

JUN - 9 2015

ITEM: CPS2015-0397 Distributions

WONDER SEEK DISCOVER SHARE

2014 City Clerk's Office

A new CEO, a new spirit

Strategic plan for 2015-2018 :

- Bring the Library into More People's Lives
- Strengthen Neighbourhoods in a Growing City
- Focus on Services that Make a Difference

Priority Areas:

- Quality Buildings
- The Library in the Community
- New Technologies
- Fostering Reading
- Focus on Those who Most Need the Library
- Easy and Convenient

The best example: elimination of membership fees



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2014 Performance Measures

New Patrons	72,560
Visits	5,188,552
Physical Resource Checkouts	14,874,545
Electronic Resource Checkouts	1,632,282
Wireless Sessions	380,179
Computer Sessions	697,848
Programs & Tours	10,966
Program & Tour Participants	219,522
Community Use of Space	574
Activities in the Community	2,422



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Return on Investment

Economic Impact of Calgary Public Library, 2013					
	Low		Midpoint		High
Total Direct Benefits	\$	343,967,000	\$	227,398,000	\$ 330,643,000
Indirect and Induced Impacts of Spending		N/A		34,968,000	N/A
Total Expenses	\$	54,984,000	\$	54,984,000	\$ 54,984,000
Economic Impact	\$	3.29	\$	4.82	\$ 6.35

Source: Calgary Public Library, 2014; BEIRL, 2014.



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2014 Resources Leveraged

Volunteers

2,300 volunteers contributed over 40,000 hours, valued at \$1 million

Partnership Highlights

- The City of Calgary, including Poverty Reduction Initiative and Fair Entry
- Federation of Calgary Communities
- East Village
- Calgary Board of Education
- Calgary Catholic School District
- Bow Valley College
- Mount Royal University

Library Foundation

- Close to \$1.4 million in support of programs, collections and operations
- Support for capital projects at Central and Fish Creek libraries



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2014 Capital Development

- Renovated Alexander Calhoun Library
- Completed multi-year renovation of Fish Creek Library
- Improved interior layout design at Crowfoot Library
- Restored Central Library's lower level, post-flood
- Moved back-up data centres to City of Calgary facilities
- Increased Wi-Fi capacity by 500%



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Looking Ahead

Bring the Library into More People's Lives:

Leverage partnership and promotional initiatives to make it easier for Calgarians to access and activate free library memberships and to create joint educational experiences

Extend library hours and enhance the library's digital presence to enable Calgarians to connect with the Library where and when it is most convenient

Deploy mobile devices, new programs and additional vehicles to take library initiatives into the community where they are needed most

Enhance information services through digital device lending and other innovations, including an information kiosk in partnership with The City of Calgary



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Looking Ahead

Strengthen Neighborhoods in a Growing City

Enrich the library experience, revitalizing library facilities through improved shelving and layouts, new community gathering spaces, and re-imagined children's spaces

Open an exciting new transit-oriented library location at Westbrook that applies design elements in anticipation of the New Central Library

Integrate The City's Fair Entry Fee Subsidy Application Process into Village Square Library

Implement the Library2Go mini-bookmobile to create a mobile community hub in neighborhoods that may experience barriers to library services

Strengthen the Library's role as the information portal for Calgarians, curating resources in new ways and increasing web visibility of library resources through LibHub, an international initiative to transform library records into web-friendly format



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Looking Ahead

Focus on Services that Make a Difference:

Distribute 160,000 cards to Calgary kids in school

Foster development of early literacy skills through programs in Calgary's 150 licensed daycares

Enhance services for students through volunteer-led homework help, out-of-school teen programming, and expanded support for numeracy skill development

Support newcomer parents and children in the development of early literacy skills in their home language and English

Broaden the summer reading experience by integrating a virtual component

Connect Calgarians to information, ideas and community that empower active citizenship



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Goals for 2015

Double library members to 840,000

Renovate:

Judith Umbach Library

Crowfoot Library

Forest Lawn Library

Nose Hill Library

Open Quarry Park and Westbrook community libraries

Double fleet capacity

Plan for new and expanded community libraries in core and established neighbourhoods

Measure the real impact of strategic initiatives on the lives of Calgarians

