

CIVIC PARTNER 2022 ANNUAL REPORT SNAPSHOT- THE CALGARY PUBLIC LIBRARY BOARD

CALGARY PUBLIC LIBRARY BOARD

Mission: Empower community by connecting you to ideas and experiences, inspiration and insight.

Vision: Potentials realized

One Calgary Line of Service: Library Services

Registered Charity

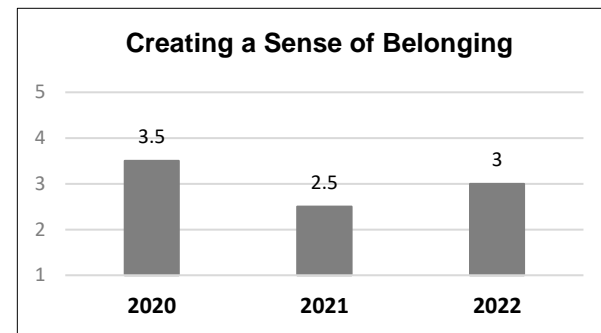
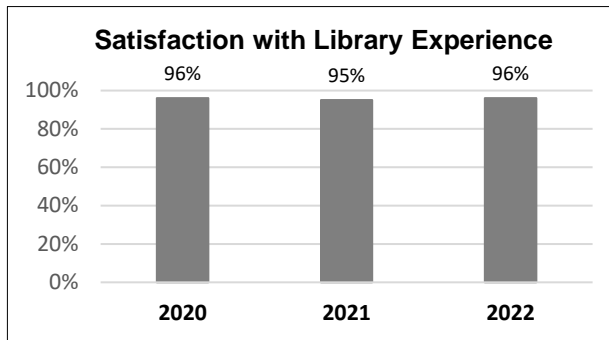
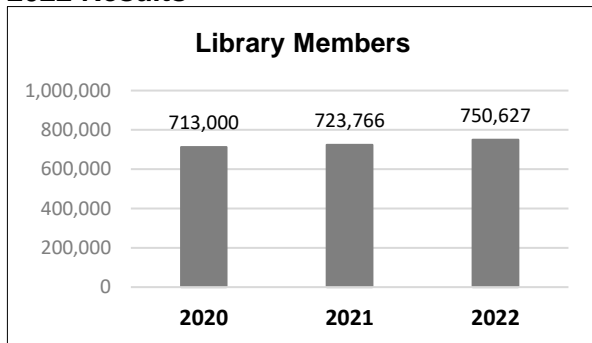
2022 City Investment

Operating Grant: \$55,196,562

Capital Grant: \$3,859,315

City owned asset

2022 Results



The story behind the numbers

- Membership levels reached an all-time high in 2022 supported by a successful member acquisition campaign and strong member retention.
- Program delivery, outreach, and visitation all improved dramatically throughout 2022 as the community recovered from the pandemic.
- Users highly regard the Library's effectiveness in helping to create a sense of belonging in the community and a sense of making progress on personal growth goals (scale of 1 to 5).

Addressing climate change

All facility renovations were evaluated for green initiative improvements, including conversion to LED lighting, low-flow plumbing fixtures, and energy efficient claddings and windows. Maintained a waste management program for all facilities, including compost and recycling. All decommissioned technology was managed through an electronics recycling program. Worked with community partners to provide public awareness and workshops on topics such as food waste, recycling, and environmental concerns.

Advancing equity, diversity and inclusion; and racial equity

Released a commitment statement to equity, diversity and inclusion in 2022 and the board approved an equity and belonging policy to reinforce the importance of this work at a governance level. Engaged a consultant to provide recommendations for improvements, and provided staff development on related topics and issues including training for engaging with vulnerable people. The Library continues to provide a wide range of accessible and inclusive programming and services for the community. A few highlights from 2022 include: launched a Newcomers Desk pop up desk at the Central Library, hosted events related to Black History Month and offered sensory backpacks at selected locations.

**THE CALGARY PUBLIC LIBRARY BOARD**
Civic Partner 2022 Annual Report**Civic Partner Name: Calgary Public Library****Legal Structure:** Legislated Body, Libraries Act (Alberta)**Manage/operate a City-owned asset: yes/no****1. What is your organization's guiding mission or mandate?**

The Calgary Public Library's vision, mission and values speak to the Library's role as a community hub where everyone belongs. Our vision is "Potentials Realized," and our mission is to "empower community by connecting you to ideas and experiences, inspiration and insight". Rooted in our values of Equity, Curiosity, and Collaboration, the Library is committed to removing barriers and increasing access to information in all its forms to support a successful future for Calgary. Literacy and learning live within each of our 21 libraries, and we continue to grow our reach and impact each and every day.

