



**RED DEER LIBRARY BOARD**  
**6:30 p.m. Wednesday, April 26, 2017**  
**Waskasoo-Kiwanis Meeting Room**

## **AGENDA**

**Welcome & Chair's Remarks**

**Conflict of Interest Declaration**

- 23. Approval of Agenda**
- 24. Approval of Minutes from March 29, 2017 Board Meeting**
- 25. Acceptance of CEO's, Managers' Reports and Statistics**
- 26. Report from Planning and Finance Committee**
  - a. Approval of March 31, 2017 Financial Statements**
  - b. Actions Arising (if any)**
- 27. Report from Personnel and Administration Committee**
  - a. Actions Arising (if any)**
- 28. Information Items**
  - a. Correspondence**
- 29. Strategic Discussion and Board Development**
  - a. Actions Arising (if any)**
- 30. Adjournment**



*open for discovery*

**RED DEER LIBRARY BOARD**  
**6:30 p.m. Wednesday, March 29, 2017**  
**Waskasoo-Kiwanis Meeting Room**

## **MINUTES**

**Present:** Councillor Tanya Handley, Lionel Lustgarten, Colleen Nederlof, Anita Thomas, Judy Clark, Mark Waters, Maggie MacLean, Vanessa Gilbertson, Sam Vroon and Christina Wilson (CEO)

**Regrets:** Colleen Nederlof

### **Welcome & Chair's Remarks**

Jim called the meeting to order at 6:32 p.m.

### **Conflict of Interest Declaration**

There were no conflicts of interest to declare.

### **15. Approval of Agenda**

**MOTION:** To approve the agenda

WATERS / GILBERTSON / CARRIED

### **16. Approval of Minutes from February 22, 2017 Board Meeting**

- Christina explained that the question about the utility expense amount reported on the final audit was a result of the City of Red Deer reporting a lesser amount, and, although it is not a material amount, it is a reporting item and has been corrected in the final audit. Christina reminded the Board that the final audit is available on the Board Site under Important Documents.
- Correction to the Minutes of the February 22, 2017 Board Meeting
  - Mark Waters had given his regrets.

**MOTION:** To approve the Minutes of the February 22, 2017 Board Meeting with the correction to the minutes as stated.

HANDLEY / THOMAS / CARRIED

### **17. Acceptance of CEO's, Managers' Reports and Statistics**

- Clarification on how to use the Board site for communication regarding the Board package was provided: the site should be used as a forum to communicate any errors or questions to Christina and Kim, so that they can be fixed/researched prior to the Board meeting. This is intended to make Board meetings more efficient.
- A question was raised regarding the decrease in statistics from February 2016 to February 2017 and YTD 2016 and YTD 2017. As also explained in the CEO's Report, the February statistics reflect the impact that the closure of Level 2 at the Downtown Branch has had on circulation, specifically adult Fiction, Large Print and non-book materials. That being said, both Dawe and Timberland's Branches have shown increases in circulation, indicating that persons unable to get the materials they want at the Downtown Branch are visiting the other Branches. In addition,

Interlibrary Loans (ILL) also increased during the closure, because even the Level 2 browsing collections were not visible in the catalogue.

- Clarification was sought regarding the comment in the Managers' Reports which states that the large print collection, only available at the Downtown Branch, remains popular, but is in need of refreshment. Christina explained that our collection budget (for both print and audiovisual) has remained consistent for several years, and any increases have been targeted for specific projects; such as the funds recently received to expand the foreign language collection. In addition, because large print books are more expensive than regular print and the availability of new titles is limited, the collection is not weeded often, and is looking a bit tired. In order to decrease the wear on the large print collection at the Downtown Branch, the option of having some large print materials available at the other branches is being considered.
- In response to the statement made in the Managers' Reports, that many college students have never visited a public library before (an observation made by Tatiana Tilly, Manager, Dawe Branch during the Red Deer College (RDC) Early Childhood Development program tour of the Dawe Branch), a Board Member asked if we knew why this was. Christina explained that this is something RDPL is aware of and in an effort to improve our ability to reach young persons, we deliver outreach programs at the schools, have partnered with RDC to have a booth at their fall and winter semester orientations, and most recently, had a booth at the Teachers Convention.

