax incentives, the village fostered a thriving business environment and improved the overall quality of life for its residents.

Award categories

Enhancing Community Safety Category



City of Edmonton "Lighthouse" initiative

The Enhancing Community Safety award is given for an innovative initiative that engages the community to address a safety issue. This could involve crime prevention, infrastructure enhancements, and community services initiatives.

2023 AWARD RECIPIENT

City of Edmonton: "Lighthouse"

In response to a trend of an accelerated rise in hate crimes across Canada over the past decade, Edmonton's city council recently made an amendment to the Public Spaces Bylaw, which added hate symbols as a form of harassment, making it on par with other forms of harassment and intimidation such as hate speech. The aim of the Lighthouse initiative, in response to the bylaw amendment, is to provide a technological solution to understand and combat the issue of hate symbols in Edmonton and beyond.

City of Edmonton staff created "Lighthouse," a technology solution that tracks the proliferation of hate symbols within the community. The technology solution is composed of three components: a phone application for collecting images of potential hate symbols observed by frontline municipal staff, a web application for identifying and labelling hate symbols in the collected images (via partnership with the Anti-Defamation League), and a dashboard that highlights where and when these hate symbols are appearing, giving decision-makers critical intelligence when planning mitigation actions. Before Lighthouse, knowledge of hate symbols in Edmonton was

anecdotal; now it is systematically collected. By leveraging technology, data collection, and analysis, this contributes towards creating a safer and more inclusive environment.

ENHANCING COMMUNITY SAFETY: OTHER INITIATIVES

Town of Canmore: "Traffic Safety Initiative"

Novel traffic calming installations funded by automated traffic enforcement fine revenues have increased community safety for people walking, cycling, and driving. Custom ready-to-deploy concrete medians were developed by the Town to protect crosswalks and calm traffic. This approach takes less time than more traditional approaches, costs less, is less disruptive to traffic, and, because the medians look like other curbs, are widely accepted by the public. The result is more locations can be addressed, with maximum community support and excellent results at lowering speeds and making roads safer and more comfortable for all road users.

City of Lloydminster: "New Fire Hall"

A former fire station built in the 1940s had reached the end of its serviceable life. A recent transition of the City of Lloydminster's fire-services model from volunteer to a full-time, paid on-call model, also required new space and training for a significantly expanded team. Lloydminster firefighters moved into the new station on May 20, 2022, after construction of the \$10-million enhanced fire station funded by the Government of Canada, the Government of Alberta, and the City of Lloydminster began in early 2021.

Award categories

Partnership Category



Lac La Biche County "Indigenous Collaboration Committee" initiative

The Partnership award is given for an innovative initiative involving a local or regional partnership that achieves results that could not have otherwise been accomplished by the municipality alone. This could involve cooperation, coordination, and collaboration with other municipalities, businesses, Indigenous communities, non-profit organizations, community groups, and other orders of government to achieve a specific outcome.



Lac La Biche County "Focus Indigenous" initiative

2023 AWARD RECIPIENT

Lac La Biche County: "Indigenous Collaboration Committee and Focus Indigenous Committee"

Lac La Biche County established the Indigenous Collaboration Committee (ICC) in January 2022, a first for an Alberta municipality. The ICC brings together Indigenous Leadership from Beaver Lake Cree Nation, Heart Lake First Nation, Buffalo Lake Metis Settlement, Kikino Metis Settlement, the Métis Nation of Alberta Region One, and from two Indigenous-led organizations to work in reciprocity, strengthen communication and build relationships through collaboration.

Relationships before business are paramount. It was evident through introductory meetings with Indigenous Leadership that the relationship was eroded; this posed a challenge, but the ICC is bridging gaps in communication and, more importantly, building and strengthening lasting relationships. Bringing distinct cultures and traditions together for the betterment of the region is forward-thinking and integral to reconciliation.

In May 2022, the county also activated Focus Indigenous, an integral and internal committee of staff to create an inclusive, authentic, and judgement-free environment with a focus on Indigenous initiatives, including education, ceremony, and educational activities. Focus Indigenous has been active

for 14 months and has demonstrated its commitment to Indigenous education and activities in a short timeframe. Focus Indigenous committee was another first for an Alberta municipality.

PARTNERSHIP: OTHER INITIATIVES

City of Calgary: “Digital Service Squad”

The Digital Service Squad is a team of young people (many of them students) who provide free personalized digital services to small businesses in the community. Since February 2022, the City of Calgary has connected with over 4,000 local businesses and served over 800 businesses by building websites, improving their search engine optimization, and establishing a social media presence. This program is funded by the Government of Alberta and the Government of Canada through a partnership with Digital Main Street and BusinessLink. While other non-profits operate similar programs throughout the province, Calgary is the only one that is delivered by the municipality.

Village of Donalda: “Community Wellness Navigator”

Developed from a partnership with Bashaw & Area Community Resource Centre, this program aids vulnerable community members in the Village of Donalda and surrounding area. The Wellness Navigator helps individuals and families by informing, connecting, and navigating government programs, legal proceedings, health support, parenting struggles, etc. by offering wrap-around support.

City of Edmonton: “Community Outreach Transit Team”

The Community Outreach Transit Team (COTT) is a partnership between the City of Edmonton and Bent Arrow Traditional Healing Society. Transit peace officers join Bent Arrow outreach workers to provide a person-centered and trauma-informed response to social challenges. The multi-disciplinary team patrol transit facilities with an eye, ear and heart for the needs of vulnerable Edmontonians.

COTT reaches people using the transit system who have a higher need for access to services. Launched as a pilot in 2021, COTT builds trust and relationships helping people work towards long-term solutions. Support includes assistance with housing, mental health, substance use or addiction.

Kneehill County: “Kneehill Regional Partnership”

The Kneehill Regional Partnership (KRP) is a structured entity composed of, and funded by Kneehill County, Towns of Three Hills and Trochu, and the Villages of Acme, Carbon, and Linden. The purpose is to strengthen relationships and share information, and to identify and explore areas of intermunicipal cooperation that led to better services/efficiencies and/or lower costs. The KRP is also mandated to organize regional training opportunities for the members’ elected officials. These training sessions are often of broad benefit and funded by the KRP, allowing for opportunities that might otherwise be cost prohibitive to many of the members.