2. What top 3-5 key results did your organization achieve in 2022 that contributed to one or more of key City strategies or plans or [Citizen Priorities](#) (a prosperous city, a city of safe and inspiring neighbourhoods, a city that moves, a healthy and green city)?

The Library Services service line primarily impacts two Council Priorities – A Prosperous City and A City of Safe and Inspiring Neighbourhoods. Key results include ending 2022 with:

- 750,000 active members
- 56% of Calgarians are active Library members
- 16.3 million circulations (4.9 million digital | 11.3 million physical)
- 4.9 million in-person visits and 12.5 million calgarylibrary.ca visits
- 1.4 million Wi-Fi sessions
- 641,000 computer and chromebook sessions
- 9,861 programs delivered 1.8 million print jobs completed
- 107 community meeting rooms booked 43,417 times
- Over 107,000 online program participants
- 100,900 free online learning courses taken
- 2,661 computers borrowed

With 21 locations embedded in communities across Calgary, the Library directly supports A City of Safe and Inspiring Neighbourhoods by providing service in and outside our locations. The Library completed 807 physical outreach visits in 2022, bringing connection and service to day homes, schools, Calgary Housing, seniors care facilities and more. Virtual outreach has greatly expanded the scope of outreach activities, allowing the Library to extend our reach into the community in new and exciting ways.

In 2022, the Library made improvements in several libraries across Calgary. These improvements ranged from basic cosmetic lifecycle painting and carpet upgrades to complete library renovations. Renovations included new facility features that reflect emerging and established community needs, such as meeting rooms, program areas, access to technology and more.

3. Performance measures help demonstrate the return on The City’s investment in a partner’s operations. Please identify performance measures that reflect your organization’s impact in 2022 (how much you did, how well you did it, and how the people you serve are better off).

	Performance Measure Name	2020 results	2021 results	2022 results	How does this measure reflect your organization’s impact?
How much did you do?	Attendance at Children’s Programs	91,760	66,162	120,346	Early literacy programs and learning improve school readiness, one of the leading indicators of success later in life.
	Attendance at Adult Programs	16,264	25,373	49,909	Program delivery, outreach, and visitation all improved dramatically throughout 2022 as restrictions eased.
	Library Visits	3,081,000	2,247,318	4,935,304	
How well did you do it?	Satisfaction with Library Experience	96%	95%	96%	Continuing high levels of satisfaction indicate that the Library understands and effectively responds to evolving needs and circumstances.
	Library Members	713,000	723,766	750,627	Membership levels reached an all-time high in 2022. A successful member acquisition campaign, coupled with strong member retention led to this peak.
How are Calgarians better off?	Creating a sense of belonging	3.5	2.5	3.0	Users highly regard the Library’s effectiveness in helping to create a sense of belonging in the community and a sense of making progress on personal growth goals (scale of 1 to 5). Service disruption, community well-being concerns, and the impacts of the pandemic likely influenced measures related to personal outcomes during 2020 and 2021. These measures climbed throughout 2022, as the effects of the pandemic waned.
	Achieving personal growth	3.3	2.6	3.1	

4. What are examples of benchmarks your organization uses to evaluate and improve performance and operations, and increase your organization’s impact?

a) Please provide examples of benchmarks, and how this information is being used to support continuous improvement.

Calgary Public Library participates in the Municipal Benchmarking Network Canada (MBNC). The following measures are from the 2021 MBNC report (the most recent benchmark data available). These measures encompass three main areas: membership, visitation, and total library use. Calgary Public Library leads in each of these measures.

Registered Cardholders (3 year period) as a Percent of Population			
Municipality	Numerator	Denominator	2021 Result
Calgary	723,766	1,323,700	54.68%
Sudbury (Greater)	68,483	166,004	41.25%
Windsor	89,697	229,660	39.06%
London	154,073	422,324	36.48%
Toronto	942,740	2,991,445	31.51%
Hamilton	179,021	584,000	30.65%
Waterloo	17,316	70,365	24.61%
Winnipeg	124,106	767,900	16.16%
National Median			34.00%

Annual In-Person Library Visits per Capita			
Municipality	Numerator	Denominator	2021 Result
Calgary	2,247,318	1,323,700	1.70
London	682,126	422,324	1.62
Hamilton	795,498	584,000	1.36
Toronto	4,029,488	2,991,445	1.35
Sudbury (Greater)	174,003	166,004	1.05
Windsor	235,600	229,660	1.03
Waterloo	67,100	70,365	0.95
Winnipeg	622,344	767,900	0.81
National Median			1.20

