

Call to Order

The Camrose Public Library (CPL) is an organization located on Treaty 6 territory, the traditional lands of the Indigenous and the Métis People. For as long as the sun shines, the rivers flow, and the grass grows, this land will be recognized as Treaty 6 Territory.

1. Approval of the Agenda
2. Approval of the Minutes of October 29, 2025
3. Board Feedback
4. Consent Agenda
 - a. Items for Information
 - i. Correspondence
 - a. City of Camrose – Council Appointment
 - b. Camrose County
 - c. Letter of Resignation – Lucy Ernst
 - ii. Libraries in the News
 - a. [E-borrowing exceeds print at Vancouver libraries – can it keep up with the cost?](#) (4 min read)
 - b. [How I came to love the library I once criticized](#) (4 min read)
 - b. Reports
 - i. Director's Report
 - ii. Service Desk Report
 - iii. Occupational Health & Safety Report
 - c. Business Arising from the Consent Agenda
 - d. Approval of the Consent Agenda
5. Items for Discussion and Decision
 - a. Financial Report (TAL)
 - b. Holiday Hours Adjustments
6. Plan of Service Review (PLSB & Interim Director)
7. In-Camera Items for Discussion and Decision
8. Adjournment

Next regular Board meeting: December 10, 2025, 5:15pm

Present:

Renee Greer (Chair)

Cheryl Dezall

Joy-Anne Murphy (City Council)

Naomi Finseth (Vice-Chair)

Jacqueline Schaffter

Amanda Haugen (Recorder)

Margaret Holliston (Secretary)

Margaret Weir Andreassen

Channing S. MacDonald (Interim Director)

Regrets:

Lucy Ernst

Don Simpson (County Council) Peter Hamm

Call to Order: Chair Renee Greer called the meeting to order at 5:19 pm.

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1. Approval of the Agenda**Motion 60/25 M/C** Cheryl Dezall: Motion to approve the agenda as amended.**2. Approval of the Minutes of September 10, 2025****Motion 61/25 M/C** Margaret Holliston: Motion to approve the Minutes of September 10, 2025 as amended.**3. Board Feedback**

The election events hosted at the library were positive and well-attended. Approximately 50–60 people participated in the city session. The events provided opportunities to connect with candidates in person and gather information that might otherwise have been difficult to find.

The library was also mentioned several times during the Peter Lougheed candidate forum, which helped raise its profile within the community.

4. Consent Agenda**a. Items for Information****i. Correspondence****a.** City of Camrose – *There was no correspondence this month.***b.** Camrose County – *There was no correspondence this month.***ii. Libraries in the News****a.** Camrose Booster – Meet & Greet**b.** Parkland Newsletter (Libraries in Focus October 2025)[PRLS Libraries in Focus - October](#)**c.** Alberta government postpones release of revised school library book ban <https://globalnews.ca/news/11395522/alberta-school-library-book-ban-revised-date/>**iii. CPL Front Step Update**

b. Reports

- i. Director's Report
- ii. Collections Report

c. Business Arising from the Consent Agenda

- i. Following the recent election, Council membership has changed, and we will be informed which new Councillors will serve as representatives on our board.
- ii. It was asked what the CARE Coalition is. CARE stands for Camrose & Area Risk Education Coalition. Supporting the community youth and families to make safe and healthy choices to build more resilient communities.
- iii. Discussion held around the repairs of the steps, will be patient waiting for the end results.
- iv. Current procedures with weeding collections will need some revamping. Process not consistently done as staff take turns, pulling the books from the collection. Working with Olya Korolchuk, Consultant Librarian with Parkland Library Services.

Work will be done with Olya to streamline the procedure and hopefully roll it out in the coming weeks. Possibly an addition to the staff December PD Day. Weeding is also a service Parkland offers, so may look at this option as well.

- v. Staff are being pulled in other directions as we currently have two on leave and one whose last day is tomorrow.

d. Approval of the Consent Agenda

Motion 62/25 M/C Naomi Finseth: Motion to approve the consent agenda as presented.

5. Items for Discussion and Decisiona. Fellowship of the Library – Lisa Trach & Mary MacArthur

i. Fundraising Proposal

Discussion was held regarding the fundraising proposal as presented.

Board members discussed the pros and cons of the proposal. Some pros included 1) it could become a renewable revenue stream, 2) that the Fellowship is willing to do much of the legwork, and 3) that it could build positive relationship with the business community, which may be important as the library advocates for a new building. Cons included a potential erosion of government responsibility, and potential for a perceived reduction of neutrality of the library.

The board agreed that there was sufficient potential benefit to explore the proposal further.

Motion 63/25 M/C Joy-Anne Murphy: Motion to approve the creation of a committee to review the Fellowship Fundraising Proposal.

Committee Volunteers:

Margaret Holliston, Renee Greer, possibly Joy-Anne Murphy and Naomi Finseth. Jacqueline Schaffter will join if Naomi is unable. Margaret Weir Andreassen will act as a liaison to Fellowship, with Mary MacArthur and Lisa Trach as Fellowship committee members.

ii. Crowd Funding

Would like to sign up for crowd funding initiative to raise funds to revamp the furniture in the children's section. This initiative the government of Alberta will match 50% of the donations raised up to \$15,000. This would start next week, runs November 3rd to December 29th. Approval needed for fellowship to apply on behalf of the library, as the require the charitable number and other information to apply.

Motion 64/25 M/C Moved by, Jacqueline Schaffter seconded by Margaret Holliston: Motion to approve the fellowship to apply for the crowd funding initiative to raise funds for furniture in the children's section.

b. Congratulation letters to those elected

The letter was approved to send as amended.

c. Plan of Service Adjustments

Discussion of the 2025-2029 Plan of Service Adjustments and what those adjustments would look like. Channing would like to spend an hour at the November meeting working with the consultant from Public Library Services Branch. The amended Plan of Service would then be brought back to the December meeting for approval.

Motion 65/25 M/C Jacqueline Schaffter: Motion that the City of Camrose Library Board, proceed with revision of the plan of service with the process outlined in the document presented.

6. In-Camera Items for Discussion and Decision

Motion 66/25 M/C Naomi Finseth: Motion to go in-camera.

Motion 67/25 M/C Naomi Finseth: Motion to go out of camera.

Motion 68/25 M/C Moved by, Cheryl Dezall seconded by Jacqueline Schaffter: Motion to approve Option A: 2026 Salary Grid, effective January 1, 2026.

7. 2026 Budget

Motion 69/25 M/C Moved by, Margaret Holliston seconded by Cheryl Dezall: Motion to approve the purposed 2026 budget as presented.

8. Adjournment

Chair Renee Greer declared the meeting adjourned at 7:11pm.

Next regular Board meeting: November 12, 2025, 5:15pm

Renee Greer, Board Chair

Date

Good afternoon Chair Greer,

On behalf of City Council please be advised at the Organizational Meeting held November 3, 2025, City Council approved the following Council appointments to the Camrose Public Library Board from November 3, 2025, to the Organizational Meeting of Council to be held in October 2026.

Camrose Public Library Board	Contact
Councillor Joy-Anne Murphy	[REDACTED]
	[REDACTED]

Should you have any questions about the appointments, please contact Mayor Stasko at

[REDACTED]

A formal letter is to follow in the general mail.

Kindest regards,

Carla Johnson | Legislative/Executive Assistant
Corporate Services| City of Camrose

[REDACTED]

[REDACTED]

[REDACTED]

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This report is structured around the responsibilities of the Interim Director, outlined in Essential Functions of Schedule J of the Interim Director Offer of Employment.

1. CPL in Community Initiatives and Committees

One of our Programs Coordinators will be attended the November **Camrose Helps Interagency** meeting.

2. Communications, Marketing, and Advocacy

The Fellowship of the Camrose Public Library has **launched their crowd-funding** campaign. The Interim Director and Programs Coordinators are providing support with marketing and other aspects of the fundraiser.

3. Programs Management

The annual **DINovember** programs have launched in the children's area. This initiative includes dinosaur themes for several regular programs, an ongoing DINO scavenger hunt, and a Fossil Planet Interactive Virtual Visit with the Royal Tyrrell Museum.

4. Financial Management

4.1. Budget

On November 1st the Interim Director presented the board's **budget request to the Camrose County Council**.

4.2. Grants

Grants for the **summer programs** positions are now open and on a list of priorities for the upcoming weeks.

5. Human Resource Management

The second set of **PD Day sessions** were held on November 5th. Focus areas were how to work with teenagers, preventing workplace harassment and bullying, and how to conduct reference interviews (supporting patrons to find material).

An ongoing practice has been brought to my attention regarding scheduling that is **inconsistent with common practices** and for which I cannot find a basis for in policy. Staff have indicated that it is library practice to **not schedule shifts longer than 7 hours**. Many staff have indicated that this has been in practice since at least the mid-2000s.

I believe this may be based on a guideline in the Employee Policy Manual, section C3 Hours of Work, point 1 (p.30) which states:

"Full-Time Employees: The regular hours of work for full-time employees shall be thirty-five hours per week, ideally occurring during library opening hours. Employees are required to take a one-hour unpaid break during the day..."

I believe the practice may have come about by several **leaps of logic** in interpreting this guideline, but that this practice may be unintended and unwanted by the board. Such leaps would be:

1. That staff cannot work more than 35 hours in a week.
2. That the 35 hours must be divided equally between 5 days, thus creating 7-hour days.
3. That such restrictions, if they are interpreted to exist, would apply to part-time staff alike.

The current practice of 7-hour maximums is a **source of contention** among staff. Some part-time employees have requested working longer shifts but fewer days each week, while some full-time staff are opposed to extending their work hours (though they would not necessarily be required to do so).

Alberta Employment Standards allow staff to work 8 hours per day before overtime is required. Such a shift can occur over a period of time that is longer than 8 hours, provided that the employee is permitted to leave during an unpaid break. Thus, a common shift is 8:00-5:00 with a one-hour break for a total of 8 hours, for example.

Having an 8-hour option available would likely make scheduling easier on days when there are fewer staff members available.

I would like guidance from the board as to whether the interpretations above were the intentions of the board, and whether this practice is something the board wishes would continue.

6. No New Reports

As the last board meeting was only 1 week ago, several areas have no new reports.

- Collections Management
- Circulation & Service Management
- Organization Changes Management
- Contract Services Management



November 2025 Service Desk Report

Changes to Service Desk

Organizational Review: As noted in previous Director Reports, the implementation of the recommendations from the Organizational Review has had a big impact on our staff this year. Staff have worked hard to make changes required in their roles and to our work flow. We are still working to implement these changes effectively, some of which will not be realized until we have funding for more staff hours. We do not have enough staff hours right now for Circulation staff to have scheduled off-desk work time, nor for Collection Staff to do all of the processing of returns and transit items. Managing work loads is challenging.

HR Software: As of October, we are using Agendrix for scheduling and tracking hours for timesheets. This is very helpful for staff, as they can now have live access to the schedule and initiate shift changes through an app.

Staffing: We have a number of scheduling challenges at the moment, with one staff member on leave, a second staff member only partly returned from a leave, and one on-call staff member recently resigned. That staff member was covering a large number of the hours for staff that are away. Our Executive Assistant is also on leave at the moment, which has a big impact on our day to day operations.

Incidents: As mentioned in the OHS report, we have experienced an increase in serious incidents with patron behaviour and managing of some of our unhoused patrons. Many of these incidents are stressful for staff. Please see the OHS report for more details.

Circulation Statistics

Daily visit averages (and hourly based on operational hours in brackets) as of October 31, 2025:

Mondays: 372 (avg of 41/hr)
Wednesdays: 358 (avg of 40/hr)
Fridays: 311 (avg of 39/hr)

Tuesdays: 406 (avg of 41/hr)
Thursdays: 324 (avg of 36/hr)
Saturdays: 229 (avg of 46/hr)

CAMROSE PUBLIC LIBRARY

Camrose Public Library Monthly Stats August 2025						
Circulation	Aug 2025	Aug 2024	2024 YTD	2024 YTD	Under/ Over 2024	% Chg. Over 2024
Adult Material	5433	5852	42539	46056	-3517	-8%
Young Adult Material	416	505	3131	3922	-791	-20%
Juvenile Material	4810	5679	39961	40256	-295	-1%
Relais Items Borrowed	108	180	1063	1014	49	5%
Relais Items Sent	24	25	233	219	14	6%
Total	10791	12241	86927	91467	-4540	-5%
Econtent	Aug 2025	Aug 2024	2024 YTD	2024 YTD	Under/ Over 2024	% Chg. Over 2024
Cloud Library/RBDDigital	451	548	3486	4015	-529	-13%
Overdrive	1537	1265	11859	10064	1795	18%
Total	1988	1813	15345	14079	1266	9%
Circulation by Residence	Aug 2025	Aug 2024	2024 YTD	2024 YTD	Under/ Over 2024	% Chg. Over 2024
City of Camrose	9729	10397	72076	76823	-4747	-6%
County of Camrose	1993	2384	17810	16389	1421	9%
Outside City/County	47	34	532	496	36	7%
ME	7	4	127	172	-45	-26%
Total	11776	12819	90545	93880	-3335	-4%
Miscellaneous	Aug 2025	Aug 2024	2025 YTD	2024 YTD	Under/ Over 2024	% Chg. Over 2024
Visitors	7550	8582	65844	67920	-2076	-3%
WiFi Users	8606	8154	79980	74718	5262	7%
Internet Users	856	1107	7768	8863	-1095	-12%
Exams	11	15	134	182	-48	-26%
Total	17023	17858	153726	151683	2043	1%
Selection of Service Responses						
1. Social Engagement: Developing Relationships and Ending Isolation						
2. Connect to the Online World: Public Internet Access						
3. Satisfy Curiosity: Lifelong Learning						
4. Visit a Welcoming Place: Physical and Virtual Spaces						
Programs	Aug 2025		2025 YTD		Participants	
Service Response	Sessions	People	Sessions	People	2024 YTD	2023 YTD
1	16	96	214	1583	2,838	1,911
2	7	52	47	150	931	451
3	19	308	354	4682	4,310	4,910
4	22	101	204	3529	3,959	4,475
Advocacy	0	0	9	5510	5,038	4,950
Total	64	557	828	15454	17,076	16,697

CAMROSE PUBLIC LIBRARY

Camrose Public Library Monthly Stats September 2025						
Circulation	Sept 2025	Sept 2024	2025 YTD	2024 YTD	Under/ Over 2024	% Chg. Over 2024
Adult Material	5496	5539	48035	51595	-3560	-7%
Young Adult Material	435	431	3566	4353	-787	-18%
Juvenile Material	5507	5348	45468	45604	-136	0%
Relais Items Borrowed	139	142	1202	1156	46	4%
Relais Items Sent	29	28	262	247	15	6%
Total	11606	11488	98533	102955	-4422	-4%
Econtent	Sept 2025	Sept 2024	2025 YTD	2024 YTD	Under/ Over 2024	% Chg. Over 2024
Cloud Library/RBDDigital	402	436	3888	4451	-563	-13%
Overdrive	1539	1209	13398	11273	2125	19%
Total	1941	1645	17286	15724	1562	10%
Circulation by Residence	Sept 2025	Sept 2024	2025 YTD	2024 YTD	Under/ Over 2024	% Chg. Over 2024
City of Camrose	9721	9470	81797	86293	-4496	-5%
County of Camrose	2419	2103	20229	18492	1737	9%
Outside City/County	38	75	570	571	-1	0%
ME	8	1	135	173	-38	-22%
Total	12186	11649	102731	105529	-2798	-3%
Miscellaneous	Sept 2025	Sept 2024	2025 YTD	2024 YTD	Under/ Over 2024	% Chg. Over 2024
Visitors	7765	8228	73609	76148	-2539	-3%
WiFi Users	10266	10437	90246	85155	5091	6%
Internet Users	1001	1192	8769	10055	-1286	-13%
Exams	9	10	143	192	-49	-26%
Total	19041	19867	172767	171550	1217	1%
Selection of Service Responses						
1. Social Engagement: Developing Relationships and Ending Isolation						
2. Connect to the Online World: Public Internet Access						
3. Satisfy Curiosity: Lifelong Learning						
4. Visit a Welcoming Place: Physical and Virtual Spaces						
Programs	Sept 2025		2025 YTD		Participants	
Service Response	Sessions	People	Sessions	People	2024 YTD	2023 YTD
1	27	169	241	1752	3079	2044
2	6	12	53	162	984	451
3	29	406	383	5088	4693	5583
4	39	602	243	4131	4202	5063
Advocacy	3	450	12	5960	5050	5894
Total	104	1639	932	17093	18008	19,035



Onboarding & Ongoing Training

The Service Desk Supervisor attended the **Stronger Together** Conference in October, along with one other Circulation Assistant who attended for a day, as well as other staff. This is a valuable opportunity to learn from speakers and connect with staff from other libraries in the province.

Stats Weeks Updates

The third week of November is our next Stats week.

Upcoming Plans

Now that we have Agendrix, we can publish a schedule for staff months in advance and then make changes as needed. Getting more of our schedule into Agendrix and learning how to manage staff timesheet information is a priority.

We are continuing to adjust the schedule to optimize our Collection Assistant hours, in order to decrease the amount of time that Circulation Staff need to help with processing returns and transit items.

Our Procedures Manual needs an update as there are many staff roles and procedures that have changed in the last couple of years, but not enough staff time to document these changes for new staff training and everyday reference.

We also need to create and implement a new staff evaluation process. The evaluation process implemented by a previous Interim Director proved to not work well in our work environment, and was far too time consuming.

New Books and Displays

Fall is the season of book publishing and although our collection budget has been cut back over the last number of years, new books are arriving weekly. This is fun for everyone, and especially for acquisition staff who put in many of hours ordering for our collection. Because of staffing changes, staff who haven't previously done displays have been stepping up to create some lively book displays, both upstairs and down, and we've had positive responses from patrons.

Krystal Shirley
Service Desk Supervisor
Camrose Public Library



November 2025 Occupational Health & Safety Report

1. Incidents & Responses (If Serious or Trends)

In 2025, staff have observed an increase in serious incidents within the library. The most significant event occurred in August, escalating quickly between patrons. Two unhoused individuals were observed stealing from a third. When the victimized patron confronted them, a verbal altercation ensued, resulting in one patron physically assaulting the other.

Staff immediately locked the doors to ensure the safety of others and contacted police. The aggressors left the premises before officers arrived, and statements were later taken from two employees. The assaulted patron declined further assistance and left before police arrival (approximately 1 hour later).

Both individuals involved in the theft have been issued six-month trespass notices (expiring February 2026). Staff have been instructed to contact police if they return.

We are also observing an increase in unhoused patrons utilizing the library as a daytime refuge: accessing warmth, electricity, and washrooms. Challenges have arisen due to hygiene concerns and sleeping in public areas. Unfortunately, there are limited local options for these individuals to access showers or laundry facilities.

2. Emergency Response Plan & Training (ERP)

The Emergency Response Plan (ERP) is now in its final stages of completion. During our October 1st Professional Development Day, Amanda presented the ERP to staff and gathered feedback.

The ERP provides clear procedures for situations requiring immediate coordinated action, such as evacuations, lockdowns, or crowd control.

Next steps include developing the Situational Emergency Response Plan (SERP), which will cover critical incidents that require staff action but do not necessitate a full-site response.

Once finalized, both plans will be printed and placed in orange binders and made available on each floor. Moving forward, we plan to conduct biannual fire drills and monthly ERP/SERP refreshers to keep procedures current in staff minds.



3. Facility Related OHS Concerns

Air Quality: Interior air quality concerns were raised with the City earlier this year. Duct cleaning was completed in late September. We are awaiting follow-up on next steps from Cora Harpell-Yates, Health & Safety Advisor, Corporate Services, City of Camrose.

Concrete Steps: The City has proposed a plan for a railing and wider bottom step. We look forward to implementation.

Elevator: Extensive upgrades were completed this summer, and the elevator has since operated smoothly.

Incident Reporting Tool: Our current incident reporting system is not a proper tool and dependent on its original creator, who has since resigned. Staff would benefit from a more user-friendly and sustainable reporting platform.

Fire Inspection (May 2025): Several minor issues remain outstanding, including:

- a. Installation of two additional upstairs fire extinguishers.
- b. Adjustment of the west upstairs exit door to ensure proper closure.
- c. Sealing of mechanical penetrations through fire separations in the furnace and elevator rooms, with drywall replacement required in the furnace room.

We have not yet received confirmation of completion dates for these items from Paul Stone, Building Maintenance Manager, Public Works, City of Camrose.

4. Notable OHS Committee Updates

Progress on OHS-related tasks has been slower than anticipated due to limited staff availability and time constraints.

5. Other OHS Training

Amanda and Tanya completed their mandatory OHS committee training earlier this year. Amanda also attended an HR information session hosted at the Parkland Regional Library Services Conference in September 2025, which provided additional insights into OHS best practices.

Amanda Haugen
Executive Assistant
OH&S Co-Chair
Camrose Public Library

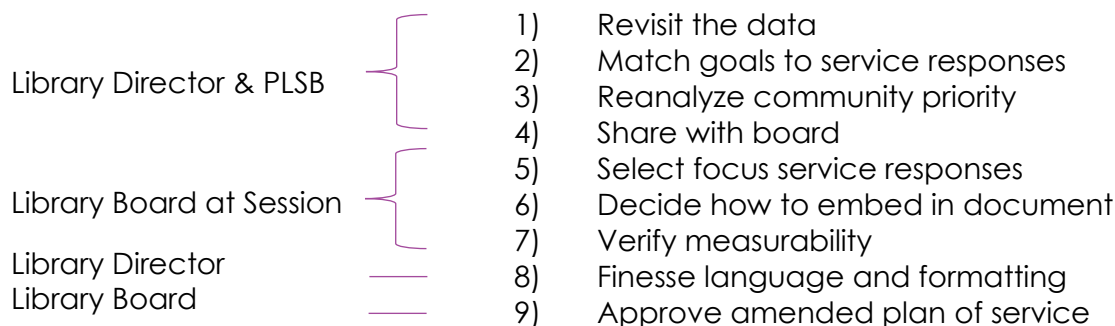
2025-2029 Plan of Service Adjustments: Data Summary

Issue

The 2025-2029 Plan of Service does not address the 18 Library Service Responses outlined in *Service Planning for Alberta Libraries*¹, and does not provide sufficient guidance to library staff as direction for programming and other service development. This opens the library to risk should justification be required for the expense of public dollars for services that the library provides without such services being tied to the Plan of Service.

Background

A briefing note was provided to the library board at the October 29th board meeting. After discussion and following the advice of the Public Library Services Branch, the library board agree to revisit the Plan of Service utilizing the following process:



Revisiting the Data

The Interim Director has created a data table using 1) the data collected during the public engagement sessions, 2) the themes that were grouped by the consulting firm during that process, and 3) using the reports that were created after the stakeholder engagement sessions with a) city and b) county councils, c) local service organizations, and d) library staff & volunteers. This table is in the attached excel file labeled **2025.11.12 Plan of Service Compilation**, in the **Compilation** sheet.

¹ An image of the 18 Service Responses is posted on the last page of this report.

“Weight” and Number of Comments

This table matches themes from the comments (column B) to the points made in the stakeholder engagement sessions (column D) that relate to those themes. “Weights” are added to both areas, with the number of comments made being used as the weight for the public engagement sessions (column C), and a weight of 5 per mention being applied to the stakeholder engagement sessions (column E). The number 5 was used, as the number of people who made comments in the stakeholder sessions is unknown, but the reports represented group concerns.

A total weight was then calculated (column F). Items with a higher weight were mentioned as priorities by a greater number of residents; the higher the weight, the greater the priority.

Other Themes

An “other themes” column was added to attempt to group the themes into broader themes, to help determine additional priorities. This is displayed in column G.

The weights of the original themes were then summarized into the broader other themes in the following table, and ordered by repeat mention.

Other Themes	Sum
Programming	159
Literacy & Collections	121
Space	102
Coming Together	64
Defined Boundaries	30
Advertising & Communication	28
Internal	28
Technology	24
Accessibility	22
Financial	17
Planning	10

Representation in Plan of Service

A column was added wherein the goals and objectives of the Plan of Service were matched with relevant themes. This is displayed in column H.

Potential Corresponding Service Responses

Finally, themes were matched with potential corresponding Service Responses (column I). These may represent the service responses that are the highest priority for Camrose residents. A table with the weight of the service responses is below.

Service Responses	Sum
3 - Celebrate Diversity: Cultural Awareness	12
4 - Connect to the Online World: Public Internet Access	13
5 - Create Young Readers: Early Literacy	13
9 - Know Your Community: Community Resources and Services	57
10 - Learn to Read and Write: Adult, Teen, and Family Literacy	19
13 - Satisfy Curiosity: Lifelong Learning	128
14 - Stimulate Imagination: Reading, Viewing, and Listening for Pleasure	102
17 - Visit a Comfortable Place: Physical and Virtual Spaces	124

Next Steps

At the upcoming board meeting, a PLSB Consultant and the Interim Director will co-facilitate a session with the library board to select and build some of the prioritized service responses into the Plan of Service.

Optional

If desired and if time allows, board members may wish to review the following documents:

1. 2025-2029 Plan of Service
2. Stakeholder Engagement Report
3. Community Engagement and Survey Response Analysis Report
4. 18 Service Responses (page 4 of this report)

Library Service Responses

These describe at a high level the varied services that public libraries as a whole deliver in response to community needs.

1. **Be an Informed Citizen: Local, National and World Affairs** – Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, provincial and national levels, and to fully participate in community decision making.
2. **Build Successful Enterprises: Business and Nonprofit Support** – Business owners and nonprofit organization directors and their managers will have the resources they need to develop and maintain strong, viable organizations.
3. **Celebrate Diversity: Cultural Awareness** – Residents will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.
4. **Connect to the Online World: Public Internet Access** – Residents will have high speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet.
5. **Create Young Readers: Early Literacy** – Children from birth to 5 will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen.
6. **Discover Your Roots: Genealogy and Local History** – Residents and visitors will have the resources they need to connect the past with the present through their family histories and to understand the history and traditions of the community.
7. **Express Creativity: Create and Share Content** – Residents will have the services and support they need to express themselves by creating original print, video, audio, or visual content in a real-world or online environment.
8. **Get Facts Fast: Ready Reference** – Residents will have someone to answer their questions on a wide array of topics of personal interest.
9. **Know Your Community: Community Resources and Services** – Residents will have a central source for information about the wide variety of programs, services and activities provided by community agencies and organizations.
10. **Learn to Read and Write: Adult, Teen and Family Literacy** – Adults and teens will have the support they need to improve their literacy skills in order to meet their personal goals and fulfill their responsibilities as parents, citizens and workers.
11. **Make Career Choices: Job and Career Development** – Adults and teens will have the skills and resources they need to identify career opportunities that suit their individual strengths and interests.
12. **Make Informed Decisions: Health, Wealth and Other Life Choices** – Residents will have the resources they need to identify and analyze risks, benefits, and alternatives before making decisions that affect their lives.
13. **Satisfy Curiosity: Lifelong Learning** – Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.
14. **Stimulate Imagination: Reading, Viewing and Listening for Pleasure** – Residents who want materials to enhance their leisure time will find what they want when and where they want them and will have the help they need to make choices from among the options.
15. **Succeed in School: Homework Help** – Students will have the resources they need to succeed in school.
16. **Understand How to Find, Evaluate and Use Information: Information Fluency** – Residents will know when they need information to resolve an issue or answer a question and will have the skills to search for, locate, evaluate and effectively use information to meet their needs.
17. **Visit a Comfortable Place: Physical and Virtual Spaces** – Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.
18. **Welcome to Canada: Services for New Immigrants** – New immigrants and refugees will have information on citizenship, English/French language learning, employment, public schooling, health and safety, available social services and any other topics that they need to participate successfully in Canadian life.



CAMROUSE

PUBLIC LIBRARY

Plan of Service

2025 - 2029

The Camrose Public Library (CPL) is an organization located on Treaty 6 territory, the traditional lands of the Indigenous and the Métis People. For as long as the sun shines, the rivers flow, and the grass grows, this land will be recognized as Treaty 6 Territory.

Looking Forward

MESSAGE FROM DIRECTOR:

Welcome to CPL's new Plan of Service! This document was created following a year of conversations with stakeholders, funding partners, consultants, and most importantly our community. We heard the feedback: things are tough right now for people and organizations, and the library is needed now more than ever.

This plan outlines our hopes to step up and meet the community's new needs, even as we are affected by many of the same hardships seen throughout our community. As we strive to do more with less, some changes will occur, but one thing that will remain constant is our love for and commitment to those we serve. We've heard how much you love the library, and we want you to know that we love you too. ~**Alyssa Martin**

The library is needed
now, more than ever.

We heard you
and we are
here for you.

MESSAGE FROM BOARD CHAIR:

It is with a renewed sense of purpose and commitment to the community we serve, that CPL presents our new Plan of Service. We heard from our stakeholders, funding partners and most importantly our patrons. Accordingly, this Plan of Service was created based on the valuable feedback received from all interested parties. Our new Plan of Service clearly states our mission, vision and values. As well, we have set 5 clear strategic goals to guide our future plans for development and service. The CPL Board is very excited to continue improving the ways we meet the needs of all in

our valued community. We heard you and we are here for you! ~**Renee Greer**

Engagement Process and Stakeholder Input

CPL undertook extensive public and stakeholder engagement from February to September 2024.

We conducted a series of workshops during the spring and summer, engaging our municipal funders—the City of Camrose and Camrose County—as well as key partner organizations, staff, and volunteers. These workshops provided valuable insights into defining success for CPL and exploring how our partnerships could continue to align with the region's priorities and goals.

To further engage the community, CPL hosted booths at public events, creating opportunities for meaningful conversations outside the library. Additionally, library patrons and community members were invited to participate in surveys, which were available during their library visits as well as online.

When talking with people out in the community, in the library, and online, we explored ideas on how CPL can enhance the library experience and what areas of library service we can concentrate on over the next 5 years. We asked for your perspective on public libraries, and you shared what you liked (and even LOVED) about public libraries and CPL, in particular. You also shared your expertise and perspective on what we can do to improve our services and resources for our community.

Your responses have now informed our direction and allowed us to better understand your needs and aspirations. We are excited to partner together to make these goals for individuals and the region a reality.

Your ideas
shape our
library.

*For more information and details on our alignment with City of Camrose and Camrose County strategic priorities and our stakeholder engagement events, please see the Appendix.

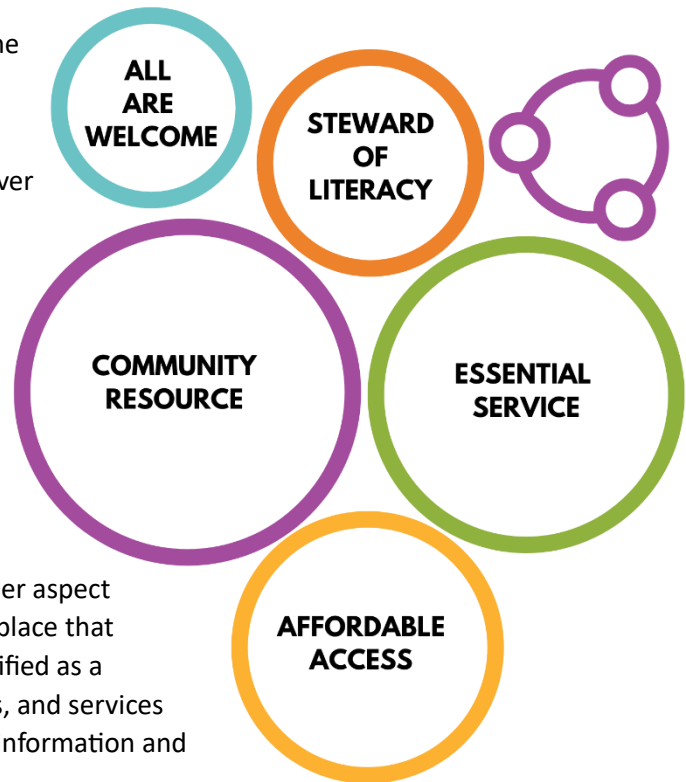
What We Heard

During our engagement process, we asked the same two questions in all our surveys:

1. What is your opinion of public libraries?
2. What would you like to see CPL focus on over the next 5 years?

Throughout the 455 responses, our community let us know that they continue to see our library as a critical community resource, with many responding that they considered the library to be an essential service in the community. The library is one of the few spaces in our community that gave them free access to resources, especially our digital resources and internet access. We also heard that many in our community cherish the other aspect of access that our library provides, mainly being a place that welcomes all. In our region, our library is still identified as a steward of literacy, providing collections, programs, and services that allow our community members to access the information and skills they need to enrich their lives.

In terms of focus over the next 5 years, our communities responded with gusto, giving us both affirmations of a job well done, as well as directions to pursue in the future. The majority of responses requested maintaining the programming that we offer while introducing additional diverse programming that allows us to reach more demographics in our communities, such as seniors and working families. Increasing our collections (especially our e-resources and audiobooks), outreach programs, expanding our space and increasing our operating hours were all top of mind, as well. We heard you loud and clear—a resounding desire for MORE of the library.



Our Library In Numbers

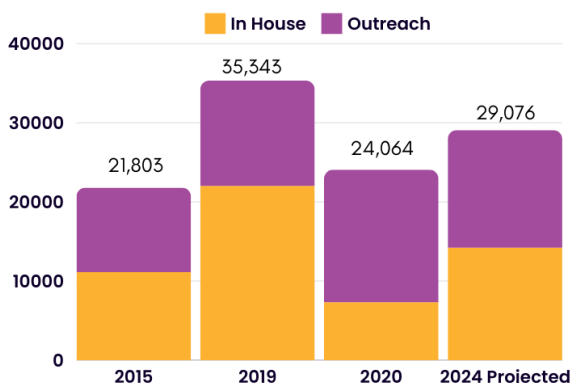
FACTS & FIGURES

NUMBERS AND CHARTS AND QUOTES, OH MY!

“Libraries are a vital asset to our communities. They have wonderful programs for young children, and having no cost barriers is hugely beneficial.”

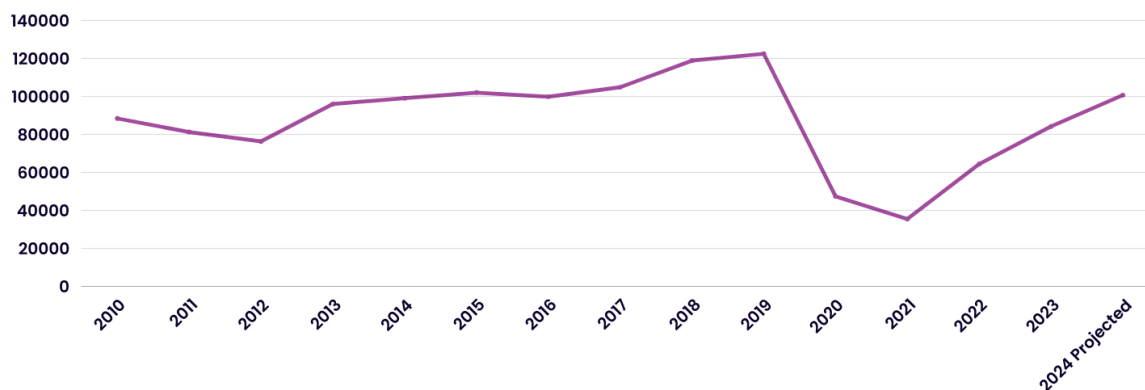
Camrose Public Library continues to recover from the pandemic and economic hardships. Year over year we see more visits despite being open less, we see more of the collection circulating despite the collection shrinking, and we see more program attendees per program, despite having fewer programmers. Our community values AND uses CPL, and we will continue to do our best to meet their needs.

Annual Program Attendance



“Libraries are a major center of any community. A great place to meet new friends and learn new things. Our library is a welcoming inclusive space for all.”

Annual In House Visits



FACTS & FIGURES

NUMBERS AND CHARTS AND QUOTES, OH MY!



In 2024, WIFI usage will reach an all time high with an estimated 113,540 uses.



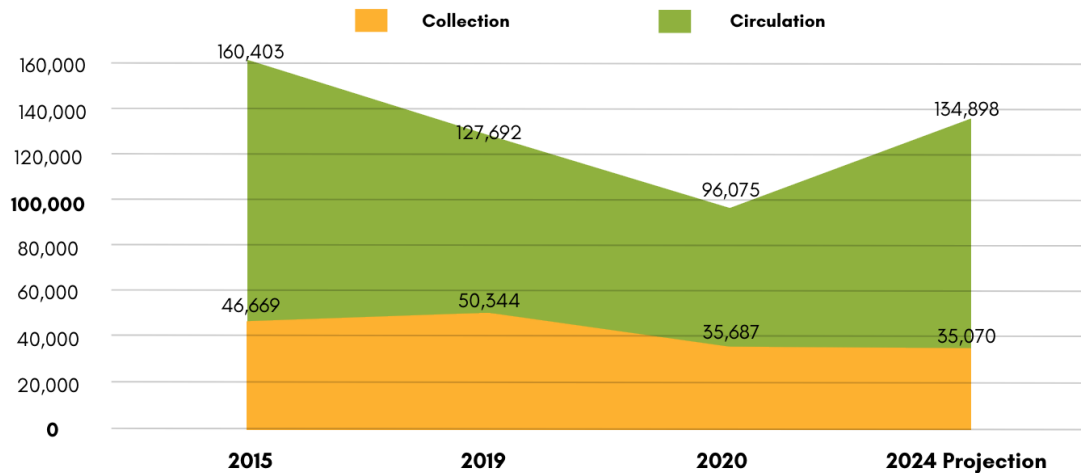
In 2024, 11.2 FTE staff members answered 27 reference questions every hour - that's about 66,393 questions in 2024.



The library is key to our community as the last free space to hang out. It provides resources and programming that are otherwise unattainable to a growing population of Camrosians. An essential meeting place, learning centre, activities provider, and community hub. As the economic future for many seems more uncertain every day, providing support and funding is more critical to the community than ever.



Circulation and Collection Size



By the end of this plan, CPL will set new records!

2019 was a record breaking year for CPL, where we served 42 people for every open hour. In 2024, we serve 41 people every open hour AND we'll circulate more items than in 2019!

Our Vision, Mission, and Values

Our Vision

Our library is a community hub of curiosity, connections, and endless possibilities.

Our Mission

We strengthen our region by providing the place, tools, and opportunities for everyone to learn, share, and create.

Our Values

WE ARE ADAPTABLE

We embrace new ideas in response to our community's needs today while making decisions that prepare us for tomorrow.

WE FOSTER CONNECTIONS

We use empathy to help people and organizations form relationships and a supportive community.

WE PROTECT INTELLECTUAL FREEDOM

We believe everyone has the right to unrestricted access to knowledge without fear of censorship or discrimination.

WE ARE THE HIGHLIGHT OF YOUR DAY

Whether you find joy in a book, a program, or our team makes you smile, CPL strives to be a place of hope and fun.

WE ARE INCLUSIVE

We reflect the diversity of our community and endeavour to be a safe space for all.

Strategic Goals

In determining our strategic goals for our 5-year Plan of Service, we took the input from our community, stakeholder, and staff engagement as well as strategic guidance from City and County priorities and plans. Please see the appendix for a more detailed alignment of our strategic goals with those of the City and County.

We also considered “What the Community is Saying: Towards a Social Master Plan-draft” from Camrose Helps, as well as the “2023 Alberta Provincial Housing & Service Needs Estimation for City and County of Camrose” prepared by the Rural Development Network. These resources proved to be important reminders on why universal access to resources and safe spaces are critical to our region.

The following five strategic goals are essential areas of focus for our library’s continued success over the next 5 years:



SUSTAINABLE STEWARDSHIP

Our library aims to secure a resilient future by enhancing flexibility and adaptability in our operations, ensuring we can respond swiftly to changes without compromising our excellent service to our community. Through thoughtful assessment of our operations, advocacy with government bodies, and efforts to diversify revenue, we are committed to sustainable growth and lasting impact.

Goal One: Sustainable Stewardship

Objectives

1. **Strengthen relationships and advocacy with funders to show our value and critical contribution to a thriving region.**

Initiatives

- a. Ensure consistent communication and annual updates to funders (statistics, reports, successes, and challenges).
- b. Create and implement an advocacy plan (including municipal and provincial elections).

2. **Assess and implement sound organizational and financial processes.**

Initiatives

- a. Implement Organizational Review.
- b. Create 5-Year Capital and Equipment Plan.

3. **Diversify revenue opportunities to provide stability and resiliency for library services.**

Initiatives

- a. Connect with potential donors and promote the Library's Endowment Fund.
- b. Proactively explore additional grant opportunities.
- c. Support the Fellowship of the Camrose Public Library in their fundraising and advocacy efforts.

Goal Two: Future Facility Planning

Objectives

1. **Advocate and plan for a new library facility that is safe, welcoming, efficient, and meets the future needs of the community.**

Initiatives

- a. Engage with decision-makers to explore funding, community needs, and design options for a new facility.

2. **Address immediate concerns in current building for accessibility, safety, and comfort.**

Initiatives

- a. Review and address safety and accessibility measures for patrons and staff.
- b. Explore patrons' requests for functional space and furniture.

3. **Maintain or expand access to technology and internet.**

Initiatives

- a. Update current technology equipment for staff and public.

FUTURE FACILITY PLANNING

Our current library facility faces significant challenges attributed to aging infrastructure. We are committed to pursuing planning for a vibrant new space that meets the diverse needs of our community, supports inclusive access, and allows for flexible, future-focused library services. By working with partners and funders, we aim to lay the groundwork for a facility that enhances our services and reflects our commitment to future community growth and well-being for our region.

STAFF SUPPORTS & DEVELOPMENT

Our library's exceptional service begins with its exceptional people. We are committed to fostering a supportive and engaging work environment where staff feel valued, energized, and empowered to prioritize their own well-being. By ensuring our team has the resources and encouragement they need, we enable them to extend the same grace, empathy, and care to themselves that they offer to our patrons every day.

Goal Three: Staff Supports & Development

Objectives

1. Attract and retain skilled staff.

Initiatives

- a. Offer competitive wages and benefits.
- b. Offer exciting professional development opportunities.

2. Ensure a safe and supported work environment.

Initiatives

- a. Explore additional supports and training to bolster staff wellness and safety (such as de-escalation training, counselling options, and mental health first aid).
- b. Upgrade security systems and procedures.
- c. Partner with community agencies to maximize safety within an empathetic public space.

3. Meet service needs with adequate staff levels and competencies.

Initiatives

- a. Cross-train staff to ensure organizational continuity.

Goal Four: Service & Resource Delivery

Objectives

1. **Restore or expand operational hours, programming, and collection size to 2019 levels.**

Initiatives

- a. Advocate to government funders and explore additional funding opportunities.

2. **Diversify program offerings.**

Initiatives

- a. Create a system for community program suggestions.

3. **Uphold and champion the tenets of access, intellectual freedom, free services, and accessible spaces.**

Initiatives

- a. Protect the community's right to access information.

4. **Maintain our friendly and welcoming vibe.**

Initiatives

- a. Commit to empathy-first decision-making: meeting everyone where they are at and assuming the best of them.

SERVICE & RESOURCE DELIVERY

Our library is dedicated to restoring and expanding access to the resources our community values most. We are committed to returning to pre-2019 levels for operating hours, programming, and collection size while diversifying our offerings to meet evolving needs. By upholding principles of intellectual freedom, accessibility, and a welcoming atmosphere, we strive to create a space where everyone in our community feels they have a space to explore, learn, and connect.

COMMUNITY PARTNERSHIPS & OUTREACH

Our library is a vibrant community hub, but our commitment to the prosperity of the Camrose region extends far beyond our physical building. We are dedicated to connecting people with one another, fostering the exchange of ideas, and providing access to opportunities from local organizations and businesses that enhance community life. Through these connections, we aim to strengthen the social and economic fabric of the community we serve.

Goal Five: Community Partnerships & Outreach

Objectives

1. **Maintain and expand valued partnerships and collaborations that address and meet community needs within the Camrose region.**

Initiatives

- a. Continue to actively participate in Interagency meetings.
- b. Actively participate in and promote community events.
- c. Engage with post-secondary institutions.

2. **Foster mutual relationships with the Camrose area business community.**

Initiatives

- a. Reach out to businesses for joint initiatives, such as speaker series, promotions, and programs.

3. **Explore and increase marketing and advertising opportunities.**

Initiatives

- a. Explore physical advertising to spread awareness regarding services, programs, and promotion.

4. **Bring library services into the community to meet people where they are.**

Initiatives

- a. Facilitate monthly pop-up library events and booths in unexpected, non-library locations.
- b. Expand Book Bike reach and capabilities with capital assets.

Appendix

City of Camrose Strategic Priorities¹

CPL directly contributes to and supports the following City of Camrose priorities:

Focus Area 2: Increase Engagement with Citizens and Staff

- The City proactively communicates with citizens and staff and engages them in municipal decision-making.
- Council, citizens, and staff are equipped with information about City programs and are able to be enthusiastic ambassadors for our region.
- The City uses multiple communication platforms to ensure broadest reach to the public.

Focus Area 4: Build A Strong Economy

- Camrose has a bold vision for a strong and diverse economy.
- Camrose will be known as a great city to do business. Its regional economy provides opportunities for all people, families, businesses, and the community to flourish.
- Camrose is proud to share and promote the incredible features of our community including our exceptional recreation, arts, and cultural amenities and activities.
- The City develops strong relationships with the local business community to encourage their growth.
- Camrose further builds our economic base by attracting sustainable, innovative industries and entrepreneurs.
- Our region will prosper by working collaboratively with our neighbours and partners.

Municipal Sustainability Pillar 2: Social Wellness

Camrose is a safe and secure community where all residents can thrive with a place to live, a living wage, and opportunities to build a high quality of life.

- All residents of Camrose have a place to live and can earn a living wage.
- Camrose has social programs that respond to current community needs.
- Camrose has affordable public transportation.
- Camrose provides essential services for at-risk populations and educates residents about related social issues.
- Camrose integrates newcomers through inclusive social events and other appropriate opportunities

¹ City of Camrose. (2022). *Strategic Plan 2022-2026*. <https://www.camrose.ca/en/your-government/strategic-plan.aspx>

Municipal Sustainability Pillar 3: Culture & Recreation

Camrose is a vibrant community with an expansive network of festivals, music, sport, cultural, and community events. Residents and business owners care about their community and are known for their strong sense of belonging, connection, and friendliness.

- Camrose supports and invests in venues and opportunities for arts and culture as well as sports and recreation.
- Camrose has strong partnerships with community organizations and educational institutions to enhance social connections, lifelong learning, as well as local traditions, heritage, and diversity.
- Camrose values parks, trails, and open spaces as part of our community's natural beauty and social culture.

Camrose County Strategic Priorities²

CPL directly contributes to and supports the following Camrose County priorities:

Strategic Goal 4: Social and Community

Camrose County is known to support and foster safe, welcoming, inclusive and engaged communities with a wide range of recreational and cultural opportunities.

- Community well-being is prioritized, by partnering with governments and community agencies to ease economic and social disparities, support community groups within Camrose County
- Provide adequate resources so residents feel safe in their communities,
- Encourage rural youth to be engaged and support opportunities for youth within local communities,
- Prioritize accessibility to recreation and cultural opportunities for all.

Strategic Goal 6: Governance

We have a relationship with our community, and other governance partners, grounded on transparency, responsiveness, and maximizing the value we provide.

- Engage the community and provide an opportunity for input.

² Camrose County. (2021). *Strategic Plan 2022-25*. <https://county.camrose.ab.ca/county-administration/mission-values/>

Engagement Events and Surveys

Engagement Events

April 13 & 14, 2024	CRE 2024 Acreage and Garden Show Booth	47 respondents
May 2, 2024	City of Camrose Council & Administration: Library Tour & Workshop	13 participants
June 7, 2024	Jaywalkers Jamboree Booth	71 respondents
June 12, 2024	Community Partners' Workshop	17 participants
June 25, 2024	Camrose County Council & Administration: Library Tour & Workshop	10 participants
August 27, 2024	Camrose Farmers Market Booth	11 respondents
September 5, 2024	Community Registration Night Booth	35 respondents

Surveys

Community Feedback Survey (hardcopy)	119 respondents
Community Feedback Survey (online)	124 respondents
Volunteer and Staff Feedback Survey	25 respondents
Summer End Survey	23 respondents

Acknowledgements

Thanks to

Plan of Service Planning Committee members

Camrose Public Library Board members

City of Camrose and Camrose County Councillors

University of Alberta Augustana Campus

Family Resource Network

Camrose and District FCSS

Bailey Theatre

Bethany Group

Battle River Community Foundation

Camrose Helps

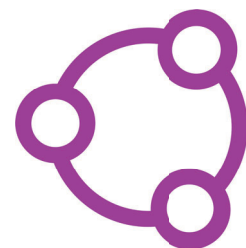
Special thanks to

Our amazing staff and volunteers – without you, there would be no library.



CAMROSE PUBLIC LIBRARY

Stakeholder Engagement Report: Summary of Input from Municipal Councils, Partner Organizations, and Staff and Volunteers



Stakeholder Engagement

Public and stakeholder engagement is crucial to developing Camrose Public Library (CPL)'s next Plan of Service.

CPL conducted a public survey and numerous pop-up booths and events throughout 2024 to interact with the public. Those results are captured in the "Community Engagement and Survey Response Analysis" Report as well as the "CPL Survey Data Analysis" spreadsheet.

In addition to those activities, Library staff and Board members also hosted a series of workshops with key partner organizations in the spring and summer. These workshops included the City of Camrose, Camrose County Council, partner community organizations, as well as staff and volunteers.

Below is a summary of each workshop and the important discussions and relationship building as everyone collaborates on making the library the best it can be.

City of Camrose Council Workshop | May 21, 2024



Attendees from the City of Camrose:

Back row: Councillor Joy-Anne Murphy, Mayor PJ Statsko, Patricia MacQuarrie (GM of Community Development), Brianne Hillson (GM of Corporate and Protective Services), Kris Johnson (GM of Infrastructure), Councillor David Francour, and Councillor Dpn Rosland. Front row: Library Board Chair Renee Greer, Councillor Agnes Hoveland, Library Board member Lucy Ernst, Library Board member Cheryl Dezall, Dean LaGrange (Police Chief), Library Director Alyssa Martin, and Councillor Kevin Hycha.

Library Tour

- Library Director Alyssa Martin gave a tour of the library and an overview of its programs, current service levels, and patrons who use the library's diverse collection and services.

Discussion Topics

Challenges facing the library:

- Aging infrastructure and capital planning: There are concerns around the sustainability of the current facility and whether a new or different location would better serve the community and potential partners for shared space.
- Overlap with other FCSS services: There are questions about possible or perceived redundancy with social services offered by other agencies as well as the challenges of provincial funding for social issues being downloaded onto municipalities. Modern libraries now have broad mandates which makes it difficult to determine the areas that they should focus on (and fund).
- Hours, access, and emergency support: It is important that the library is accessible throughout the week and year as well as responsive in times of need while balancing operational hours with budget constraints.
- Divisive issues: More and more topics can become contentious in our society.
- Changing nature of knowledge: With evolving technology and information access, libraries can continue to adapt to support citizens with gaining and sharing knowledge.
- Library and skill expertise: managing a library and serving diverse patrons is a complex undertaking that requires a lot of different expertise such as literacy and social issues.

Defining success for the library:

- High usage by a majority of residents: This includes both city and county residents and reflects a broad spectrum of engagement.
- Positive public feedback: Council values the feedback from residents which signals satisfaction with the library's services.
- Awareness and outreach: Success is also tied to the library's ability to raise awareness of its services and be seen as a central resource for information and community support.
- Source of information: The library provides vital information that some people wouldn't be able to get any other way.
- Community gathering space: both residents and groups use the library as a place to meet, learn, and be together.
- Clear services with data and some flexibility: Establish the services that the library is going to focus on, gather data to back those services up, and still provide some flexibility to meet emerging needs.
- Longevity and dependability: Council wants to see the library as a long-term, reliable resource for the community, evolving as needed to stay relevant.
- Partnerships and collaboration: Success involves working with partners to maximize resources and meet community needs.
- Safe and welcoming: The library continues to be a safe, welcoming place in the community for new and long-term residents.
- One stop shop for vulnerable people: Continue to be a place that is knowledgeable about the resources available in the community that can be referred to.

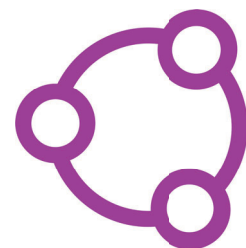


As a trusted partner to the City, the library could continue to:

- Foster community engagement: Creating an inclusive space that welcomes a diverse audience especially through programs and services for vulnerable populations.
- Show adaptability: Demonstrating flexibility in service offerings, including the ability to shift based on community needs and changes in knowledge or technology.
- Collaborate effectively: Partnering with local agencies and sharing resources to avoid redundancy while still providing essential services.
- Maintain a safe, welcoming space: Ensuring that the library remains a reliable and secure location for residents to gather and access critical resources.
- A welcoming community hub: The library should help make the city more inclusive, serving as a one-stop shop for services and support particularly for vulnerable populations.

Helpful planning for the future:

- Clear capital planning: Exploring options for infrastructure improvements or new locations and identifying ideal partners would help funders feel more confident in the library's future.
- Strategic partnerships: Collaborating with social service providers and exploring potential provincial funding for overlapping services would alleviate concerns of redundancy.
- Defined service boundaries: Clarifying what services the library will specialize in, and how it will collaborate with other agencies, can help establish a clear role for the library in the social service ecosystem.
- Improved data and communication: Regular updates on usage, public feedback, and service impact would give stakeholders assurance that the library is being effectively utilized and meeting community needs.



Camrose County Council Workshop | June 25, 2024



Attendees from Camrose County:

Back row: Library Board member Cheryl Dezall, Councillor Tina Sroka, Reeve Cindy Trautman, Councillor Carlene Wetthuhn, Teresa Gratrix (CAO), Library Board member Naomi Finseth

Front row: Councillor Doug Lyseng, Councillor Don Simpson, Councillor Jordon Banack, Councillor Carl Bergstrom, Alyssa Martin (Library Director)

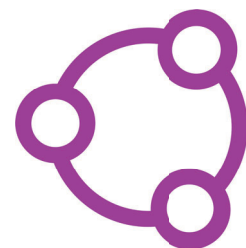
Library Tour

- Library Director Alyssa Martin gave a tour of the library and an overview of its programs, current service levels, and patrons who use the library's diverse collection and services.

Discussion Topics

How the Library Helps Support Municipal Goals

- County Council discussed how the library contributes to its Strategic Plan's Social and Community goals of community well-being, encouraging youth to be engaged and have opportunities, and access to recreation and cultural opportunities.
- The group had a great discussion on the expanded roles of libraries in recent decades as a community hub that is often a first point of contact for both difficulties and opportunities in society. This expanded role brings more complexity and it is a challenge for municipalities and library boards to grapple with for funding and programming.



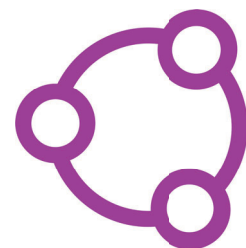
How to Connect Further with County of Camrose and its Residents

- Explore outreach to rural schools and colonies (New Norway, Round Hill, and Kingman)
- It's great to have the same card for City and County residents
- The County and the library could both increase online promotion about all the services that the library offers. The library will connect with County Administration to work on this.
- Continue to strengthen relationship with County Council, libraries located in villages and towns, and County residents
- It's helpful for more information and data on County residents' use of the library and its services (metrics could identify location of resident as either City, County, Village, or other)
- The library can send information and updates monthly to County Council. The library will connect with County Administration on this.

County Appreciation for the Library's Efforts as a Valued Partner

- Recognize the library's efforts to manage costs
- Contribution to democracy (such as election forums)
- The need in the community is much bigger than some Councillors initially realized
- Great free programming
- Building relationships with stakeholders
- Serving as a community hub
- Could further increase awareness of the library for County residents
- There is a lot going on! Wow - kudos!
- The library is often the first contact for support
- Keep up the good work. Thank you for all you do!
- There's a lot of need in the community
- The library provides a lot of value
- Great to see the collaboration with other groups





Community Partners' Workshop

June 12, 2024

Attendees: University of Alberta Augustana Campus, Family Resource Network, Camrose and District FCSS, Bailey Theatre, Bethany Group, Battle River Community Foundation, and Camrose Helps.

Discussion Topics

What are some of the most pressing needs in our community?

- Affordability and cost of living: Rising costs are putting pressure on families and individuals.
- Economic uncertainty: Unstable economic conditions are affecting both livelihoods and local businesses.
- Housing: There is a need for affordable housing solutions.
- Mental health support: Access to mental health services is increasingly important, particularly one-on-one assistance.
- Indigenous programming: There is a recognized need to provide more culturally appropriate services and programs for Indigenous populations.
- Aging population: As the population ages, there are concerns about adequate support, including specific projects like dementia care.
- Transportation and access: Mobility issues, particularly transportation to essential services, remain a significant challenge.

How can the library uniquely address some of these needs?

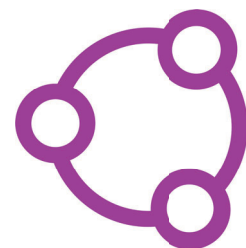
Activities that we could potentially stop

- Always adding new projects
- Trying to do everything
- Craft based programming

Activities that we could potentially start

- Tenancy Act / Renters' Rights
- Adulting classes for life skills
- Increased focus on Truth and Reconciliation
- Community Navigators (external agency supporting library)
- Dementia care for caregivers
- Social services training
- CSL students from Augustana
- Being known as a "community hub"





Activities that we could potentially continue

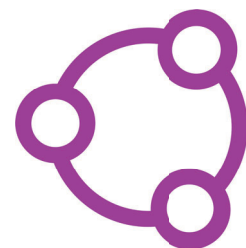
- Entertainment resources for relationship building
- Dementia kits and support
- Welcoming environment
- Being an information hub
- Safe and neutral place for organizations and community (inclusive)
- Hours of operation increases service options
- Library staff (strong commitment to the community)
- Education, support, access
- Drop-in center - a place to be
- Equity, diversity, and inclusive (EDI) programming
- Space
- Snacks in the stacks

Activities that we could potentially improve / expand

- Dementia: relationships with specialists and professionals
- Grant Connect awareness
- Increase of community learning events (concepts versus skills)
- Programming for “non-family” adults
- Intergenerational programs
- Hours of operation
- Indigenous programs

How can we encourage the community to rally behind the library?

- Young adult outreach
- Advocacy to library funders
- Greater awareness that the library is an essential service
- Pop-up shared events with partners (out into the community)
- Advertising flyers for programming
- Sharing stories and experience of using the library
- Encourage reading and books!
- Go where the people are (churches, parent councils, schools, etc.)
- Speaker series



Volunteer and Staff Input

The library also sought input from staff and volunteers on their ideas for the next Plan of Service. Based on the staff input from their workshop as well as a survey, here is a summary of key suggestions for the next 5 years:

What CPL could do more of:

Outreach and Community Engagement

- Expand outreach programs to schools, care facilities, and other community spaces.
- Increase collaboration with local organizations to create joint events.
- Engage in more programming that takes the library's services into the community.

Programming

- Increase literary events, such as author talks and book clubs.
- Offer more technology training and workshops, particularly for seniors and general public tech literacy.
- Expand mental health awareness programs and support groups.

Professional Development

- Provide staff with more professional development opportunities.
- Offer evening and weekend sessions to better accommodate various schedules.
- Cross-training so important jobs aren't dependent on one staff person

What CPL could do less of:

Craft-Based Programming

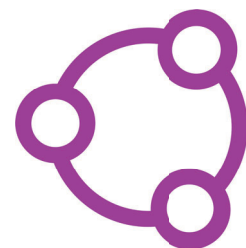
- Several responses suggested reducing or minimizing craft-based programming, particularly for adults, as it may not provide the highest impact.

After-School Programs

- Some staff suggested a reevaluation or reduction in after-school programming, particularly in terms of logistical burden.

What CPL could stop doing:

- Too much with too little: Avoid trying to do too much or spreading resources too thin. Focus on what the library can do well rather than attempting to meet all needs at once.
- Strict No Fee policy: Consider charging more for exam proctoring



What CPL could start doing:

New Types of Programming

- Start regular technology training in group settings.
- Intergenerational

Collaboration

- More collaboration with community resources and other organizations to help shoulder programming demands and expand the library's reach.
- Have a Mental Health Professionals or Police Services dedicated library liaison

Staff Connection/Communication

- Regular staff meetings
- More fun "team building" activities

What CPL should KEEP doing:

Popular Programs

- Continue the success of current programs like infant and preschool programs, after-school snacks, and tech support for seniors.
- Maintain regular programming that the community already enjoys and benefits from.

Maintaining Community Focus

- Keep offering activities that reflect the needs and interests of the community while balancing outreach and in-library offerings.

Themes to note

There is a consensus of support for the majority of programming and services offered by CPL.

There is a consensus of support for more space (storage, equipment, programs and events, quiet spaces, staff spaces).

Many responses have ties to staff being expected to manage unruly behaviour from certain demographics, or deal with more general mental health-related disturbances. Suggestions such as automated login codes for computer usage policing, Code of Conduct, professional development for Emergency Situations and requests for a social worker on staff could be considered as signs that staff are feeling overwhelmed by some patron behaviour.



Specific Suggestions From Staff


Operational ideas:

- Full time tech help
- Security cameras
- Standing desks
- Circulation/Programmer dual positions
- Higher minimum staff level downstairs (2 instead of 1)
- More carts
- More professional development opportunities
- Training for Book Bike with previous rider/bike riding test
- Regular staff meetings
- Cross-training
- Accessible tech (iPads for floor staff)

Programming and services:

- More tech-based programming
- Driving course/bike course
- Snacks in Stacks during the summer
- Entrepreneurial programming
- Basic life skills for YA
- Intergenerational programming
- Daycare programming
- Homeschool programming
- Coffee or snack for all patrons
- Kid instruments
- Meal Prep Planning course
- Laminator

Report courtesy of **McCarroll Consulting**



Camrose Public Library has engaged the community for feedback since April by facilitating surveys in public at the following community events:

CRE Acreage and Garden Show
Jaywalkers
Farmers Market
Community Registration Night

They have also facilitated three other surveys: one **In-House**, and two online (**Community Online Feedback** and **Summer End Survey**).

The following two questions were asked:

What is your opinion about public libraries?

What would you like to see CPL focus on over the next 5 years?

To analyze the data collected, we looked for recurring themes and suggestions and coded the responses according to those themes.

The following is our presentation of trends and areas of interest.

The spreadsheet [CPL Survey Data Analysis](#) contains the responses, along with tables and charts with details about demographics (where documented) and theme codes.

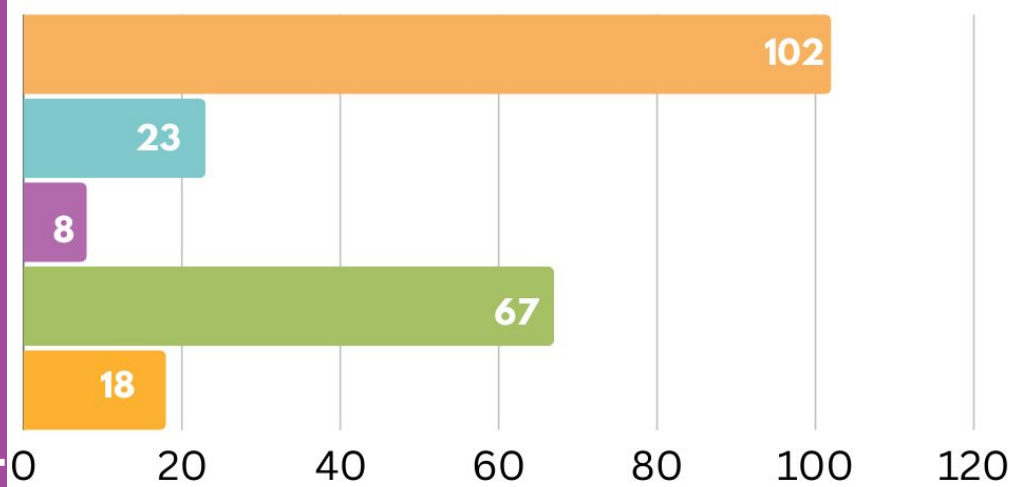
Table of Contents

Analysis of **What is your opinion about public libraries?**

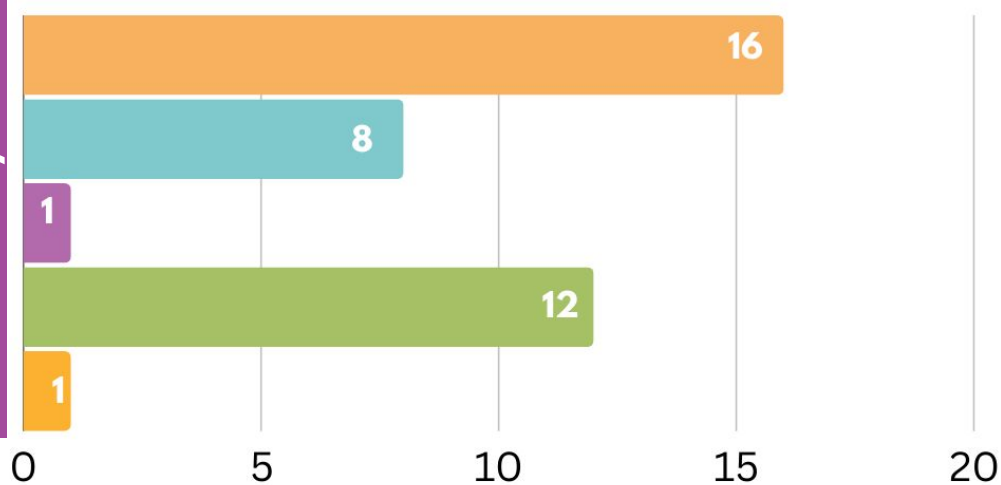
Analysis of **What would you like to see CPL focus on over the next 5 years?**

What is your opinion of public libraries?

City of Camrose Responses by Survey



Camrose County Responses by Survey



Abbreviations

CFO

Community Feedback
Online Survey

CRN

Community Registration Night

FM

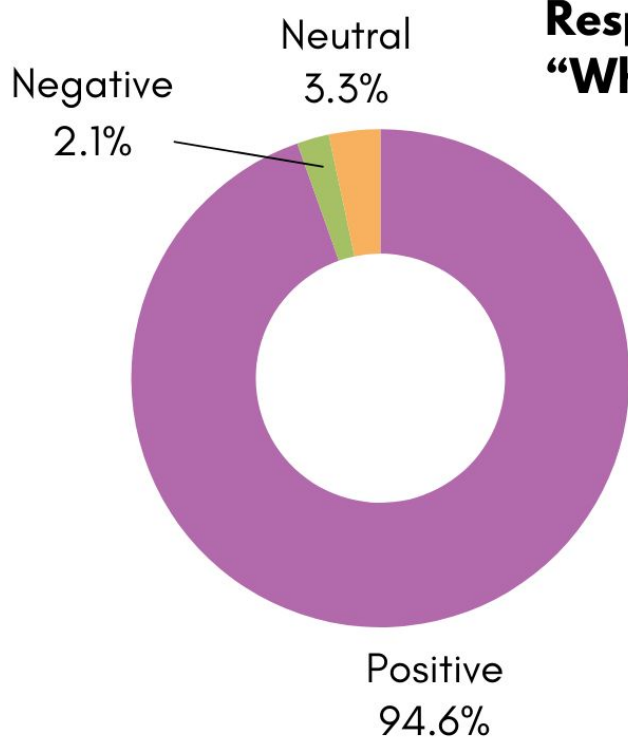
Farmers Market

INCF

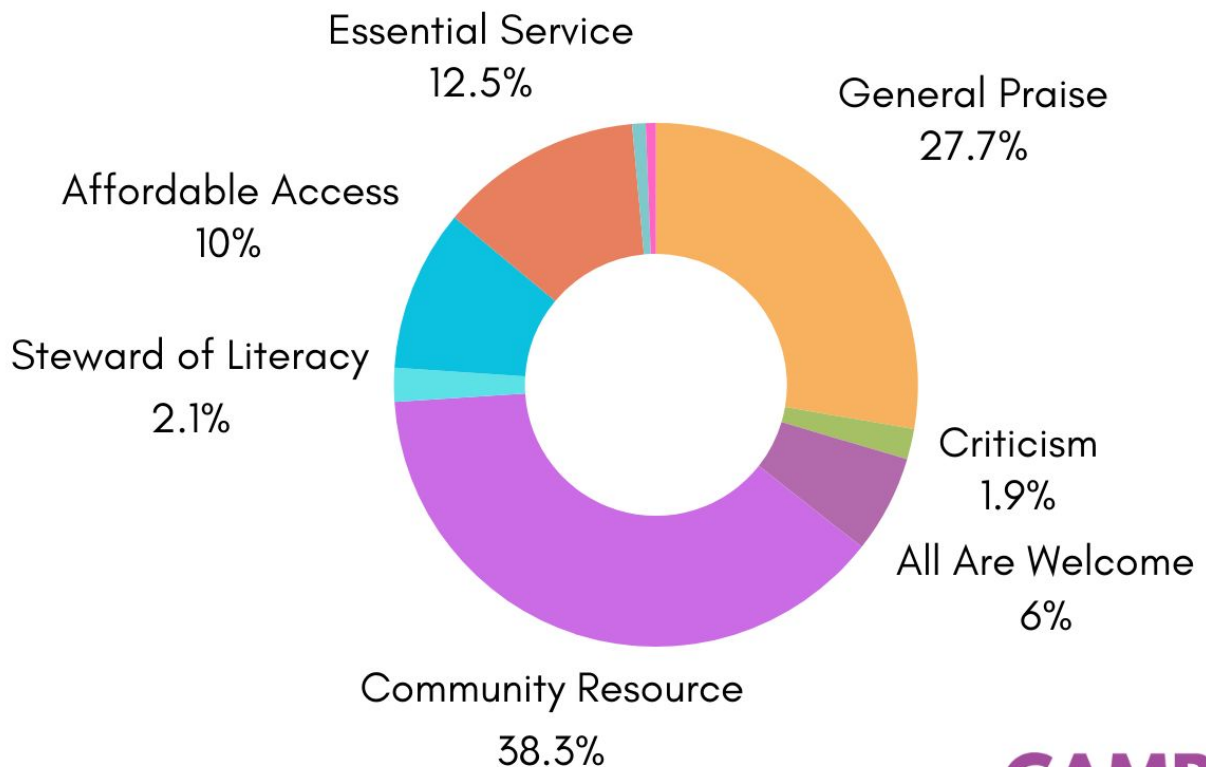
In House Community
Feedback

SES

Summer End Survey



**Responses to question
“What do you think about
public libraries?” coded by
theme**





What is your opinion of public libraries?

Response Summary

Resource

Respondents widely referred to the library in relation to **resources**—both literally and descriptively. Many talked about the value of libraries, both in terms of education and access, especially when comparing the cost (or rather no cost) of services provided.

Role of Libraries in the Community

Public libraries were widely celebrated by respondents as inclusive centers that foster community support. Feedback from users frequently highlighted words like **community**, **safe**, **essential**, and **public**. New service suggestions demonstrate how libraries are being expected to evolve to meet broader needs, extending their influence across multiple areas of daily life with many responses emphasizing the **community-building role** of libraries.

Children and Families

Responses highlight that libraries are seen as important for **families and children**.

Responses that include **reading** with **kids** and **grandkids** indicate that families consider libraries essential for children's education and early literacy, engagement, and growth. Recurrent themes of the importance of literacy and after-school programming run throughout the feedback surveys.

Digital and Non-book Resources

Some responses mention resources and services beyond books, implying an expectation of libraries as multi-functional spaces that provide a wide range of services and types of material.



What is your opinion of public libraries?

Response Summary

Emotional Connection

The word **love** being used 101 times(!) suggests that there is an **emotional attachment** to libraries. Respondents often mention how libraries are personally meaningful to them, especially in terms of providing peace, comfort, or a sense of purpose, even if they were only used during a different stage of their life.

Underutilization and Public Perception

There is an occasional mention of **underutilization** or a feeling that libraries are not used as much as they should be. This sentiment is connected to statements like *underused* or *people don't realize*. This implies a potential gap between the perceived value of libraries and public awareness or usage, suggesting the need for more outreach or community engagement. **NOTE: In responses to the second survey question, there was also mention of marketing and advocacy, and a stronger social media presence.**

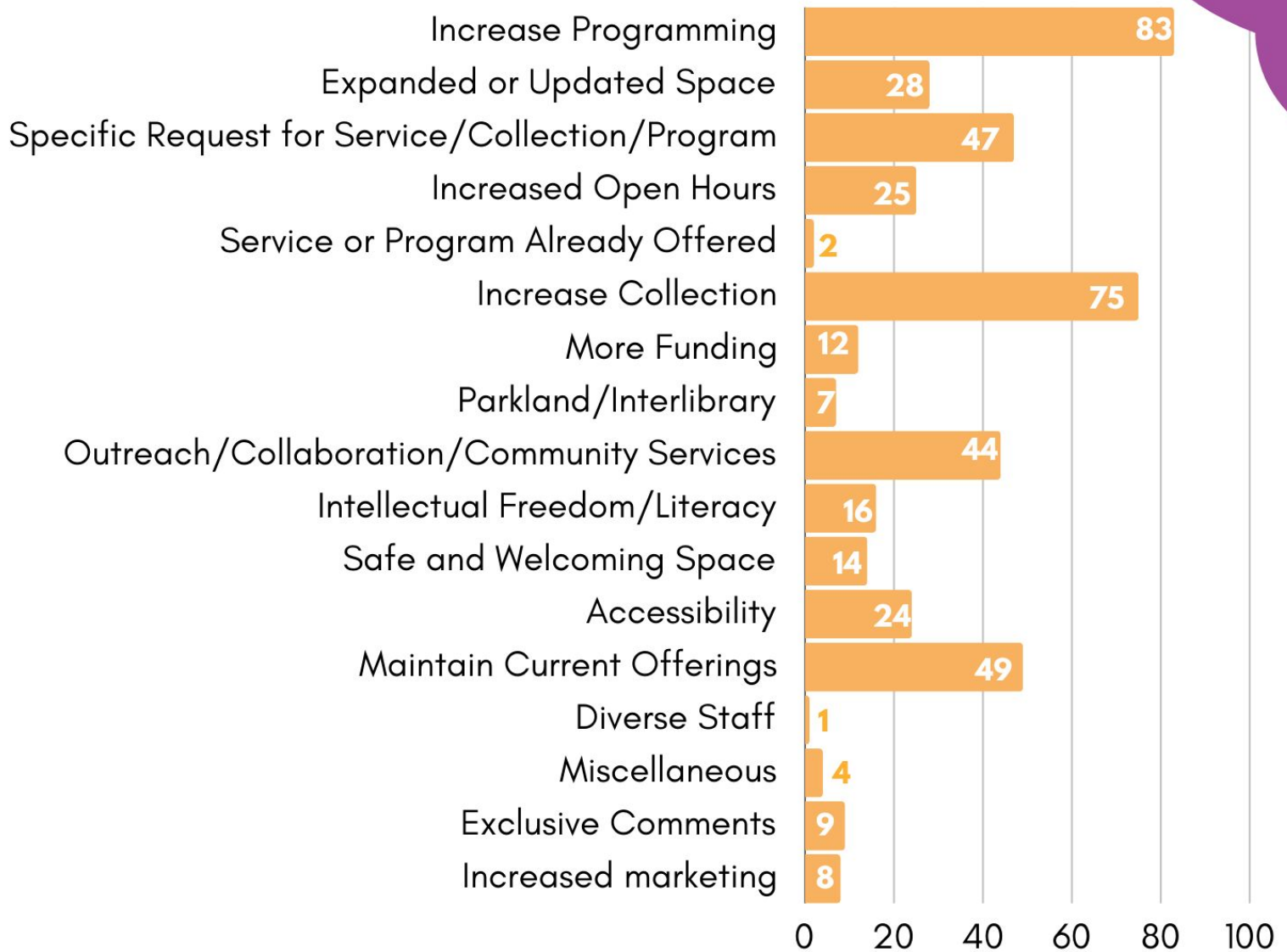
Library Staff and Atmosphere

Respondents frequently reference the **library staff** and **atmosphere**, using terms such as **nice**, **friendly**, and **welcoming**. This points to a positive perception of the people working in libraries, and how their service contributes to a pleasant library experience. It also highlights the value of library as a physical space to feel welcome.

Libraries as Lifelines

Some responses suggest that libraries serve as lifelines for certain individuals. Words like **important** and **need** highlight how essential libraries are for access to resources that might otherwise be unaffordable or for fostering connections that may be lacking in other aspects of their lives

Responses to the question “What would you like to see CPL focus on over the next 5 years?” by Theme*



*Some themes combined for layout spacing; see spreadsheet for comprehensive list

What would you like to see CPL focus on over the next 5 years?



Response Analysis

Response Analysis: Responses to this question throughout all surveys were read and coded according to the following themes:

A Increase of General Programming or Events

B Increase Adult Programming

C Increase Child Programming

D Increase Teen Programming

E Increase Family Programming

F Cultural Programming

G Expanded or updated space(larger library, more parking, multi-use facility)

H Specific program suggestion

I Specific service suggestion

J Specific collection suggestion

K Increased open hours/days

L Service/Program/Event Already Provided

M Increase book collection

N Increase e-book /audio book collection

O Increase multimedia collection (DVD, games, music)

P More funding/donations

Q Parkland Regional Library

R Update furniture

S Intellectual Freedom Access and Literacy Development

T Community Collaboration

U Increased marketing/social media presence

V Outreach

W Interlibrary loans

X Dedicated quiet study spaces

Y Expanded Library of Things/Physical Library

Z Safe and welcoming space

AA Expanded e-resources

BB More computers

CC Skill classes(technology, employment, etc)

DD Indigenous staff person

EE Accessibility

FF Expanded kits

GG Self-checkout downstairs

HH Youth Volunteers

II Enforced guidelines for respectful library behaviour

JJ Maintaining Current Offerings

KK Book Bike

LL Community Service Hub

MM Displays

NN Tech Support

OO Exclusive Comments

What would you like to see CPL focus on over the next 5 years?



Response Analysis

Top Five Most Popular Themes:

JJ- Maintaining Current Offerings: Appears 49 times

A- Increase of General Programming or Events: Appears 36 times

H-Specific Program Suggestion: Appears 29 times

M-Increase book collection: Appears 26 times

K- Increased open hours/days: Appears 25 times

Theme JJ reflects community satisfaction with the library's current operations with most responses offering general and positive feedback encouraging the library to "keep up the good work". While some of these compliments are paired with suggestions for new services or program delivery, the theme represents the perceived positive momentum of library service.

More: Respondents that expressed satisfaction with current offerings of the Camrose Public Library often used words like **love, great, excellent**, and yet satisfaction was also paired with new suggestions and requests for other services. Some respondents who do not actively use the library still support the institution's offerings. This highlights the common perception of the library being valued as a community resource, even for those who may not frequently visit.

Maintain: The library's current services are well-regarded by many respondents, so it's important to continue offering core resources like book collections, digital media, and existing programs.

Support: The library's consistent quality of service is valued, and planning decisions should prioritize supporting this high standard of service.

What would you like to see CPL focus on over the next 5 years?



Response Analysis

Theme A represents feedback where respondents emphasize the importance of increasing general programming or events at the library. Several key trends emerge from the responses under this theme:

Expand Adult Programming: There is a clear demand for more adult-oriented events and educational opportunities. Expanding this area could attract a larger adult audience and support lifelong learning in the community.

Family-Oriented and Intergenerational Events: CPL should consider increasing family-friendly programming that caters to multiple generations and lifestyles (ie working parents). This could strengthen the library's role as a central gathering space for families.

Skill-Building Workshops: Offering workshops that focus on skill development—especially in areas like technology, finance, and arts.

Cultural and Community Events: Events that highlight local culture and community stories specifically Indigenous programming.

Increased Programming for Children and Teens: Developing more targeted programming for youth, especially during after-school hours and weekend. There was also some correlation between suggesting teen programming and creating stewards of library behaviour.

Flexible Scheduling: Offering programs at different times throughout the day and week will ensure that more community members can participate, regardless of their personal schedules. Responses often mentioned that it is hard to attend family events if both parents are working within your current operational hours.

What would you like to see CPL focus on over the next 5 years?

Response Analysis



Theme H captures responses where community members offer specific suggestions for new or improved programs at the library or specify a particular program for specific demographic. The responses indicate a proactive interest in shaping the library's offerings to better meet the community's diverse needs. Along with the general call for continued programming or age-specific general programming, some of the more specific program suggestions include:

- Camp sleepovers in the basement for families with Ghost Tour
- Robotics, STEM programming
- More author talks
- More literary-themed events
- Facilitated book clubs for all ages
- ASL classes
- More movement-based toddler programs for busy bodies
- Youth leadership programs (with possible community organization involvement)
- Afternoon card making
- Dementia Caregiver Support Group
- More programs for Adults with disabilities
- More language programs
- French Conversation Circle with paid/permanent facilitator

What would you like to see CPL focus on over the next 5 years?



Response Analysis

Theme M generally emphasizes the desire for an expanded collection of books and media (Whereas Theme N was used when digital books, either e-books or audiobooks were specifically mentioned or when an overarching theme of expanding the whole collection was mentioned).

Expanded Book Collection:

Many respondents mentioned difficulties in accessing current titles due to long wait times or limited availability. They expressed a strong interest in seeing a wider variety of reading materials, particularly for popular and current titles.

In collaboration with Theme J (specific collection suggestion), the following were noted in the responses:

- Sports books, like basketball, boxing, karate
- More arts and crafts books
- More inclusive books for LGBTQIA+
- Christian and historical fiction for teens and adults
- Manga
- Large Print and paperback books (more accessible and easier to lift) for seniors.

Interestingly, there was both a call to action in terms of protecting intellectual freedom within the collection (Theme S) as well as a few exclusive comments that were concerned with a more discerning or controlled collection (Theme OO).

What would you like to see CPL focus on over the next 5 years?



Response Analysis

Theme K responses showed requests for expanded operating hours and/or days, including Sundays. This suggests that current hours may not be flexible enough to meet community demand, particularly for working families and students.

The most frequent requests include:

Sunday Openings: Many respondents explicitly called for the library to be open on Sundays. This would allow families, working individuals, and students greater access during their available free time.

Extended Weekday Hours: There is also a demand for the library to remain open later on weekdays to accommodate those with daytime commitments.

Convenience for Working Families and Students: The responses suggest that working families and students, in particular, are hindered by the current schedule. Extended hours, especially in the evenings or on weekends, would better serve those with jobs or school commitments that prevent them from visiting during regular hours.

Supporting Continuous Learning: The request for extended hours reflects a need for longer access to library services, such as adult education, technology support, quiet study areas and other skill-building programs during non-traditional hours.

Online Resources Not a Complete Substitute While respondents value the library's digital resources, many still rely on the physical space for accessing computers, study areas, and quiet workspaces. Extended hours would ensure that patrons who depend on in-person resources—especially those without reliable internet access at home—can continue to benefit from the library's full range of services.

What would you like to see CPL focus on over the next 5 years?



Response Analysis

Other general theme takeaways:

Theme Codes B, C, D, E: Highlight requests for targeted programming (adult, child, teen, family), demonstrating that the community values diverse program offerings.

Theme Code G: A frequent request is for larger, updated multi-use spaces (with more parking) reflecting the need for investment in physical infrastructure.

Theme Codes H, I, T, LL: Respondents view the library as a hub for community services and outreach, expressing support for the current Food Pantry collaboration, as an example. Expanding partnerships with community organizations could strengthen the library's role as a service hub, offering not only educational resources but also social support.

Theme Codes J,N, AA: There is significant interest in expanding the library's digital offerings, including e-books and internet resources. Investing in technology infrastructure and digital services will cater to modern demands but it may also be prudent to raise public awareness about the impact of expanding e-book offerings within the library budget and the current lending models from publishers, as there was also a general consideration of sustainability and consensus that libraries are underfunded.

Theme Code P: Responses stressed the importance of securing sustainable funding to reduce reliance on individual donors, with mention of donations and the importance of the new endowment fund.

Theme Codes Z, II: Some respondents raised concerns about the presence of homeless individuals and library behavior guidelines. Addressing these concerns with policies that ensure both inclusivity and safety will be important.