



2020

# ANNUAL REPORT

HALTON HILLS PUBLIC LIBRARY

Imagination | Innovation | Opportunity

# A Message from the Library Board Chair

2020 was truly a year unlike any other. One filled with many challenges and uncertainties in the face of the COVID-19 pandemic. Despite that, it was also an extraordinary year of amazing accomplishments, undeniable dedication, resilience, and technological advancements.

As a community, we came together to help and assist those in need. As your local Library, we rose to the challenge, seamlessly transitioning programming, remote learning, and outreach to digital platforms almost overnight.

On behalf of the entire Board, I would like to thank the Halton Hills Public Library staff. Your continued excellence to develop services during these unparalleled times makes us truly proud of the hard work you provide each and every day for the community. I would also like to thank retiring Chief Librarian, Geoff Cannon, for his many years of service and dedication to the Library, and welcome Melanie Southern as the new Chief Librarian, who took over leadership to guide the Library and its staff through these turbulent times, and on into the next chapter.

Finally, a huge thank you to the residents of Halton Hills for your continued and unwavering support of your local library during the ongoing pandemic. We will continue to deliver excellent service, programming, and support as we move forward into 2021. Thank you again. Please stay safe and healthy!



**Tamara Smith-Miksic**  
Board Chair

---

# A Message from your Chief Librarian

Through all the challenges in life – and COVID-19 is no exception – people around the world and in our community continue to choose hope. 2020 was filled with examples of how flexible and strong the human spirit is and that was also true at the Library.

This past year, pivot was the word we used most, and that's what your local library did at the start of the pandemic and throughout. Halton Hills Public Library was one of the first libraries to immediately offer live Family Storytimes on Facebook. Quickly following that, virtual programming began, offering new, innovative and engaging ways of staying connected while continuing to offer high-quality, professional programs and events for everyone of every age.

With social distancing as the new reality, we went on to deliver curbside pickup, virtual book clubs, Library Connect phone calls, online learning, virtual author visits, contactless check out in branch, printing of 3D face shields, a live website chat feature, virtual court services, a new rainbow crosswalk and modified spaces within our branches.

I want to thank staff for their continued agility, adaptability, and dedication to helping the residents of Halton Hills. Now more than ever we need a compelling, hopeful vision of the future as we move forward. Please know that your local Library will continue to be a reliable, safe space and trusted community resource for all who visit in branch or online. Now, onward and upward!

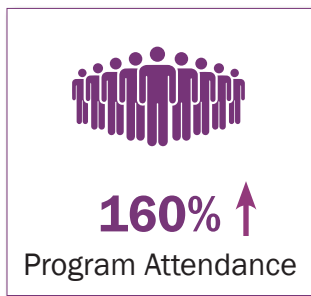


**Melanie Southern**  
Chief Librarian

# 2020 A Year In Review

As we are all well aware, 2020 was not a normal year. Overall circulation was lower, along with in branch visits and some services due to closures and reduced hours. However, in other areas, our numbers rose considerably due to digital and virtual offerings. Online visits, programs, music and eResources saw their highest usage ever! We pivoted our programming to on-line and provided new options, including Grab & Go Kits, Curbside Pickup, Library Connect phone calls, Downtown Storywalk®s, virtual book clubs, and Family Recreational Activities to name a few.

"Thank you HHPL, I appreciate all that you're doing to get books into people's hands."  
~ Nicole

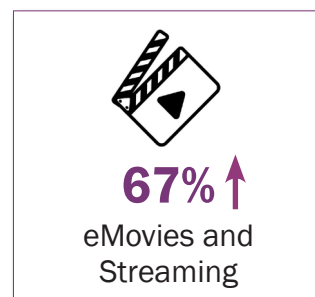


"I have never seen such a wonderful facility. Halton Hills should be proud!"  
~ Amanda

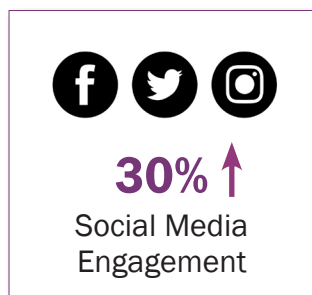
"We love the library! So happy you are able to re-open."  
~ Christine



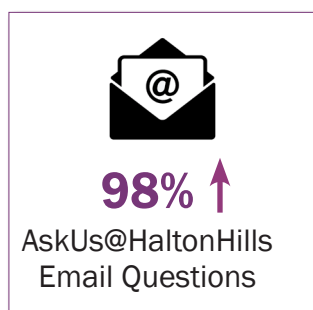
"I can't begin to express our gratitude for your leadership, ingenuity, co-operation, passion, creativity and simplicity offered through your virtual Services and activities! I'm so very proud of you, my hometown library."  
[donation sent as thank you]  
~ Chantelle