Annual Library Uses per Capita			
Municipality	Numerator	Denominator	2021 Result
Calgary	30,619,873	1,323,700	23.132
Toronto	69,080,247	2,991,445	23.093
Winnipeg	17,352,076	767,900	22.597
London	9,216,663	422,324	21.824
Hamilton	10,338,719	584,000	17.703
Windsor	3,876,628	229,660	16.880
Waterloo	921,486	70,365	13.096
Sudbury (Greater)	1,259,649.000	166,004.000	7.588
National Median			19.76

b) Please indicate your current and targeted performance in comparison to these benchmarks

Measure	2021 Result	2022 Result	2023 Forecast
Registered Cardholders (3 year period) as a Percent of Population	54.68%	55.87%	57.63%
Annual In-Person Library Visits per Capita	1.70	3.67	5.26
Annual Library Uses per Capita	23.13	28.4	33.0

5. What key results or progress was achieved in 2022 that reflected your organization's changes to strategies, programs or services to better address equity, diversity or inclusion, or support racial equity?

In 2022, Calgary Public Library released a Commitment Statement to Equity, Diversity, and Inclusion:

CALGARY PUBLIC LIBRARY'S COMMITMENT TO EQUITY, DIVERSITY, AND INCLUSION: Everyone should be able to realize their potential at Calgary Public Library. Everyone has a right to feel respected, safe, and included within the Library and community. To ensure that, we must work to eliminate societal barriers to full inclusion in programs, services, internal operations, and institutional culture. We have a responsibility to create and maintain an environment of equity, diversity, inclusion, and dignity in all spaces we occupy and in all aspects of our community role. We continue to listen, learn, and act in collaboration with the City of Calgary and community partners.

The Calgary Public Library Board also passed an Equity and Belonging Policy to reinforce the importance of this work at a governance level.

Calgary Public Library values and prioritizes equity, diversity, inclusion, and accessibility for all. The Library is committed to ensuring that people feel a sense of belonging in library spaces and have fair and equitable access to library services regardless of ancestry, place of origin, race, education, beliefs, race, income or source of income, religious beliefs, family status, marital status, gender, age, sexual orientation, gender identity, gender expression, or physical or mental disabilities.

Calgary Public Library endorses the Canadian Federation of Library Associations' Position Statement on Diversity and Inclusion and is a signatory on both the Urban Libraries Council Statement on Race and Social Equity, and the Canadian Urban Libraries Council Statement on Race and Social Equity.

The Library prioritized its activation through a range of internal and external steps. Internal work included expanding staff development to provide 1,383 hours of training for 644 staff members on topics and issues that supported our organizational commitment to Equity, Diversity, and Inclusion. The Library also introduced new training to better support engaging with vulnerable people, which will be expanded in 2023.

The Library also engaged KPMG, an external third-party consultant, to complete a thorough review and staff engagement process to evaluate current efforts and areas for further work. Their recommendations included ongoing staff training, an internal communication strategy, piloting employee affinity groups, and more. These opportunities are being reviewed and developed for implementation starting in 2023.

The Library continues to provide a wide range of accessible and inclusive programming and services for the community. A few highlights from 2022 include:

- The Newcomers Desk, presented in partnership with Immigrant Services Calgary and Calgary Catholic Immigration Services, is a pop-up service desk at Central Library to provide on the spot settlement support and help connect recent immigrants to government agencies, organizations, and community members to help them build new lives in Canada.

- Black History Month featured a range of events and programs, including a Black in Calgary panel featuring Councillor Walcott, Susannah Alleyne, and author Cheryl Foggo, a special event with Lawrence Hill that was delivered for students across Alberta in partnership the Edmonton Public Library, and the release of original stories and content celebrating Black Albertans.
- A new initiative with Edmonton Public Library to raise awareness in critical dialogue around Human Rights and Holocaust Education was launched. Programing includes special exhibits, virtual tours, storytelling opportunities, and enhanced collections related to human rights.
- In partnership with Variety – The Children’s Charity and Calgary Heritage Loons Club, the Library now offers Sensory Backpacks at select locations. The program aims to mitigate barriers and support children living with sensory processing disabilities and autism within child friendly facilities and schools. The backpacks contain tools to help children self-regulate and mitigate the amount of sensory input they may experience during a visit to the Library.

6. What steps did your organization take in 2022 to advance any respective calls to action in the [Truth and Reconciliation Commission of Canada: Calls to Action](#) report or [The City’s White Goose Flying Report](#)?

The Library seeks to be a successful collaborator, developer, and supporter of programs, collections, and spaces in the spirit of Reconciliation.

The Truth and Reconciliation Commission of Canada’s Final Report includes 94 Calls to Action. Call to Action 69 specifically asks libraries to reexamine their commitment to Truth and Reconciliation and commit more resources to sharing the true history of Indigenous peoples with our communities.

The City’s White Goose Flying Report asks the Library to inspire stories, and work with community partners to coordinate and collaborate on exhibits and programming about the true history and legacy of Indian residential schools in and around Calgary.

