

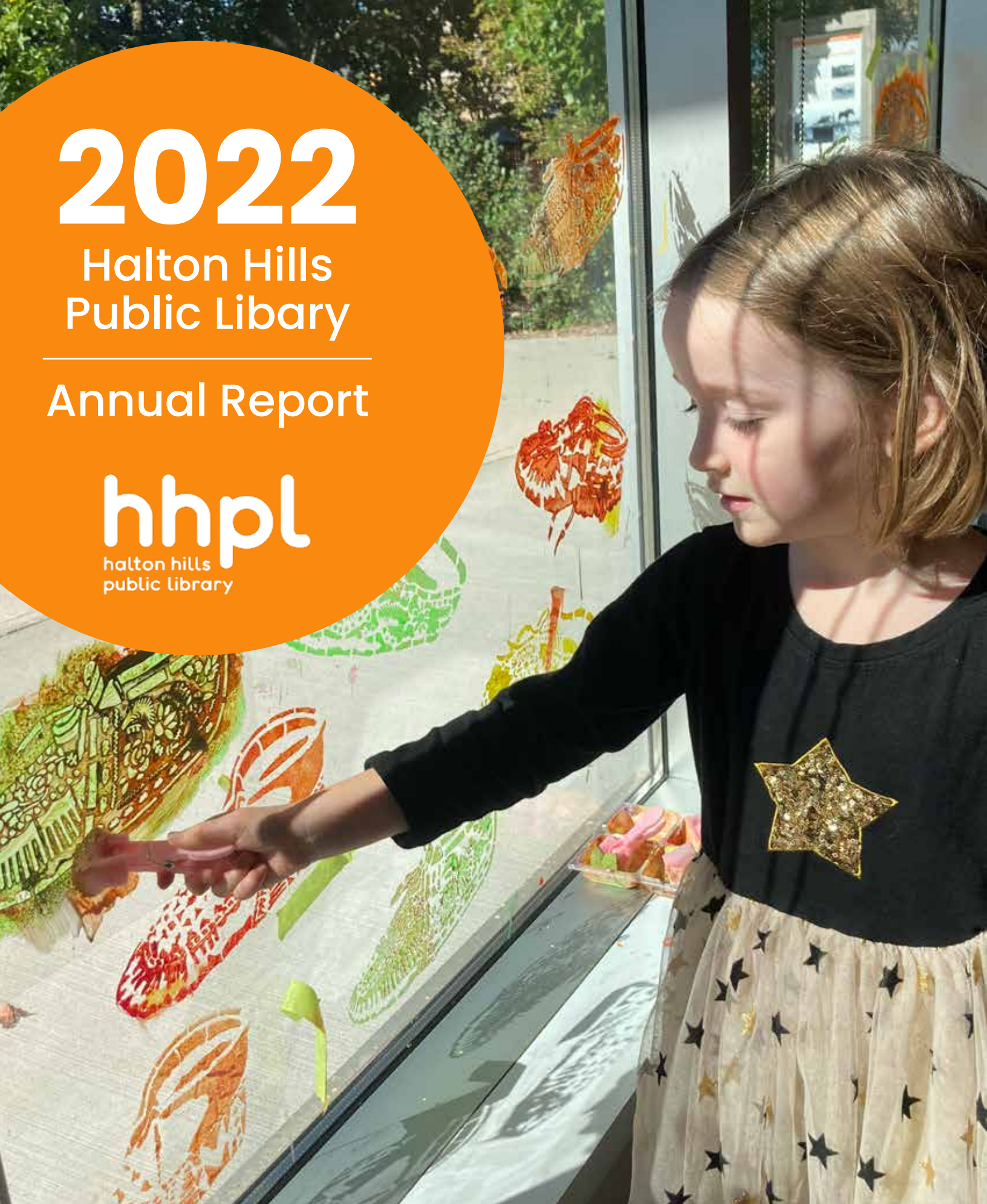
2022

Halton Hills
Public Library

Annual Report

hhpl

halton hills
public library



A year in review



www.hhpl.ca



Messages from the Board Chair and Acting Chief Librarian & CEO

Keith Medenblik, Board Chair

While we continued to navigate the lingering impacts of the COVID-19 pandemic in 2022, both the library and the community that we serve have embraced the new normal. Despite challenges, new and old, we saw a tremendous rise with in-person program participation, foot traffic in our branches, website and social media visits and a renewed energy from patrons and visitors. This vitality took place against the backdrop of rising inflation, increasing environmental concerns, and our aspirations to advance truth and reconciliation with our indigenous partners, while also ensuring equity, diversity, and inclusion for everyone.

