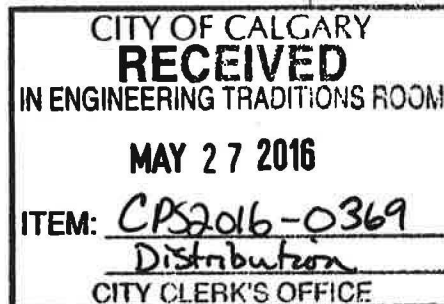
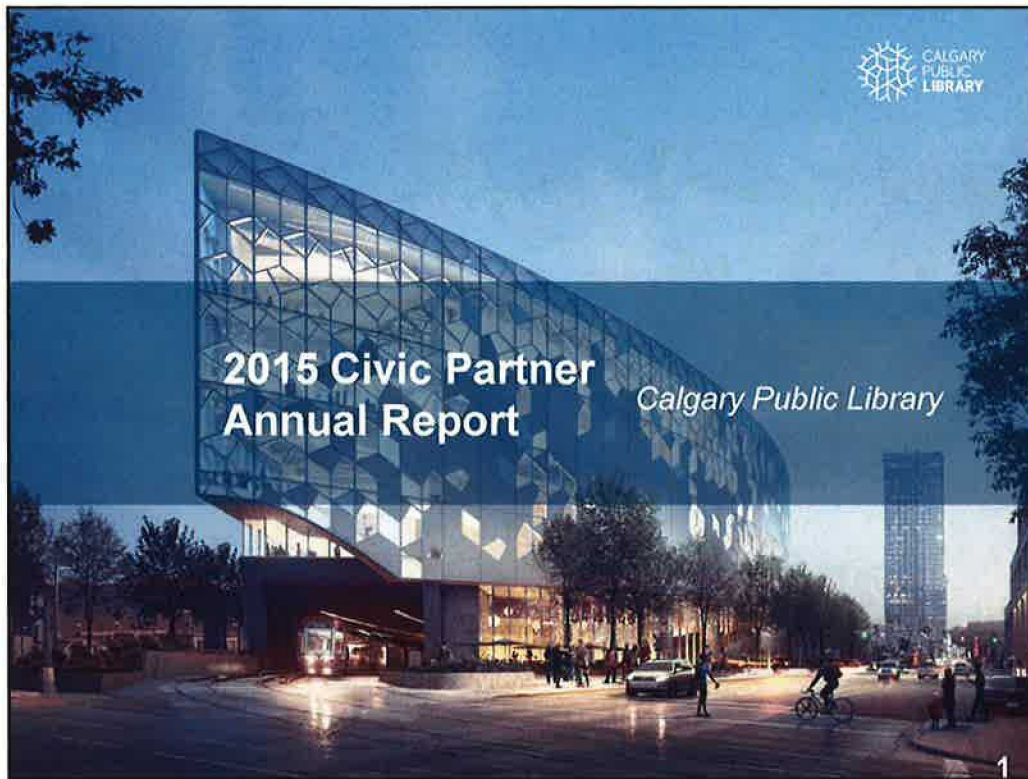


Calgary Public Library  
2015 Civic Partner Annual Report: May 27, 2016



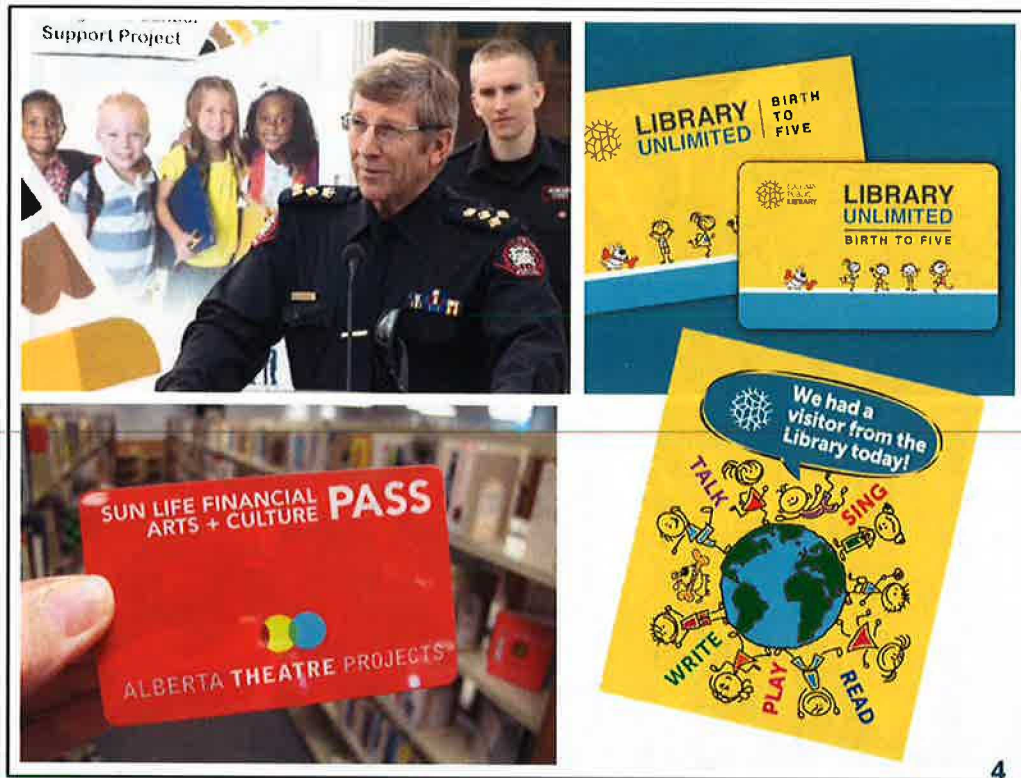




*(Counter clock-wise from top left)*

- Renamed Thornhill Library to recognize a generous gift by Judith Umbach
- Refurbished Forest Lawn and Judith Umbach Libraries & Enhanced 8 other community libraries
- Launched mobile library service through the Book Truck
- Distributed 175,000 library cards to students through both school boards





*(Counter clock-wise from top left)*

- Supported Calgary's vulnerable children through the Integrated School Support Project, in partnership with the YMCA
- Provided 13,000 event tickets to financially-barriered Calgarians through the Sunlife Arts + Culture Pass
- Delivered Library Month at Your Daycare to 180 daycare classes, supported by the Rotary Club of Calgary



*(Counter clock-wise from top left)*

- Eliminated library card fees
- Eliminated charges for room rentals for community groups
- Extended open hours during the summer months at key locations
- Displayed key collections innovatively to increase browsability and use [We Recommend collection]

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*(Counter clock-wise from top left)*

- Displayed key collections innovatively to increase browsability and use [Adult & Children's themed collections]
- Piloted new services and spaces at the Central Library in preparation for the transition to the New Central Library [Teen Hub]



## 2015 Performance Highlights

*Strengthen core literacy skills for Calgarians to thrive*

	Performance Measure	2014 results	2015 results
How much did you do?	Patrons aged 0-4 (active membership)	18,141	21,351
How well did you do it?	Percent of active cardholders aged 0-4 vs. overall population aged 0-4	23% (18,141 out of 77,241)	26% (21,351 out of 81,062)
How are Calgarians better off?	Patrons who report reading to their child(ren) for 15 minutes a day	Data in development	Data in development

7

What story does this measure tell about your work? Why is it meaningful?

- We offered 3,485 programs in our libraries in 2015 with an early literacy focus to help prepare children for school and to ensure appropriate development for young children. Patrons who attend programs often need a library card to register, or to take out materials after attending a drop-in program. This figure tells us how many children we are reaching in our efforts to improve core literacy skills and child development.
- This figure tells us about our reach in getting Calgarians to their local library. We also delivered 672 early literacy sessions outside our library in 2015 for those who could not attend a library in-person or who may not have a library card. These sessions were attended by 34,650 children in addition to the 99,529 people who attended our in-library early literacy programs.
- This survey-focused measure will inform us whether our message is being received by our patrons and citizens of Calgary.