**MOTION:** To accept the CEO's, Managers' Reports and Statistics as presented.

HANDLEY / WATERS / CARRIED

## **18. Report from Planning and Finance Committee**

### **a. Approval of the January 31, 2017 Financial Statements**

- Clarification on the Marion Smith bequest was provided in response to a question about the status of the grant now that the funds have been relocated to salaries and benefits. Christina will be providing a revised Digital Literacy Plan to the Planning and Finance Committee, but essentially, the funding has been appearing as a grant since 2012 to keep track of the approved amount for staffing. The Digital Literacy position will become a new position and will be discussed further during the update from the Personnel and Administration Committee.

**MOTION:** To approve the January 31, 2017 Financial Statements as presented

GILBERTSON / WATERS / CARRIED

### **b. Approval of the February 28, 2017 Financial Statements**

- Christina updated the Board on the status of the Public Library Services Branch (PLSB) grant in that we have applied, and received word that the funding we will receive will not be decreased. In addition, we have applied for a grant from Advanced Education which will be used to fund Adult Literacy programs. Christina informed the Board that there is a new grant, Concert Fund, which is financed by a one-time donation from an individual who wanted to contribute to the First Thursday program specifically and not to the Community Foundation Endowment Fund for First Thursday.
- In regards to the Statement of Operations, revenues are slightly down as expected, due to the closing of Level 2 which impacted overall use, including our ability to rent the Snell Auditorium and Waskasoo-Kiwanis Meeting Room. The Donations increase is due to several donations that came in during the period including the Wade Courtice Memorial, and the Heritage grant. It was suggested that the Board send a letter of thanks when we received donations (monetary or

otherwise). This suggestion will be discussed further at the next Planning and Finance Meeting. In regards to donations made in memory, a suggestion was made to look into the program called Patreon. Christina explained that RDPL is already planning to utilize the website [www.canadahelps.org](http://www.canadahelps.org), as are many other libraries and non-profit organizations in Canada.

- Christina explained that all Level 2 renovation funding is going to be expensed through department equipment, IT renovations in the storage room at the Dawe Branch will be going through computer operations and funding for signage at the Timberlands branch and the new book drops at the Downtown Branch are going through capital funding.

**MOTION:** To approve the February 28, 2017 Financial Statements as presented

GILBERTSON / MACLEAN / CARRIED

## **19. Report from Personnel and Administration Committee**

- Manager, Digital Literacy position was created to fill a vacancy in the Management Team. This position was filled without advertising as the duties were already being performed and the position occupied.
- The Personnel and Administration (P&A) Committee held two additional meetings during the month of March to review all policies in the By-Laws and Policies of Red Deer Library Board manual. During these meetings, the P&A Committee identified policies that required substantial changes and which would be reviewed by Christina and the Management Team, as well as those that only required minor edits and were able to be completed immediately. Kim Lennie will have those policies not requiring substantial edits updated by April 19, 2017 and posted to the Board site.

## **20. Information Items**

### **a. Correspondence**

- Christina reminded the Board that Joseph Boyden is coming to Red Deer on April 25, 2017. Due to recent controversy surrounding Boyden, talking points have been provided to the Board as well as all staff, to help them navigate any questions they may get from the public. This is a huge endeavor, taken on by the Friends of the Red Deer Public Library as well as many Red Deer Public Library staff, and Christina encouraged the Board to, when speaking with the public about Boyden, to emphasize the fact that Boyden is a highly regarded, highly awarded, great Canadian author.
- The Talking Wall was very successful, with over 200 comments being submitted that were organized into 6 broad categories. Christina reminded the Board of Let's Talk, taking place at Parkland Mall on April 8, and that a mini-talking wall would be on site for persons to write their suggestions and comments.
- A Board Member suggested new technologies called Crypto Currency and Blockchain be considered as a future initiative by Red Deer Public Library. The Chair asked the member to post information on the Board site so that other Board Members may review it in greater detail at a later date.

## **21. Strategic Discussion and Board Development**

### **a. Presentation by Sarah Cockerill, Director of Community Services, City of Red Deer**

- Jim Taylor, Library Board Chair, welcomed Sarah Cockerill, Director of Community Services, City of Red Deer. Sarah's presentation focused primarily on the 3 broad Principles of Financial Leadership, Community Amenities and Dialogue as well as some of

the 5 Sustainability pillars: Environmental, Cultural, Economic, Social and Governance, which will guide Council and Senior Administration for the next 4 years. Sarah also updated the Board on the progress of the Safety Charter, specifically, Protective Services (an area of particular importance to the Board) as well as the Movement Charter; both from the 2012-2014 Strategic Direction document.