City of Lethbridge: “Heritage Management Plan”

The 2023 City of Lethbridge Heritage Management Plan (HMP) is the city’s first HMP, and one of the first in Canada to comprehensively include and address Indigenous heritage as an indivisible part of the city’s heritage. The city partnered with the Kainai, Piikani, and Siksika Nations as well as the Métis Nation of Alberta in Lethbridge and area to produce the HMP. It establishes a framework for further meaningful collaboration together to recognize, protect, and celebrate Indigenous heritage sites within the city boundary.

City of Lloydminster: “Wastewater Treatment Facility”

In mid-2019, the City of Lloydminster secured four funding agreements totaling \$49M between the Government of Saskatchewan, the Government of Alberta, the Government of Canada, and the municipality to build a new wastewater treatment facility. With the city’s contribution, the project budget was set at \$81.5M. To obtain the best value, the city chose the highly collaborative and new project delivery methodology called Integrated Project Delivery (IPD), which allowed and committed the IPD partners to carefully consider all options, costs, risks, etc. Construction of a new plant will have significant social and environmental benefits for the current and future generations of Lloydminster and downstream cities, towns, villages, and Indigenous communities along the North Saskatchewan River.

City of St. Albert: “Digital Economy Program”

The Digital Economy Program supports the digital transformation of businesses within a marketing context, bringing together 13 municipalities across the Edmonton Capital Region. The program matches University of Alberta students with local entrepreneurs to provide hands-on assistance and advice in the areas of website design, e-commerce, search engine optimization, social media marketing, consumer research, and branding. Through the program, students improve their readiness to enter the workforce by developing experience in client service, consulting, and the application of digital marketing tools and practices. In turn, local businesses complete the program better equipped to navigate and thrive in the digital marketplace.

Town of Strathmore: “Lead by Example Powwow”

The Town of Strathmore Town Council endorsed unanimously the partnership with Siksika Nation to build on the region’s reconciliation efforts by holding the first ever Lead by Example Powwow on March 18 and 19, 2023. The Powwow brought together:

- 916 people per day, including ticket holders and dancer’s families
- 487 dancers registered per day
- 204 drummers making up 17 teams
- 40 industry/organizations sponsorships to support the event.

This cross-cultural community celebration honored Kakato’si Kristian Ayoungman, a resident of Siksika Nation.

Town of Stony Plain: “Stony Plain Library”

In 2019 the Town of Stony Plain partnered with Points West Living and the Stony Plain Public Library Board to construct a new, modern library in downtown Stony Plain. Points West Living worked with the Town to purchase vacant property and Town owned land for the construction of a 6-storey, 83-unit, senior living facility. The Town of Stony Plain purchased the ground floor of the senior living facility to construct a new 14,800 square foot library to replace an aged 10,000 square foot library. The project added required senior living options, enhanced our downtown and expanded public library programming.

Sturgeon County: “Sturgeon County Broadband Initiative”

Through a partnership with Canadian Fiber Optics Corporation (CFOC), an Alberta-based fiber construction and operations firm, Sturgeon County is undertaking a multi-phase project to implement fiber-based broadband to rural areas of the County. Phase 1 encompasses 1,000 homes and businesses and is similar in size to Edmonton. The County has committed \$7.55 million and CFOC \$841,000 in construction costs, as well as shared operational costs. To date, the County has fiber installed to 205 premises, with 146 currently subscribed to high-speed internet. This is providing a higher quality of life for residents and increased opportunities and efficiencies for businesses.

Award categories

Public Library Services (Serving Over 10,000 Population) Category

Public Library Services (serving a population over 10,000) awards are given for two library service initiatives that demonstrate excellence and innovation. The initiatives should also demonstrate responsiveness to community needs and provide direct benefit to the public.

2023 AWARD RECIPIENTS

Town of Canmore Library Board: “Community Swaps”

In 2021, Canmore Public Library introduced a popular clothing swap initiative which quickly expanded into a series of monthly community swaps for all kinds of items including clothing, toys, tools, sports equipment, pet supplies, and more. The initiative enables anyone, regardless of income level, to donate and/or pick up new and gently used items at no cost.

Now the largest free program of its kind in the Bow Valley, the library’s community swaps bring in hundreds of participants every month and make a significant difference in the lives of community members, especially those with little to no disposable income. Whether it’s the newcomer that was outfitted with essential winter gear, the young worker who was able to build a professional wardrobe for their new office job, or the parent who furnished a gaming room for their teenage son, the library’s community swaps have generated



Canmore and area residents browse through clothing at one of the library’s busy community swaps

countless stories that say so much more than the impressive participation numbers alone.

Beyond saving residents money, the initiative also supports environmental sustainability and promotes a circular economy. Any items left over after a swap are donated to other local non-profits, meaning that almost everything finds a new home, and more is kept out of the landfill. With the sharing of items between local organizations, the initiative’s reach and impact is felt throughout the entire community.

Ultimately, Canmore Public Library’s community swaps are a low-cost and high impact initiative that proactively addresses economic and environmental challenges to contribute to a connected and thriving Canmore.

City of Medicine Hat Library Board: “Casual Cash Employment Program”

Since 2021, Medicine Hat Public Library—with funding support from the Medicine Hat Community Housing Society—has operated a casual cash employment program that provides marginalized individuals with an opportunity to earn income, build social connections, and gain work experience to support future employment.

Participating individuals, called library ambassadors, earn cash payments in exchange for meaningful work at the library. Duties may include the set-up and take-down of library programs and events, hosting weekly community coffees,



Library Ambassadors pose for a photo after setting up for one of Medicine Hat Public Library’s weekly community coffee events.

and assisting with library book sales. Ambassadors are paid \$20/hour and work 2- or 3-hour shifts, once or twice a week, for a period of up to 6 months. Cash payments address common barriers marginalized individuals face in receiving employment income, such as lacking a bank account and needing to pay fees in order to cash cheques.

In addition to providing a dignified source of income for those most in need, the program also helps to combat social division and isolation. Of the more than 50 individuals who have worked in the program so far, most have identified the social connections and the sense of belonging, purpose, and self-worth, as the biggest benefits gained through their participation.

The casual cash employment program is one piece of a larger initiative that seeks to strengthen the position of the Medicine Hat Public Library as a community hub and a critical piece of the city-wide social services network. Overall, these innovative efforts strongly align with the library's values of equity and inclusion and play a significant role in building a vibrant, safe, and connected community.

PUBLIC LIBRARY SERVICES (SERVING OVER 10,000 POPULATION): SHORTLISTED INITIATIVES

Town of Cochrane Library Board: “*Thriving in Your Golden Years*”

Cochrane Public Library's “Thriving in Your Golden Years” is an initiative to help seniors maintain independence and engagement in community life. The program is designed to educate and raise awareness so that seniors can make informed decisions and prepare for the future. Topics covered include health, transportation, finances, safety, and more.