Over the past year, your Library Board transitioned from virtual to hybrid meetings as we continued our work to demonstrate commitment, efficiency, accountability, and excellence in governance.

Through the ever-evolving library landscape, we continued to work together to address emerging social issues and provide an even better library experience.

Based on our new five-year strategic plan, our future goals and actions will provide increased welcoming and safe spaces, further expand our community connections, and enrich the lives of Halton Hills residents. We are confident that we are heading in the right direction and working collaboratively to provide impactful outcomes for everyone as our community continues to grow.

As always, I would like to thank the Library Board for their expertise and strategic direction in guiding the library in support of our wonderful community. Also, many thanks to our donors, volunteers and partners who give their time and resources to ensure our library offers the very best to our residents. Finally, I extend my heartfelt gratitude to the library staff for providing a welcoming and unique experience every day to everyone in Halton Hills, now and in the years to come.

Beverley King, Acting Chief Librarian & CEO

Wow, what a difference a year can make! 2022 was a record-breaking year as you returned with renewed excitement and energy. The Summer Reading Challenge saw its highest engagement ever, we applauded your creative talents in our Art at the Library exhibit, and you eagerly learned more about birds of prey and reptiles. Together we celebrated the opening of the Acton Reading Deck, and you participated in the development of our new five-year Strategic Plan and Brand through community consultation and surveys, and supported our success in the CFHN webathon, which raised funds for the library.

As we look to the future, we remain committed to innovation and excellence. We piloted relevant cultural and educational programs aimed at inspiring the community in their pursuit of lifelong learning. Families explored environmental science through planetarium sessions and got up close with Kyle the snake over the summer at the Acton Branch.

Thank you to the HHPL Library Board for their guidance and leadership, to our community partners for their collaboration and support, and to our exceptional staff and volunteers for their dedication to providing excellent customer service. Together, we're excited to share the 2023-2027 Library Strategic Plan and Brand.

There's so much to look forward to – visit our library branches, find us out and about in the community, explore our new website and all the digital collections we offer, and try out the new Library Lockers at the Gellert Community Centre. We are planning an exciting and engaging 2023 for you, including a wide range of services, year-round programming for all interests and ages, and collections to discover, borrow and enjoy.

~ 2022 Highlights ~

Welcome to the Library

Newcomers are vital to the growth of our community. Whether you are from another city, province or country, we want you to stay and make Halton Hills your home.

3,263

New patrons
joined the library
in 2022

One third of all Ontario residents have a public library membership (provincial stats footnote) and HHPL's membership continues to grow.

HHPL membership in 2022 is in line with the provincial average.

189

New Halton Hills' residents
welcomed and given
a library card in 2022

Newcomers to Canada, Halton Region and the community of Halton Hills were welcomed and introduced to the library, its services, collections, programs, and spaces through Newcomer Family Tours.

"I recently started visiting the Halton Hills Library in Georgetown with my two kids (age 4 and 2). I'm so impressed with what a welcoming and warm environment it is for our family. The staff have been so kind, patient, helpful and just overall pleasant in every interaction.

They seem to genuinely want to provide a fun, family experience. Just wanted to send a note to say thank you and how much this means to me as someone new to the Georgetown community."

~ Caitlin

New for 2022!

◀ Infopods are easy-to-use kiosks installed at each branch to help newcomers to the community find a wide variety of supports and services in Halton Region.



~ 2022 Highlights ~ Reading and Literacy

Literacy and learning are at the heart of who we are. We cultivate and deliver leading-edge programs to foster a love of reading, encouraging lifelong learning.



2022 Summer Reading Challenge registration was the highest ever!

1,107 patrons

290,484

Books borrowed

91,345

eBooks and audiobooks borrowed

The most popular books in the library are adult fiction, which represents

16 percent

of the library's total circulation. In 2022, for every new adult fiction book borrowed from the library, 39 older titles were also borrowed.



Adult and Continuing Education

At the library, adults can develop their digital skills and work towards their career goals. They can even Book a Librarian for tech help with their smart devices, tablets and software needs. In 2022 we continued to offer training options through LinkedIn Learning, Lecture Series, Ecofilms, author visits, webinars and other adult programming options. The demand for adult training continues to grow at a steady rate!

Website and AskUs service to help with research questions

4,786

AskUs questions answered



"I love our Halton Hills libraries. They offer so much more than books to read. They are also community minded and are mindful of current events and issues.

~ Ann

~ 2022 Highlights ~

Health and Wellness

A healthy community cares about everyone, regardless of their circumstances. Many community partners help the library support mental and physical health.



As two of the more than 31 neighbourhood food programs throughout Halton Region and Hamilton, HHPL distributed fresh food at the in-branch fridges, helping Food for Life to save over **4,375 lbs of food** from landfill and providing fresh and nutritious options to the community.

In conjunction with community partners, HHPL offered a wide range of programs to support health and wellness, including Food for Life, Seniors Connectors, CMHA (Canadian Mental Health Association), Alzheimer Society Game Time and Social Café, Erin Oak Kids, and more.

History and Heritage

Preserving our community's history and helping our community understand the past is our best way to approach our future.

Moccasin Identifier Kits

These kits are used to raise awareness of significant cultural historical sites and the ancestral presence of First Nations, Metis and Indigenous Communities, while using stencils to create paintings of moccasins. In 2022 these kits were used **36 times** by individuals and groups, including visits to Mountainview Residence and AMICA Seniors Lifestyle Residence where **52 people** participated in this program.

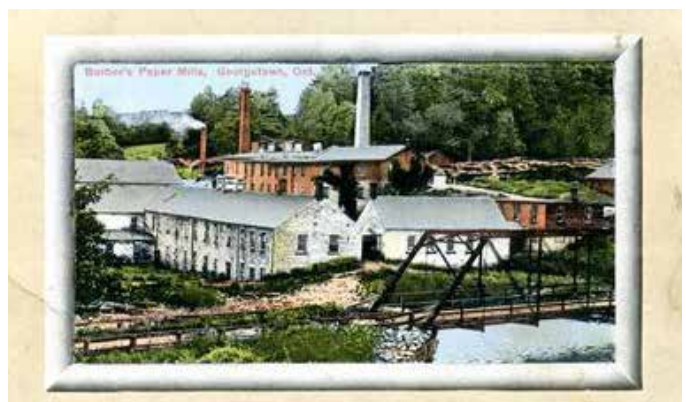


Residential School Education for Staff

Library staff joined other staff from the Town of Halton Hills to participate in a virtual tour of Mohawk Institute, the closest former residential school to Halton Hills. Former students recounted the history of the school and described their experiences.

Street Name Database Archives

In Halton Hills, many of the streets are named after people who lived here. In 2022 we developed a database that links photographic records from Halton Images to the history of many of these families who helped shape Halton Hills.



~ 2022 Highlights ~

Technology & the Digital Divide

Technology is so ingrained in everyday life that inadequate access can cause major difficulties. The library strives to ensure that technology is available to people who need it, and people have the knowledge and support to use it effectively and safely.

Your library has the opportunity to offer technology access to those who don't have it at home, such as WiFi hotspots, audioreaders and tablets. Creating free borrowing programs gives those who may be unable to own a device the opportunity to enjoy the benefits when they need it. Patrons can take the devices home, on the road, or use them in places that offer free, public WiFi. The freedom is theirs to discover!

60,792

WiFi Connections

756

Laptops Checked Out



Digital Library

Travel around the globe and take HHPL with you in your pocket. The use of eBooks, audiobooks, streaming and download services kept us all busy during the pandemic and now comes with us as we go back to exploring the world.

In 2022, the library offered a wide variety of free content in digital formats allowing patrons to access digital resources over the internet using devices like tablets, computers and phones.