- Council has approved the creation of a Protective Services Division, originally recommended in 2009, which will merge police, emergency and security services. The city is maximizing the 211 Service, a free service available to all individuals province wide, provides information on community, health, government and social services. The Safety Charter from the 2012-2014 Strategic Direction was approved by Council in September, and will result in the implementation of a policing plan and governance model to the Community Safety adhoc committee.
- Council has indicated that it wants Senior Administration to make the Downtown area a priority for 2017, especially safety. Reports indicate an increase in antisocial behavior and an increase in drug deals (including during the daytime), needle debris and daytime injections. In addition, low level crime has increased whereas high level crime has remained high. The RCMP have added a new downtown patrol (including foot patrol), more visibility at peak times and during events and statistically relevant times. Also noted is an increase in human excrement, and so safe and accessible washroom sites in the Downtown area will be made available for the spring and summer. The annual policing plan for 2017 is in progress, and Council is working with the RCMP and have consulted the Downtown Business Association (DBA). Council has quarterly meetings with the RCMP Deputy Commissioner of Alberta (head of K division), to ensure they are aware of the concerns surrounding the Downtown area. Council recognizes that most issues impacting the Downtown area stem from root issues of mental health, drug addiction and homelessness, and so they continue to develop a Social Policy Framework to combat these issues.
- Community Amenities: the City is focusing on the Canada Winter Games and a Cultural Services Facility. The Feasibility and Needs Assessment indicated that the arts are not as well represented in the community in terms of display and creation space. It is important that these services are feasible and sustainable.
- In regards to the theme of Movement from the 2012-2014 Strategic Direction, Council has approved an Integrated Movement Study. Trimodal Movement plan is underway, an integration of roads, trails and transit that will serve Red Deer now and in the future.
- Downtown Investment Action Plan (DIAP) has been created, which will focus on priorities and implementation of downtown initiatives and appropriate responses to our current economic climate. The connection between Riverlands and the Downtown area is important and a continuing area of development; land sales are expected to begin in Fall 2017.
- Sarah updated the Board on growth and economic climate in Red Deer. Development in Red Deer has slowed, but several projects are still underway as developers continue to use up their supplies. In 2016, the IIA major area structure plan was complete, Haslet Lake residential development is in the design phase, and the Easthill area (included in that area are Vanier and Laredo) continue to be developed, as well as the new areas of Evergreen and Emerson. The east end of Ross Street (known as “Section 13”) will be developed to include residential and commercial spaces (more details available on the City’s website). Large projects like the RDC Centre for Health, Wellness and Sport are keeping permit revenue up. It is expected that for 2018, the City will need \$4.8 million to balance the

budget. Also expected that the 2018 capital budget will be very static, and conservative, as the City cannot exceed 75% of its debt limit. While the economy is expected to make a slight recovery in 2017-2018, the City will not benefit from this recovery until 2019 (with 2018 being the worst). Although there are large projects still underway as mentioned previously, growth revenues are dropping, while permits and services are decreasing as residents are unable to pay.

- The Environmental pillar includes a review and update of the Environmental Master plan (complete) and the implementation of a new sewer and water system in 2018. Also, a review of the Province of Alberta's Climate Change Initiative and Carbon Levy will take place.
- In keeping with the Social Policy Framework, Council is continuing to work with other agencies (such as the Safe Harbour Society) to develop strategies for those living in poverty. Question as to whether or not we could implement the Medicine Hat model for eliminating homelessness. Sarah explained that currently, Red Deer has an identical model, the only difference is Red Deer's stock of affordable housing is less than Medicine Hat's, so it is easier to get Medicine Hat people into housing quicker. However, Red Deer is the pilot for the integrated housing support model.
- Council is committed to aboriginal relations, and is working on supported housing projects for Indigenous persons, such as the new Asooahum Crossing cultural housing development project.
- Advocacy with the Province includes the Purpose Built Shelter Project, Intergrated Housing Supports Model for indigenous persons, polytechnic stats of Red Deer College (RDC) and Michener North. Most recently, the Province agreed to provide 97 million in funding for a new Courthouse, something the City had been advocating for the last 5 years.
- Question / Comments arising from Sarah's presentation:
  - The Board asked if the City will be continuing with the RCMP. Sarah explained that our 20 year contract with the RCMP was just renewed so protective services will continue to be a combination of RCMP, EMS and Fire. She also added that Council works with the RCMP to develop their policing plan, so they ensure that the RCMP is aware of their concerns.
  - A Board Member suggested that it might be useful for the RCMP to increase foot and bike patrols in the Downtown Area. RCMP Chief has indicated that foot and bike patrols are very important and are a priority.
  - Christina mentioned that the Books on the Bus program supports the Trimodal Transportation model.
  - The Library finds that the Literary Arts are also underrepresented (more so than other art forms) and as such, the Library is very interested in weighing in on the culture plan.