With Cochrane having one of the fastest growing senior populations in Canada, Thriving in Your Golden Years seeks to proactively educate seniors on the full breadth of services available in the community. Offered in partnership with the local Family and Community Support Services (FCSS), the program streamlines access to critical information and a network of resources that can often be difficult to navigate.

In addition to achieving its main objectives, the program has also seen great success in building community with many participants identifying the social connections as one of the biggest benefits. With all its successes, the library and FCSS anticipate continuing with the program for the foreseeable future

Town of Okotoks Library Board: “*You Belong Book Club*”

Okotoks Public Library's “You Belong Book Club” is a weekly program designed for adults with differing abilities. Each week, participants read a book together and complete a small art project.

The program was developed in response to an identified gap in the services available to adults with differing abilities and their caregivers. Recognizing that this demographic often faces challenges with social exclusion, the primary objective of the book club was to provide a safe space for individuals to make new friends, increase their social confidence, and experience a sense of belonging.

Launching as a pilot project in January 2023, the You Belong Book Club has continued to grow in popularity and now brings in between 20 and 30 participants weekly. Feedback from participants and caregivers has been overwhelmingly positive, too, with many indicating it is the most eagerly anticipated event of their week. While relatively simple to implement, the program demonstrates excellence in its ability to reach an underserved group in the community.

Award categories

Public Library Services (Serving Under 10,000 Population) Category

Public Library Services (serving a population under 10,000) awards are given for two library service initiatives that demonstrate excellence and innovation. The initiatives should also demonstrate responsiveness to community needs and provide direct benefit to the public.

2023 AWARD RECIPIENTS

Town of Peace River Library Board: “*Summer Book Blast*”

Peace River Municipal Library’s “Summer Book Blast” began in 2022 and is an initiative that brings children’s books and activities to local parks in Peace River throughout the summer months. Each day of the program, the library sets up in a local park to read stories, play games, and provide a brand-new book to every child that participates.

The program was designed in part to overcome transportation barriers that many residents face in accessing the library. In Peace River, the library can be up to 6 kilometres away for some families, which can be a significant barrier to access with no local public transportation and often limited access to personal transportation. By going beyond its walls with this program, the library is proactively working to overcome that barrier and meet families where they live.



Hundreds of brand-new books ready for Peace River Municipal Library staff to distribute to kids participating in the Summer Book Blast.

The second objective of Summer Book Blast is to ensure that families, especially those of lower income, have access to new and high-quality books at home. Thanks to a partnership with the local Friends of the Library society, which provides funding to support the program, the library is able to purchase and give away a new book to every child who participates.

In total, the 2022 program had over 350 visits (including parents) and saw the library distribute 263 new books to children in the community. Overall, the program has proven to be highly successful in increasing access to library services and is expected to continue in the years to come.

Town of Raymond Library Board: “*Programming on Demand*”

Raymond Public Library’s “Programming on Demand” is an innovative and community-driven approach to a traditional library service. The initiative was developed in response to a common challenge faced by public libraries: how to optimally schedule programs.

With Programming on Demand, community members pick the programs they want to participate in as well as when the program is offered—the tagline for the initiative is, “Pick a program, pick a date, bring your friends!” Twice a year, the library produces a brochure highlighting the programs currently being offered. Individuals choose a program, ensure they have at least three others that will attend, and then contact the library to schedule a time.



A group of children participating in a science program outside the Raymond Public Library.

While the library initially stuck to only offering what was listed in the program brochure, strong uptake and engagement from the community helped to quickly evolve the initiative to be even more responsive. In addition to what's in the brochure, the library also strives to accommodate community requests for specific types of programs. Members of the community have even stepped up in this regard, offering their knowledge and skills to help teach programs.

Since shifting to this approach in 2022, the library has seen its program attendance increase by nearly 25 per cent and is on track to see even further increases by the end of 2023. The initiative has also boosted in-person visits to the library, bringing in new people both locally and from neighbouring communities. Ultimately, Programming on Demand has not only been successful in improving access to library service but also in fostering greater community support and engagement.

PUBLIC LIBRARY SERVICES (SERVING UNDER 10,000 POPULATION): SHORTLISTED INITIATIVES

Town of Ponoka Library Board: “Community Colouring Book”

Ponoka Jubilee Library's “Community Colouring Book” was an ambitious project to collect and showcase the work of local artists in a fun and accessible way. The library solicited line art works from artists of all ages and compiled them into a nearly 50-page colouring book. The finished product was then printed and distributed with 500 copies in total going to local individuals and families to colour and enjoy.

In addition to creating and distributing the colouring book, the library also hosted an art exhibition showcasing the works in the lobby of the Ponoka Civic Centre. With more than 10,000 visits, the exhibition created a space for artistic appreciation, community connections, and conversation.

Ultimately, the community colouring book was more than just a platform for artistic expression. The initiative also helped to foster increased community engagement, pride, and a sense of belonging.

Town of Smoky Lake Library Board: “Plant and Seed Exchange”

Smoky Lake Public Library's “Plant and Seed Exchange” is an initiative to help community members of all ages develop a love of gardening. The program allows people to donate seeds, seedlings, and cuttings, and pick up new ones that have been donated by others. No donation is required to participate, so those new to gardening can pick up for free and give it a try.

With rising food costs, and greater interest in households becoming more self-sufficient, the program has seen excellent uptake and engagement. It has also fostered a strong sense of community, as participants regularly share tips, tricks, and project updates with their fellow gardeners.

Overall, the program has been a success with hundreds of seedlings and cuttings finding new homes and more than 150 seed packages in rotation at any given time. With broad community support, the Plant and Seed Exchange is expected to continue being offered in the years to come.

Award categories

Red Tape Reduction Category



City of Leduc "Airport Vicinity Protection Area Amendments" initiative

The Red Tape Reduction award is given for an innovative initiative that improves a municipal program or service by saving time, money, and resources, or impacts municipal operations by reducing regulatory, policy, or process requirements.