## Key Strategic Risks

- Strategic: memberships, patron satisfaction, partnerships
- Finance: fraud, funding, allocation of resources, managing operating and capital budget expenditures
- People: reputation, staff and volunteer engagement, vacancy rate, recruitment time
- Operations: building visits, website and catalogue use, facility availability, relationships with partners
- New Central Library: reputation, transition to new facility
- Security: incidents reported throughout the system









(Counter clock-wise from top left)

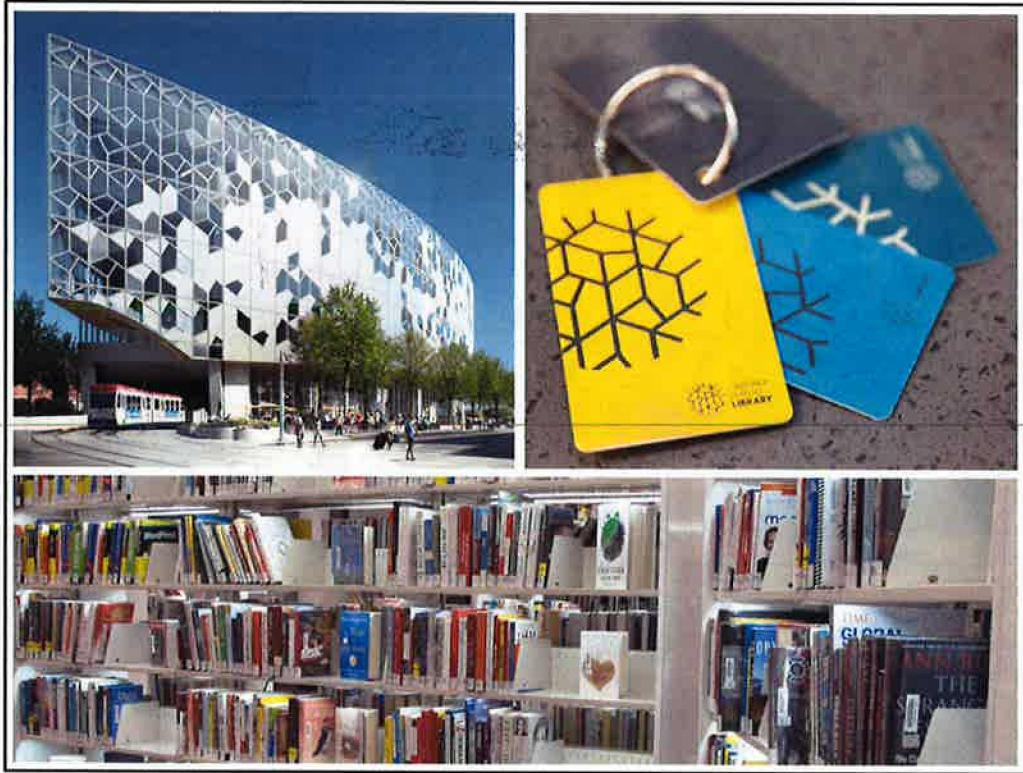
- Support for students
  - *Homework Help*
  - Math programs
  - Promotion of e-resources
  - *Summer Learning*
- Launch of the *Year of Reading* for patrons of all ages, and supporting programs
- Early literacy initiatives [Westbrook children's area]
  - Expansion of programs for daycares
  - Creation of Early Learning Centres in key library locations
  - More programming for infants
- Expansion of services and programs for aboriginal and metis populations, supported by the Government of Alberta [Witness Blanket]



*(Counter clock-wise from top left)*

- Extension of mobile library service through additional Book Trucks
- Relocation of Glenmore Square Library to Quarry Park
- Extended open hours in more locations [1,990 more open hours in 2016]
- Relocation of Shaganappi Library to Westbrook LRT Station





*(Counter clock-wise from top left)*

- Opening of the New Central Library Experience Centre in East Village and implementation of transition plan
- Refurbishment of the Crowfoot, Nose Hill, Village Square, and Country Hills Libraries; Shelving upgrades at 6 locations
- Membership attraction and retention activities