23%

of all items borrowed are digital formats. Circulation of digital formats is up

33%

in the 4th quarter of 2022 when compared to pre-pandemic (4th quarter of 2019) levels. Patrons are trying digital format, liking them, and continuing to borrow them.



~ 2022 Highlights ~

Culture and Creativity

Enrichment, entertainment, education and even income are all supported through cultural and creative programming, collections and services at HHPL.



Art at the Library attracted
69 submissions

and the opening gala was
attended by an audience of

247 artists

and their families and friends.



The library's 3D printer used

10 km

of filament in 2022!

Fun and Games

1,741

Boardgames and puzzles
borrowed

87,194

Music and movies
borrowed and
streamed

Your library is a community hub that provides more than just books. We have over 150 tabletop games and puzzles that are sure to delight every age and skill level. We also have video games for Nintendo Switch, Xbox and PS5 stations that patrons can borrow. Or, stop by your favourite branch and play on our gaming systems. We have over 500 games to occupy your time and interest.



~ 2022 Highlights ~

Outdoors and the Environment

Caring for and appreciating the environment and our outdoor spaces is a matter of great importance and an opportunity for education and enjoyment. Many library programs and services encourage an appreciation and respect for our natural resources. 2022 was a chance to enjoy the natural world around us.



Acton Reading Deck brought a beautiful outside space to the Acton Branch.



Kyle the snake gave library visitors a whole new appreciation of reptiles.



Discover the Stars at the Gellert Centre gave visitors a spectacular view of the night sky.



Grab and Go kits promoted environmental awareness at home.



Backyard Explorer Kits encourage environmental literacy at home.

Other Successes at a Glance

Connected Community

Community Foundation of Halton North Gala presentation



Book a Librarian tech help at Hillsview Active Living Centres



Small Business Week programming - Picture Perfect product photography



Equity & Diversity Book Club with Halton Equity Diversity Roundtable



Engages Key Audiences

Improved laptop collection including gaming laptops



Culture Days programs reached over 990 participants



One Book, One Halton Hills - *The Day the World Stopped Shopping* by J. B. Mackinnon



School outreach included Kindergarten orientation and High School visits



Increase Awareness

Improved library website and new URL



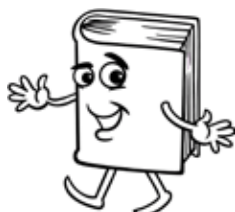
Park Passes saw an increase in usage for Halton Conservation up 52%, Ontario parks up 9.2%



My Next Read newsletter for reading recommendations and book bundles



Storywalks® at the Downtown Georgetown Farmers' Market, and both library branches



Outstanding Staff

SAGE model coaching and training



Accessibility Conference



Neurodiversity in Libraries



Respectful Terminology - National Indigenous Knowledge Alliance



Strategic Initiatives & Financials

2017 – 2022 Strategic Initiatives

A Connected Community

*culturally-enriched by population growth
and increased diversity*

- Increased French language learning programs and initiatives
- Enhanced Newcomer Services and initiatives
 - Expanded dementia-friendly supports
- Increased support for seniors in the community

Outstanding Staff

*leaders, processes and technology that
maximize the library's potential*

- Ongoing customer service training
- Lean Six Sigma Training and approaches
- Supported wellness and resilience initiatives
- Design Thinking approach to support innovation
 - Staff day training and development

Increased Awareness

of the library's value and relevance to residents

- Support of Town initiatives (Culture Days, Black History Month, Indigenous History Month, etc.)
 - Further increased approach to equity, diversity and inclusion for all
- Continued support toward marketing strategy for greater reach and support in the community

Engaged Key Audiences

through services focused on their needs and interests

- Engaged the community in the library's five-year strategic plan and brand process
- Updated, enhanced and expanded the Creativity Centre makerspace
- Launched the new Sensory Collection to support neurodiverse patrons, families and caregivers

2022 Financials and Income Sources

REVENUE*

\$3,931,900

Municipal contribution

\$67,050

Provincial grants

\$19,049

Federal grants

\$41,094

Internally generated

EXPENDITURES*

\$3,557,414

Employee costs

\$282,742

Operating costs

\$504,325

Library materials
and processing

**Numbers are approximate.*

The Annual Report does not represent the final year end [annual financial report](#), which is issued separately pending the annual audit.