2023 AWARD RECIPIENT

City of Leduc: "Removing Development Constraints – Airport Vicinity Protection Area Amendments"

The intent of the Edmonton Airport Vicinity Protection Area (AVPA) Regulation is to establish measures to mitigate the impact of aircraft noise on surrounding areas near Edmonton International Airport. The regulation sets out specific requirements and restrictions on land use and development within the AVPA to minimize potential conflicts between airport operations and surrounding land uses. It aims to protect the safety and well-being of residents, businesses, and other stakeholders while ensuring the continued operation and growth of the airport. The regulation provides guidelines for compatible land uses, noise exposure forecasting (NEF) contours, and development restrictions to maintain a suitable balance between airport operations and the surrounding community.

The City of Leduc, Government of Alberta, and Edmonton International Airport saw an opportunity to update the regulation to better reflect today's advancements in aviation technology that have reduced aviation noise, incorporate updated long-term expansion plans for the airport, and recognize improvements to building practices and codes requirements that mitigate noise impacts. The outdated AVPA regulations placed more restrictions on development and growth than current day context required. To support sustainable long-term growth and encourage investments, the city's land use plans needed the flexibility to allow the right type of growth and in the right locations.

To do this, the initiative needed to reduce development constraints and create more opportunities for developers, residents, and businesses. It aimed to allow for development in previously restricted areas, including industrial and commercial lands, residential infill and densification in the urban core, and new residential neighbourhoods in greenfield areas.

The City of Leduc led a collaborative approach to amend the Edmonton Airport Vicinity Protection Area Regulation. The amendments approved in May 2023 continue to protect airport operations while removing restrictions on commercial, industrial, and residential investment in Leduc. Previously, over 80 per cent of Leduc was covered by Noise Exposure

Forecast contours that restricted type and intensity of growth. The City of Leduc, Edmonton International Airport, Government of Alberta, industry leaders, and residents worked together to modernize the regulations and reduce red tape. The reduced regulatory burden allows the City of Leduc to attract investments and foster a higher quality of life for residents over the long term.

RED TAPE REDUCTION: OTHER INITIATIVES

City of Calgary: “*Film Friendly Project*”

The City of Calgary began a Film Friendly Pilot program in 2021 to support the growing film industry. The film industry moves at a fast pace, needs flexibility and creative problem solving from its partner Municipalities to be successful. The city responded with 2 initiatives to reduce red tape in the temporary tent & drone permit administrative processes. Working with industry to understand their needs, collaborating across business units, and working with provincial government partners, this pilot has identified where initiatives could be taken to resolve challenges in multiple business units, simplify administration, ensure compliance, maintain safety standards, recommend evolving language for codes, and improve experiences for applicants needing these permits.

Strathcona County: “*Utility Redevelopment Standards*”

Strathcona County’s Utility Redevelopment Standards aim to improve existing processes by defining unique inputs and assessments specific to redevelopments in the County’s Built-up Urban Area (Sherwood Park) and the Hamlet of Ardrossan. The establishment of these standards allows for clarity, transparency, consistency, and a streamlined process for redevelopment. The standards have six main interconnected elements, including Redevelopment Criteria, Redevelopment Principles, Redevelopment Design Inputs, Triggers for Upgrades, Fundamentals for Utility Upgrades, and Utility Assessments.

Award categories

Service Delivery Enhancement Category



City of Lacombe Downtown Area Redevelopment Plan (DARP) Priority Projects “Heart of Lacombe” initiative

The Service Delivery Enhancement award is given for an innovative initiative that improves or presents a new approach to how a municipality can deliver a program or service.

2023 AWARD RECIPIENT

City of Lacombe: “Downtown Area Redevelopment Plan (DARP) Priority Projects – Heart of Lacombe”

The City of Lacombe faced a challenge that many other communities face which was introducing value-added services while ensuring the public needs the service and that they have been adequately consulted.

The creation of a Downtown Area Redevelopment Plan (DARP) Committee addressed the need for the city to consult with the public on how to spend \$1.7 million in capital funding targeted toward DARP priority projects. Through these consultative projects, the results represent a genuinely collaborative approach following a complex and concise process:

- The establishment of a DARP survey asking interested residents to have their say on proposed concepts and to express interest in joining an ad hoc committee
- The establishment of the DARP ad hoc committee, which was initially tasked with developing a DARP priority project list outlining how Council’s investment would be spent

- The creation of the DARP Committee, now a permanent Committee of Council, tasked with continuing to deliver and guide DARP projects in the future.

The Heart of Lacombe is a signature landmark created by the DARP Committee. The Heart is the first completed DARP priority project, resulting from months of collaboration and planning by the Committee. The monument is a visually appealing, interactive piece that expresses residents’ connection with their community. The Committee is now permanent with the task of implementing DARP priority projects in Lacombe’s downtown going forward. This collaborative method represents a new way to deliver unique capital projects with robust citizen input.

SERVICE DELIVERY ENHANCEMENT: OTHER INITIATIVES

City of Leduc: “Seniors Programming Initiative”

Leduc Recreation Services and the Leduc Recreation Centre connect community by being inclusive, contributing to individual well-being, and supporting an enhanced quality of life. A variety of programs and services are offered to meet Leduc’s seniors’ needs including:

- Discounted or Free Senior Membership Options
- Fitness and Leisure Activities
- Aquatics: Lane and public swimming, afternoon seniors and gentle aquafit classes

- Ice: 18+ Skate and public skating
- Drop-in Fitness: Chair fitness and Matinee Yoga classes
- Leisure Sports and Indoor lawn bowling
- Free Seniors Coffee Socials from Monday to Thursday from 11:00am - 2:00pm.

Strathcona County: “Responsible Livestock Ownership Bylaw”

The Responsible Livestock Ownership Bylaw reflects the needs of the specialized municipality in its efforts to encourage and protect commercial agriculture, while allowing safe opportunities to participate in livestock production on small properties. This bylaw replaces the former Animal Control Bylaw, contributing to modernization of the service that more accurately reflects the pressures of rural lifestyle on agriculture in a growing rural community.

Award categories

Smaller Municipalities Category



Village of Alix, “Partnering for Crime Prevention” initiative

The Smaller Municipalities category is open to municipalities with populations less than 5,000. The award is given for a municipal initiative that demonstrates leadership, resourcefulness, or innovation, or both, to better the community.

2023 AWARD RECIPIENT

Village of Alix: “Partnering for Crime Prevention”

As a rural community, Alix experienced an increase in crime over the years the same as many other remote communities in Alberta without an RCMP detachment. Both residential and commercial sectors of the community were being regularly impacted by vandalism, theft, violent crimes, and traffic offences. Residents commented on feeling unsafe, helpless and at a loss about how to improve the situation.

