

2022

LETHBRIDGE PUBLIC LIBRARY
**REPORT TO THE
COMMUNITY**





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Our Mission

Lethbridge Public Library is a welcoming, inclusive space that connects and strengthens community through equitable access to learning and leisure.

Our Vision

Lethbridge Public Library is the community's choice for the pursuit of literacy, leisure, learning and innovation.

Our Values

Accessibility

We value universal access to ideas for education and enjoyment through language in all its forms.

Responsibility

We value the responsibility to serve our customers and community and to create a supportive, positive, fair, team based culture that values everyone's passions and talents.

Accountability

We value accountability through fiscal responsibility. We value transparency and strive to demonstrate this through our actions, results and continuous improvement.

Diversity/Inclusivity

We value the diversity of our community and strive to reflect that diversity through inclusive planning and services.

Connectivity

We value collaboration and see our role as an essential community connector to the individuals we serve through our partners and services. We value the importance of connection within our organization and prioritize pathways for communication in all that we do.

2022 City of Lethbridge Library Board



Top Row (L–R): Terra Plato (CEO), Craig Brown (Board Chair), Brendan Cummins, Daphne Hendsbee, Donna Linn, Terrence Lazarus

Bottom Row (L–R): Angela Viola (Vice Chair), Carol Koran, Yudith Ramos, James Chymboryk, Wendy Kalkan

LOOKING BACK AT 2022

Terra Plato Library CEO | Craig Brown Board Chair

2 022 was a year that started to see the Library return to “normal” after more than two years of partial closures and restrictions due to the pandemic. We began running in-person programs again in April of 2022, and in September we saw our first in-person

Word On The Street festival in three years! Staff and Library patrons alike were overjoyed to be able to gather together once again and connect within Library spaces; an essential part of how libraries serve their communities - not only gathering together information and resources

but people and community. As part of this programming, we were able to continue to grow our Indigenous programs and services, including Red Dress Day activities, an Indigenous Film Festival, the digital oral storytelling program “Our Stories Matter”, and the traditional

round dance held on the National Day of Truth and Reconciliation. The growth and development of Indigenous programming, as well as a variety of programming that recognizes and reflects the diversity of our community, are a key focus of the Library's strategic goals over the next five years.

The Library's strategic goals are outlined in the Plan of Service developed by the City of Lethbridge Library Board. The Library began implementing our newest Plan of Service in 2022, which prioritizes service development to meet six main goals:

1. The community experiences Lethbridge Public Library as a gathering place and hub
2. More users enjoy the benefits of Lethbridge Public Library and become members
3. Lethbridge Public Library is a model of welcoming and inclusive spaces
4. The community has improved access to Lethbridge Public Library's physical and virtual spaces
5. The community discovers and uses spaces at Lethbridge Public Library that inspire creativity
6. The community has opportunities to build multiple literacy skills

These goals guide how the Library allocates resources and informed

the building of our four-year budget that was presented to City Council in September 2022; the base budget was approved in November. As the Plan of Service is based on a community needs assessment, this ensures that Library funding is aimed at meeting the needs of the community.

Two facilities projects began in 2022 that are helping us meet our strategic goals related to planning and expanding Lethbridge Public Library Facilities:

1. The Library Master Plan project addresses long-term planning needs for public library services and facilities. In 2022 extensive stakeholder and community engagement were conducted to facilitate the development of the plan which will provide direction for future facilities planning in order to ensure sustainable growth of library services in relation to Lethbridge's population size. The plan will be complete in 2023 and is funded by the City of Lethbridge Capital Improvement Program.
2. The Crossings Branch Expansion and Enhancement project also got underway in 2022, with the major completion of the design work. Construction should

be complete in 2023, with the goal to expand and re-design the branch to better meet the needs of the west side population. The completed facility will include an expanded children's area, an improved teen space, an Indigenous gathering space, an additional public washroom and staff workspace, and more furniture and collections. This project was made possible by funding from the City of Lethbridge Capital Improvement Program, the City of Lethbridge Library Board, and a generous donation from the Friends of Lethbridge Public Library.