Our response to these urgent calls and commitment to Reconciliation is an ongoing priority. Below are a few highlights of the work our Indigenous Services team oversaw in 2022.

The Library has increased the number of Indigenous-focused positions that connect, consult, and collaborate with Indigenous communities to facilitate programs. A new partnership with Aboriginal Futures and Community Futures Treaty 7 has resulted in the successful hiring of several Indigenous candidates. The Library is actively acquiring books and resources with Indigenous content and by Indigenous authors. In the past year, 331 titles were added to Library’s collection on the topic of Canadian Indigenous history, language and culture. Key titles added to the collection were published by the Stoney Education Authority, including a Stoney language textbook and Stoney Nakoda language children’s books.

Caretakers of the Land (formerly *Napi’s World*) is a virtual program for Grades K-6. In this program, we invite Elders, Knowledge Keepers, artists and performers from the Indigenous community to share and celebrate diverse Indigenous culture. The program has become extremely popular, with over 34,000 students attending in 2022.

The Elders' Guidance Circle provides an important public service where individuals and groups can meet with an Elder or Knowledge Keeper from the Treaty 7 and Calgary area. In-person appointments resumed in late 2022 following years of virtual appointments due to COVID. In 2022, Elders provided 180 hours of consultation to individuals and school groups.

The Library's annual National Indigenous History Month programming had more than 1,000 attendees and events included a mini-powwow, Indigenous family story times, film screening, and more.

For the third year in a row, the Library partnered with the University of Calgary's Office of Indigenous Engagement on two events to mark National Day for Truth and Reconciliation on September 30, 2022. Leading up to this day, locations across the city invited visitors to messages of hope to Elders on orange feathers, which were collected and shared with members of the Elders' Guidance Circle.

The Library shared a new Land Acknowledgement in late 2022, created in consultation with Elders from the Elders' Guidance Circle, community Elders, and other leaders from Indigenous communities. Pronunciation guides, audio files, training videos and more were created to help staff and the public feel comfortable and confident when providing a Treaty 7 Land Acknowledgement.

RESOURCES

7. Please outlined how The City's operating funding was allocated in 2022.

63%	Staff compensation, development and training
11%	Collection materials and services
15%	General operating
8%	Building and equipment
3%	Occupancy costs

8. Did volunteers support your operations in 2022?

How many volunteers?	1,970
Estimated total hours provided by volunteers:	22,751

9. Did your organization receive any awards or recognition in 2022 that you want to highlight?

In 2022, Calgary Public Library celebrated 110 years of service by achieving its highest level of circulation and membership in its history. Other recognitions last year included Central Library being nominated for the 2022 Mies Crown Hall Americas Prize, a prestigious biennial award that recognizes excellence in built works of architecture in the Americas.

The Library was also shortlisted for a 2022 Minister's Award for Excellence in Public Library Service for the Plan My Vote app. In advance of the 2021 municipal election, the Library launched the Plan My Vote app in partnership with Elections Calgary to ensure community members had access to accurate voting information from appropriate and reliable sources.

As an original build site and ongoing educational programming partner, the Library was thrilled to see partners at Microsoft, The City of Calgary, and Calgary Board of Education receive a 2022 Minister’s Award for Municipal Excellence in the Partnership category for Minecraft Level Up, Calgary!

10. What changes did your organization implement in 2022 to address climate change, for example, operational or program changes that reduced green house gas emissions (GHG), air/water pollution, or waste that aligned with [The City’s Climate Change Program](#) including Council’s Climate Emergency Declaration?

All facility renovations are evaluated for green initiative improvements, including conversion to LED lighting, low-flow plumbing fixtures, energy efficient claddings and windows, and more. The Library also maintains a waste management program for all facilities, including compost and recycling. All decommissioned technology is managed through an extensive and secure electronics recycling program to reduce hazardous waste.

The Library also works with community partners to provide public awareness and information sessions, including workshops on food waste, recycling, environmental concerns, and more.

11. CAPITAL PROJECTS AND ASSET MANAGEMENT (for Civic Partners managing City-owned assets)

Asset: The Library is the steward of 19 City-owned buildings, including 18 community libraries and the Central Library.

a) **What are 3-5 capital projects undertaken in 2022 that were funded by The City?**

Project	City Funding (2022)	Benefit (service improvement, efficiency, improved condition)
Shawnessy Library Lifecycle	1.6M	Service improvement, Improved Condition
Saddletowne Library Lifecycle	1.4M	Service improvement, Improved Condition
Memorial Park Library Lifecycle	360,000	Service improvement, Improved Condition
IT Network/End-User Equipment Lifecycle	0.8M	Service improvement, Efficiency, Improved Condition