Through the Council’s Strategic Planning process, resident concerns were brought forward regarding the number and severity of crimes being committed in Alix and the surrounding area. This continues to be a priority in the 2022-25 Strategic Plan. The applicable goal and objectives from the Plan are as follows:

- Make community safety and security a priority
 - Public education from Protective Services to community, including importance of reporting every crime
 - Regular RCMP in person reports to Council

- Begin RCMP Community Consultative Group meetings again
- Enhance public trust
- Develop long range plan for security camera coverage area and replacement/upgrades
- Explore various “Traffic Calming” measures:
 - Increase traffic enforcement and education

Through a coordinated partnership effort between the Village of Alix, RCMP, service providers, and area residents, there has been a decrease in incidents of crime and vandalism in the community. As a result, residents, business owners, and visitors will be able to enjoy all that the Village of Alix has to offer by experiencing a safe and welcoming rural Alberta community.

SMALLER MUNICIPALITIES: OTHER INITIATIVES

Town of Smoky Lake: “Solar and EV Charging Station Projects”

The Town of Smoky Lake has worked closely with Dandelion Renewables to install a solar micro-generation project to reduce town infrastructure power costs. This project offers numerous benefits to residents and businesses of the Town including a positive return on investment, quiet clean local power generation, and a demonstration of renewable energy commitment to attract environmentally conscious business growth.

**CONGRATULATIONS TO THE 2023 ALBERTA
MINISTER'S AWARDS FOR MUNICIPAL AND
PUBLIC LIBRARY EXCELLENCE RECIPIENTS!**

BRIGHTER WORLD (https://brighterworld.mcmaster.ca)

Research focused on the health and well-being of all

Analysis: Program at Hamilton Public Library shows how libraries can expand the social services they provide



A new program at the Hamilton Public Library is making on-site social workers available to the public. (Hamilton Public Library), Author provided

BY NICOLE DALMER, BRIDGET MARSDIN, LEORA SAS VAN DER LINDEN

DECEMBER 13, 2023

[\(HTTPS://BRIGHTERWORLD.MCMASTER.CA/TOPIC/CULTURE-SOCIETY/\)](https://brighterworld.mcmaster.ca/topic/culture-society/)

SHARE



When we need help or advice, it's not always clear where to go, what resources are available to us, or who to turn to when we need support. Public libraries are often easily accessible and free to the public. That means the [local public library is often the first port of call](https://thewalrus.ca/future-of-libraries/) for people looking for help or advice.

This is changing how community members engage with their library and how staff engage with community members entering their doors. While libraries often act as an informational resource for folks looking to access community and social services, the public's intensifying needs necessitate an expansion of the library's role in our communities.

Staff at [Hamilton Public Library](https://hpl.ca/) (HPL) 23 branches and two bookmobiles increasingly encounter people with a range of complex health and social issues in their library spaces. They include individuals with housing and food insecurity, newcomers to Canada, those dealing with mental-health challenges, substance use and addiction, and individuals who struggle with technology, face language barriers, and income pressures, among other challenges.

Given these growing and varied needs, having social workers in libraries is vital. Library staff often do not have the knowledge or expertise to effectively offer crisis and mental-health support people need.

What's happening at Hamilton Public Library

In November 2022, HPL responded to this challenge. In partnership with Hamilton Public Health Services' [Mental Health and Street Outreach Program](https://www.hamilton.ca/people-programs/public-health/mental-health-services/mental-health-street-outreach-program), HPL developed a program to provide [on-site social work services](https://www.thespec.com/news/hamilton-region/hamilton-public-library-to-hire-a-social-worker-at-its-downtown-branch/article_ec6348b6-22bb-5b31-8911-a98ab38bf12b.html) at its downtown central library, with two part-time social workers being present, visible and accessible on the first floor.

In partnership with Hamilton Public Health Services, HPL staff and social workers working at HPL voiced a need to document and study their social work program. The aim is to identify short- and long-term outcomes, engage with different library members to explore how the social work program is understood and to make these findings available to other public libraries who may be considering their own social work program.



<https://images.theconversation.com/files/564559/original/file-20231208-23-8jod9n.jpg?ixlib=rb-1.1.0&q=45&auto=format&w=1000&fit=clip>

The public library is increasingly the first place people go when they need support or advice. (Shutterstock)

With colleagues, I partnered with HPL and Hamilton Public Health Services to take a deeper look at the program from multiple stakeholders' perspectives. Over the next year, interviews with different community stakeholders (library members, library workers, and social workers) will help make visible how these different stakeholders understand and use social work activities and services at HPL.

Social workers working in public libraries is a recent but growing partnership practice across North America. [The first social worker in a public library](https://www.pbs.org/newshour/show/library-social-worker-helps-homeless-seeking-quiet-refuge) (<https://www.pbs.org/newshour/show/library-social-worker-helps-homeless-seeking-quiet-refuge>) was in San Francisco in 2009. [In that case](https://publiclibrariesonline.org/2019/01/providing-social-service-resources-in-a-library-setting/#.XDtQgGtmScY.wordpress) (<https://publiclibrariesonline.org/2019/01/providing-social-service-resources-in-a-library-setting/#.XDtQgGtmScY.wordpress>), library members experiencing homelessness were accessing the library to seek refuge and meet their basic needs.

Since this first program, there have been many variations of social services offered in public libraries across North America. Taken together, this is signalling a shift in how we think about and use public libraries – from book repositories to community anchors and social infrastructures.

Expanding the library's role

Social workers in libraries take on multiple roles, including helping people access resources, offering supportive listening and brief counselling and providing training to library staff on how best to deal with crises when they arise.

Social workers also support access to services like housing, harm reduction, employment counselling and food security, and they provide crisis intervention and the de-escalation of disruptive behaviours on-site.



<https://images.theconversation.com/files/564562/original/file-20231208-27-wxkqs2.jpg?ixlib=rb-1.1.0&q=45&auto=format&w=1000&fit=clip>

More public libraries are hiring in-house social workers to provide the kinds of help and advice members of the public are searching for. (Shutterstock)

Library social workers aim to remove systemic barriers to make their services more accessible. They can do this by offering preventative support in their role as community collaborators and advocates, and by helping people access services that offer longer-term solutions to their problems.

Social workers in the library are also crucial; they are trained and able to support trauma, mental-health issues, challenges and complex needs in a way that meets the person where they are at emotionally, physically and/or cognitively.