#### **b. Actions Arising**

- Christina requested that all Board Members review the Capital Plan (link provided on the Board Site) and plan to attend the City of Red Deer's Budget Open House on April 19, 2017.

**22. Adjournment**

Anita motioned to adjourn at 8:22 p.m.

Approved: \_\_\_\_\_  
Jim Taylor (Chair)

## **Society of the Friends of the Red Deer Public Library**

March 2017 Report to the RDPL Board

The main thing from the AGM was the election of positions.

Lesley Caddy – President

Sam Vroon – Director at Large

Larissa Mowbrey – Membership/Communications

Gordon Thomas – Treasurer

Anita Thomas – Secretary

Sam Vroon

RDPL Board Liaison to the Friends

April 6, 2017

## CEO's Report – March 2017

### Stimulate Imaginations: Reading, Viewing and Listening for Pleasure

As part of the planning for “An Evening with Joseph Boyden”, members of the planning committee, Anita Thomas, Briana Ehnes and I, had the pleasure of engaging in a telephone conference with Mr. Boyden. Calling in from Louisiana, where he teaches at the university, we used the “teleconference” feature on our new telephone system to connect ourselves with Joseph Boyden (Louisiana) with Torben Andersen, Dean of Arts, Red Deer College (in his college office) with my office. The March 28 telephone meeting helped us all get to know each other and gain a better sense of the author’s outline for his talk, Mr. Andersen’s role as facilitator and also be prepared in the event questions of Mr. Boyden’s ancestry arise. Staff, Board and volunteers have been prepared for these questions with a communication outline, however, it was clear from our planning meeting with the author that Joseph Boyden will be an engaging and enlightening speaker. We hope to sell 200 tickets to this Tuesday, April 25 event that starts at 7 pm, at the Welikoklad Events Centre (WEC).

### Welcoming Space: Downtown

As the Managers’ Reports detail, Level 2 reopened on the last Wednesday of March, to appreciative reviews from the public. Here are a few: “Those lights make a world of difference. Thank you!” “It looks so nice and bright.” “I like this – it looks very nice”. As you can see from the photo, customers are also enjoying the return of the full collection, although staff used the opportunity of the move to re-arrange and re-organize the collection and people space. Tables will remain on the Bridge as a collaborative space also near the device charging areas (one of the requests from the “Talking Wall”). An official opening will take place beginning on Monday, April 24 at 12:30 pm.



### Security

March saw an increase in the number of bans issued to customers due to behaviour. Security staff issued a warning, 4 temporary bans (YTD total is 5), 2 permanent bans (YTD Total is now 4) and the RCMP were called twice, raising the YTD number of calls to 5. Based upon our community contacts, this reflects an overall increase in negative behaviour in Red Deer’s Downtown for this period and the City is responding by increasing patrols, foot traffic and other measures. Notably and unusually, in response to a customer request and supportive recommendations from public service Managers and security, I revoked a permanent ban.

### Community

Public Library Funding Cuts in Saskatchewan:

Following from the announcement that the province of Saskatchewan dramatically reduced its support of public libraries in that province, joining the province of Newfoundland in taking this step. The library

community across Canada reacted strongly against this move. In addition to statements from the Saskatchewan library community, the Library Association of Alberta (LAA) and the Canadian Federation of Library Associations (CFLAB) responded. Links to these are posted on the Board's site for as citizen Boards, library trustees' voices are powerful in expressing the need and value of libraries for communities and society. Out of interest, members of the Canadian Urban Libraries Council were asked who receives no provincial funding. At this writing, no member has indicated that they do not receive funding, although the percent of funding varies from province to province.