The Library Board also approved no-fee memberships again in 2022, as a way to remove barriers to library access for all. This initiative, originally funded in 2019 by City Council, has been maintained through operating budget efficiencies.

2022 was a year of looking forward, with many future planning activities, and much reflection on how we served the community through the pandemic. We look forward to continuing to serve our community and to fulfill our vision to be the community's first choice for the pursuit of literacy, leisure, learning, and innovation.

The community experiences Lethbridge Public Library as a gathering place and hub



Bookmobile

- The Bookmobile offered outdoor summer family programming, including songs and rhymes, storytelling, crafts, games and activities.

Children's Services

- Children's Services welcomed families back to in-person early literacy programming in April. We had a lot of new faces since

some of these kids had never been to one of our programs because of the pandemic. Children's Services provides a free, safe space for community members to bring their children. Our area provides varied books and materials, as well as lots of play activities that all contribute to a child's improved literacy.

Information Services

- In partnership with SHENLA, the Information Services department hosted a panel discussion on the poverty report released for the City of Lethbridge. In October of 2022, four panellists and 40 community members gathered online to hear about the current issues impacting Lethbridge and meaningful ways



average citizens can play a role in supporting evolving community needs. It was a positive and impactful event, and several participants stated how important these conversations are in our community.

Crossings Branch

- Over 3000 community members visited the Crossings Branch on May 14 for the Big Truck Petting Zoo.

This event, put on in collaboration between the City of Lethbridge and the Lethbridge Public Library, gave young and old truck enthusiasts alike the opportunity to get up close and personal with the heavy-duty vehicles that keep Lethbridge operational every day. Popular attractions included the fire truck, ambulance, LPS tactical vehicle, and garbage

truck - but over 17 vehicles (manned by City of Lethbridge employees) attended the event and they all received lots of love! Attendees also enjoyed purchasing food from the food trucks that came, and there were plenty of activities inside the library, such as a make-your-own digger truck craft.

- With the return of free movie screenings to our library branches, we welcomed back both families and film buffs. We presented movies every month at the Main Branch and Crossings Branch, featuring everything from animated films to documentaries, classic teen favourites to new Indigenous horror films, and international features to filmed-in-Alberta blockbusters. One of the biggest hits is the theatre-style popcorn we serve at every screening.



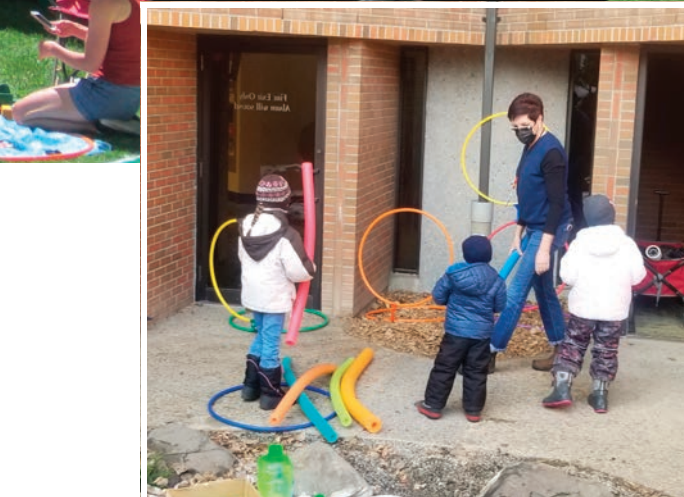
More users enjoy the benefits of Lethbridge Public Library and become members

Read On Adult Literacy & Learning

- Every year Read On welcomes and introduces many newcomers to LPL who are not only delighted to receive their new Library card, but are amazed to find out the many resources they can access with their card. Over 1000 community members find out about LPL from the information in the Books for Babies Bags assembled by Read On volunteers and distributed by Health nurses to parents during their baby's four-month check-up.

Bookmobile

- This past year, more customers chose to pick up their holds on the Bookmobile and we saw more than 1,100 customers use the Bookmobile in general. That is a 160% increase from 2021.