Ultimately, this project at HPL will help ensure the social work program meets its intended outcomes and will inform decision-making about the program's future design and sustainability. This work is especially important as HPL is piloting a [second social work program at its Barton branch \(https://www.thespec.com/news/hamilton-region/library-expands-use-of-social-workers-to-barton-branch/article_47e845d3-9267-5e45-a0e2-ca09c18333ee.html\)](https://www.thespec.com/news/hamilton-region/library-expands-use-of-social-workers-to-barton-branch/article_47e845d3-9267-5e45-a0e2-ca09c18333ee.html).

Sarah Gauthier, a Manager of Central Information Services with HPL, and Kianosh Keyvani, a Clinical Resource Co-ordinator with the City of Hamilton's Mental Health and Street Outreach Program, co-authored this article.

Nicole Dalmer (https://theconversation.com/profiles/nicole-dalmer-1223781), Assistant Professor in the Department of Health, Aging and Society, McMaster University (https://theconversation.com/institutions/mcmaster-university-930); Bridget Marsdin (https://theconversation.com/profiles/bridget-marsdin-1494614), PhD student, School of Social Work, McMaster University (https://theconversation.com/institutions/mcmaster-university-930), and Leora Sas van der Linden (https://theconversation.com/profiles/leora-sas-van-der-linden-910423), Program Manager, Community Research Platform, McMaster University (https://theconversation.com/institutions/mcmaster-university-930)

This article is republished from [The Conversation \(https://theconversation.com\)](https://theconversation.com) under a Creative Commons license. Read the [original article \(https://theconversation.com/program-at-hamilton-public-library-shows-how-libraries-can-expand-the-social-services-they-provide-218508\)](https://theconversation.com/program-at-hamilton-public-library-shows-how-libraries-can-expand-the-social-services-they-provide-218508).

RELATED STORIES

[Another year in the books \(https://brighterworld.mcmaster.ca/articles/another-year-in-the-books/\)](https://brighterworld.mcmaster.ca/articles/another-year-in-the-books/)

A recap of some of the books published by McMaster researchers and scholars in the [Faculties of Humanities and Social Sciences](#).

[\(https://brighterworld.mcmaster.ca/articles/another-year-in-the-books/\)](https://brighterworld.mcmaster.ca/articles/another-year-in-the-books/)

AD

CANADA

Regina Public Library and Family Service Regina expand counselling services



By **Andrew Benson** • Global News

Posted January 3, 2024 2:45 pm

EVERY WED AND THURS

Find us on the first floor in the Community Commons from 1:00 to 6:00pm Wednesdays and 1:00 to 4:00pm Thursdays.

Family Service Regina offers free, immediate sessions with trained counsellors.

Walk-in sessions available on a first come first served basis. Or you can book an appointment online.

Visit reginalibrary.ca/community-supports for more locations and availability.

BOOK NOW

Global NEWS

Regina Public Library's (RPL) drop-in counselling services started in the Central Branch just five few years ago, but with the demand rising, the services are expanding.

🗨️ 📱 📧 +

-A A+

Regina Public Library's (RPL) drop-in **counselling services** started in the Central Branch just five few years ago, but with the demand rising, the services are expanding.

Walk-in and appointment sessions are now available at the Albert Branch, Regent Place Branch, Glen Elm Branch, and Central Library.

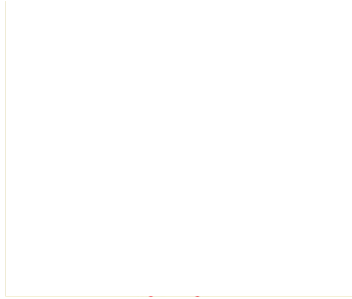
The free rapid-access counselling services are offered in partnership with Family Service Regina's Thrive Rapid-Access Counselling.

Family Service Regina counsellors are on site at RPL for 60-minute walk-in conversations to help with concerns like anxiety, depression, addictions, stress, grief, relationship conflict, parenting, and other life challenges.

Get the latest Calgary news. Sent to your email, every day.

“It’s real counselling but it is in sort of a neutral zone,” Ashley Booth, a community librarian at the Central Library said. “Our libraries are our safe and welcoming spaces for everybody. There’s a little bit less of that stigma than walking into a clinic, a hospital or a doctor’s office.”

STORY CONTINUES BELOW ADVERTISEMENT



Booth said having the counselling take place in a library is a great way to extend their resources once they leave.

“We’re really happy to connect people to the resources and other items they need which could be things on the internet, books, e-books, musical instruments, it could be counsellors,” Booth explained.

Trending Now

Ecuador TV broadcast interrupted by armed men as violence rocks country



A winter storm will make commuting tricky. Are you ready for the shift?



Kirk Englot, the CEO of Family Service Regina, said because of the services offered, they have met people they likely would never see otherwise.

“We really want our counselling service to be easy to access in spaces that are comfortable and non-stigmatizing,” he said. “Our goal in the program is to just simplify how people access care, to make it more rapid and available quickly at a time of a person’s need.”

Englot said the hope is to add more Library locations in the future.

MORE ON CANADA

- [A winter storm will make commuting tricky. Are you ready for the shift?](#)
- [Planning a winter escape? Experts caution rise of dengue fever in warm climates](#)
- [Canada bought Ukraine an air defence system 1 year ago. They still don’t have it](#)

JOURNALISTIC STANDARDS

REPORT AN ERROR

COMMENT

Director's Report

January 9 2024

Alyssa Martin

2023 Statistics

A few highlights from our 2023 numbers:

- Our Circulation rose by ~1%, while our total collection shrank by ~1%.
- The total hours our library was open was reduced by 6.5%
- Library visits increased by 31% (84,163 visits total)
- WIFI usage increased by 18% (125,076 sessions)
- Computer usage increased by 37% (11,742 sessions)
- Exam proctoring dropped unexpectedly by 24%
- Program Attendance increased by 23% (23,260 attendees)

Restroom Renovations

Restroom renovations began December 13th and are ongoing. Crews are still working on the upstairs washrooms, and will move to the lower level washrooms once the upstairs ones are done.

Elevator

The elevator at CPL remained out of order from December 12th till January 5th. During this time the only functioning restrooms in the library were on the lower level, meaning that those with limited mobility and those in wheelchairs could not use our public restrooms. Our staff could not move book carts from one level to the next, impacting workflow and paging. Parents with strollers could not reach the children's section, and one of our room rentals had to cancel as they had members who needed the elevator to attend. We are exceedingly grateful that the elevator has been fixed and that our staff and patrons can freely move around again.