The Alberta Library (TAL):

In my role as Treasurer and member of the Executive Committee, we've been working on items to be presented at the April 21 Board meeting, including presenting TAL's Audit, a statement of financial position, membership fee increase proposal and changes to TAL's Articles of Association and governance structure. The latter item was approved at the November TAL Board meeting. Under the new proposal, TAL would elect a representative Board of 10, moving away from the current Board composition of 49 members, in order to become a more agile organization.

### **RDPL by the Numbers**

With Level 2 still closed throughout March, the declining trend in overall Downtown Library use areas (collections, reference questions and visits) continued. Based upon our experience with closing Level 4, it will take several months before the use recovers. However, with the Level 2 collections not searchable in the online catalogue, inter-library borrowing increased.

The statistics form now contains 2 new lines that record Teen programs and attendance. These figures were requested by the Public Library Services Branch for 2016, and so we are showing the numbers going forward in 2017.

The Dawe Branch circulation and in person visits increased over last March, no doubt assisted by the huge increase in Adult Literacy volunteers and students and the changes to the school's classroom timetable.

Timberlands circulation and in person visits increased over last March. Also worth noting is that overall use of the 4 Selfcheckout devices was 18%, but the use of the Timberlands device was a little higher at 20%.

In response to the question on the declining use of Childrens' Ebooks, there are many reasons, ranging from parents preferring children to have actual books to useability issues with devices and the eBook platforms. In addition, while most children can read at some level, not all children have access to devices that use the eBooks and may have restricted use of home computers, so the number of potential children as eBook readers is lessened. RDPL's experience is not unique, other public libraries note the same challenges to create a culture of use of eBooks for parents and their kids. RDPL IS unique in having a digital literacy strategy for all ages and will continue to build this collection and provide ways for families to see its benefits, in addition to other formats.

## Library Statistics – March 2017

	March 2017	March 2016	% Difference	2017 YTD	2016 YTD	% Difference
<b>CIRCULATION</b>						
<b>Total Circulation</b>	81,084	83,872	-3.3%	222,159	233,411	-4.8%
<b>Adult Materials</b>	38,614	42,257	-8.6%	99,854	119,560	-16.5%
<b>Paperback</b>	1,776	1,743	1.9%	4,432	5,335	-16.9%
<b>Fiction</b>	6,667	5,489	21.5%	14,102	15,095	-6.6%
<b>Non-Fiction</b>	4,337	5,792	-25.1%	13,573	13,899	-2.3%
<b>Large Print</b>	1,208	1,326	-8.9%	2,384	3,688	-35.4%
<b>Teen</b>	1,692	2,365	-28.5%	5,938	8,339	-28.8%
<b>Audio-visual</b>	16,312	20,068	-18.7%	42,092	58,672	-28.3%
<b>Magazines</b>	769	1,016	-24.3%	2,543	2,791	-8.9%
<b>Other Languages</b>	81	103	-21.4%	203	216	-6.0%
<b>Daisy CDs</b>	46	57	-19.3%	81	144	-43.8%
<b>eBooks</b>	5,596	4,298	30.2%	14,173	11,381	24.5%
<b>Children's Materials</b>	18,420	19,800	-7.0%	50,263	55,350	-9.2%
<b>Paperback</b>	1,685	1,490	13.1%	4,667	4,376	6.6%
<b>Non-Fiction</b>	1,522	1,791	-15.0%	4,353	4,668	-6.7%
<b>Other Languages</b>	358	373	-4.0%	997	1,005	-0.8%
<b>Fiction</b>	1,478	1,483	-0.3%	4,002	3,843	4.1%
<b>Easy</b>	7,537	7,224	4.3%	20,330	20,077	1.3%
<b>Audio-visual</b>	5,245	6,204	-15.5%	14,042	18,079	-22.3%
<b>Magazines +</b>						
<b>Comics</b>	341	626	-45.5%	1,025	1,475	-30.5%
<b>eBooks</b>	254	609	-58.3%	847	1,827	-53.6%
<b>Timberlands Circ</b>	7,887	7,493	5.3%	22,867	20,738	10.3%
<b>Dawe Circulation</b>	16,163	14,322	12.9%	49,175	37,763	30.2%
<b>Visits-Timberlands</b>	5,806	5,542	4.8%	14,535	15,005	-3.1%
<b>Downtown</b>	20,315	24,135	-15.8%	59,087	73,677	-19.8%
<b>Dawe</b>	14,802	11,762	25.8%	40,991	37,893	8.2%
<b>Website Visits</b>	66,325	68,083	-2.6%	224,780	217,668	3.3%
<b>Total Visits</b>	101,442	103,980	-2.4%	324,858	329,238	-1.3%
<b>Interlibrary Loans</b>						
<b>ILL In</b>	491	371	32.3%	1,496	1,197	25.0%
<b>ILL Out</b>	130	254	-48.8%	333	748	-55.5%
<b>Total</b>	621	625	-0.6%	1,829	1,945	-6.0%
<b>New Memberships</b>	582	639	-8.9%	1,728	1,928	-10.4%
<b>Renewals</b>	138	164	-15.9%	401	492	-18.5%
<b>Total</b>	720	803	-10.3%	2,129	2,420	-12.0%