Our New 2023–27 Strategic Plan

Our new Strategic Plan describes our mission, strategic objectives, goals, values, and vision for future success over the next five years. This plan was developed through extensive consultation with you, our community, through surveys and focus groups, and with the guidance from TCI Management Consultants. The plan outlines how we will focus on three essential strategic objectives: being welcoming and inclusive, supporting community connection, and enriching lives. It is through these objectives, goals, and initiatives that we aim to empower you to realize your potential through life-long learning and literacy.

Mission

To empower our community through ideas, creativity, and connection in a welcoming, safe and supportive environment.

Vision

To enrich the lives of everyone in our community.

Values

- Building Community
- Collaboration
- Inclusivity
- Innovation
- Intellectual Freedom
- Learning, Literacy & Discovery
- Service Excellence

Our Strategic Goals

The goals we have set for ourselves in each of the Strategic Priorities are stated below. Each goal has associated actions that are reviewed, prioritized and updated in our annual work plan.



Welcoming and Inclusive

- We provide a welcoming safe space
- Our Board and staff reflect the diversity of our community
- We will enhance the Library user experience
- Our spaces will meet your needs in an inspiring and accessible way



Community Connection

- We build a connected community through collaboration and partnerships
- We will raise the profile and awareness of the Library's role in the community
- We expand our reach and presence throughout our community



Enriching Lives

- We cultivate and deliver leading-edge programs
- We expand access to technology and promote digital literacy
- We enhance community wellbeing
- We continue to develop our collections



Your Library

Looking Toward the Future

With the five-year Strategic Plan process complete, we are excited about the possibilities ahead and the ways to help serve our community even better.

Your library is not confined to traditional spaces or ideals. Community is about connection, and unique spaces that fit your lifestyle in convenient ways. With the exciting addition of new Library Lockers at the Gellert Community Centre, we continue to meet you where you are by extending our services further beyond our walls. We hope you enjoy this new delivery service option from your local library. We'd love to hear your thoughts!

As we continue to expand our makerspaces, keep watch for a new 3D Printer at the Acton Branch to accompany the Cricut smart cutting machine. Patrons can Book a Librarian to learn how to use the library technology as well as your own mobile devices. We've got you covered!

You can visit us in person or 24/7 on our website. Borrow physical and virtual collections, follow, share and like us on social media, and subscribe to our eNewsletter and online calendar. We are here for you!

A Special Thank You to our 2022 Community Partners

- Acton Foodshare
- ADAPT (Alcohol, drug, gambling, behavioural addiction services)
- Alzheimer Society Brant, Haldimond, Norfolk, Hamilton, Halton
- Canadian Mental Health Association
- Centre for Skills and Development
- Efray Female Attendance Centre Counselling
- ErinoakKids
- Esquesing Historical Society
- Food for Life
- Friends of the Halton Hills Public Library
- Georgetown Breadbasket
- Halton Community Legal Services
- Halton Equity & Diversity Roundtable (HEDR)
- Halton Housing Help
- Halton Information Providers
- Halton Region Small Business Centre
- Heritage Acton
- HMC Connections
- ROCK (Reach Out Centre for Kids)
- STRIDE (Supported Training & Rehabilitation in Diverse Environments)
- The Adult Learning Centre
- VPI Working Solutions

safe and supportive environment.

vision

To enrich the lives of everyone in our community.

values

- Building Community • Collaboration
- Inclusivity • Innovation
- Intellectual Freedom • Service Excellence
- Learning, Literacy and Discovery

Management Team

Beverley King	Acting Chief Librarian & CEO
Clare Hanman	Manager of Content and Technologies
Mary Querques	Manager of Business Services
Jodie Mandarino	Manager of Community Engagement

Library Board

Keith Medenblik	Chair
Betsy Cospier	Vice-chair

Members:

Councillor Ted Brown, Lisa Caissie, Larry Hawes, Matt Kindbom, Councillor Ann Lawlor, Joanna Meler, James Schumacker, Tamara Smith and Marilyn Willis.

Locations

Acton Branch

17 River Street, Acton ON, L7J 1C2

Georgetown Branch

9 Church Street, Georgetown ON, L7G 2A3

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