Sunday Closures

Many of our patrons and those in the community have reached out to express how upset they are that the library will be closing on Sundays. Between patron comments, comments on our Facebook post, and comments on one of the Camrose Rant and Rave pages, here are some sentiments:

- They are sad to see this happen
- If 1000 people in Camrose donated \$20, the library might be able to stay open on Sundays for another year. I'll gladly donate towards this, would any Camrose folks be able to help me get a campaign going?

CAMROSE PUBLIC LIBRARY

- "Personally the library should be open every weekend and close during the week. Libraries should be open when kids have no school so they have a safe place to go"
- "Public libraries are vital to communities. They provide free internet, resources for the communities, washrooms, shelter...among other things. They are a safe place."
- "Safer than running the streets. We hear enough about kids vandalizing property in town, if the library is a safe place for them do keep out of trouble then it should be open. I know times have changed but we use to hang out at the library when I was young! And there was no internet then."
- "The library is open during the week so kids have a safe place to go after school as well... they do have an after school program that I for one and MANY others are very grateful for."
- "Who funds the public library? Including the staff?"
- "A lot of kids go without food during the day and rely on the library's after school snack program to eat. If they shut down during a week day that would really suck for those kids."
- "Or...we could allow the workers a guaranteed day off, knowing they are not open Sundays, would mean more folks would show up on other days"
- "Not all the workers have to be there on Sunday and it's a great way for students/young people to get some work experience. I agree with Cathy too, it's a safe space for both kids and adults that need somewhere to go on the weekend."
- "If there was a way to set this up at the library I would do it."
- "Is that all they need? \$20,000 seems low"
- "I think that its an amazing idea"
- "Too Woke."

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

Outreach	Program	Attendance
Deliveries to Care Facilities	102	837
German Circle	39	118
Ukulele Online	27	79
Mind Masters	12	2075
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
	192	3623

In House	Program	Attendance
Spanish	43	249
Ukulele	37	256
Cosy Cards	3	18
Yarn Club	25	155
Drum Circle with CMHA	3	19
French (Wednesday)	11	22
French (Thursday)	12	23
Climate Café	3	21
Adult Dungeons & Dragons	7	33
Vinyl Record Flowers	1	5
Cricut Classes	7	40
Pride Wreaths	1	2
Art Trading Cards	1	3
Terrariums	1	11
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
Writing Workshop	1	10
RaG Rugs	1	15
Local Author Tim Parker	1	32

NaNoWriMo	7	16
Merry Creepmas	1	13
	184	1062
Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	12	144
	12	144
Total	388	4829

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

Outreach	Program	Attendance
Read for 15	1	3349
Chuck Maclean Family workshops	6	93
Women's Shelter Family Literacy	8	52
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
	53	6656

In House	Program	Attendance
Snacks in the Stacks	202	4079
Summer Snacks in the Stacks	45	361
Something Cool After School	170	982
Books & Bounces	54	635
Terrific Tales	45	646
Tech Help	127	258
Geek Days	15	125
Bed Time Stories	38	307
Rainbow Club	8	39
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	9	37

Anime Club	12	44
International Dot Day	1	16
Welcoming Week	1	7
Crafternoon	10	61
Writing Club	3	6
Early Dismissal Matinee	3	103
Holiday Party	1	257
	762	8942

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses		
	0	0
Total	815	15598

Camrose Public Library
 Childrens Programs
 January 1 to December 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	2	32
	35	1554

In House	Program	Attendance
Red Hot Science	3	38
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
Enviropalooza CSL	1	11
School Tours	3	65
Hacking for the Holidays	2	9
	30	396

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

Monthly Total	65	1950
---------------	----	------

Camrose Public Library
 Teen Programs
 January 1 to December 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	37	374
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
	68	587

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

Total	85	1027
--------------	-----------	-------------

Camrose Public Library
Total Programs
January 1 to December 31, 2023

Outreach Programs	297	12273
In-house Programs	1044	10987
Outside Groups	12	144
YTD	1353	23404

Submitted by Nicole Bannick
8-Jan-24



2023 Year-end Program and Library Statistics

**Nicole Kyle
January 8, 2024**

2023 Library Statistic Highlights

31%
increase in
visitors
through the
library doors

30%
increase in
program
attendance

19%
increase in
people accessing
the internet
through our WiFi
and public
computers

1
**awesome bit of
feedback**

"I just want to thank
you for all your help
this past year"

2023 Program Stats

**383 adult
programs with
4497
attendees**

**20 advocacy
events with
6067
attendees**

**810 family and
intergenerational
programs with
10643 attendees**

**140 programs
for youth and
teens with 2197
participants**

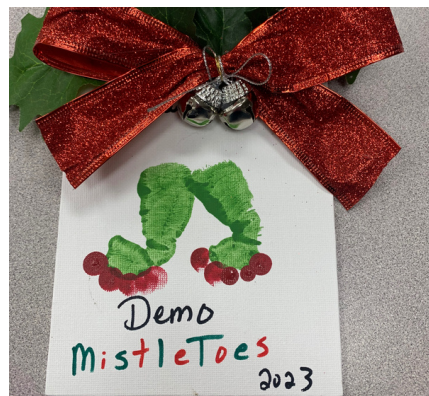
**1
awesome bit of
feedback**

"A library is such
a great place!"

December Program Summary

We wrapped up a fun and exciting year of programs with a month full of wintery holiday celebrations, some familiar and some brand new!

Families at **Books and Bounces** made these sweet MistleToe art pieces with their infants.



Hacking for the Holidays saw two groups of kids working with staff from Makers Making Change to retro-fit existing kids toys to make them more accessible for children with disabilities.

We used craft supplies and traditional seasonal decor to design our own darker versions for the holidays at **Merry Creepmas**



We hosted 257 people at our annual **Winter Wonderland Party**, the highest attendance at this event since 2018! The professional photography by Perspective Photography was a hit and 38 families (including part of our library family) were able to get photos taken. Thanks go out to The Lefse House for their partial sponsorship of the goodies!

Ongoing Programs

This schedule runs until February 3, 2024.