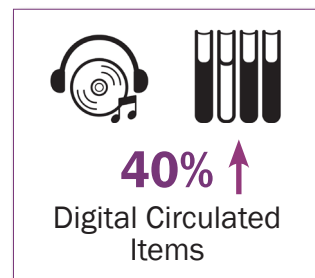
"Thank you HHPL! You guys are rocking it with the virtual and digital resources for kids and adults."  
~ Cheryl



"Thanks so much for starting holds with curbside pick ups, very exciting! It's so great to still get my hands on materials."  
~ Kimberley



"Thanks to all the staff for the extra work you are putting in to help all of us in the community feel a little sense of normal!"  
~ Rebecs



# 2020 Strategic Outcomes



## 2020 Financials and Income Sources

|                        |                      |                                  |
|------------------------|----------------------|----------------------------------|
| <b>REVENUE</b>         | 42,794               | 282,257                          |
| 4,108,351              | Internally generated | Operating costs                  |
| Municipal contribution | <b>EXPENDITURES</b>  | 449,000                          |
| 68,682                 | 3,155,311            | Library materials and processing |
| Provincial Grants      | Employee costs       |                                  |
| 2,646                  | 1,096,412            |                                  |
| Federal Grants         | Amortization         |                                  |

The Annual Report does not represent the official **annual financial report**, which is issued separately pending the annual audit.

# The Pandemic Pivot

Halton Hills Public Library was one of the very first public libraries to offer virtual programming at the start of the pandemic. We engaged the community through virtual programs, eServices, eResources, social media, eNewsletters and Curbside Pickup. When our branches opened once again, we re-configured our spaces to include social distancing measures, branch capacity limits, protective barriers, hand sanitizing stations, enforced the use of masks, and issued health and safety signage to protect patrons and staff.



Curbside Pickup



Virtual Programming



Increased Customer Service Excellence



Library Connect phone calls



Website Live Chat



Summer Reading Club



3D Printer Face Shields



Grab & Go Kits



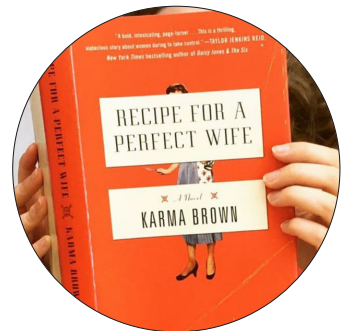
Community Knitting Project



Downtown Storywalk®s (Acton and Georgetown)



Family Recreational Activities



One Book, One Halton Hills Author Visit

# 2020 Successes At A Glance

## Connected Community

Diversity and Inclusion  
for 2SLGBTQ+



Community  
Well-being Initiatives



Francophone  
Community Grant



Community Truth and  
Reconciliation Initiatives

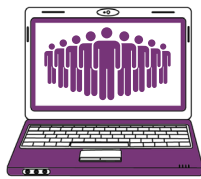


## Engages Key Audiences

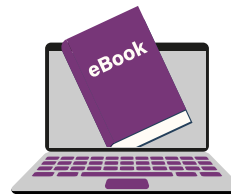
Curbside Pickup  
Service



500+ Virtual Programs –  
Attendance up 160%



Digital Circulation  
including eBooks –  
up 40%



Book Bundles and  
Binge Bundles



## Increase Awareness

Created Video Series to  
Support Patrons with Technical  
Assistance of Library Materials



HHPL's YouTube Channel  
For Virtual Programming



Installation of Acton  
Branch Marquee



Increased eNewsletters  
to Weekly



## Outstanding Staff

Advanced Customer  
Service Excellence –  
Training and Outreach



Librarians Enrolled in  
Indigenous Canada  
Studies Course



Staff Engaged in Self-  
Directed and Collaborative  
Learning



Staff Supported The Town  
With Projects and eServices  
During Pandemic



# Our 2020 Community-led Approach

Being responsive to the needs of our community is at the core of what we do. In 2020, your local library continued to support, and expand programs for a more inclusive Halton Hills. Equity, diversity and inclusion collaboration took place, resulting in decision making for programs, collections and services.

## Georgetown Rainbow Crosswalk

In September, we celebrated the opening of our first Rainbow Crosswalk in Georgetown. Rainbows provide a symbol of hope, strength and inspiration that show support and acceptance for 2SLGBTQ+ individuals. Despite physical-distancing protocols, this was a highly successful initiative in our community.



## Moccasin Identifier

This project brings recognition and understanding about the Indigenous Peoples who inhabited this land prior to settlement. Stencils are used to create temporary or permanent paintings of moccasin designs. Individuals ground their learning through an art-based activity to actively reinforce teachings.

## Library Care - Letter Writing Program

During the pandemic, we launched this program in support of older adults facing isolation, depression and loneliness. Letter writing grab and go kits were provided in order to write a letter of love and support to seniors and older adults. HHPL collected over 500 letters, cards, artwork, poetry and written messages, that were distributed to seniors across Halton Region.



## REDress Project

In collaboration with Grandmother's Voice, HHPL brought the REDress project to Halton Hills. This important and educational project is an art installation based on the aesthetic response to the disproportionate number of Missing and Murdered Indigenous Women and Girls in Canada.

## Equity and Diversity Book Club

In partnership with the Halton Equity & Diversity Roundtable (HEDR), collaboration began to provide a book club to engage and explore diverse titles that dig deeper into equity, diversity and inclusion. This community-wide initiative is committed to building systemic inclusion and equity in Halton Region.



## Our 2020 Community Partners

- ADAPT (Alcohol, drug, gambling, behavioural addiction services)
- Alzheimer Society of Hamilton Halton
- Canadian Mental Health Association
- Centre for Skills and Development
- Esquesing Historical Society
- Friends of the Halton Hills Public Library
- Food for Life
- Halton Community Services Directory
- Halton Community Legal Services
- Halton Equity & Diversity Roundtable (HEDR)
- Halton Housing Help
- Halton Region Small Business Centre
- Halton Multicultural Council (HMC Connections)
- Heritage Acton
- ROCK (Reach Out Centre for Kids)
- STRIDE (Training & Rehabilitation in Diverse Environments)
- The Adult Learning Centre
- Therapeutic Paws of Canada
- VPI Working Solutions

# Looking Ahead

Now in the second year of the pandemic, the health and safety of our patrons is top of mind. Physical distancing and face masks will be mandatory until the pandemic is behind us.

Despite the challenges of the past year, Halton Hills Public Library has learned a great deal in the face of adversity. The pandemic has presented a crisis-driven opportunity for us to push our online capabilities much farther and faster than ever before. Online content will continue to be offered to the community:

- WiFi in our branches and in our new outdoor spaces (Georgetown Library and Cultural Centre Plaza and Acton Reading Deck) will be increased to offer greater accessibility
- Social media engagement has skyrocketed and become a valuable asset to inform and connect, including communicating what's new and what's possible
- Once thought to be a future offering, online tech support is available and will continue to be widely offered
- Expanded community partnerships continue to offer a variety of online resources for all residents
- Significantly enhanced digital library resources, including eBooks and audiobooks for all ages.

As we look beyond 2021, expect enhanced collections as part of our equity, diversity, and inclusion initiatives. A new 2023-2027 strategic plan will take your library to new heights, further offering augmented services for all members of our community. The ability to collaborate virtually and in person will continue to be crucial in the coming years as we strive to fill in gaps left by the pandemic, engage and support this wonderful community we call home, and to ensure that learning and literacy is available in all formats, for everyone.

To discover all your local library has to offer, continue to visit our branches and website, borrow our physical and virtual collections, follow us on social media, and subscribe to our eNewsletter and online calendar. We are here for you!



## Vision

Your path to worlds of imagination, innovation and opportunity.

## Mission

To engage the residents of Halton Hills in exploring ideas, expressing creativity, and making connections.

## Values

Stellar Service, Intellectual Freedom, Innovation, Partnership, Building Community, Staff Development.

## Management Team

- |                  |   |
|------------------|---|
| Melanie Southern | Chief Librarian                         |
| Clare Hanman     | Manager of Content and Technologies     |
| Beverley King    | Manager of Community and Adult Services |
| Mary Querques    | Manager of Business Services            |

## Library Board

- |                     |            |
|---------------------|------------|
| Tamara Smith-Miksic | Chair      |
| Lisa Caissie        | Vice-chair |

### Members:

Councillor Ted Brown, Betsy Cospier, Larry Hawes, Matt Kindbom, Councillor Ann Lawlor, Keith Medenblik, Joanna Meler, James Schumacker, and Marilyn Willis.

## Locations

### Acton Branch

17 River Street, Acton ON, L7J 1C2

### Georgetown Branch

9 Church Street, Georgetown ON, L7G 2A3

HALTON HILLS PUBLIC LIBRARY

Imagination | Innovation | Opportunity