Customer Feedback

I have renewed my library card online this year and I thank you for making that change! It was so easy and convenient as my colleague at work told me about the online feature and how impressed he was. Thank you for doing that!

I appreciate the great job and friendly attitude of everyone at the library. Staff always go out of their way to help and make me happy. I especially appreciate how they are willing to bring in books and movies they don't have in stock.

A warm, inviting atmosphere conducive to learning & personal growth. Keep up the good work!!





Lethbridge Public Library is a model of welcoming and inclusive spaces

Read On Adult Literacy & Learning

- As more and more Ukrainians arrived in our community, Read On increased the number of casual conversation groups offered. It was a welcome relief for the participants because they could relax, ask questions, and learn about their new community.
- In their speeches at the Multicultural Event in June, four women (all from different countries) found out how much they had in common. They noted that they had experienced difficult times and happy times settling in their new community. Now all are contributing to the community in many different ways.

Children's Services

- In partnership with Lethbridge Pride Fest, we welcomed Francheska Dynamites for a Reading with Royalty Drag Storytime in June. Francheska is one of our favourite drag queen performers and we're pleased to offer the opportunity for families to be introduced to diverse role models and LGBTQ+ people from the community.

Information Services

- LPL's Indigenous Services team carried out the Our Stories Matter project, in partnership with Voices of the Land. This project entailed the immortalization of Indigenous persons' experiences and the impacts

of Residential Schools on their lives, via digital recordings that were shared on the Voices of the Land webpage and were provided to participants as family keepsakes. These digital records share participants' stories, history, knowledge, teachings, memories, genealogy, resilience, traditions, and healing. The Our Stories Matter project culminated in a commemorative Round Dance, which occurred on September 30 (in recognition of National Day for Truth and Reconciliation) and was made possible in part by a grant from the Canadian Heritage Fund. Over 140 people attended this cultural event that featured traditional Indigenous food, dance, drumming, and blessings. We encourage you to check out the Our Stories Matter digital recordings at: <https://voicesoftheland.org/community/lethbridge-public-library>.

- In November and December of 2022, LPL hosted our first-ever Indigenous Artisan Christmas Markets – a series of three markets wherein Indigenous creators from Southern Alberta could display and sell their handmade goods. These markets were a huge success and will be repeated in 2023 and onward!

Crossings Branch

- LPL staff, board, volunteers and their families participated in the Lethbridge Pride Parade, demonstrating the commitment to inclusivity we at Lethbridge Public Library uphold. At Pride in the Park, we spoke to over 300 people and signed 25 people up for memberships.

Teen Services

- We took part in numerous community youth events, such as the WCHS Volunteer Fair, and CKXU's Retrowave Radio Youth Art Showcase, encouraging teens to make the library their own, and make full use of their library memberships.
- 11 teen volunteers kicked off our Great Books for Great Kids campaign in the fall, picking out diverse chapter books and making book recommendation bookmarks for younger readers. The resulting display greeted parents and caregivers upon their entrance to the Children's Area making it easy to spot new books to take home and read.

Customer Feedback

S

o amazing! Especially the staff. Lethbridge Libraries rock – finest libraries in Canada.

T

he Lethbridge Public Library is a gift to all of us whether we specifically use it or not. The gift of reading builds personal and community strength. For those of us who love to read, having access to countless sources of literature makes it easy for us to partake in the beauty of reading. Thank you for enriching my life.

A

wonderful place to learn, grow spiritually and to grow intellectually – I love libraries.



2022 By the Numbers

01

330,254

Approximate visits to the Library (Main and Crossings Branches and Bookmobile), as well as **991,331** visits to the Library's website.



02

20,629

People held a card at our Library, and had access to more than **800,000** physical items.



03

1,155,351

Items were used by customers including **142,527** digital items. **61** mobile devices were available for loan and **126,179** database sessions.



04

99,013

Items were brought in on hold. And we lent **88,094** of our items to libraries outside of our system.



05

1,757

In-person programs were held with **17,405** attendees, and **221** virtual programs with **3,022** attendees. **7,105** people participated in **108** types of take-home activity kits.

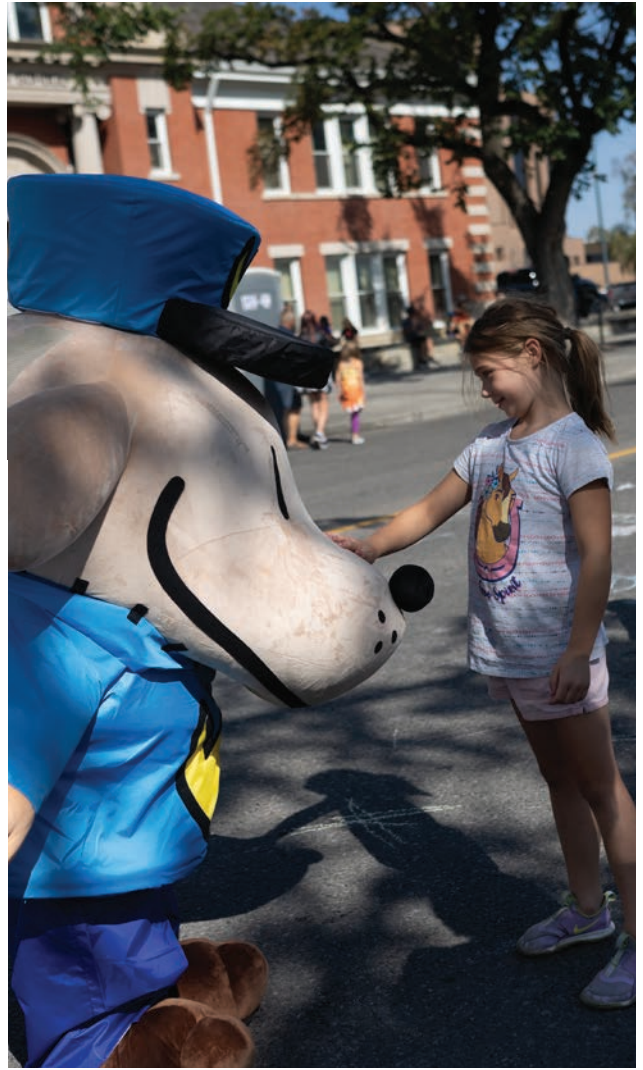
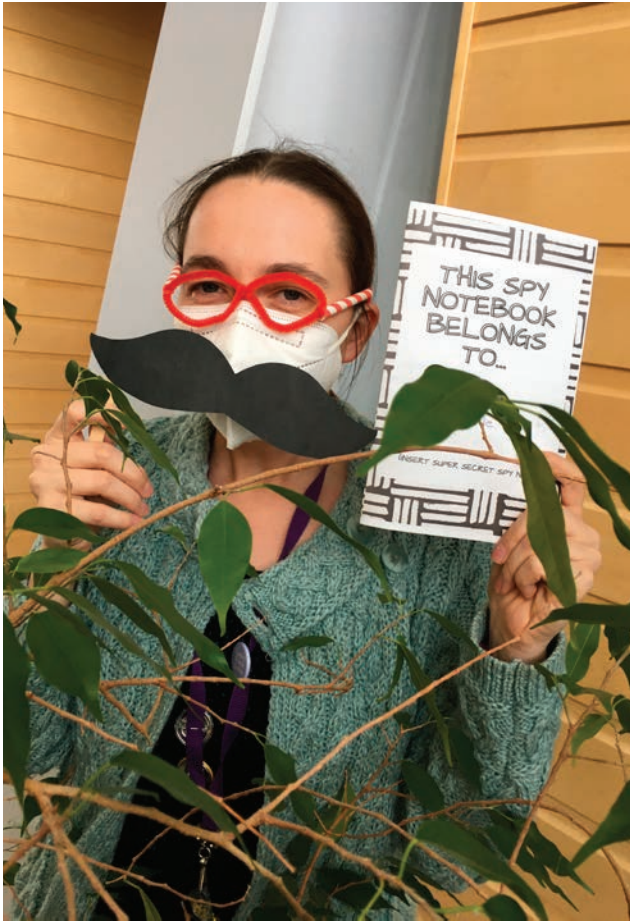


06

47,046

Public computer uses, along with **33** digital literacy programs. Library wifi had **51,897** connections.





The community has improved access to Lethbridge Public Library's physical and virtual spaces



Read On Adult Literacy & Learning

- Improved accessibility to Read On Programs (some are online) has removed childhood and transportation barriers for many learners.

Bookmobile

- The Bookmobile increased our operating hours to include mornings in the summer months and remains open in the evenings (Monday - Thursday).
- The Bookmobile continues to offer the Book Bin program - we deliver 60 bins of materials to over 10 community organizations. The Bookmobile also continues to offer library services to all areas of the city, making it easier for community members to access the library.

Information Services

- We reduced barriers to newcomers to Canada through our exam invigilation service. The library purchased webcams to allow people to take the Canadian Citizenship exam at the library. Additionally, the library reduced the exam invigilation fee thereby decreasing financial barriers for people writing these exams.





The community discovers and uses spaces at Lethbridge Public Library that inspire creativity

Children's Services

- Herokid Adventure Club – a new, partnered program with Family Centre gave the opportunity for children aged 6-10 to participate in role-playing games with their peers. This program (specifically designed for kids) promoted teamwork, collaboration, and connection to community. Family Centre identified a community need for a role-playing game program for elementary-age children through conversations and requests from parents. We were pleased to offer this program in the summer and a repeat program in the fall.

Information Services

- Art Hive was a weekly program that provided an open and accessible space for participants to bring their own materials (or utilize LPL's supplies) and work alongside other creatives while working on whatever craft or art projects they would like. LPL staff provided supplies for and led specific crafting and/or art projects, including Indigenous moccasins, beadwork, and medicine pouches.
- *This is Not a Ceremony* was a virtual reality installation that was available through the North Service Desk. We created a designated space in the Main Branch for staff and patrons

to participate in this experience in a safe and supported way. *This is Not a Ceremony* is described as “an unforgettable VR experience, guided with care and kindness by tricksters, matriarchs, and buffalo as you confront some of the darker sides of living in Canada while Indigenous” (National Film Board).

- **Crafty Adults** is a monthly program where adults of varying abilities come together to try new and exciting crafts. The library provides community members with a safe and inclusive space to encourage creative pursuits. The program is offered at no cost to the patron. This allows for barrier-free access to inspire creativity for those who would otherwise not be able to. In 2022 we were finally able to come back in person, with several of those participating expressing how they missed being able to try new crafts as well as interact in a social setting. Several of the crafts also developed different skill sets, from painting to sewing, and macramé.
- **Our Art Gallery** provides a space for the greater public to appreciate art and visual communication. The exhibitions are paired with workshops, artist’s talks, and opening receptions. That provides social connections and space use. Library books are on display with the work to add some depth and content in terms of the materials worked with, imagery, and ideas explored by the artist in making the work. These are something patrons can take home with them if they would like to explore further the ideas, connections, and techniques.

Customer Feedback

The staff are great with the kids. I’m always impressed with how many songs they know.

TEEN SURVEY QUESTION

What sorts of things have you learned from playing Dungeons & Dragons?

“That I belong and sometimes finding your place takes a bit of searching.”



The community has opportunities to build multiple literacy skills



Read On Adult Literacy & Learning

- Switching from a class to a digital drop-in structure has provided additional opportunities to build multiple literacy skills. Learning how to send and receive emails involves both language and IT skills. Basic writing and IT classes are available to build additional skills.
- Flexible learning times make it possible for Read On students to schedule learning at a time that works for them.

Bookmobile

- The Bookmobile increased our collections of multi-lingual materials to include French, Japanese, Spanish, Arabic, German and Korean. We now have adult and children's large print books and children's toys to borrow.



Children's Services

- We offer a variety of drop-in and registered early literacy programs to support families in our community. Early literacy programs are impactful for both young children and their caregivers, who learn songs, rhymes, and stories to share in their homes. This helps young children learn new sounds and words, as well as develop better listening skills.
- One of our unexpected hits of 2022 was our Surprise bags for kids. To increase our circulation, we started wrapping 4 – 5 themed picture books in brown paper and then drawing a picture of what might be inside. It was a hit! The kids got the joy of unwrapping a wonderful surprise and parents got the joy of not paying for anything and getting to return them!

Teen Services

- 693 teens attended our Dungeons & Dragons program, either in-person with our partners at the YMCA or online. The adventurers in this program built social and storytelling skills and incorporated numeracy and strategy, all while having a thrilling good time.
- 84 teens took part in our monthly Teen Book Club meetings, reading multiple genres of YA books, and sharing favourites with other teens while building reading comprehension and literacy skills.

Highlight Story

A Read On student increased her understanding of math and was also working on her reading skills. Building these multiple literacy skills helped her pass the College entry exam with flying colours – so much so that she skipped upgrading and went directly into an Accounting Program.

Thank You To Our Donors

Each year Lethbridge Public Library benefits from donations and support through a variety of partners, sponsors, and individual donors. These community-minded supporters are key to the Library's delivery of a number of programs, activities, and events. The Library recognizes individual donations through a personalized thank you, recognition in our Report to the Community, and official tax receipts. Thank you to our many donors and supporters who helped the Library deliver outstanding programs and services in 2022.





LethbridgePresents

discover your city

The Lethbridge Presents program, which allows Library customers to check out tickets or passes to local venues and events, is made possible through the generous support of our partners (each partner provides tickets or passes at no charge to the program or event). These partners helped us Connect YOU to community in 2022:

- City of Lethbridge arenas
- Fort Whoop Up
- Galt Museum & Archives
- Geomatic Attic
- Good Times Comedy Club
- Lethbridge Community Band Society
- Lethbridge Folk Club
- Lethbridge Hurricanes
- Movie Mill
- New West Theatre
- Nikka Yuko Japanese Garden
- Pass Powderkeg Ski Area
- Recreation Excellence
- Southern Alberta Art Gallery
- The Great Escape
- YMCA



2022 marked The Word on the Street Lethbridge festival's 12th year, and we were thrilled to host our first in-person event since 2019. A return to the energy and excitement of a live event was felt by many. Festival highlights included environmental activist Maude Barlow, Calgary gardening gurus Janet Melrose and Sheryl Normandeau, Zarqa Nawaz, the creator of Little Mosque on the Prairie, with her first novel; Alberta Health Services photographer Leah Hennel with a collection of photos taken through COVID, and hiking guidebook author Andrew Nugara.

- Allied Arts Council of Lethbridge
- B93 and Country 95 Radio
- Booster Juice
- Book Publishers Association of Alberta
- Cuppers Coffee & Tea
- Canadian Notes and Queries Magazine
- CVS Midwest Tapes and hoopla
- ECW Press
- Friends of the Lethbridge Public Library
- Geist Magazine
- Gas King
- Global Lethbridge
- Helen Schuler Nature Centre
- Lethbridge Pride Fest
- Lethbridge Herald
- Lethbridge Symphony
- Maple Leaf Publishing
- Orca Books
- Prime Catering
- Rocky Mountain Book Award Committee
- Reconciliation Lethbridge
- Sandman Signature
- Southern Alberta Group for the Environment
- Select People Solutions
- University of Lethbridge Bookstore
- University of Lethbridge French Language Centre

Thank You To Our Donors

Individual Donors

Many community-minded individuals and agencies also donate to the Lethbridge Public Library, helping to fund a variety of programs, activities, events, and develop our collections. Thank you to these 2022 supporters:

- Susan Andrews
 - Irene Balutis
 - Ross Bruinsma
 - Debi Charlesworth
 - Lee Ann Cochlan
 - Belinda Crowson
 - Maye Louise Ferriss
 - Merri-Ann Ford
 - Friends of the Lethbridge Public Library
 - Vicki Hegedus
 - Cheryl Knight
 - Elias MacDonald
 - Amy Matell
 - Patricia Ross-Nelson
 - Janet Sheen
 - Diane Starrenburg
 - Terry Whitehead
 - Carol Williams
- There were also 37 anonymous donors and 122 who preferred not to be acknowledged.