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 In-person @
4:30 & Thursdays @ 1 in-
person and on Zoom

Writing Circle (all ages)
Thursdays @ 5

Climate Cafe (all ages)
January 9 @ 5:30

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

**Half-Day Matinee
(all ages)**
BRSD/EICS Early Dismissal
Days @ 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 (January 6)

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

For Zoom links and more program and service information:

Phone: 780.672.4214
Web: prl.ab.ca/camrose
Email: cpltechhelp@prl.ab.ca

**READ
FOR 15**

**Read For 15 is back on
January 26 & 27 and this
is our year, Camrose!**

All you need to do is read anything at all (recipes, social media, and cereal boxes count!) for 15 minutes on January 26 and 27 and then report that you've read to the library: **call us at 780-672-4214, email cpltechhelp@prl.ab.ca, or go to <https://bit.ly/ReadFor15Camrose2024>.** Challenge your friends, neighbors, family, and co-workers!

Our Hours:

Monday-Friday 10-7
Saturday 11-4
Sunday 12-4
Closed January 1

Special Events

For Cricut's Sake (Adults, registered)
January 5 or 12 from 5-7 PM

No-sew T-shirt totes. Space is limited; please register with QR below.

How To: Canva (Adults, registered)
January 18 @ 5:00 PM

Learn how to use the free digital design software Canva to create posters, social media posts, agendas, and more! BYO laptop if you have one; we will have limited devices available. Space limited; register with QR below.

Upcycled Art Projects (Family, registered)
January 20 from 10 AM-12 PM

Join us at the Chuck MacLean Arts Centre (4809 52 Street) and make something old new again! Space limited; register with the QR below.

For Cricut's Sake (Adults, registered)
February 2 or 9 from 5-7 PM

Valentine's Day Cards. Space is limited; please register with QR below.

Save the date!

January 27 is Family Literacy Day and we're partnering with Camrose Family Resource Network for a fun event focused on simple ways to promote literacy in your home! Details TBA on our website and social media.



For registered programs, please visit <https://bit.ly/CPLEventbrite>, scan the QR, or call 780-672-4214.



Library Statistics

2023 daily visit averages (and hourly based on operational hours in brackets)

Mondays: 261 (avg of 29/hr) Tuesdays: 328 (avg of 36/hr)
 Wednesdays: 306 (avg of 34/hr) Thursdays: 270 (avg of 30/hr)
 Fridays: 277 (avg of 31/hr) Saturdays: 165 (avg of 33/hr)
 Sundays: 129 (avg of 32/hr)

Circulation	Dec 2023	Dec 2022	2023 YTD	2022 YTD	Under/ Over 2022	% Chg. Over 2022
Adult Material	5498	5097	68231	67445	786	1%
Young Adult Material	313	381	6376	5380	996	19%
Juvenile Material	4201	4223	59106	58735	371	1%
TAL Items Borrowed	129	106	1652	1716	-64	-4%
TAL Items Sent	21	27	343	427	-84	-20%
Total	10162	9834	135708	133703	2005	1%

Econtent	Dec 2023	Dec 2022	2023 YTD	2022 YTD	Under/ Over 2022	% Chg. Over 2022
Cloud Library/RBDigital	530	589	6603	7465	-862	-12%
Overdrive	1203	898	12504	10127	2377	23%
Total	1733	1487	19107	17592	1515	9%

Circulation by Residence	Dec 2023	Dec 2022	2023 YTD	2022 YTD	Under/ Over 2022	% Chg. Over 2022
City of Camrose	8687	8274	111302	108033	3269	3%
County of Camrose	1800	1894	24874	25717	-843	-3%
Outside City/County	56	40	565	711	-146	-21%
ME	29	16	434	332	102	31%
Total	10572	10224	137175	134793	2382	2%

Miscellaneous	Dec 2023	Dec 2022	2023 YTD	2022 YTD	Under/ Over 2022	% Chg. Over 2022
Visitors	7674	4927	84163	64373	19790	31%
WiFi Users	1324	8333	125076	106408	18668	18%
Internet Users	963	548	11742	8591	3151	37%
Exams	22	28	217	285	-68	-24%
Total	9983	13836	221198	179657	41541	23%

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	Dec 2023		2023 YTD		Participants	
	Sessions	Participants	Sessions	Participants	2022 YTD	2021 YTD
1	32	419	304	2932	2,606	1421
2	8	16	81	515	166	22
3	30	487	502	7254	4,812	5924
4	31	464	446	6636	4,177	545
Advocacy	0	0	20	6067	6,231	3313
Total	101	1386	1353	23404	17,992	11225

Library Closures Requested – 2024

Camrose Public Library has closed on long weekends for years, and initially this was done as a way to absorb budget cuts. This extra money in the personnel budget line allows us to have staff meetings, professional development days, and additional staff on hand for large library events. Now that we no longer open on Sundays, the savings have been reduced, but our patrons and staff have become accustomed to the library being closed on long weekends, and this acts as a form of staff appreciation that does not cost the library any funds.

The [Employee Policy Manual](#) outlines which days are general holidays and which days are holidays as recognized by CPL. You can find this chart on page 32 of the manual.

C5 General Holidays (stat holidays)

POLICY STATEMENT

The following are general holidays that are mandated by Employment Standards:

New Year's Day	January 1
Family Day	Third Monday in February
Good Friday	Friday before Easter Sunday
Victoria Day	Monday before May 25
Canada Day	July 1
Labour Day	First Monday in September
Thanksgiving Day	Second Monday in October
Remembrance Day	November 11
Christmas Day	December 25

The following are additional holidays recognized and treated by the Library as general holidays:

August Civic Holiday	First Monday in August
Boxing Day	December 26

1. The general holiday will be observed on the actual day of the work week that it falls. When the general holiday falls on a weekend, it will be observed on the following Monday, or another day that the Library has decided upon and will communicate well in advance of the holiday.

Requested Closures:

Red and Bold Dates = General Holidays in Alberta with holiday pay, and days the library has adopted as General Holidays.

Blue and Bold dates = Sundays where we would be closed anyways

Family Day Weekend (February 17, **18, 19**) (Saturday - Monday)

Easter Weekend (March **29**, 30, **31**, April 1) (Friday - Monday)

Victoria Day Weekend (May 18, **19**, 20) (Saturday - Monday)

Canada Day Weekend (June 29, **30**, July **1**) (Saturday - Monday)

August Civic Holiday (August 3, **4, 5**) (Saturday - Monday)

Labour Day (August 31, September **1, 2**) (Saturday - Monday)

Thanksgiving (October 12, **13, 14**) (Saturday - Monday)

Remembrance Day (9, **10, 11**) (Saturday - Monday)

Christmas (December 24, **25, 26**) (Tuesday - Thursday)

New Year's (December 31, January **1**) (Tuesday and Wednesday)