

2021 Civic Partner Annual Report

Calgary Public Library



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2021 Highlights and Results

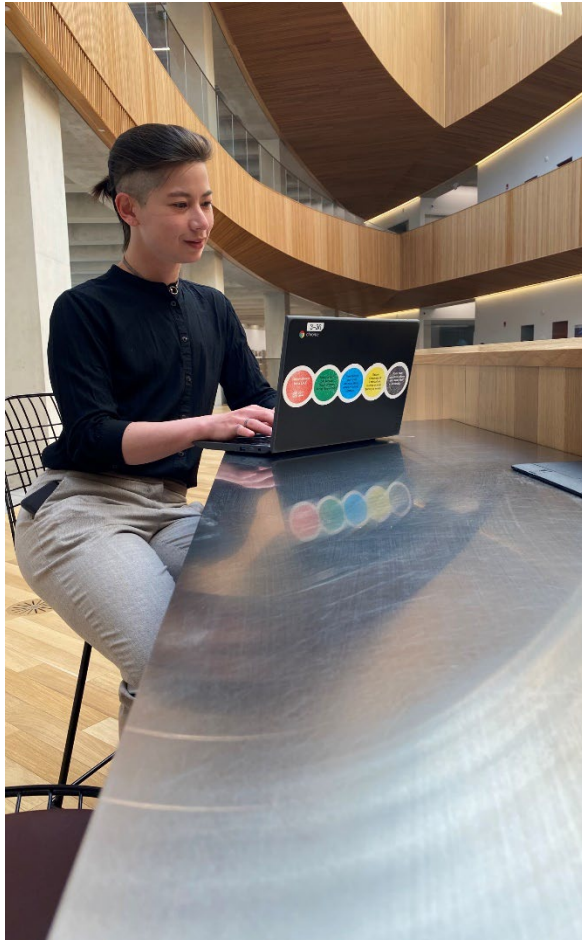
- 21 locations operated at 93% of regular service hours
- 723,000 active members
- 14 million circulations (5 million digital | 9 million physical)
- 2.1 million in-person visits and 10.6 million calgarylibrary.ca visits
- 358,000 curbside holds picked-up
- 1 million print and copy jobs
- Nearly 60,000 online program participants
- 116,000 free online courses taken
- 3,000 computers borrowed

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Innovation In The Face Of Crisis

TECHNOLOGY

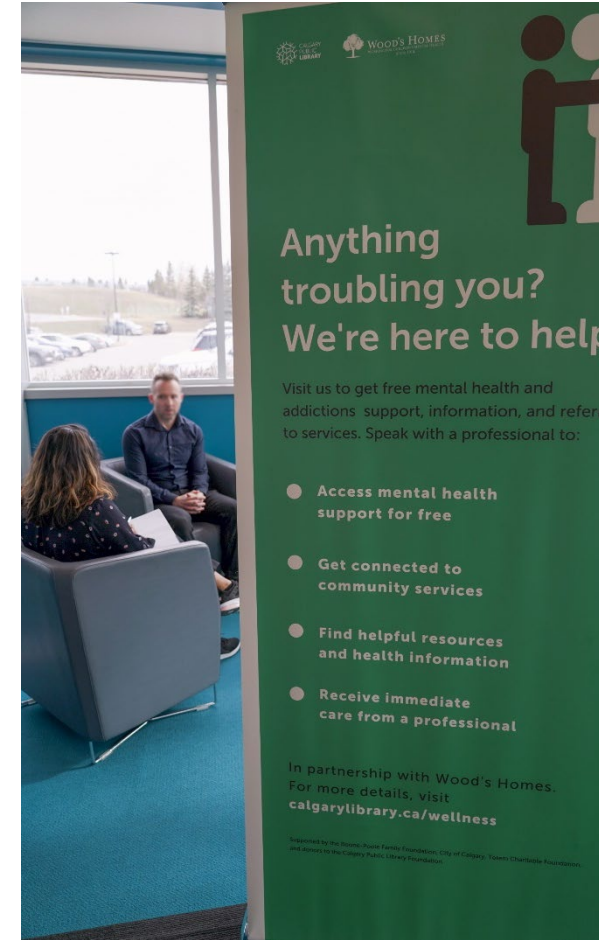


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SCHOOL SUPPORTS



COMMUNITY RESILIENCE





2021 Performance Measures

| Key Performance Measure | 2021 Result |
|--|-------------|
| Attendance at Children's Program (in-person and virtual) | 66,162 |
| Satisfaction with Library Experience | 95% |
| Users who believe the Library helps create a sense of belonging in the community | 68% |



Current State

- Calgary Public Library celebrates 110 years
- All locations open and delivering typical library service and programs
- Visits increasing steadily, along with program registration
- Investing in Equity, Diversity, and Inclusion at the Library
- Piloting hybrid work for relevant departments
- Development of 2023-2026 Strategic Plan
- Understanding emerging community needs and completing review of library space deficit

Questions?



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