	March 2017	March 2016	% Difference	2017 YTD	2016 YTD	% Difference
<b>REFERENCE</b>						
Adult Total	4,558	7,901	-42.3%	13,180	21,245	-38.0%
Juv Total	1,698	2,051	-17.2%	4,468	5,725	-22.0%
Timberlands Total	907	679	33.6%	2,561	2,413	6.1%
Dawe Total	1,658	1,337	24.0%	4,992	2,601	91.9%
<b>Total Ref</b>						
Questions	8,821	11,968	-26.3%	25,201	31,984	-21.2%
Database Queries	1,761	2,042	-13.8%	5,414	5,604	-3.4%
Total Questions	10,582	14,010	-24.5%	30,615	37,588	-18.6%
<b>PROGRAMS</b>						
Teen Programs	7	0				
Adult Programs	8	16		20	28	
Attendance	211	281		649	682	
Teen Attendance	26	0				
Youth Programs	47	52		149	133	
Attendance	1,177	1362		2,989	3,519	
TL Programs	92	96		281	294	
Dawe Programs *	91	100		334	295	
Attendance	1,511	2116		5,693	5,537	
TL Attendance	1,915	2,077		5,566	6,256	
Library Programs	245	264	-7.2%	791	750	5.5%
Attendance	4,840	5,836	-17.1%	14,923	15,994	-6.7%
<b>VOLUNTEER HOURS</b>						
Friends	44	47		86	99	
Library *	963	697		2,739	2,473	
Library Board	69	33		188	143	
Total	1,076	777	38.5%	3,013	2,715	11.0%
<b>PUBLIC INTERNET</b>						
Timberlands	474	327		924	962	
Adult Sessions	3,418	2,937		7,428	8,192	
Youth Sessions	829	318		1,532	936	
Dawe Sessions	1,876	1,208		3,806	3,347	
Total Sessions	6,597	4,790	37.7%	13,690	13,437	1.9%
<b>* Includes</b>						
<b>Adult Literacy Stats</b>						
Tutors	195	111	75.7%			
Hours	901	627	43.7%	2,449	1985	23.4%
Students	346	149	132.2%			
Hours	936	596	57.0%	2,502	1884	32.8%

## Managers Reports - March 2017

### 1. Create Young Readers: Early Literacy

#### ***RDPL Activity / Outcome for this period:***

- Jill Griffith, Manager, Youth Services, made a presentation to a Red Deer College Class (RDC) of Early Childhood students on the topic of early and family literacy. The students were amazed at how well Red Deer Public Library can equip them for their future careers in childcare, daycare, and preschool, and largely at no cost - spreading the gospel of early literacy.
- Chapters Bookstore invited Red Deer Public Library to attend one of their spring break events to talk about the programs we offer to children. Rachele McComb, Youth Services Library Assistant, spoke to several parents and children about programs around our 3 branches.
- After posting photos of recent graduates of the 1,000 Books Before Kindergarten program on RDPL's Facebook page, we received the following comments on Facebook "Reading is a wonderful activity and an essential life skill so I am very happy to know that the library provides these kinds of programs for our children." and "Lifelong readers now."

### 2. Express Creativity: Create and Share Content

#### ***RDPL Activity / Outcome for this period:***

- Tatiana Tilly, Manager, Dawe Branch and Ben Smeets, Digital Literacy Coordinator, staffed the Repair Cafe station at the 2017 Red Deer EcoLiving Fair & Workshops that was held at RDC on Saturday, March 25th. The booth was attended by 35 people, many of whom very happy to learn about what RDPL has to offer to the community and some of whom brought small items to repair and/or learn how to repair them. Tatiana Tilly's presentation proposal *Renew and Reimagine in a Repair Café in Your Library* was accepted for the 2017 PNLA (Pacific Northwest Library Association) conference.