Granting Agencies

Granting agencies help make our events, activities and programs possible. Thank you to these 2022 granting agencies:

- Alberta Foundation for the Arts
- Canadian Heritage
- Canada Council for the Arts
- The Heart of Our City Reimagine Downtown
- Lethbridge Family Services
- Community Foundation of Lethbridge and Southwestern Alberta

Library Giving Day

On April 6 2022, we participated in Library Giving Day for the second time. The Lethbridge Public Library is part of a coalition of libraries that joined forces for this one-day online fundraising event. The campaign reminds us that libraries, small and large, serve as a cornerstone for our communities. That in addition to well-loved books, libraries offer innovative programs that promote lifelong learning, connect customers to technology, and advance knowledge. We ran a small but mighty online campaign, raising \$2,175 from 22 donors.

The Year in Review: Looking to the future!



Vic Mensch Chair

It has been an eventful year for the Lethbridge Public Library (LPL) as well as for the Friends of the Library. The Friends have been able to host a number of book sales again which has been a very welcome event for the Friends.

Looking back over the past year can be good, but it can also be discouraging. We need to look back to where we were, where we are now, and where we are headed. It can also be disappointing when we see that the goals and the objectives laid out at the beginning of the year have not been fully achieved. Though 2022 started out in a disappointing way because we had to cancel the Banff Mountain Film Festival, we were gradually able to pick up the pace of our activities. I can say with joy, however, that the Friends of the Lethbridge Public Library have been active over the past year despite the slow start due

to the continuing pandemic challenges that hampered us to some degree, but we were ramping up our activities during 2022.

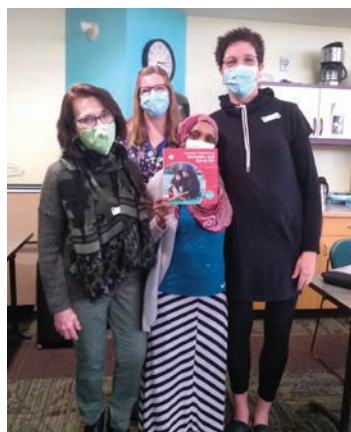
Our primary goals are to advocate for the LPL and to raise funds for special projects, programming, and services for the LPL. We are proud of the resources and programs that LPL offers to residents of Lethbridge and Southern Alberta; we are certain that everyone can find something of benefit at the library. We are also glad to say that we were able to contribute \$100,000 toward the renovations at the Crossings Branch! We look forward to that project being completed in 2023.

The library was fully functional for most of the year, and the Friends have been advocating for the library. The library is one of the few public venues where all are welcome and it is a strong provider of information. Libraries

are still places that collect, store, and provide access to materials, but their services are expanding, and the Friends continue to advocate for the LPL and raise funds for special projects.

The Friends have partnered with the LPL for 30 years and have raised over \$1 million and will raise whatever funds we can for the benefit of the patrons. The Friends have also provided the Title Sponsorship for The Word On The Street festival, which is a phenomenal event and returned to being an in-person event in 2022.

LPL provides many opportunities for people of all ages to make the library the information hub of Lethbridge, and the Friends are proud to partner with the LPL.





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Main Branch
810 5 Ave. S.
403.380.7310

The Crossings Branch
255 Britannia Blvd. W.
403.320.4037

Bookmobile
403.330.4775

www.lethlib.ca
questions@lethlib.ca

The Lethbridge Public Library acknowledges that we are gathered on the lands of the Blackfoot people of the Canadian Plains and pays respect to the Blackfoot people past, present and future while recognizing and respecting their cultural heritage, beliefs and relationship to the land. The City of Lethbridge is also home to the Métis Nation of Alberta, Region III.