### 3. Satisfy Curiosity: Lifelong Learning

#### ***RDPL Activity / Outcome for this period:***

- One question asked with regularity in Adult Services is people coming in to view the microfilm, especially to research events of personal interest and to research family births, deaths, weddings, and other announcements. Sometimes these requests come via email, asking us to look through the microfilm to find a specific item (in this case, it was an obituary). Ann Harmon, Adult Services Library Assistant, responded to one such request, sending a copy of the obituary in question to the customer via email. He was pleased and sent this response (below). What a great reminder of the important service that public libraries provide members of the community, and how our customers value our friendly, helpful service.

*Dear Ann*

*I just got in from a day at the National Archives and I was pleasantly surprised to see your e-mail with the obituary for Harry Grant Craig. Thank you so much for all of your efforts in this regard. I made several copies of the obituary and was very pleased with the results. I have found obituaries for all of my Dixson relatives in Alberta thanks to people like you who are willing to put in the extra effort required to help people like myself with their family's history. I have found the staff of the various municipalities responsible for the cemeteries, the libraries and the funeral homes in Alberta to be very helpful and accommodating.*

*I would ask that you pass on my comments to management at the Red Deer Public Library so that they are aware what a valuable service the library is providing.*

*Once again Ann, thank you so much for providing the obituary for Harry Grant Craig.  
Patron (Name removed for confidentiality purposes)*

- During the month of March, the Adult Literacy Program registered 22 new learners and 10 new tutors. The program matched 24 pairs, which is a record. These numbers indicate that the program continues to attract both learners and tutors and offers a variety of opportunities to promote lifelong learning practices and literacy enhancement.
- In March, Adult Literacy started a Reading and Writing Class for Beginners. This class focuses on developing reading comprehension skills. It also helps the learners gain confidence in their everyday written communication and become better spellers. The class runs once a week for 10 weeks and has 11 learners.
- Ben Smeets did two sessions on Android and iPad Basics for the tutors and learners of the Adult Literacy Program. 10 people attended these sessions and learned about the basics of using and customizing their devices.
- In March, Adult Literacy also started a Basic Computer Skills Class for Syrian refugees. This class will run for 3 weeks (once a week) and has attracted 6 participants. Ben Smeets is teaching the class with the help of an interpreter.
- Ask a Lawyer Monday program is gaining momentum at the Dawe Branch. In March, five lawyers volunteered their time to answer questions from 14 community members. The Central Alberta Legal Community Clinic confirmed that the attendance of this valuable program has been the highest in the history of the program. It is likely due to the location of the program. Libraries are neutral community spaces where people feel safe and welcome.

#### **4. Stimulate Imagination: Reading, Viewing, and Listening for Pleasure**

##### ***RDPL Activity / Outcome for this period:***

- Tatiana Tilly delivered a presentation about multiple programs available in the summer at the library to the RDCRS (Red Deer Regional Catholic Schools) READS Summer Reading Program committee. It was heartening to see how important it was for the committee to include RDPL in their summer reading program as well.
- Library staff, Board, and the public exercised their right to vote for Books on the Bus, and many other worthwhile library programs across the province through the YOU Libraries People's Choice Awards during the last week of March. Voting for the 2017 submissions for the Minister's Award for Excellence in Public Library Service is a great way to spread the word about all of the wonderful things libraries do in our province, as voters are able to read descriptions of the programs online. This is also helpful for staff looking for new programs that can be replicated in our library. We are keeping our fingers crossed that our Books on the Bus submission either wins the YOU Award, or one of the 4 available awards selected by a jury of staff chosen from / by the Public Library Services Branch of the Government of Alberta. Results will be out in early April, but must be kept secret until the awards at the Alberta Library Conference in Jasper from April 27 - 29.
- Red Deer Reads is in full swing for another year! The new committee is comprised of Anna Wolkowski, Dawe Branch Assistant, Haley Amendt Youth Services Library Assistant, Ann Harmon, Adult Services Library Assistant, Trish Klein, Adult Services Coordinator, Michelle Larsen, Member Services Assistant, Jenn McIver, Member Services Assistant (in charge of photography), Janet Pierce, Promotions Assistant, Cory Stier, Deputy CEO (in charge of IT and

Technical Services), Briana Ehnes, Manager, Adult Services (Co-Chair) and Karen Drok, Manager, Timberlands Branch (Co-Chair). The committee met mid-March to go through all of the nominated book titles, narrowing the list of over 60 suggestions to 5 finalists. These books will be revealed to the community at the annual Let's Talk at Parkland Mall on Saturday April 8, 2017. The Advocate also wrote a piece about Red Deer Reads which can be on their website at <http://www.reddeeradvocate.com/news/red-deer-will-read-again/>

- Spring break for both the public and Catholic school districts happened at the same time this year, resulting in great numbers for the Youth Services, Downtown Branch, Moana program which attracted about 80 children and 30 adults. Snacks, crafts, and watching the new Disney movie Moana was all part of the fun. Parents and caregivers appreciate that our programs are free, and in tough times, libraries are a bonus for many.
- The Timberlands Branch hosted the Central Alberta Refugee Effort (C.A.R.E.) Welcome to Newcomers program and provided information on programs available at RDPL. Our program room was packed with newcomers eager to learn about leisure activities available in Red Deer! It was enlightening to hear firsthand some of the obstacles newcomers face, from communication barriers due to their limited English, to miscommunications between agencies, to newcomers' need for leisure activities.
- Claire Brown, Timberlands Branch Assistant, ran a program on the basics of using Goodreads. 10 people attended and learned the basics of using this app to keep track of reading lists and find new reading recommendations.

## 5. Visit a Comfortable Space

### ***RDPL Activity / Outcome for this period:***

- Renovations are mostly complete on Level 2, with all materials now unboxed and re-shelved. On March 28, Level 2 officially re-opened to the public. Comments have all been positive, with people noticing how much brighter and more open the space feels. Working on Level 2 is also much more enjoyable - the fresh paint, new lighting, and the cleaner floors have improved the experience of spending time on that floor! Several members of the media even showed up to take pictures, talk to staff and enjoy the new, brighter space. Below are pictures taken from the rdnewsNOW website.



- The Dawe Branch redesigned their Children’s creative space again, repainting the magnetic wall with regular paint. A new interactive wall unit will be added for the little ones as well as large bricks for easy building. See pictures below.



- On March 31 Kim Lennie, Executive Assistant, worked with St. John Ambulance to install an Automated External Defibrillator (AED) in the Link area of the Downtown Branch (pictured right). The AED is centrally located, near Member Services and the Commissionaire’s desk, so as to ensure easy access in an emergency situation. The AED purchased was the same model that several staff were trained on during the optional First Aid training that took place in December 2016. The purchase and installation of this AED further demonstrates RDPL’s commitment to the health and safety of their patrons and staff.



## 6. Other

- Tatiana Tilly gave a library tour to the Settlement Online Pre-Arrival Program staff from Calgary Catholic Immigration Society. They have offices throughout Alberta and keep being educated about what is available for the newcomers in Alberta. After the tour, they sent this thank you email:

*Dear Tatiana,*

*I would like to thank you for meeting with me and my colleagues Mark and Cecilia. I really appreciate meeting you, it is invaluable knowing about Red Deer Public Library programs & services and to have contact names we can refer our clients, who might be interested moving to Red Deer.*

*I have shared the information about the programs in Red Deer to our Business, Employment & Training Services team.*

*Please let me know if you are visiting Calgary we would love meeting you and team if you plan to visit our Calgary office.*

*My Best Regards*

*Merylyn Sahai || Job Search Strategies Facilitator*

Settlement Online Pre-Arrival (SOPA) Program  
 Calgary Catholic Immigration Society  
 Direct Line: 403-514-8335  
 4th Floor, 1111 - 11 Ave. SW | Calgary, Alberta T2R 0G5  
 Website: [www.ccisab.ca](http://www.ccisab.ca)

- Alexis Olinek has been hired in the Processing and Receiving Specialist position that was recently vacated in Technical Services. Alexis has worked at Red Deer Public Library for over 20 years and most recently has been working in the Member Services Department. Congratulations Alexis!
- From new programs at RDPL and events happening in the community, to book recommendations, 1000 Books Before Kindergarten graduates, and more, March offered plenty of content for our social media team. Pictured below is a snapshot of some of these posts from our Facebook page:

